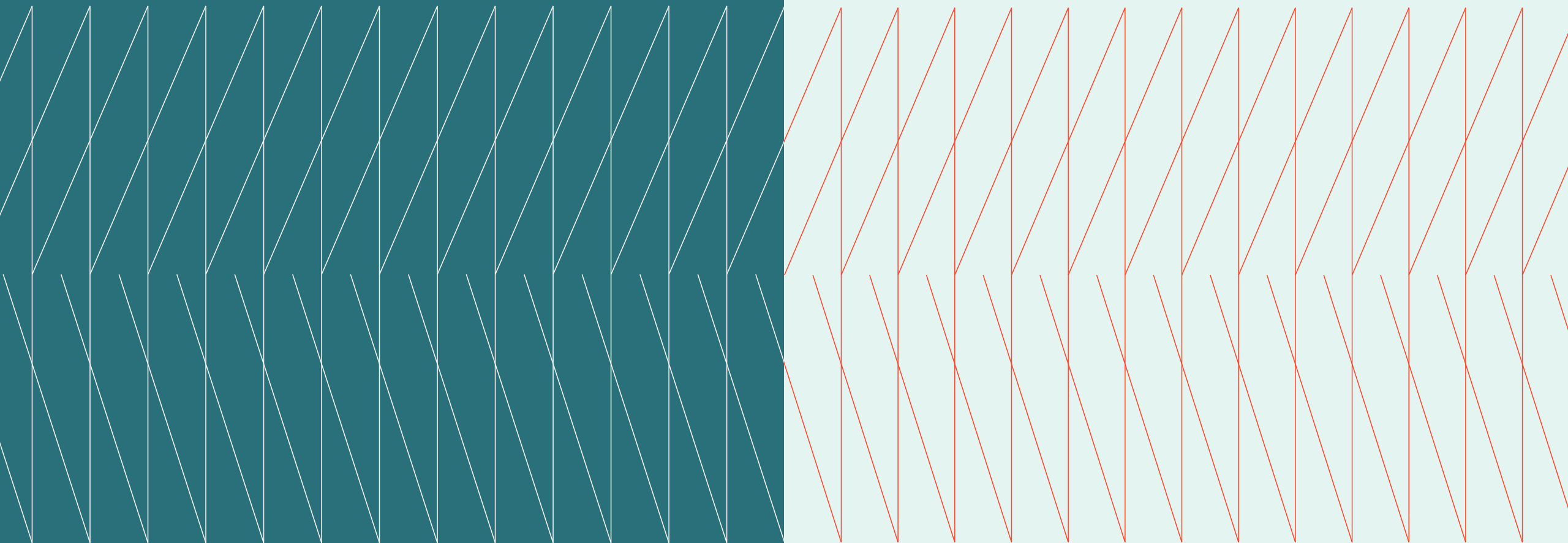


Government CIO

# Expert Exchange

Q1 Executive summary  
February 8, 2024

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## Overview

In this Expert Exchange session, 15 technology executives from several states convened to discuss the technology solutions they are focused on in 2024. The agenda was created through advance interviews with participants.

## Hosts

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## Key topics

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and Bringing Them  
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# Advancing IT Solutions and Bringing Them to Scale

- Many government agencies are in the process of selecting and adopting new technology solutions, particularly new generative AI options, such as ChatGPT, Microsoft Copilot, and others. However, exploration of the new technologies is done with caution, and some agencies are delaying broad adoption pending the creation of policies around the use of new technology.

- The CIOs named a number of new technology tools and solutions that they are integrating into their state agencies. They include tools for document management, customer and user experience, answering questions, user interface, contact management, and others. Tools and solutions mentioned during the Expert Exchange included MS Copilot, ChatGPT, Salesforce, Git Hub, UiPath, Engineer DEV, and others.

- Because the new tools are often expensive, executives are finding ways to collaborate across different state agencies to provide more purchasing power and economies of scale. Groups that may have been working in silos are now working more collaboratively to find which solutions will give them the most bang for their technology buck. Several CIOs have created smaller collaborative cross-agency teams of early adopters to test out applications for the new technology and then help bring it to scale enterprise-wide.

**“We’re purposely staying away from a policy draft. Rather, we’re approaching it with a framework and taking an approach that generative AI is just another technology item, and policies already exist today that address evolving technology concerns and patterns. With that said, though, we also have to put a lens on it from a risk mitigation focus.”**

- CIO Government  
Expert Exchange member

**Digital Experience needs to cross organizational boundaries**

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# Generative AI Use Cases are Yielding Positive Results

- The group discussed a number of use cases they are piloting in many different areas of government. In one example, a state has been using an “intelligent document processing” tool to read handwriting, transcribe paper invoices and enter the data into the state system. Many smaller companies and vendors aren’t digital, and using the tool saves a lot of time compared to human data entry with a high accuracy rate. An initial step in the project was to get all of their vendors to use a standardized invoice form.

