



OKLAHOMA
Office of Management
& Enterprise Services

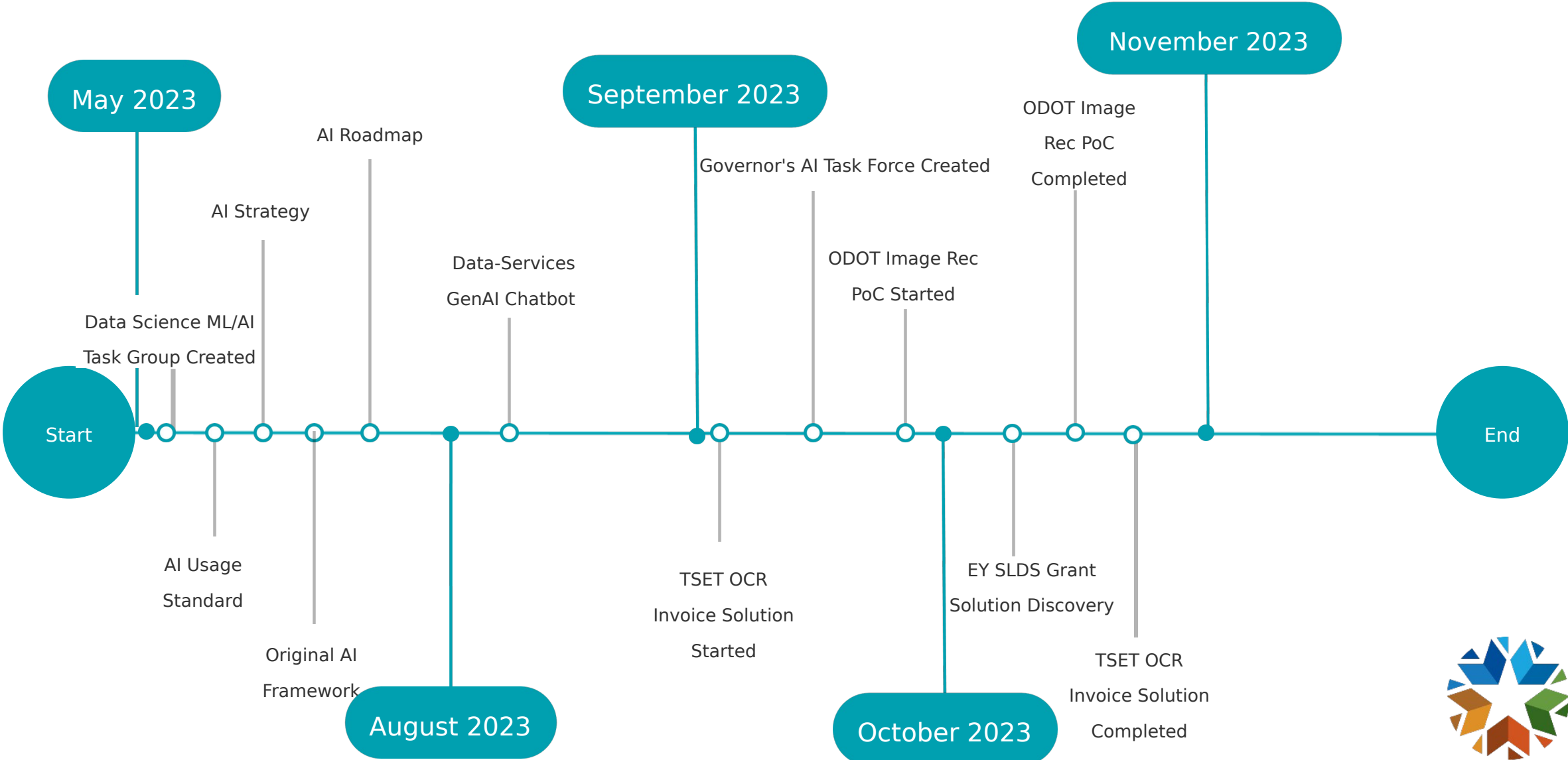
Artificial Intelligence (AI)

IS-2023-59

Agenda

- State of Oklahoma - AI Timeline
- Task Force Objectives
- Responsible AI
- Responsible AI Framework
- AI Tool Evaluation Process
- Proof of Concepts & AI Long-term Efforts

State of Oklahoma - AI Timeline



Task Force Objectives

- **Governance and Policy**

- Developing a set of principles and values (in the form of ethics and standards) that will guide the development and use of AI and GenAI within the state government
- Developing and implementing a governance framework that outlines the policies, procedures, and processes for the development, deployment, and use of AI and GenAI

- **Education and Training**

- Determining how to educate, train, and upskill current and future workers in the use of AI and GenAI

- **Workforce Implications**

- Using AI and technical innovation to create jobs and opportunity
- Understanding how AI is being used in higher education and being prepared to accept a newly trained workforce

- **State Government Use Cases**

- Successful projects and outcomes involving the use of AI and GenAI



OMES will design and implement Responsible AI (RAI), grounded in answering key questions, which is critical for long-term success



Strategy

Is there an articulated set of RAI principles aligned to organizational values?



