IT

Implementation challenges/concerns (office/unit)

- Lack of AI literacy (staff)
- RFI/RFP language barrier with vendors
- Privacy/Security/FedRAMP/CISA CYBER approvals needed for purchase

Implementation challenges/concerns (career field)

- Lack of AI literacy (leaders)
- RFI/RFP language barrier with vendors
- HR data privacy concerns
- Lack of funding

Requested support

- AI literacy and procurement trainings for staff and leadership
- Cross-agency governance and vendor approval

Strategies for implementation

- High-impact low-risk use cases
- Plan addresses risk
- Technical review for viability/engineering approach
- Monitor model drift
- Audit process

What should we keep in mind for AI-related service?

- Request for validation methodology
- Clear cross-agency guidance

Optimism

- Efficiency in labor intensive routine tasks (e.g., paperwork, data collection, templates, etc.)

Respondents = 18

Management

Implementation challenges/concerns (office/unit)

- No clear and common understanding of what AI is and what it is not
- Lack of dedicated funding for AI initiatives
- Procurement barriers due to cybersecurity compliance
- Lack of government-wide implementation guidance

Implementation challenges/concerns (career field)

- (Majority) No career field specific concerns
- How do we define AI roles in specific career contexts (e.g., physicians with AI experience)
- Long approval processes
- Lack of funding

Requested support

- Cross-agency training
- Cross-agency knowledge sharing
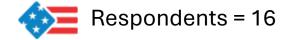- Funding for use cases

Strategies for implementation

- Iterative, slow and systematic process
- Too early to know proven strategies
- Governance and guidance
- Training

What should we keep in mind for AI-related service?

- Iterative training
- Current workload of staff
- Workforce replacement concerns

Optimism

- General efficiency with operational/routine tasks
- Improved business operations
- Enhanced analysis abilities

Respondents = 16

HR

Implementation challenges/concerns (office/unit)

- No government-wide direction
- Lack of funding for staff and procurement
- No approved tool due to HR-related data privacy concerns

Implementation challenges/concerns (career field)

- (Majority) No career-field specific concerns
- Lack of leadership and staff AI knowledge and risks
- Fear or replacing workforce

Requested support

- Cross-agency training
  - GSA Shared Services noted as an example
- Funding for use-case budgets
- Leadership buy in
- Experienced personnel

Strategies for implementation

- Systematic validation
- Cross-agency pre-trained models
- Support for budget requests
- FedRAMP clearance

What should we keep in mind for AI-related service?

- Scalable cross-agency implementation and governance
- Iterative training
- Impact of workforce replacement

Optimism

- (Majority) General apprehension of AI readiness within agencies due to security risks and lack of AI literacy
- Career specific enhancement (e.g. Cybersecurity, Acquisitions, Financial Management, Disaster Response, and HR)

Respondents = 13

Finance

Implementation challenges/concerns (office/unit)

- No government-wide approved AI system
- Security throughout AI life cycle
- Lack of experienced personnel and funding for those staff
- Lack of AI uses and procurement knowledge

Implementation challenges/concerns (career field)

- (Majority) No career-field specific concerns
- Lack of funding
- Finding agency staff with AI expertise

Requested support

- Building in-house expertise/training
- Funding for training, procurement and hiring
- Cybersecurity-approved AI systems

Strategies for implementation

- Models trained with internal datasets
- NIST framework
- Systematic validation
- FEDRamp compliant

What should we keep in mind for AI-related service?

- Cross-agency implementation that is scalable
- Iterative training

Optimism

- General efficiency with operational/routine tasks
- Enhanced analysis and cognitive searching abilities

Respondents = 8

Legal

Implementation challenges/concerns (office/unit)
- Internal alignment on AI implementation plan/ buy in
- Cybersecurity concerns preventing implementation

Implementation challenges/concerns (career field)
- Internal alignment on AI implementation plan
- Optics of AI use on sensitive data (e.g., immigration data)
- Intellectual property rights

Requested support
- Leadership buy in and timely decision-making
- Training
- Cross-agency collaboration
- Interagency collaboration
- Cybersecurity/PII concerns

Strategies for implementation
- Baseline understanding of AI which is communication at all levels
- Transparency of iterative process at all levels
- Interagency collaboration (e.g., legal, IT, operations)

What should we keep in mind for AI-related service?
- Industry speakers at trainings
- Custom tailored training
- Public good should be the common goal
- Scalable, whole-agency approach

Optimism
- General efficiency with operational/routine tasks

Respondents = 8