Digital Transformation:
State CIOs Eye AI's Potential

Artificial intelligence (AI) is poised to play a critical role in modernizing the delivery of citizen services and furthering government modernization efforts.

The Center for Digital Government, IBM and NASCIO recently surveyed IT leaders from 45 states to gauge their interest and attitudes regarding AI. Their responses indicate state leaders are optimistic about using AI to increase productivity and efficiency — but they also anticipate challenges that will require careful navigation.
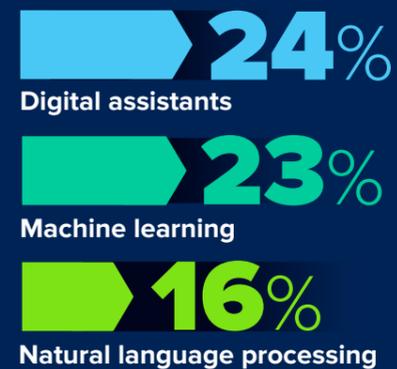
State CIOs See Huge Promise For AI

77% of state IT leaders agree AI and cognitive systems will allow public agencies to focus on high-value work.

They see AI having the greatest impact on:

- **78%** Cybersecurity
- **75%** Fraud, waste and abuse detection and management
- **72%** Citizen-facing digital services

Here's how they use AI today:

- **24%** Digital assistants
- **23%** Machine learning
- **16%** Natural language processing

They say AI presents the greatest opportunity in:

- Cybersecurity
- Health & human services
- Information technology
- Citizen experience & digital services
- Transportation & infrastructure

But There Are Challenges They Must Overcome

LESS THAN ONE-QUARTER of state leaders say they have the necessary data organized in a manner to be successful with AI.

MORE THAN HALF have not assessed whether their data is clean enough to effectively leverage AI.

NEARLY 60 PERCENT do not have a framework to evaluate risk associated with AI.

Top 5 challenges for AI adoption:

1. Lack of necessary staff skills
2. Organizational data silos
3. Lack of prioritization for data-driven solutions
4. Lack of data-sharing agreements
5. Governance

Emerging Best Practices Can Help States Move Forward

- ☑ Create a framework for AI adoption.
- ☑ Form multidisciplinary teams to address change management.
- ☑ Assess data availability and capitalize on automation to make the data underlying AI more trustworthy.
- ☑ Modernize legacy infrastructures with targeted technology investments.
- ☑ Choose AI projects where success can be clearly measured.

For more information, download the report "Delivering on Digital Government: Achieving the Promise of Artificial Intelligence," or view the complementary webinar.

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