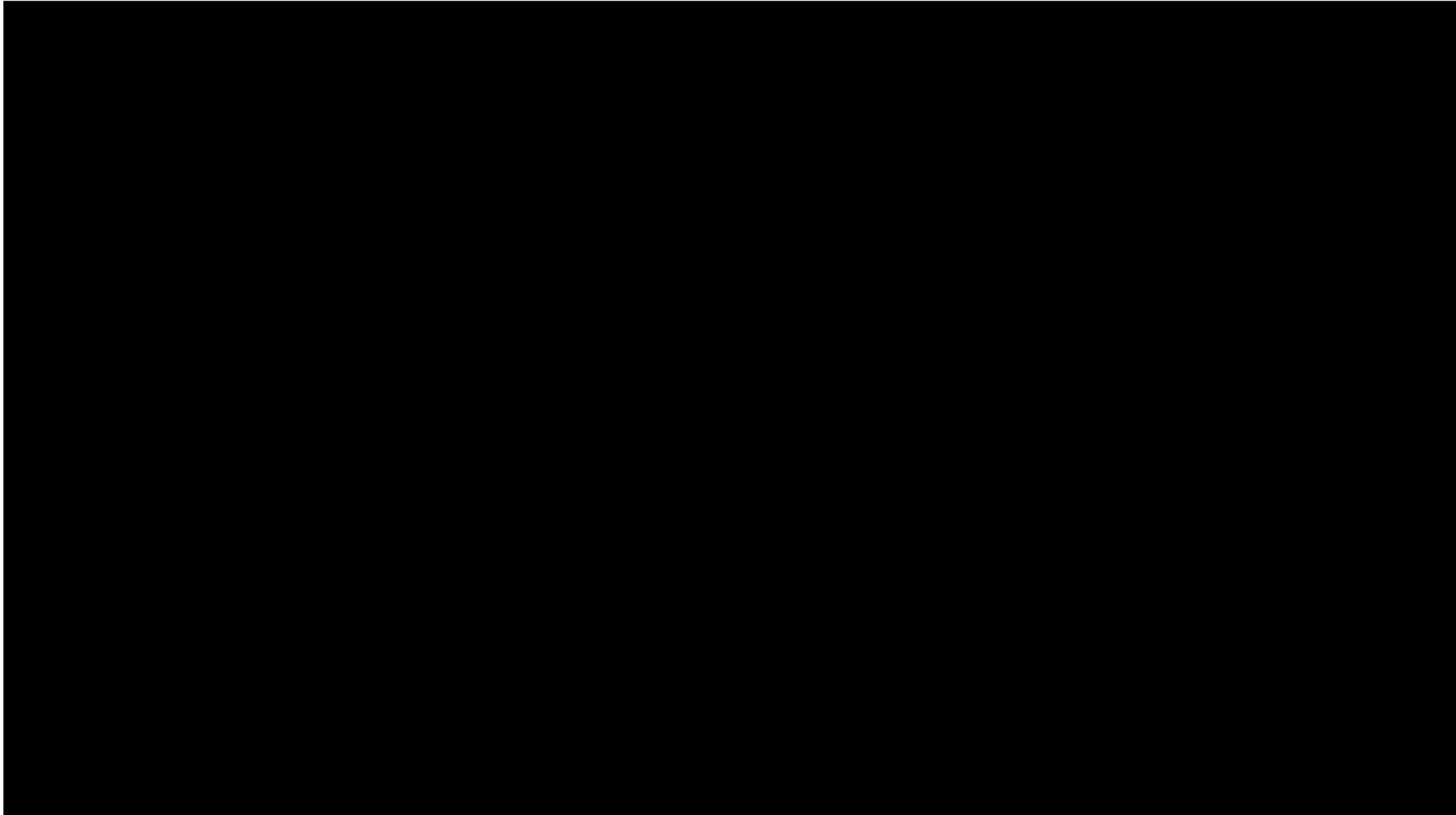


AI Governance and the Role of AI Centers of Excellence

UGA Developing Data Analytics Capabilities Conference

March 19-20, 2025





Core Challenges of AI

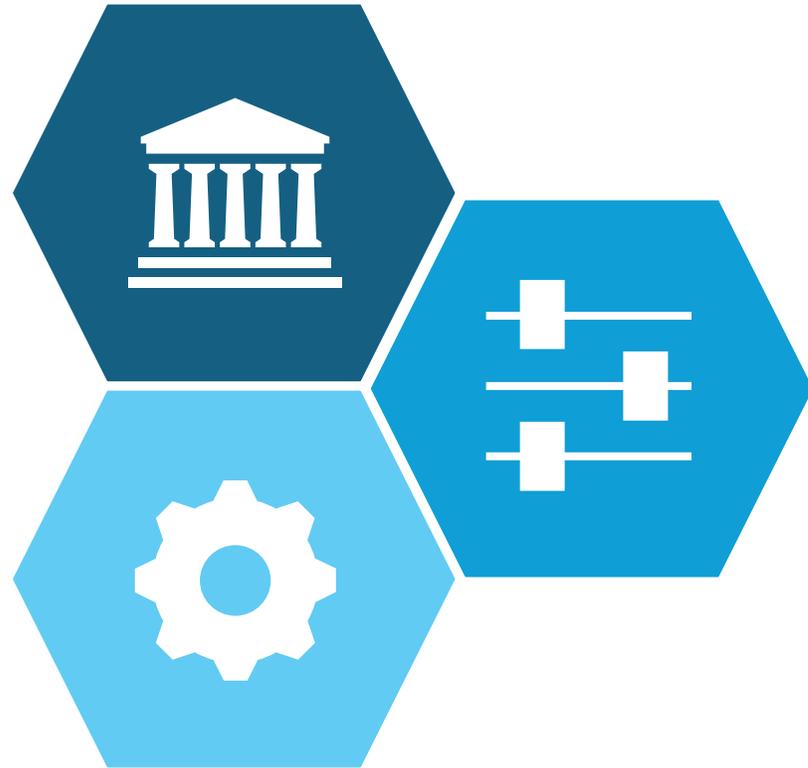
AI requires a dynamic approach that can adapt quickly to technology and policy evolutions to accommodate unique AI challenges, such as:

- 1 AI models are designed to evolve
- 2 There are a variety of AI products
- 3 AI products are subject to human error
- 4 AI technology is advancing rapidly

Embrace AI governance to ensure AI-driven processes enhance public service effectiveness and efficiency while addressing evolving risks and liabilities.

AI Governance Foundational Pillars

Through Deloitte's experience working with government agencies, we have observed three foundational pillars to AI governance: Guides, Guards, and Gadgeteers.



Guides

Establish clear policies and guidelines to promote safe, secure, and transparent outcomes.

- **Federal and/or State Legislation**
- **State and Local Internal Policies**

Guards

Standardize checklists and stage gate reviews during the AI product lifecycle to facilitate quality assurance.

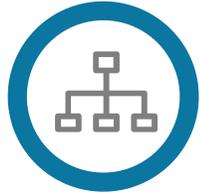
- **Standardized AI Product Requirements**
- **Standardized Procurement Requirements**
- **AI Usage Guidelines**

Gadgeteers

Embed tools in the AI product lifecycle to test and evaluate the trustworthiness of model outputs.

- **Tools to enhance performance**
- **Tools to strengthen security**
- **Tools to promote accountability**

Key Considerations of the Governance Model



Leadership & Decision-Making

Who will be responsible for leading the center? How will decision-making processes be structured to ensure accountability?



Roles and Responsibilities

How will management roles and responsibilities be distributed and defined among different teams or functional areas?



Stakeholder Engagement

How should the COE engage relevant stakeholders and users? What mechanisms will be used for gathering feedback and evaluating outcomes?



Budget and Resource Allocation

What mechanisms should be placed for managing budget allocations and resource distribution for projects? How do we ensure cost-effectiveness?



