

# 2024 AI Survey Briefing

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# Generative Artificial Intelligence (AI) Survey

## Purpose:

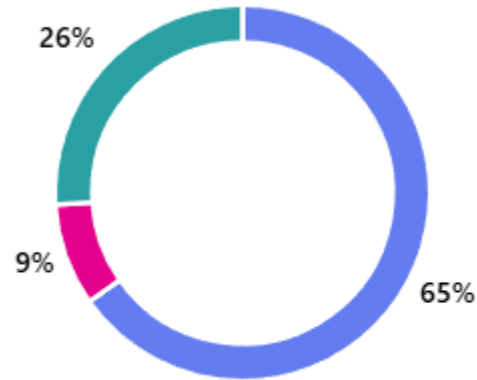
- ▶ Understand the current use of Gen AI in state agencies.
- ▶ Identify challenges, opportunities, and areas for collaboration.
- ▶ Gauge awareness and interest in potential applications of Gen AI.
- ▶ Assess the need for regulatory, ethical, and security guidelines.

## Stats:

- ▶ 2,802 total responses
- ▶ 45 agencies

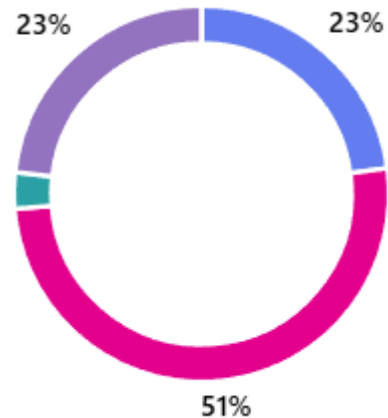
## Are you familiar with the concept of Generative AI?

● Yes	1814
● No	245
● Somewhat	723



## Does your agency currently use any form of Generative AI?

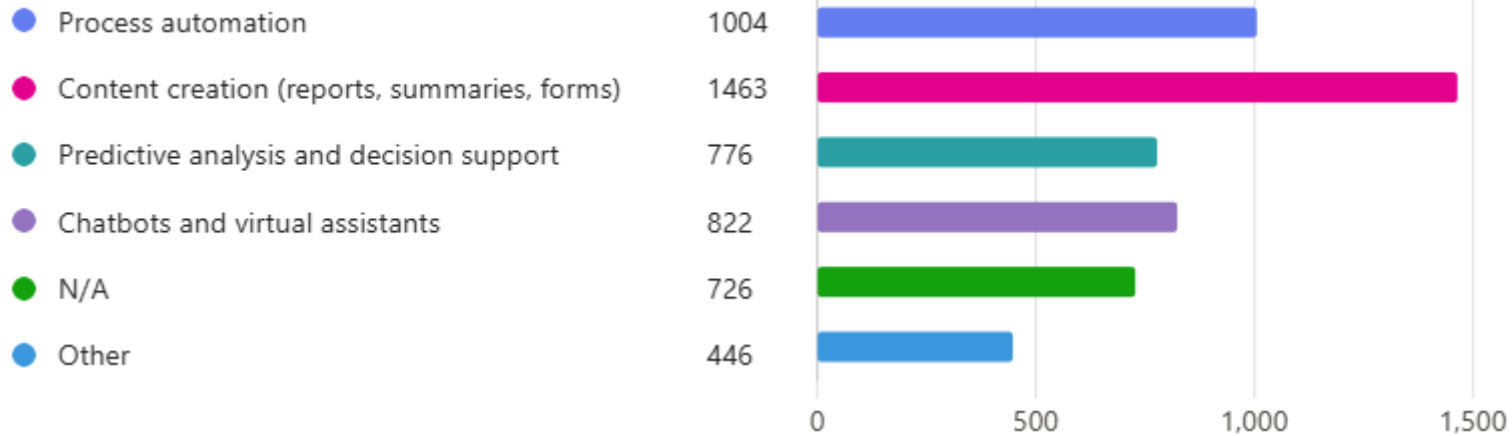
● Yes	615
● No	1373
● Planning to implement	84
● Exploring options	624



