

# USDA InfoPilot

Optimizing Ask.USDA.gov for Reliable AI-Generated Information

JULY 2024

TEAM TWENTY



## PROBLEM SOLVED

# Ask.USDA.gov

- **Outdated Information:** USDA often struggles with maintaining current and accurate information, leading to misinformation and inefficiencies.
- **Inefficient Data Management:** Siloed information and reliance on key individuals create bottlenecks and hinder effective knowledge sharing.
- **User Frustration:** Users experience difficulty finding reliable information quickly, affecting their decision-making and satisfaction.

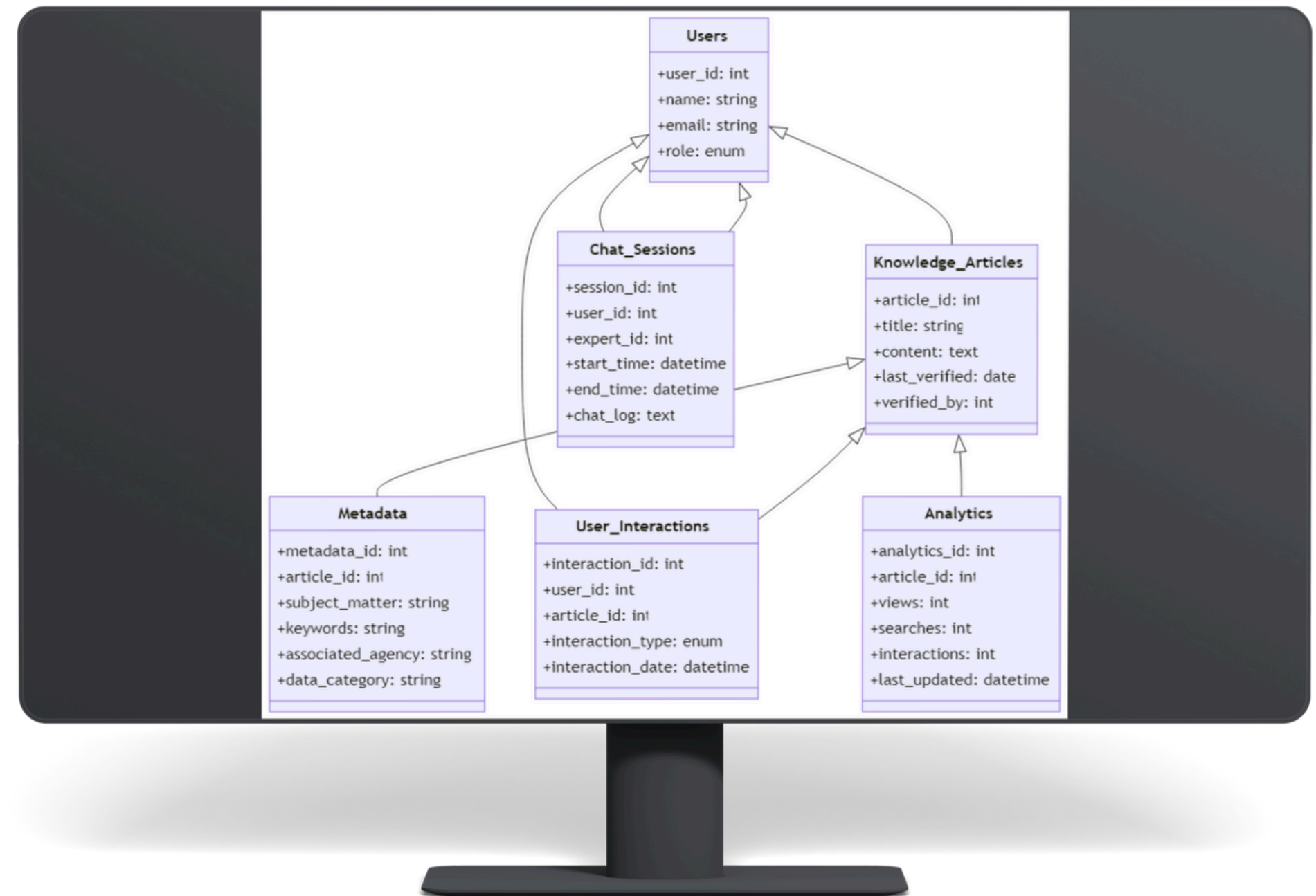
**Ensure  
Information  
Accuracy and  
Reliability**

**Bridge  
Knowledge  
Gaps**

**Automate  
Manual, Tedious  
Workloads**

## SOLUTION

- **AI-Powered Platform:** govPanel is an AI-driven knowledge management platform designed to analyze infrastructure data and provide actionable insights.
- **Unified Data Integration:** The platform integrates data from various sources across departments, creating a comprehensive and unified view that prevents information silos.
- **Continuous Improvement:** govPanel builds knowledge over time, growing with the organization and continually enhancing its insights. It shows sources and contributors if they verify outputs, ensuring transparency and reliability.