Adaptability and Scalability

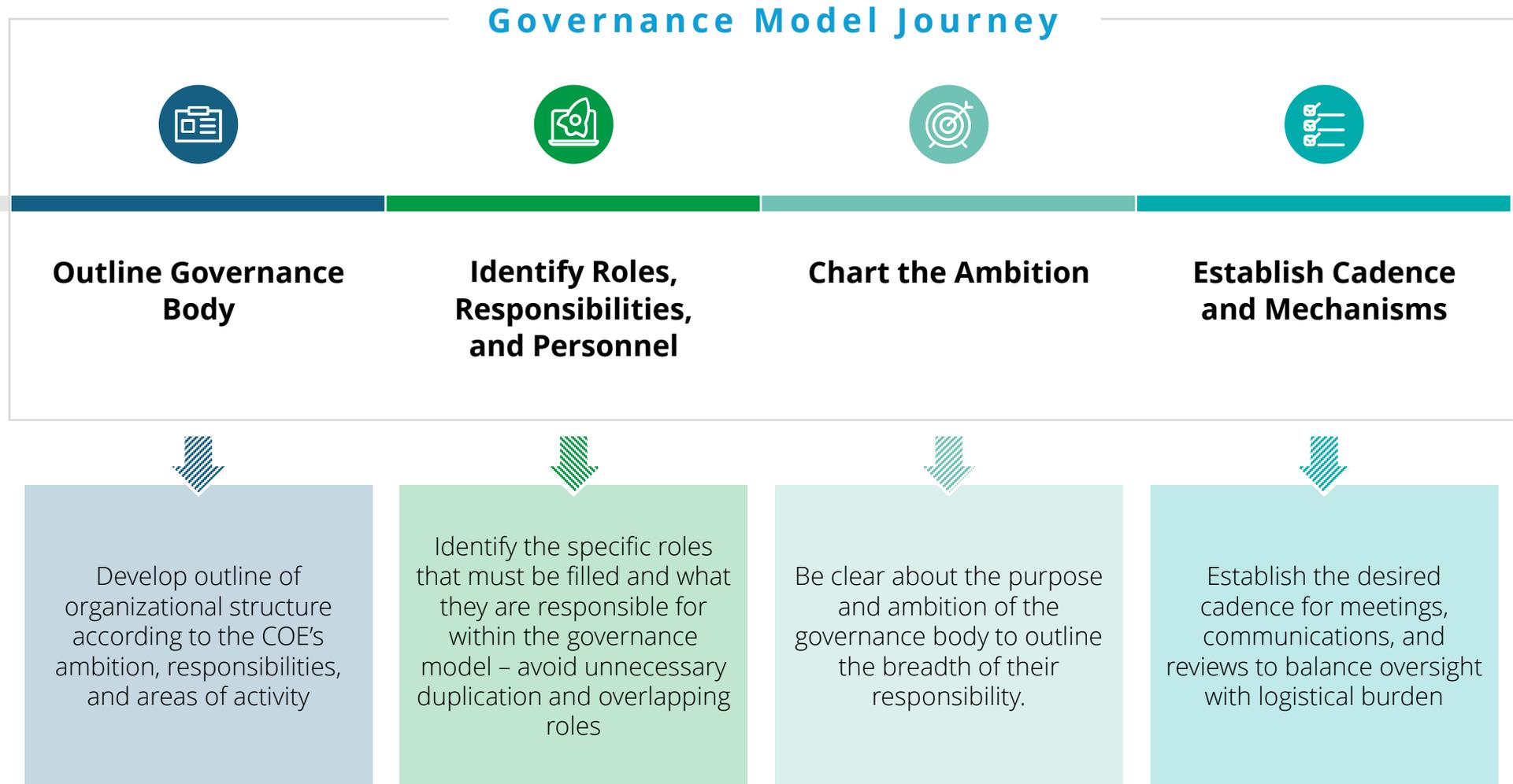
How can the governance model be made flexible and adaptable to accommodate future tech advancements and changes in requirements?



