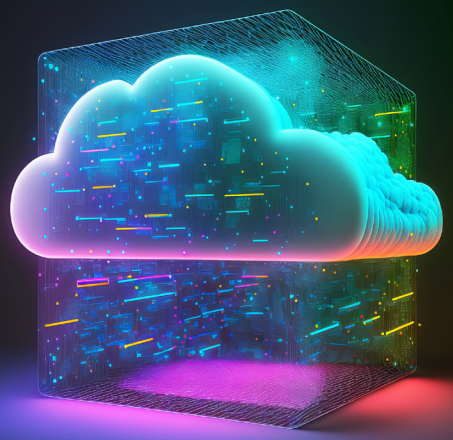
A GOVERNMENT TECHNOLOGY Q&A

GenAI in the Cloud: Strategies for Public Sector Leaders



Generative AI is offering new opportunities for state, local, and education (SLED) organizations while also raising challenges around integration, governance and skills. In this Q&A, **Oliver La Roche**, senior sales engineer and solutions architect on the Amazon Web Services (AWS) team at Carahsoft, shares how SLED leaders can build a cloud-first foundation to break down data silos, strengthen security, govern responsibly and prepare their teams with the skills needed for GenAI success.

What are the biggest integration challenges for GenAI in the cloud?

Integrating with legacy applications and trusting new tools can be difficult. Navigating regulations, dealing with cyber threats and closing skills gaps are also familiar hurdles.

Your organization might also struggle with messy data quality, scattered buying processes and legacy tech.

Why is GenAI governance so important?

GenAI governance builds systems for spotting bias, protecting privacy and stopping hallucinations. With strong governance, you have guardrails for filtering harmful content and automating checks to verify accuracy. Governance processes can also identify, flag and suggest fixes for data and models that have imbalances.

What's the best network environment for GenAI?

A cloud-first environment provides flexible and scalable compute power, seamless AI tools and API connections, platforms to manage large datasets for model training, and strong security for the huge amount of data that models rely on.

AWS GovCloud, for instance, offers a dedicated, compliant space for building training models, running inferences and sparking innovation.

Growth at scale is becoming easier because organizations can keep their data secure and costs optimized in one place.

How can SLED address issues like siloed data and legacy tech?

By going cloud-first, you'll always have a full tool belt. AWS tools, for example, let SLED teams:

- Build unified data foundations with scalable data lake storage that pulls in data from scattered sources
- Automatically extract, transform and load (ETL) for cataloging and cleaning data from legacy sources
- Strengthen governance for access controls and compliance (GovRAMP, FERPA, CJIS, etc.)
- Enhance collaboration with AI-driven search across assets, making silos searchable
- Process large data volumes and perform SQL queries directly on your data for quick analyses
- Tie it all together with a cloud and AI center of excellence to define your ownership and standards

What are the skills that organizations need for GenAI?

Start with basic skills like crafting prompts, tweaking models and managing risks like bias or privacy issues. Being cloud-first in GenAI adoption means being able to use your cloud service provider's GenAI toolset.

AWS, for instance, offers skill certifications at multiple levels and free hands-on classes for things like automating tasks or making smarter decisions with data. Develop a skills development strategy so your organization doesn't fall behind, as AI will only accelerate more rapidly and integrate more with our daily lives and workflows.