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2021-2025 ARCHIVED CONTENT

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Department of State AI Inventory 2024

DECEMBER 13, 2024

Bureau	AI Use Case Name	AI Use Case Description	Date Retired
A/GO	Product Service Code Automation ML Model	Developed a proof-of-concept machine learning model to scan unstructured, user entered procurement data such as Requisition Title and Line Descriptions to automatically detect the commodity and service types being purchased for enhanced procurement categorization. This project is retired.	9/1/2021
A/GO	Tailored Integration Logistics Management System (ILMS) User Analytics	Piloted the use of ILMS transactional data and planned transactions to develop tailored user experiences and analytics to meet the specifics needs of the user at that moment. This allowed for the extraction of more meaningful information about users by mining real system actions and clicks. This project is retired.	6/14/2022
A/GO	Property and Procurement Analytics	Plan to expand current analytics within the Integrated Logistics Management System (ILMS) through development of a machine learning model for detecting patterns of potential anomalous activity in property and procurement.	N/A
A/PRI/LS	AI input in Translation	Leveraging machine-based tools to streamline workflows in translation work. Machine output is carefully post-edited by professional human translators to ensure highest quality product.	N/A
A/PRI/TI	FOIA Web ML Document Indexer	Development is underway for a machine learning algorithm to generate index metadata for the documents in the Department's online Freedom of Information Act (FOIA) Library, thereby	N/A

improving document classification and accuracy of search.

BP/RPBI	BudgetChat AI Tool	BudgetChat (aka BudgetSearch) is expected to consolidate budget documents to make searching and summarizing them easier, thereby streamlining access and analysis of initiatives over multiple years and programs.	N/A
CA/CST	Travel.state.gov (TSG) Content Refinement with AI Text Editor	To assist in rewriting Public Facing content on International Travel Safety & Security to improve readability.	N/A
CA/CST	Predictive Analytics Platform	Planned AI Use Cases that will be on the Predictive Analytics platform. The Predictive Analytics platform facilitates AI R&D and AI modeling, LLMs with services like Azure AI services, Azure Machine Learning, Azure Databricks, Azure Synapse and Data Science Virtual Machines etc. Individual AI Use Cases will be on this platform.	N/A
CA/CST	Consular Affairs Photo Quality Service (PQS) / FaceVACS	To automatically check passport photo quality during the Online Passport Renewal (OPR) process, providing instant feedback to ensure submitted images meet requirements. Applicants are prompted to retake and upload new photos if needed to meet requirements or submit a physical photo through standard processes if an acceptable digital photo cannot be obtained.	N/A
CA/CST	Innovation and Transformation Measurement and Prediction	To measure and understand causal impacts of consular service changes and improvements on desired outcomes (e.g., efficiency, effectiveness, customer and employee experiences, actionable behaviors, etc.) using methods such as machine learning and statistical modeling. This will allow Consular Affairs to better predict how these service	N/A

to better predict how these service
changes will impact customers and
employees before they are implemented.

CA/CST	Evaluating Customer Feedback and Sentiments with AI	To leverage Natural Language Processing (NLP) and secure Large Language Models (LLM) on unstructured text data to identify actionable insights to drive customer improvement initiatives.	N/A
CA/CST	Translation of Consular Content using AI	To leverage AI translation models to increase CA's capacity to provide consular content in our websites to customers in their preferred language while ensuring accuracy and understanding, and reducing the resources typically needed at post.	N/A
CA/CST	Travel.State.Gov (TSG) Enhanced Search and Chatbot	A new chatbot and enhanced search on the TSG website processing existing FAQs and resources. The chatbot provides predefined responses.	N/A
CA/CST	CodeGen – AI-assisted IT Application Development	CodeGen is an application designed for seamless integration with Large Language Models (LLMs) that aims to enhance the process that developers follow to build, test, and deploy software. Through use of API, it provides a secure suite of capabilities that fast-tracks developers during code generation, translation, analysis, optimization, and debugging.	N/A
CSO	Violence Against Civilians Model	A machine learning model that uses open-source political, social, and economic datasets to forecast mass civilian killings for the upcoming quarter and year for each country globally in	N/A

and year for each country globally in order to inform conflict prevention.