Governance

Are there defined RAI leadership roles, governance committees and established escalation paths?



Processes

What processes are in place to monitor and review products to ensure that RAI criteria are being met?



Technology

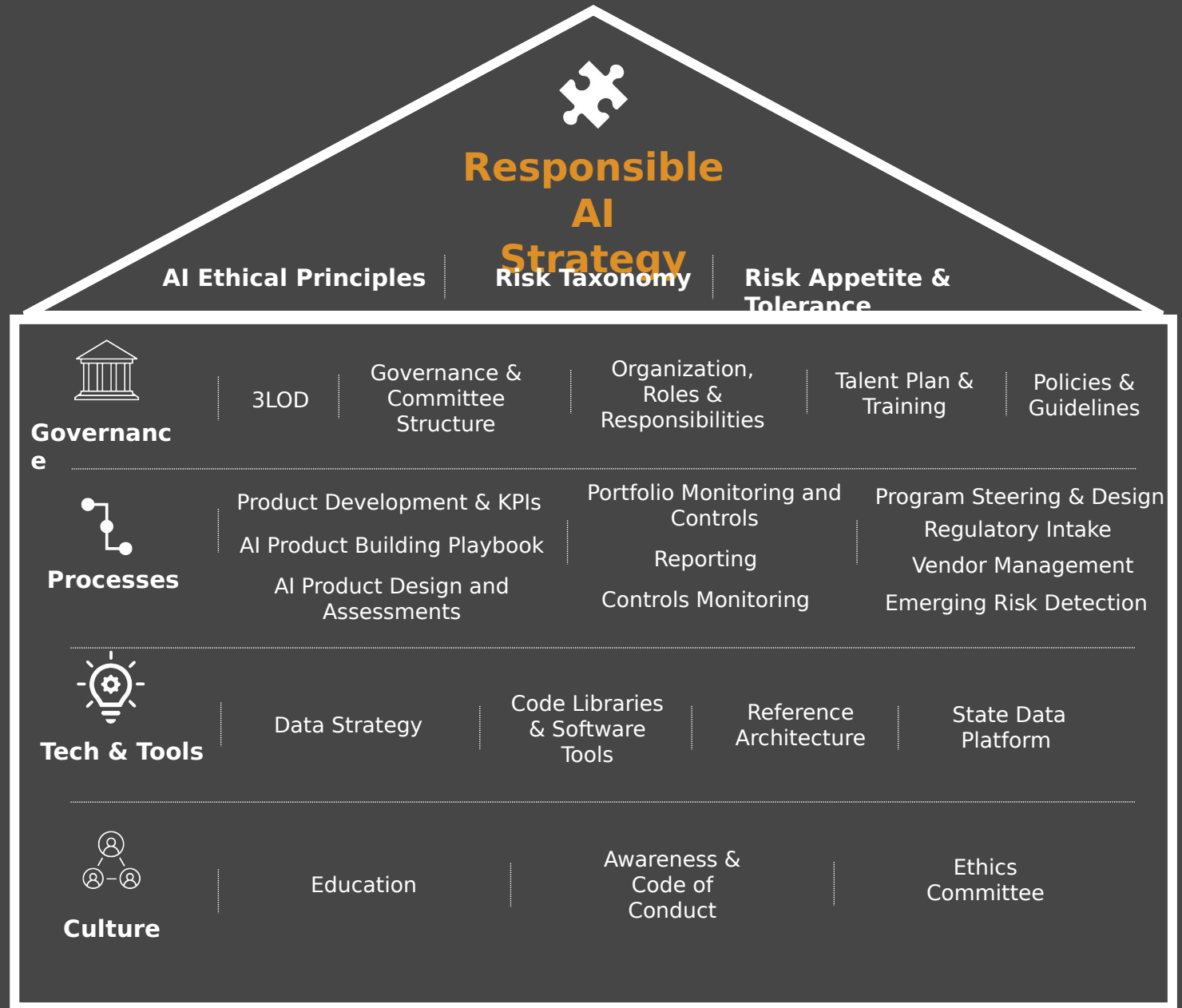
Does the digital and data strategy support and align with RAI ambitions?



Culture

Is the ethical use of AI understood and being discussed widely in the organization?