Collaboration & Partnerships

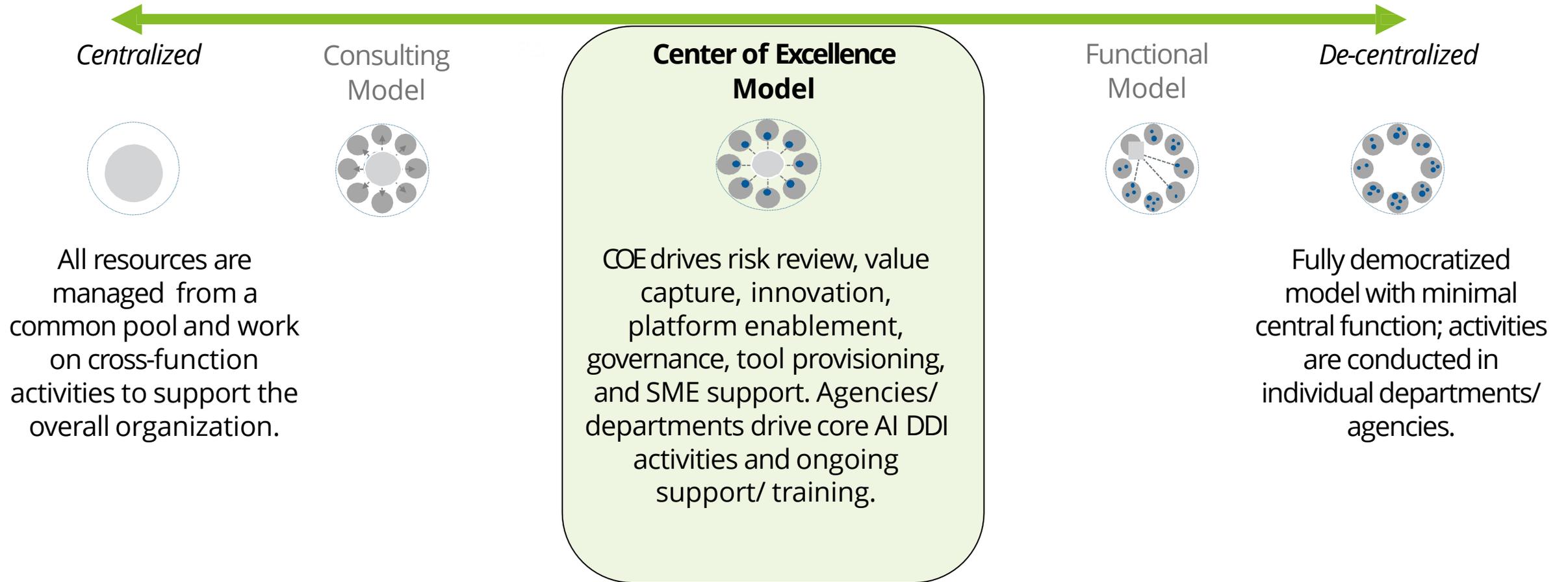
How will the center collaborate with other offices, government agencies, industry partners, and research institutions?

Establishing the Governance Model



AI Governance Spectrum

AI Governance models typically use a variety of styles, depending on the specifics of the organization's operating model and priorities.



Role of COEs

Governance & Oversight

They establish governance to oversee AI programs, ensuring that tech is used responsibly and effectively.

Policy Implementation

They implement policies that promote the use of AI, ensuring adherence to principles such as transparency, accountability, and security.

Enhancing Efficiency & Innovation

They help institutions adopt modern technologies in various programmatic and administrative processes and support research to innovate in training, learning, and delivery of proof of concepts

Facilitate AI Adoption

They help organizations conceptualize and implement AI projects, ensuring that these projects align with strategic goals.

Training & Skill Development

They train stakeholders to improve their understanding and use of AI tech. On initiatives like the AI Scholarship for Service program, they recruit and train to address a critical shortage of AI educators and researchers.

Fosters Collaboration

They engage key partners through forums and immersive lab sessions, fostering collaboration and exploring critical topics in AI.

Is Your Data AI Ready?



Is Your Data AI Ready?

To use AI effectively, agencies must first develop a holistic data ecosystem that makes the data AI ready. This includes developing a modern data foundation so that in the future they can leverage real time data and AI techniques to be more responsive, accurate and equitable.

BREAKING DOWN THE PROBLEM



How do you establish **efficient data systems** for big data analytics and AI?



How do you manage enterprise data to enable high-performance and **scalable AI applications**?



How do you break down data barriers, improve **data accuracy**, and ensure **data reliability**?



What data are you using to train your AI that results in **responsible and ethical** use in operations?



How do you find and rectify issues in **data management rules** and policies to ensure proper data handling?



How do you ensure that data and AI practices align with **state and federal policies** and regulations?

Journey to Data Readiness

There are different pathways based on your organizational needs and priorities, your data maturity, and how far you are ready to go in your data readiness journey.