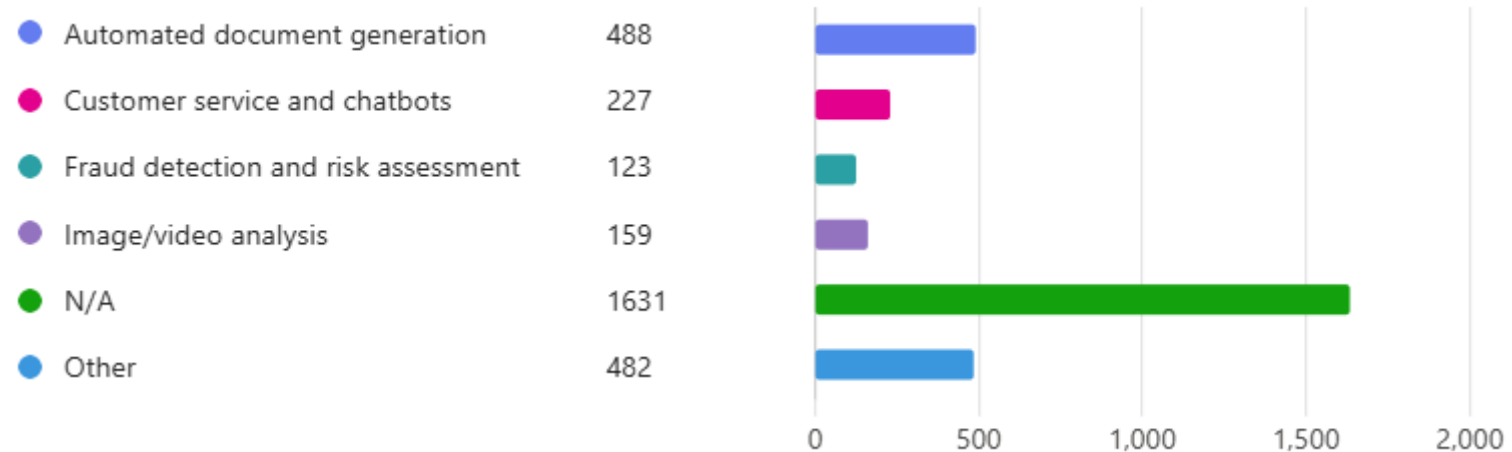
# Generative Artificial Intelligence (AI) Survey



