New Frontiers: Navigate the Artificial Intelligence Era with Data and Expertise

Artificial Intelligence (AI) Robotics

This infographic is part of an overarching series focusing on four of the National Association of State Chief Information Officers' (NASCIO's)[1] top priority pillars, which identify and prioritize the biggest policy and technology issues facing government agencies – as well as provide solutions for addressing these needs. The second in our series is **Artificial Intelligence (AI) Robotics**.

Data Deep Dive: Laying the Foundation

The Artificial Intelligence Era is here, and it's reshaping how government agencies and industries interact with those they serve. Dozens of agencies throughout the country are actively implementing new and creative AI use cases, reaffirming AI is no longer a futuristic concept - it is reality. AI is a tool restructuring how federal, state, and local government works, from providing safer, more efficient and responsive services to the public, to automating tasks and applications to successfully achieve mission success.
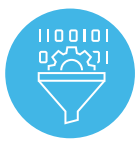
In a key Government Accountability Office (GAO) Report at the end of 2023, 20 of 23 agencies reported 1,200 current and planned AI use cases – noting specific challenges or opportunities that AI may solve, including identifying information security threats and facilitating the review of large datasets, among other uses.[2]

When it comes to AI, data management and transparency are key and foundational.

Data Literacy is Fundamental to Identity Accuracy
The implementation of generative AI technologies in public services must prioritize data literacy, ensuring these technologies are leveraged responsibly to accurately verify and serve constituents.

Data Readiness is Imperative for Initiatives
Data readiness is the foundation upon which successful data-driven initiatives and AI solutions are built. It encompasses a range of factors, including data quality and governance, data security, and data infrastructure.

Superior Data Quality Drives Effective Service Delivery
Integrating high-quality data is a must for accurate and efficient service delivery. This enhances government capabilities, such as automating administrative processes, improving decision-making, and ensuring services are appropriately tailored to verified individuals.

Establishing Trust is Critical
To build public trust in AI systems, agencies can employ strict standards and ethical practices in data use, particularly concerning identity information. Trustworthy AI models rely on high-quality data inputs, and maintaining rigorous data quality standards supports reliable and ethical AI outputs.

Quick AI + Government Facts and Stats

Government agencies are actively harnessing AI technologies to improve services and operations. AI offers many benefits in areas such as healthcare, transportation, and benefits delivery.[3]

President Biden's October 2023 Executive Order (EO) on the "Safe, Secure, and Trustworthy Development and Use of Artificial Intelligence" directs government agencies to ensure robust, reliable, repeatable, and standardized testing and evaluations of AI systems.[3]

A U.S. Senate AI working group backed an independent commission's proposal that the government spend at least $32 billion annually on non-defense related AI systems.[4]

AI Benefits Provide Smooth Discovery and Exploration

Efficiency
The impact of AI on efficiency is profound and multifaceted, extending beyond automating routine tasks into sophisticated areas like data analytics, customer engagement, operational optimization, and strategic decision-making. AI's ability to process and analyze large quantities of data at lightning speed allows agencies to capture previously unattainable insights. This data-driven approach is revolutionizing how decisions are made, ensuring they are more informed, strategic, and timely.

Resource Reallocation
Artificial intelligence (AI) and automation are helping government agencies streamline operations, improve public services, and identify and resolve system bottlenecks. AI can automate manual tasks, enabling agencies to focus on more strategic endeavors. AI also increases productivity by helping complete tasks faster and freeing up resources. Automated reporting and analysis tools can provide real-time data and insights, enabling agencies to make informed decisions.