1

“TELL ME HOW”

- Assess Current State
- Develop Data Governance Framework
- Reference Architecture
- Define Business Case

2

“SHOW ME FIRST”

- Build Foundation
- Bulk Data Migration
- Create Model Design & Governance Framework
- Pilot
- Execution Roadmap

3

“SCALE AND OPERATE”

- Data Governance & Quality Management
- Bulk Data Migration
- Master Data & Metadata Management
- Data Pipelines Design
- AI/ML Development
- Managed Analytics

Dual Benefits of AI Ready Data Ecosystems

Business

Enhance **citizen engagement** through virtual assistants offering personalized support for applications and inquiries with feedback loops for continual improvement.



Proactively identify populations for **targeted services** and case management by creating a 360-degree individual view from qualitative and quantitative data.



Mitigate the likelihood of repeated **adverse events** using large scale simulations to predict program churn, potential fraud, and develop interventions.



Enhance **operational efficiency** and staff productivity through process automation, content creation and summarization, and advanced data analysis.



Technical



Cloud data platforms **enable CIOs to reduce costs, improve security and governance**, enhance data sharing, and enable rapid innovation and deployment.



Increased availability and accessibility of data makes it possible to **train more powerful and accurate AI models**



Advance AI algorithms and models to **perform more complex tasks with improved accuracy**

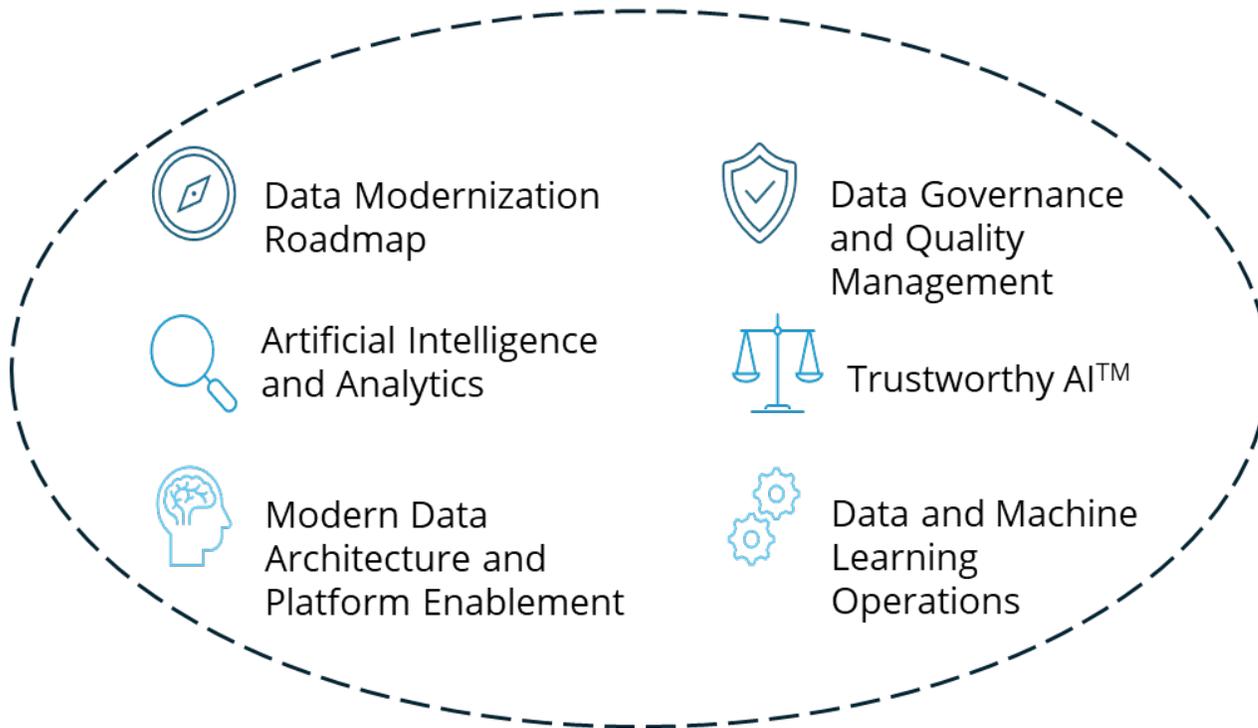


Rise of cloud computing and GPUs have made it possible to **train and deploy AI models more efficiently and cost-effectively**

In Conclusion

Achieving data readiness for AI, establishing robust AI governance, and developing an AI center of excellence are critical steps in an organization's journey aiming to harness the full potential of AI.

Data Readiness



AI Governance and CoE

