AI Meets the Moment
How a pandemic has shaped AI adoption in state government and what it means for the future
Observed Benefits

- Improved service delivery: 70.8%
- Enhanced interactions with residents/constituents: 47.9%
- Improved decision-making: 31.3%
- Employees are more productive: 29.2%
- Manageable caseloads: 20.8%
- Lowered costs: 12.5%
- Not applicable: 14.6%
- Other: 6.3%
Artificial Intelligence is Delivering Results

- Exceeding expectations: 4.2%
- Delivering results as promised: 64.6%
- Underperforming: 8.3%
- Significantly challenged: 10.4%
- Not applicable: 12.5%
Last 12 Months: Artificial Intelligence and related capabilities Deployments

- Digital Assistants: 60.4%
- Robotic process automation: 47.9%
- Natural language processing: 37.5%
- Machine learning: 29.2%
- Computer vision: 20.8%
- Machine translation: 10.4%
- None: 8.3%
- Robotics: 8.3%
Future use of Artificial Intelligence and related capabilities

- Robotic process automation: 62.5%
- Machine learning: 60.4%
- Digital assistants: 52.1%
- Natural language processing: 50.0%
- Computer vision: 20.8%
- Machine translation: 14.6%
- Robotics: 12.5%
- None: 4.2%
Main bottlenecks to Artificial Intelligence adoption

- Lack of skilled staff training in AI: 79.2%
- Legacy modernization/technical infrastructure challenges: 64.6%
- Difficulties in identifying use cases: 47.9%
- Lack of data or data quality issues: 35.4%
- Privacy concerns: 22.9%
- Compliance ethical and legal concerns: 12.5%
- Cybersecurity vulnerabilities: 8.3%
- Robotics: 14.6%
What is needed to support Artificial Intelligence long term?

- A clear framework for AI use and governance: 75.0%
- A defined vision and strategy for AI: 47.9%
- A clearer understanding of vendor capabilities: 47.9%
- A centralized approach to AI adoption: 60.0%
- More transparency: 33.3%
- A centralized approach to vendor selection: 14.6%
- Other: 18.8%
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