Unlocking the insights
buried in data

AI-driven intelligence is revolutionizing customer engagement and IT transformation

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GOVERNMENT AGENCIES CONTINUE to amass immense amounts of data, and untold insights are hidden in that data just waiting to be revealed. Being able to take full advantage of those resources requires the transformative power of artificial intelligence.

AI is fundamentally changing the way humans interact with datasets and freeing people to focus on big-picture issues rather than the sort of data analysis that the right technology can perform quickly and efficiently. By uncovering deeper and more meaningful insights into data, AI supports agencies' abilities to make decisions that improve the government's efficiency and enhance services for citizens, partners and employees.

In fact, military, intelligence and civilian agencies are increasingly applying AI in a wide range of areas and in ways that will have a direct impact on mission outcomes. For example, the Air Force is using AI to conduct deeper analysis of logistics information, and officials are applying those newfound insights to save millions of dollars in fuel when staging air assets and tankers for refueling.

That is just one example of how government agencies are undertaking practical applications of deep learning, machine learning and AI to improve outcomes in exciting new ways.

Unbiased data analysis

Unlike humans, AI technology has no bias in how it applies decision criteria and link analysis. Therefore, the technology turns a fresh, impartial eye on datasets to reveal substantive insights into information that agencies can use to support mission execution.

The impact on all government activities will be profound. For example, AI technology has the potential to transform the way medical professionals share information and treat diseases, which will improve and even save lives.

In addition, AI-driven insights are prompting agencies to re-evaluate the quality of the services they offer. By thoughtfully applying those insights, agencies can dramatically improve the efficiency and quality of their services and even begin to offer services tailored to the needs of the individual.

Building robust AI capabilities

Many tools and techniques are making it easier for agencies to seamlessly integrate AI into their existing systems. Multi-cloud environments in particular are having a powerful impact on the way agencies work. Being able to choose where and how clouds are deployed has become the bedrock foundation for AI programs.

To further support their efforts to build

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robust AI capabilities, agencies are using data lakes as centralized repositories for storing their structured and unstructured data. They are also adopting agile and DevOps approaches and underpinning it all with next-generation platforms — such as Pivotal Cloud Foundry's open-source, multi-cloud application platform as a service.

Given the unique nature of the technology, AI will have a more dramatic impact on mission execution than any other technology trend. AI both requires and enhances the IT modernization movement that the government has been undertaking.

Agencies must modernize and automate their IT infrastructure so that it can handle the massive amounts of data that AI needs, but the technology also helps agencies make more efficient use of their IT systems and other resources. Therefore, agencies must treat digital transformation as a national imperative and recognize that AI is a key component of that effort. Success in all areas depends on agencies' ability to unlock the treasure buried in their data. ◾

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