

ZOOM

# AI-powered communication tools streamline government operations

Bringing commercially successful AI solutions to the government requires a foundation of security and trust.



**Josh Stanley**  
Zoom

From day-to-day logistics to emergency management, successful governing depends on fast, efficient communication. Now, as artificial intelligence (AI) comes onto the scene, nearly every aspect of government communications is set to benefit.

Externally, AI promises to expand access to essential services. Tools like chatbots and virtual assistants can provide round-the-clock support to the public, answering their questions anytime, in a multitude of languages. Meanwhile, organizations can continuously collect and analyze feedback to better understand and improve those services.

Internally, AI capabilities can streamline communications, helping meeting organizers prepare in advance, maximize time during the meeting, and hold individuals accountable for any next steps after the meeting is over.

While AI holds great potential, strategic, secure adoption is critical to ensuring the U.S. does not fall behind in harnessing transformative technologies while safeguarding national security.

## Secure, successful AI

Responsible and ethical implementation means keeping data privacy and security top-of-mind and leveraging vendors that have validated their offerings through programs like the Federal Risk and Authorization Management Program (FedRAMP).

Agencies handle a variety of highly sensitive and personally identifiable information. Minimizing risk and protecting data at rest and in transit is essential to implementing cutting-edge technologies in a safe, secure, and trustworthy manner.

Effective data governance requires clearly defined policies around data storage, collection, access, and how it's being used to train and improve AI models. In addition to data strategy, organizations must deploy AI in a way that is synergistic with human engagement and balances technology with human oversight.

AI is not a replacement for human employees but a force multiplier, and it's important to ensure employees are interested in and willing to work effectively with AI tools. Training and upskilling ensures such tools are implemented in a fair and balanced way.

Moreover, from the user perspective, prioritizing accessibility and inclusivity is critical to leveraging AI in a way that's fair and accessible to all — not only employees but the individuals they support as well.

## Going public

AI tools that have been powering innovation in the commercial space are now ready to impact the public space with the proper safeguards in place. The introduction of Zoom AI Companion



The graphic features the Zoom logo and the FedRAMP logo at the top. The main headline reads: "Zoom for Government (ZfG) has been authorized at the FedRAMP Moderate Level for:". Below this, there are eight icons representing Zoom services: Meetings, Phone, Contact Center, Team Chat, Webinars, Rooms, and Whiteboard. The Contact Center icon is highlighted with a green border. To the right, under the heading "And more...", a list includes: Zoom APIs & SDKs, Zoom Digital Signage, Zoom Apps, Zoom Conference Room Connector, Guest Join, and ZfG App Marketplace. At the bottom, a blue button contains the text: "Contact the Carahsoft Zoom team to learn more today! [zoomteam@carahsoft.com](mailto:zoomteam@carahsoft.com)". The URL "zoom.us" is centered at the very bottom.

within our Zoom for Government platform is bringing AI-enhanced capabilities our commercial customers have been enjoying to the federal workforce and their partners in a secure, FedRAMP-authorized manner.

Zoom’s AI Companion meeting summaries, for example, automate the creation and sharing of meeting notes. Generative AI produces a topic-by-topic summary and provides actionable next steps.

Consider a recurring biweekly meeting. Before each meeting, attendees can consult the last meeting’s summary and next steps, all without having to take their own notes during the meeting, allowing them to focus and be present. Everyone can be provided access to the same notes and summaries, minimizing confusion about what each attendee should be doing to move a project forward.

**“PRIORITIZING ACCESSIBILITY AND INCLUSIVITY IS CRITICAL TO LEVERAGING AI IN A WAY THAT’S FAIR AND ACCESSIBLE TO ALL – NOT ONLY EMPLOYEES BUT THE INDIVIDUALS THEY SUPPORT AS WELL.”**

As we work to bring further capabilities to the government platform, ensuring that our Zoom AI tools are built on a foundation of trust, security, and responsible AI is of the utmost importance. To that end, Zoom AI Companion is FedRAMP-authorized as JAB Moderate, and plans are underway to continue to expand our AI offerings for government users.

Streamlining communication improves how people connect. AI holds transformative power to do just that, as long as it balances innovation with upholding our national values like accessibility, inclusivity, and privacy for the government workforce and the public. ■

*Josh Stanley is on the AI sales strategy team at Zoom.*