CSO	Automated Damage Assessments	The Conflict Observatory cooperative agreement used AI and machine learning on moderate and high-resolution commercial satellite imagery to create automated damage assessments. This project is retired.	8/31/2023
CSO	Automated Burning Detection	Daily scans of moderate resolution commercial satellite imagery to identify anomalies using the near-infrared band. This project is retired.	7/31/2023
CSO	Senturion Alpha	A stakeholder/influence-driven model that identifies where key decision makers fall on an issue spectrum and who influences whom. The simulation analyzes the political dynamics within contexts and estimates how the policy positions of competing interests will evolve over time.	N/A
CSO	Mass Mobilization Model	A machine learning forecasting model that uses open-source political, social, and economic datasets to predict mass mobilizations (protests and riots) for each country globally.	N/A
DT	Apptio	Working Capital Fund (IRM/WCF) used Apptio to bill bureaus for consolidated services run from the WCF. Cost models were built in Apptio so bureaus can budget for the service costs in future Fiscal Years (FYs). Apptio had the capability to extrapolate future values using several available formulas. This project is retired.	9/29/2024
DT	DT Data Analytics and Assessment (DAA) AI Use Case ITCP data harvest	To allow DT DAA team to parse unstructured text from key DT documents to build structured data	N/A

indicating compliance to DT data governance and DT FAM related policies.

DT/BMP/ITA/SSM	ServiceNow AI-Powered Virtual Agent (Chatbot)	DT (formerly IRM) BMP Systems planned to incorporate ServiceNow's Virtual Agent into existing applications to connect users with support and data requests. The Artificial Intelligence (AI) was provided by ServiceNow as part of their Platform as a Service (PaaS). This project is retired.	6/29/2024
DT/DCIO/CO/A&A	POA&M Orchestration	This planned AI Use Case involves the orchestration of automatically opening and closing of Plan of Action and Milestones (POA&Ms) based upon log and vulnerability data specific to each Federal Information Security Modernization Act (FISMA) system.	N/A
F	NLP for Foreign Assistance Appropriations Analysis	Natural Language Processing (NLP) application for F/RA to streamline the extraction of earmarks and directives from the annual appropriations bill. Before NLP this was an entirely manual process.	N/A
F	ForeignAssistance.gov Processing for Mismatched Data	Created a custom Natural Language Processing (NLP) model to recommend information for tagging and identify mismatched data.	N/A
FSI/EX	Creating Persistent Virtual Reality Personas for dynamic training	The EdTech Innovation Lab team plans to develop a dynamic integration between multiple AI tools to create stored/persistent "personas" that can be interacted with during training-related virtual reality (VR) exercises.	N/A
FSI/EX	FSI Enterprise Operations – Gaming and	In FY 2024, the bureau began a pilot program to better accommodate the	N/A

	Simulations	need for experiential learning through gaming and simulations. Simulations can involve complicated scenarios in several different target languages.	
FSI/EX	FSI Continuous Learning Solutions	FSI plans to sustain our AI action plan approved by the Front Office to promote content generation, analytical tasks, and increased overall efficiency and productivity around content development.	N/A
FSI/EX/EDS	Enhancing Training Effectiveness in FSILearn Using AI	Plan to use AI on the Cornerstone Learning Management System to enhance employee learning experiences by analyzing key data related to learning behaviors, such as course completions, quiz scores, and engagement levels. The AI uses this information to tailor learning paths.	N/A
J	J Reports Data Collection & Management Tool (DCT)	The DCT is an AI-driven research assistant designed to increase the quality and maintain the integrity of select Congressional reports while reducing the labor hours it takes to generate them. The tool automates the summarization, translation, and categorization of user-submitted content into a searchable database, replacing the manual tracking and organizing of research. Users can upload materials throughout the year and easily retrieve content during drafting season.	N/A
J/TIP	TIP Report Research Translation	The TIP Report Translation AI system provides informal, unofficial translations for materials related to the annual Trafficking in Persons report. This capability saves staff time and allows researchers and drafters to focus on critical report needs, such as identifying and resolving data gaps.	N/A

