Designing an AI Strategy

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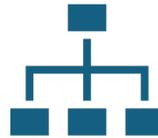Connect with me on LinkedIn!

Agenda

Where Are We

Emergence

Risk Landscape

Human-like AI

Model & Agent Primer

Who Are We

Mission Fit

Use Cases

Enablement Modes

How We Move Forward

Purpose

Budget

Capabilities

Risk Management

Metrics & ROI

Remediation

Emergence   Where Are We

ChatGPT Appears   **Early Adopters Dive In**   **Ecosystem Emerges**

78 % of employees bring their own AI tools to work

2024 Microsoft Work Trend Index, global survey n = 31,000, 31 countries.
(https://aka.ms/wti)

Human-like AI   Where Are We

Hire ----> **Onboard** ----> **Validate** ----> **Remediate**

Model & Agent Primer

Where Are We

Completion

Really Smart Freshman

Unaware of Gaps

Reasoning

PhD-Level Analyst

Deep but Ungrounded

Web-Grounded

Research Assistant

Citable, Current Facts

Data-Grounded

In-House SME

Uses Proprietary Data

Mission Fit

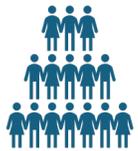# Who Are We

Inherently Governmental

Must Own & Govern

Industry Supported

Partner for Speed

Use Cases

Who Are We

Workforce & Admin

PD Classification

Draft HR Policies

Finance & Grants

Contract Analysis

Grant Scoring

RFP Grading

Technology & Data

Code Assistant

App Modernization

Website Refresh

Legal / Policy & Oversight

Document Analysis

Policy Chat

Complaint Classifier

Citizen & Mission Services

Transcript Review

Agency-wide Chat

Enablement Modes

Who Are We

Consume

Off-the-Shelf

Adopt & Govern

Customize

No-Code & Low-Code

Configure Data

Create

Build Models

Heavy R&D

Define Purpose

Identify Problem/Opportunity

Clarify AI's Role

Secure Budget

Align to Mission

Value ÷ Risk

Capabilities

How We Move Forward

Check Skills

Talent & Tools

Add Partners

If Gaps Exist

Scope Reality

Match Mode & Team

Own the Risk

Clear Accountability

Audit Logs

(https://aka.ms/raistandard)

Risk Management   How We Move Forward

	Prompt Input	Grounding Data	Output	Automation	Monitoring	Scope
> High	Anonymous users or weak authentication	External data	Content creation or analysis with deterministic result	Unsupervised with agency	None	General use case with many skills
> Medium	Public users with strong authentication	Internal data	Content analysis with non-deterministic result	Unsupervised without agency	Prompt logging and abuse monitoring	Specific use case with few skills
> Low	Internal users with strong authentication	Curated data	Content summarization or extraction	Supervised	Input and output filtering with prompt logging and abuse monitoring	Specific targeted and tested tasks

Metrics & ROI

How We Move Forward

Measure Impact

Pre vs Post

New Capability KPIs

Share Results

Continuous Updates

All Stakeholders

Fix & Improve

Report/Correct

Iterate Solution

Key Takeaways

Start Small, Align to Mission

Govern Risk Early

Iterate & Improve

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