Roadmap for Government AI Adoption

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Every government is on its own journey to adopting artificial intelligence solutions. This roadmap defines common steps governments should consider to start responsibly benefiting from AI innovations. They can be performed in any order.

To download our practical guide on adopting AI in Government organizations, visit: https://aka.ms/StateAIroadmap.

1. Set direction and prepare the workforce

- **Develop a plan for AI.** Issue executive orders, resolutions, state policies, or take other actions to direct government to assess and prepare for the responsible adoption of AI.
- **Implement an AI training program.** Provide officials and employees with a learning program that educates them on how to use the technology, the potential benefits, risks, and approaches for its responsible use.
- **Gain experience with generative AI.** Start using generative AI technology in low-risk situations, like creating draft documents using Microsoft Copilot and chatbots to facilitate government collaboration.

2. Implement AI governance

- **Define a principles-based approach to AI governance.** Consider leveraging an AI governance board to guide the creation of AI principles. Refer to the Microsoft AI Principles for an example.
- **Create AI roles and responsibilities.** Determine the structure for governance and decision making centrally, within departments, and how they will relate to each other.
- **Develop and implement an AI use policy.** Define the rules by which government employees will be expected to request, develop, deploy, and use AI solutions — and leverage existing standards where they exist.

3. Update procurement practices

- **Gain trust through certification and compliance practices.** Verify that technology providers obtain certifications and attest to compliance and governance standards.
- **Create a cloud and AI COE.** Bring together a virtual team with experience procuring cloud computing services to share best practices and train colleagues on how to procure cloud and AI services.
- **Create procurement guidance for cloud and AI services.** Update standards, templates, and guidance to reflect the technical nature of cloud and AI services.
- **Leverage AI for procurements.** Use AI to streamline the creation and review of proposals — and increase the diversity of bidders.

4. Review data governance and security

- **Assess and automate data governance practices.** Ensure government data is properly labeled and secured, and that tools are used to automate the classification and protection of data as it is created.
- **Accelerate cloud migrations.** Move existing government data to the cloud to benefit from modern data protection and AI solutions.

5. Foster AI innovation with trusted technology partners

- **Seek input on potential uses.** Encourage government departments and agencies to develop AI project ideas and use cases and seek guidance from technology and subject matter experts on how they can be responsibly implemented.
- **Hold an AI Discovery event.** With leading technology partners, convene technology and mission employees to gain hands-on experience with AI and develop a plan to incorporate it into government systems and services.
- **Create sandboxes for testing.** Stand up testbeds, or sandboxes, where employees can try using AI technologies in a controlled manner.
- **Encourage government pilots.** Encourage agencies to conduct pilot projects, starting with low-risk uses to build trust in the technology.
- **Scale with success.** Share use cases and pilot results across departments. Incorporate learnings, integrate and continue to innovate.

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Microsoft

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