M/SS/CFA	FOIA 360 AI Matching Tool	This system aims to make the Department of State's FOIA process better by spotting similar requests and documents to cut down on duplication. It also helps find patterns in both current and new requests to speed up response times for the public.	N/A
M/SS/CFA	StateChat	StateChat is the Department's enterprise Generative AI-powered chatbot.	N/A
M/SS/CFA	Crisis Campaign Cable Analytics	Used optical character recognition and Natural Language Processing (NLP) on Department cables in order to evaluate gaps and trends in crisis training and bolster post preparedness for crisis events. This project is retired.	5/31/2023
PM	NLP to pull key information from unstructured text	Natural language processing (NLP) to pull key information from unstructured text. Use NLP to extract information such as country names and agreement dates from dozens of pages of unstructured PDF document.	N/A
R/ECA/EX/IT	ECA Program Management and Outreach – Summarization	Use approved Large Language Models to create artifacts for leadership as well as visiting legateship utilizing relevant and accurate datasets.	N/A
R/GEC	Storyzy	Improve detected use of synthetic content.- Synthetic content is computer-generated data that mimics real-world data.	N/A
R/GEC	Optical Character Recognition – Text Extraction	Extracted text from images using standard python libraries; inputs were websites to collect data. This project is retired.	6/30/2023
R/GEC	Topic Modeling	Cluster text into themes based on	6/30/2023

		frequency of used words in documents; was applied to digital media articles as well as social media posts; performed using available Python libraries. This project is retired.	
R/GEC	Forecasting	Using statistical models, projecting expected outcomes into the future; this was applied to COVID cases as well as violent events in relation to tweets. This project is retired.	6/30/2023
R/GEC	Deepfake Detector	Deep learning model that took in an image containing a person's face and classifies the image as either being real (contains a real person's face) or fake (synthetically generated face, a deepfake often created using Generative Adversarial Networks). This project is retired.	6/30/2023
R/GEC	SentiBERTIQ	Used deep contextual AI of text to identify and extract subjective information within the source material. This sentiment model was trained by fine-tuning a multilingual, BERT model leveraging word embeddings across 2.2 million labeled tweets spanning English, Spanish, Arabic, and traditional Chinese. This project is retired.	6/30/2023
R/GEC	TOPIQ	Automatically categorized text into topics for analyst review and interpretation, using Latent Dirichlet Allocation (LDA), to extract topics from documents and then assigned the probability that each document belonged to a topic. This project is retired.	6/30/2023
R/GEC	Text Similarity	Identified different texts that were identical or nearly identical by calculating cosine similarity between each text. Texts were then grouped if they share	6/30/2023

		high cosine similarity and then available for analysts to review further. This project is retired.	
R/GEC	Image Clustering	Used a pretrained deep learning model to generate image embeddings, then used hierarchical clustering to identify similar images. This project is retired.	6/30/2023
R/GEC	Louvain Community Detection	Took in a social network and clusters nodes together into "communities" (i.e., similar nodes are grouped together). This project is retired.	6/30/2023
R/GEC	Fast Text Word Builder	Fast Text was an AI approach to identifying similar terms and phrases based on a root word. This supported A&R's capability to build robust search queries for data collection. This project is retired.	6/30/2023
R/GPA/RA	Digital Media Analytics Platform	Using open-source neural machine translation models to translate global media articles and Department and public foreign social media posts into English.	N/A
R/GPA/RA	Geospatial Mapping of Historical Survey Data	Used PowerBI to create an interactive map. Cleaned and collected historical data consisting of all statistically significant results from all Pollfish surveys/tests. This project is retired.	12/31/2022
R/GPA/	AI Tools to Enhance PD Workflows	Plan to leverage ChatGPT Licenses to streamline existing Public Diplomacy workflows with AI tools following Department policy.	N/A
WHA/EX	LEO – Budget Office Inquiries	Answer questions frequently asked about budget.	N/A

A link to the consolidated, machine-readable CSV of AI Use Cases is here:
2024 U.S. Department of State AI Use Case Inventory [43 KB].

NOTE: The following AI Use Cases appeared in the Department's previously public 2023 AI Inventory but fall outside of the scope of the 2024 Inventory per OMB 2024 Instructions: Federal Procurement Data System (FPDS) Auto-Populate Bot, Tailored Integration Logistics Management System (ILMS) Automated User Support Bot, Within Grade Increase Automation, Automatic Detection of Authentic Material, GPATools and GPAIX, K-Means Clustering into Tiers, eRecords M/L Metadata Enrichment, AI Capabilities Embedded in SMART.

In the 2024 Inventory, sixteen (16) AI Use Cases were not subject to be individually inventoried or to be shared or publicly released but subject to annual aggregate reporting of metrics to OMB and publicly. This note serves as aggregate reporting of metrics to the public. The 2023 AI Inventory is archived here:
https://2021-2025.state.gov/data-strategy/ai_inventory/

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