

ACCELERATED INTELLIGENCE

Government is ramping up its focus on Artificial Intelligence & Machine Learning. DELL EMC, GAI, & NVIDIA teamed up to ask the experts at their recent event the value & challenges of implementation.

Where do federal employees feel AI can deliver the most value to their agency?

Innovation

61% say AI's true value is its potential to create new insights & push the art of the possible.

IN ACTION

DARPA works to build 'third wave' AI tools to apply reasoning & contextual awareness to execute common sense tasks.

Efficiency

20% highlight AI's ability to perfect current methods & reduce wasteful processes.

IN ACTION

Department of Energy devotes \$32 million for a Grid Modernization Initiative, applying AI in energy networks, that will anticipate outages & execute self-healing capabilities.

Fairness

10% see AI as a game-changer for its role in reducing human bias, discrimination, & manual oversight errors.

IN ACTION

U.S. Census Bureau's Opportunity Project funds open-source, AI algorithms to advance solutions to homelessness, veterans care, job applications, & community development.

Engagement

8% feel AI's value will be measured by its ability to improve citizen services & satisfaction.

IN ACTION

GSA & Department of Agriculture use AI to develop contextual sentiment analysis tools to automatically classify Voice of Customer feedback & reduce agency response time.

“ If you have a lot of data, but you don't have smart people who can help you get to ground truth, the AI system might give you a mechanical answer, but it's not necessarily going to give you what you're looking for in terms of accuracy. ”

— Deborah Frincke, Director of Research
National Security Agency

Top Challenges to Unleashing AI

1

COMMUNICATING AI'S IMPACT ON ORGANIZATIONS

2

QUALITY OF DATA

3

RECRUITING & RETAINING AI EXPERTISE

“If we don't make the **RIGHT INVESTMENTS** [on] the data side, it's like we have the **FASTEST PLANE** in the world & **NO FUEL.**”

— Suzanne Kent, U.S. Chief Information Officer

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Methodology

GBC deployed a survey to a sample of federal government employees attending the AI Accelerated workshop in Washington, DC in November 2018.

Sources

1. Nextgov: "DARPA Wants to Build Computers with 'Common Sense.'" October 26, 2018.
2. SEI: "DoE funds use of AI to better manage energy networks." September 19, 2017.
3. The Opportunity Project.
4. Centers of Excellence: Customer Service.