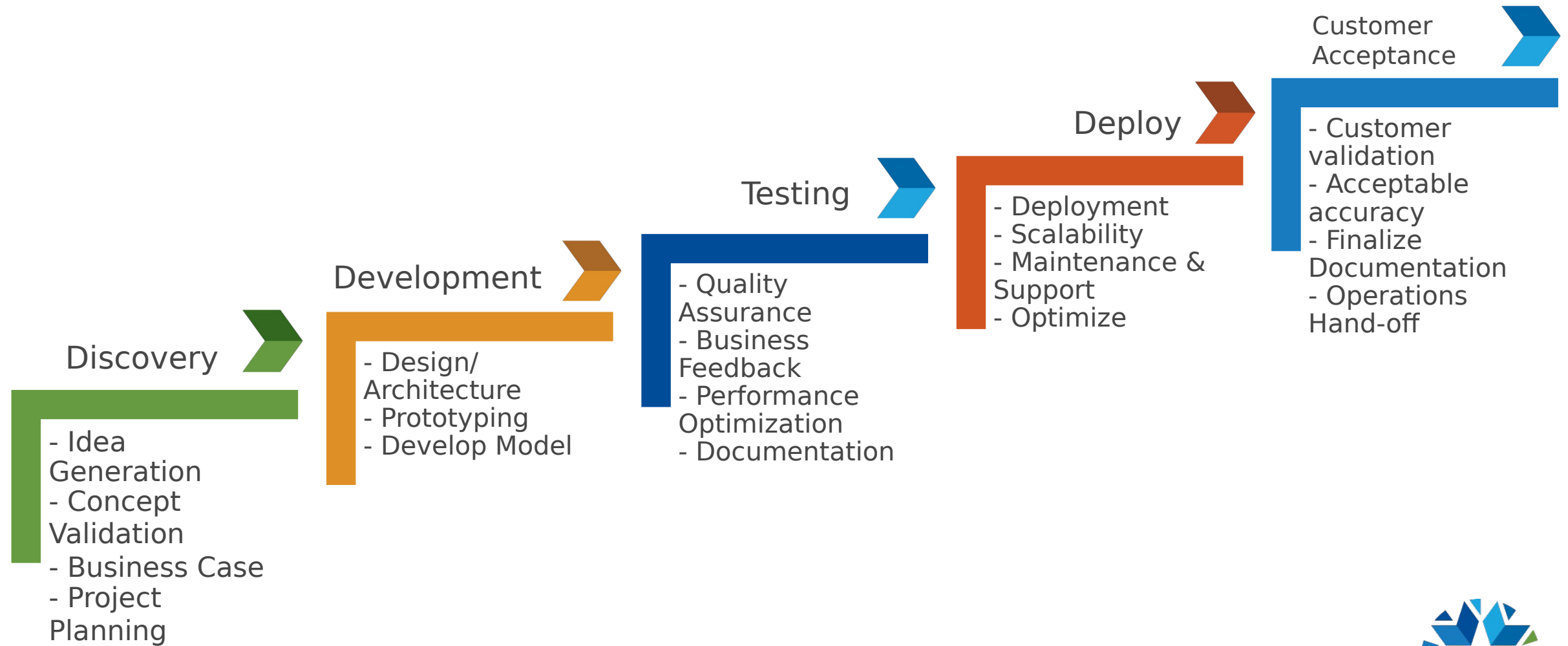
Holistic risk framework to responsible AI provides a pragmatic approach to operationalizing AI across the State of Oklahoma.



Example: Acceptable Use of Generative AI

Breadth of Distribution	Proofreading, Grammer	Brainstorming	First Draft	Collaborative Writing	Human Edited	Copy-paste generated Content
Press release prepared remark	✓	cite	cite	✗	✗	✗
Replies to public inquiry	✓	cite	cite	✗	✗	✗
Public facing web content	✓	✓	cite	cite	✗	✗
Memos, broad internal comm	✓	✓	cite	cite	✗	✗
Internal process docs	✓	✓	✓	cite	✗	✗
Source code	✓	✓	✓	cite	✗	✗
Emails	✓	✓	✓	cite	cite	✗
Chat	✓	✓	✓	cite	cite	✗

AI Tool Evaluation - Stage Gate Process



Current AI Proof of Concepts

- **ODOT Image Recognition**
 - Object Detection (street signage, pavement markings, light poles, guardrails, rumble strips) in using Convolutional Neural Networks
 - Leveraging GCP/Vision AI
 - Status - Prototype complete, moving to POC
- **Google Data Services Citizen-Facing Website Chatbot**
 - Using GCP Tooling: DialogFlow CX, Gen App Builder
 - Status - In production
- **TSET Invoice Optical Character Recognition (OCR)**
 - Using GCP Tooling: Document AI Text Extraction
 - Status - Prototype complete, next step is real time implementation on GCP spoke
- **EGID AI Solution**
 - Initially, Recon team requests assistance with benefit audits (currently 10K discrepancies backlogged)
 - Status - In Discovery, likely a phased approach to solution



AI Long-Term Efforts

- **Enterprise-wide, Internal GenAI Chatbot/Virtual Assistant**
 - One employee-only GenAI instance to leverage across multiple datasets, teams, agencies
 - One citizen-facing solution, partitioned for all agencies use
- **Optical Character Recognition (OCR) as a Service (OCRaaS)**
 - One citizen-facing solution, partitioned for all agencies use
- **Anomaly Detection as a Service (ADaaS)**
- **Expand on Cybersecurity aspects of AI**
 - Holistic extension of anomaly detection
 - Real-time insights, NLP, and malicious detection
- **Real-time transportation insights**
- **Expand on AI Governance and Security**
- **Understand impact of AI on Commerce Growth**



Questions?