## What potential uses of Generative AI have you considered?

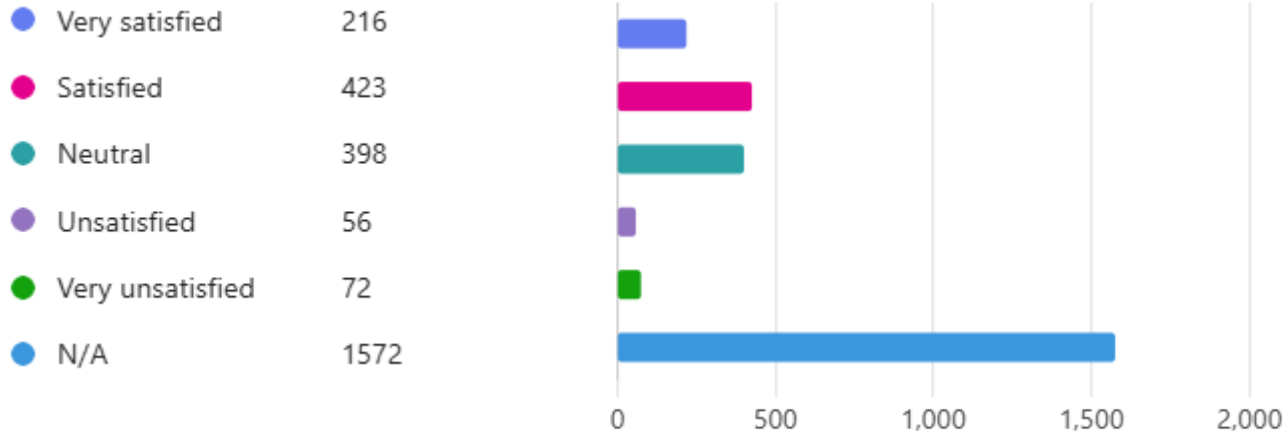


## If your agency uses Generative AI, what applications is it used for?

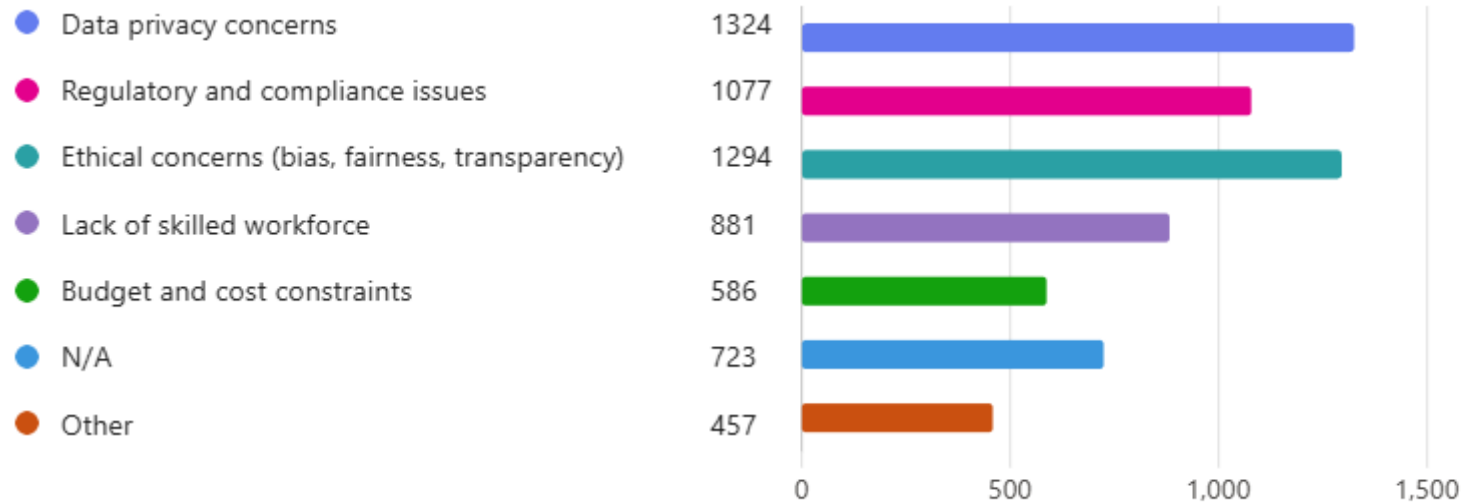


# Generative Artificial Intelligence (AI) Survey

## How satisfied are you with the performance of Generative AI in these applications?

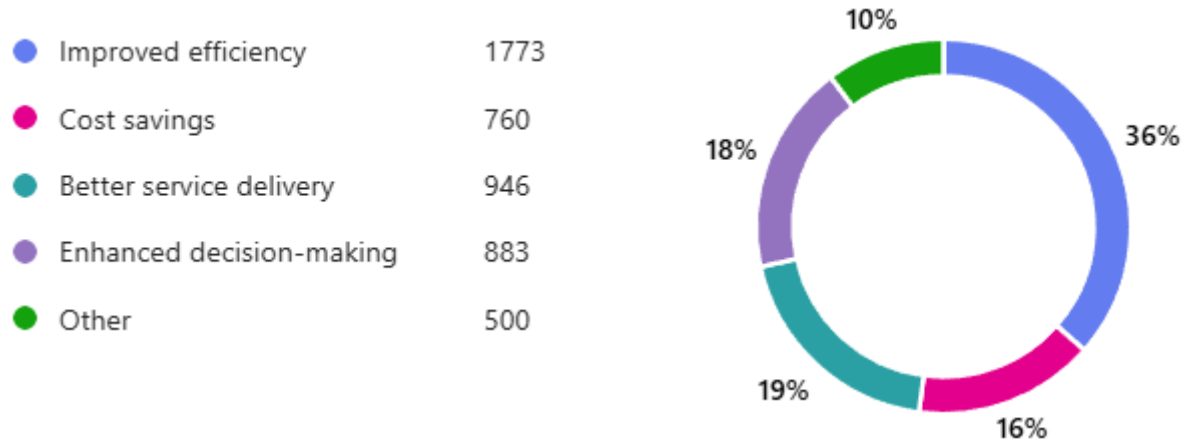


## What concerns have you encountered or expect to encounter when using Generative AI?

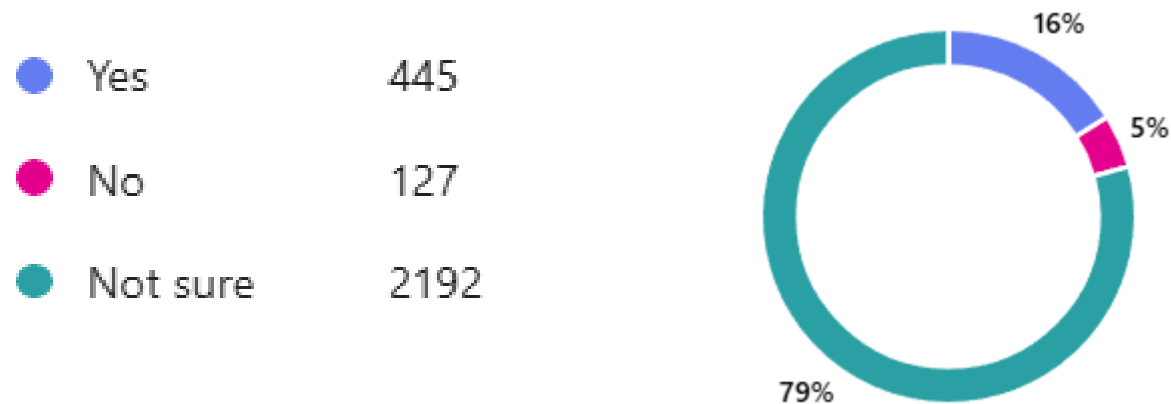


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## What benefits has Generative AI brought or could bring to your agency?