Humans and AI Work Together
Humans are invaluable for creation, innovation, and discovery, while machines perform routine tasks in efficient and predictable ways. Having people direct the technology usage in more impactful ways can reap the larger benefits in a hybrid approach, one in which humans expand their intellectual abilities and achieve organizational goals that would have been difficult to reach without a joint approach.
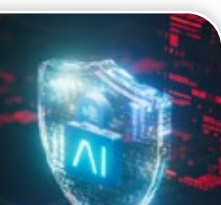
Navigation and AI Adoption Can Create Turbulence

Identity Data: Bias and Security
It is important for agencies to guard against biases and ensure robust security measures are in place for handling identity data. These efforts are key to preserving data integrity and protecting individual identities.
- Developing a comprehensive data transformation strategy that includes best practices in identity data extraction, standardization, and storage ensures a unified and trustworthy data repository.

It Takes AI to Prevent Fraud and Cyber Threat-Driven AI
Detecting and thwarting escalating AI-driven cyber threats before they enter agency populations is paramount. Fraudsters are leveraging state-of-the-art tools to improve their criminal activities, and unfortunately, they are already accessing them. In fact, global digital fraud attack rates continued climbing in 2023, increasing 19% year-over-year, and organizations operating in North America (up 43% year over year to 1.9%) sustained the greatest increase.[5]
- Agencies need a clear understanding of AI's limitations, what the potential vulnerabilities are, how that can affect potential defenses, and how they can better protect their agencies and those they serve.

Security Concerns
According to the FBI, AI can provide enhanced capabilities for schemes that attackers are already using – creating major security concerns due to increasing cyber-attack speed, scale, and automation. Cybercriminals are leveraging AI tools to craft highly targeted phishing campaigns, exploiting individual and organizational trust. These AI-driven attacks are often successful because of their ability to produce convincing messages tailored to specific recipients, increasing the likelihood of deception and data theft.[6]
- Survey results from the Center for Internet Security found that all types of cyber-attacks against government agencies increased in frequency in 2023. According to the report, the biggest weakness in many state and local government organizations' cybersecurity programs is that they're still being created.[7]

Solutions for a Successful Landing

Strategic Identity Data Management for Optimized AI Use
Agencies can fully leverage AI technologies to enhance identity data management. Implementing secure data sharing tools, such as a secure master person index and automated data profiling and validation, supports effective governance and enriched data quality.

Working with Data Solutions Providers for Enhanced Identity Management
Agencies benefit from collaborating with expert data solutions providers to manage identity data effectively within their AI ecosystems. A scalable and agile data infrastructure that supports AI-driven analytics is crucial for handling extensive datasets, and for delivering precise, AI-driven analytics.
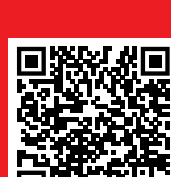
We Can Guide the Way

For over a decade, AI has been integrated into LexisNexis® Risk Solutions' technology and plays a crucial role in helping us drive innovation and enhance our products and services. Together with our parent company, RELX, we remain committed to the ethical and responsible use of AI technology, which includes protecting the privacy and security of our systems and working to eliminate bias.

Trustworthy identity data management requires an enterprise-wide focus on data quality, as well as responsible and vigilant AI practices. Our solutions can assist agencies with managing and maintaining quality identity data for successful AI adoption and deployment. We can also help agencies mitigate evolving AI threats while providing a reduced risk experience.

LexisNexis® RISK SOLUTIONS

For more information:
Scan QR Code or Call 1-888-216-3544

1. https://www.nascio.org/resource-center/resources/state-cio-top-ten-policy-and-technology-priorities-for-2024/
2. https://www.gao.gov/assets/d2410980.pdf
3. https://www.investopedia.com/artificial-intelligence-in-us-government-6409703#:~:text=The%20U.S.%20government%20is%20actively,initiatives%20to%20leverage%20AI%20technologies
4. https://www.govtech.com/artificial-intelligence/proposed-federal-annual-spend-on-non-defense-ai-32-billion
5. https://risk.lexisnexis.com/insights-resources/research/cybercrime-report
6. https://www.fbi.gov/contact-us/field-offices/sanfrancisco/news/fbi-warns-of-increasing-threat-of-cyber-criminals-utilizing-artificial-intelligence
7. https://statescoop.com/ransomware-malware-cyberattacks-cis-report-2024/