## HOW IT WORKS

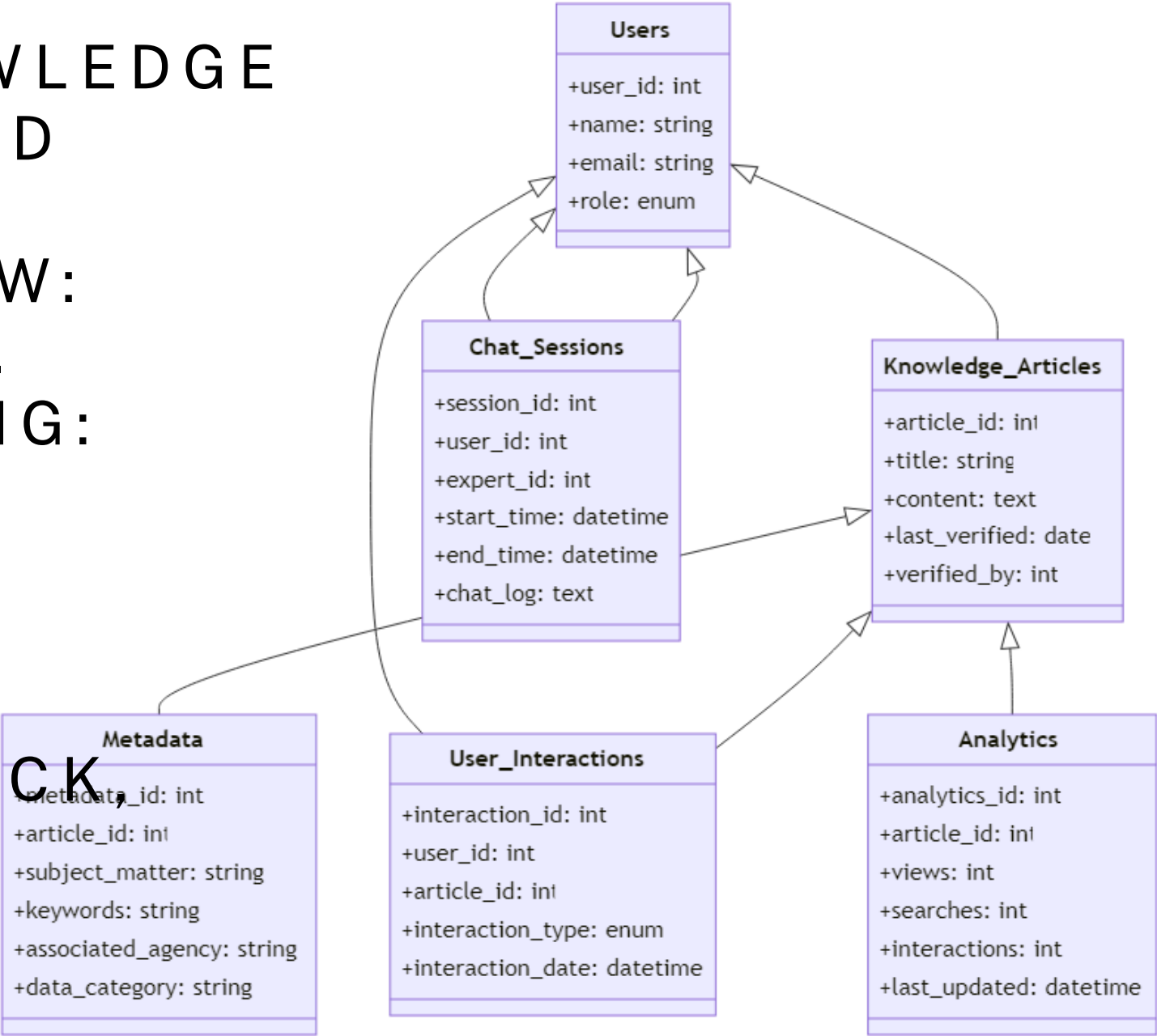
- **AI Content Review:** Uses AI algorithms to run weekly reviews of knowledge articles, flagging outdated or conflicting information for review by knowledge managers.
- **Expert Matching:** Metadata analysis and topic categorization match users with the most relevant USDA experts through a chat interface.
- **Auto-Suggestions:** Offers AI-powered auto-suggestions based on verified knowledge to ensure consistent and accurate responses to inquiries.
- **Enhanced Accessibility:** Implements multilingual support and compliance with WCAG 2.1 standards to ensure the website serves all users effectively.
- **Real-Time Insights:** Provides real-time dashboards and reports, with transparency by showing sources and contributors if they verify outputs.
- **Actionable Recommendations:** Offers recommendations for maintenance, upgrades, and resource allocation based on comprehensive data analysis.
- **Cross-Department Collaboration:** Ensures relevant documents and information from all departments are considered, preventing crucial information from being missed due to information silos.

## DESIRED OUTCOMES AND BENEFITS

- **Enhanced Management:** Improved ability to monitor and maintain infrastructure assets, extending their lifespan and functionality.
- **Cost Savings:** Reduction in maintenance and repair costs through proactive management and early identification of issues.
- **Informed Decisions:** Better planning and resource allocation based on accurate, up-to-date information.
- **Increased Collaboration:** Improved collaboration and information sharing across departments, preventing information silos.

KEY FEATURES

- 1. OPTIMIZED AND CREDITED KNOWLEDGE EXPERTS: ENSURES ACCURACY AND TRUST.
- 2. AUTOMATED AI CONTENT REVIEW: KEEPS INFORMATION UP-TO-DATE.
- 3. WEBSITE CONTENT STRUCTURING: IMPROVES SEARCH ACCURACY.
- 4. ENHANCED USER EXPERIENCE: FACILITATES EASIER ACCESS TO INFORMATION.
- 5. AI INTEGRATION: PROVIDES QUICK, EFFICIENT RESPONSES.



## RECOMMENDATIONS

- **Top 3 High-Impact Areas:**
  - Automated AI Content Review
  - Optimized and Credited Knowledge Experts
  - Real-Time Analytics and Visualization Tools
- **Top 3 Low-Effort Areas:**
  - Website Content Structuring
  - Improved Accessibility
  - Performance Optimization