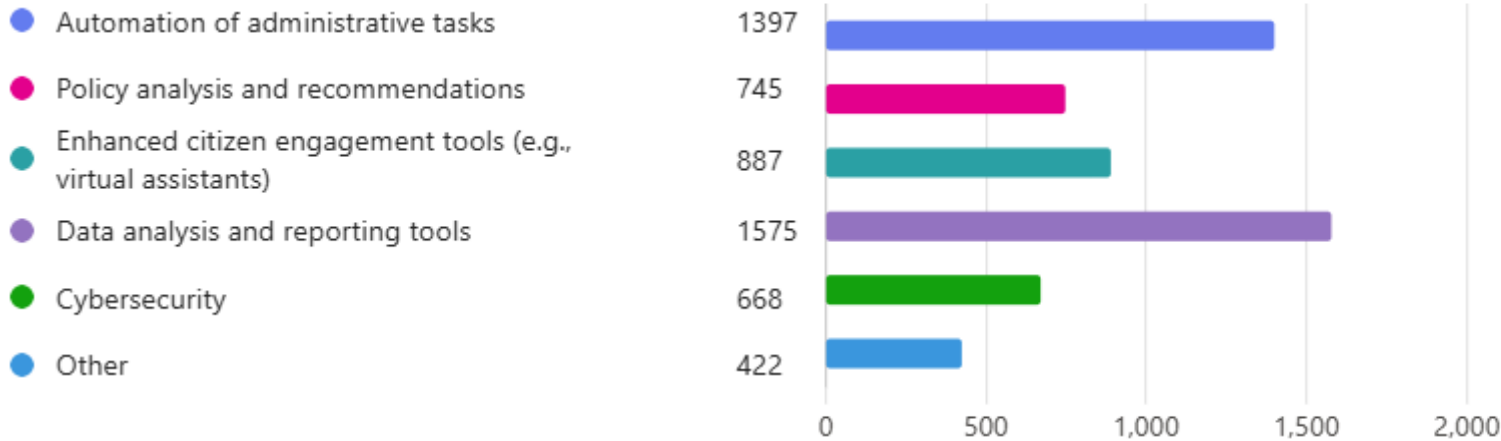


## Is your agency planning to expand the use of Generative AI in the next 1-3 years?

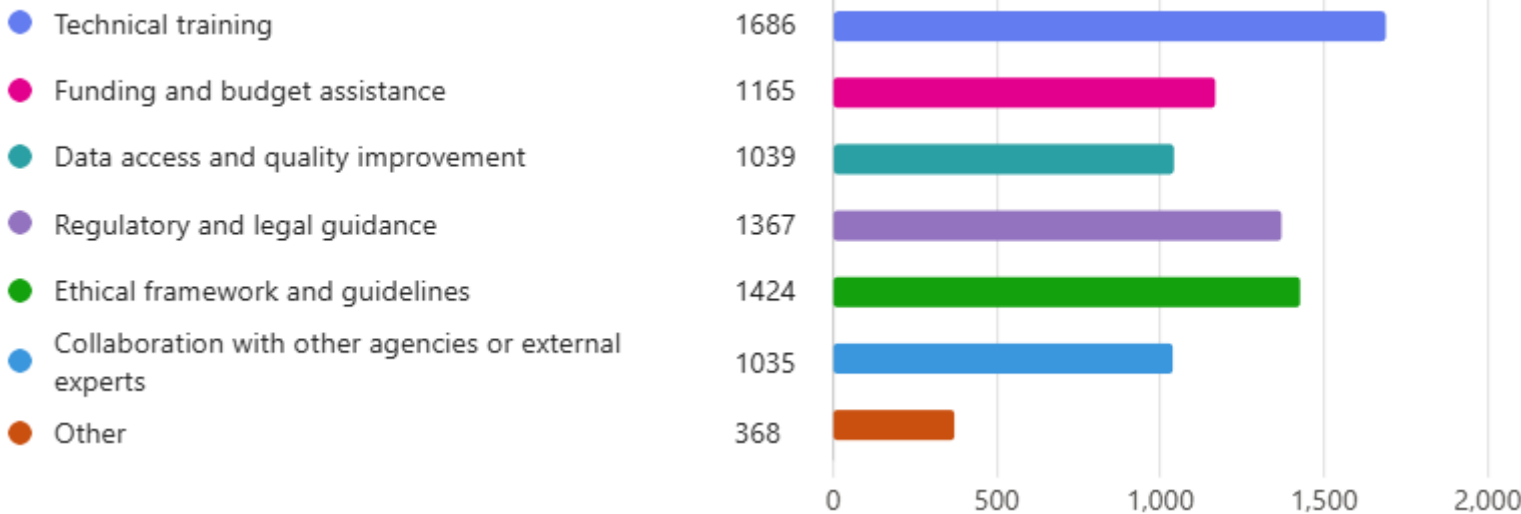


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## What areas would you be most interested in exploring for future Generative AI use in the next 12 months?



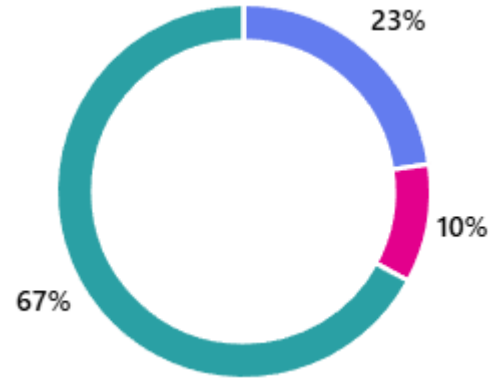
## What type of support does your agency need to advance the use of Generative AI?



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## Would your agency be interested in participating in a cross-agency working group on Generative AI?

● Yes	594
● No	268
● Maybe	1757



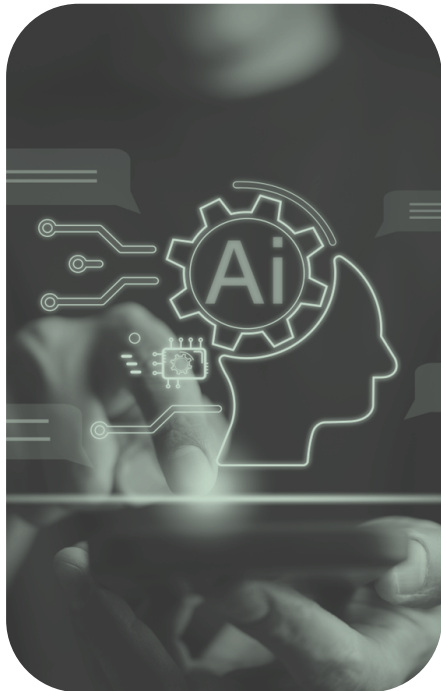
## What other thoughts or considerations do you have regarding the use of Generative AI in your agency?

- ▶ Open-ended question
- ▶ 1,311 responses
- ▶ Diverse responses ranging from enthusiasm and curiosity to risk and challenges

# Generative Artificial Intelligence (AI) Survey



# Themes from open-ended responses



- ▶ Data Governance and Literacy: Strong emphasis on the need for clean data, management, and staff training
- ▶ Efficiency and Accuracy: Recognition of AI's potential to enhance productivity and reduce manual errors
- ▶ Ethical Concerns: Awareness of AI's societal and environmental implications
- ▶ Collaboration: Interest in cross-agency collaboration for sharing best practices and resources
- ▶ Skepticism: Concerns about job displacement and over-reliance on technology

# Path Forward

## Engage Stakeholders:

- ▶ Share plans with agency heads, IT leaders, and relevant policymakers.
- ▶ Seek input and adjust strategies based on feedback.

## Pilot Key Initiatives:

- ▶ Identify 2-3 agencies to pilot Generative AI projects with centralized ITS support.
- ▶ Evaluate outcomes and iterate for statewide scalability.

## Monitor and Adapt:

- ▶ Establish metrics to track AI adoption progress, workforce readiness, and data governance improvements.
- ▶ Adjust the plan based on ongoing evaluation.



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**QUESTIONS?**