- Other examples include creating chat bots that can alleviate pressure on call centers, using generative AI as “code accelerants,” using the new technology to help with security and identification/authentication for customers/users, etc. Agencies have seen a lot of success and positive ROI on these initiatives—in each of these examples, executives cited 90% accuracy, with a major reduction in the work needing to be done by humans.

- Several executives underscored the importance of measuring the variance between human output and AI output. IT leaders are tracking variance in order to demonstrate ROI, minimize risk of error and improve the machine’s learning.

**“We’re not using Copilot, but we’re using ChatGPT just in general. And I’d say we have a 50% or higher time savings, just deciphering code. We’ve actually got a little word document that kind of breaks it down and shows what it can do. Yeah, it’s a huge time-saver. And they’re saying it’s about 90% accurate.”**

– CIO Government  
Expert Exchange member

**How Kyndryl’s AI Approach is Helping Companies Grow and Innovate**

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# Mitigating Risks of New Technology

- IT leaders are working to mitigate risks associated with implementing generative AI. To a certain degree, risk mitigation efforts involve trust. Agencies need to trust their vendors that the appropriate walls are put up around sensitive data. They also need to trust that state employees aren't feeding data into the system that they shouldn't be.
- Risk appetite in government agencies is very low, so CIOs do not have the same leeway to pilot new solutions as their counterparts in the private sector. This is pushing IT leaders to mitigate risks from the beginning of the development process rather than solving for them later.

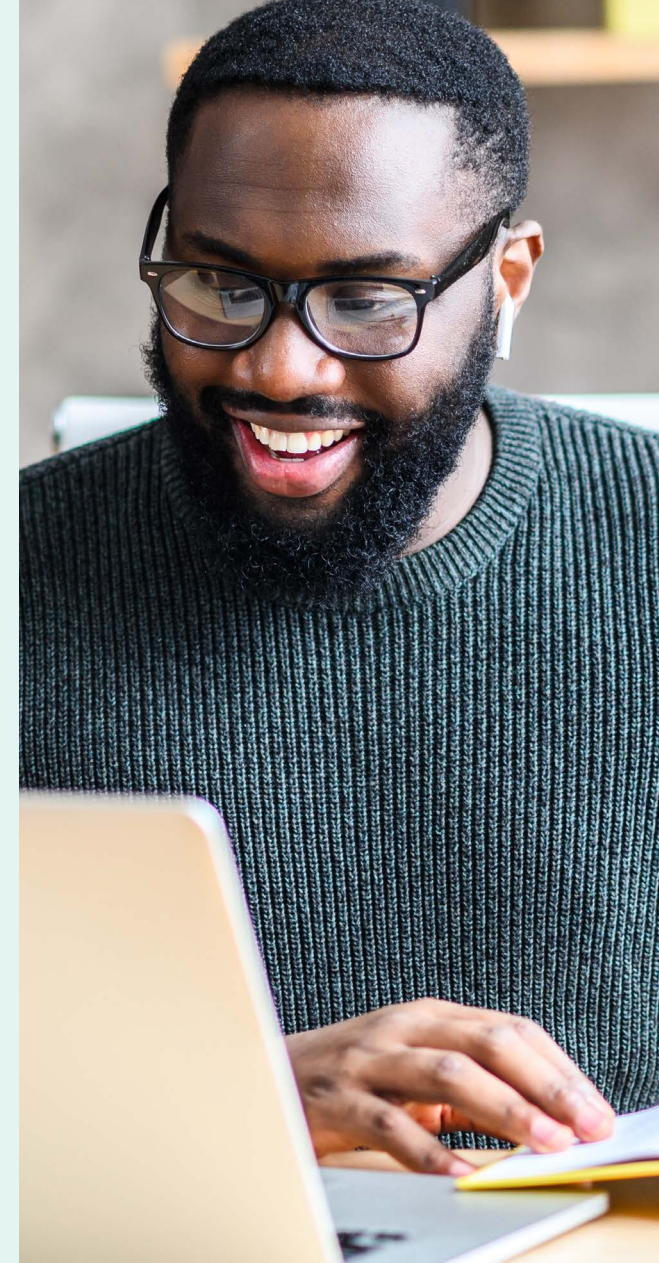
- CIOs voiced support for the creation of policies around AI, which acknowledge that people are already using generative AI and give guidelines for them to use it. Rather than crafting explicit policy, some states are enacting frameworks that specific agencies can work within. Others are waiting for an executive policy order from the governor before going live with pilots.

**“The things I’m really interested in are also the ones that will be the slowest to roll out, which is anything where AI is actually talking to a person just because the risk is high if we get out bad information. That’s the one that we’re excited for. But also, my risk appetite is making my stomach turn a little bit because there are real consequences to failure there.”**

- CIO Government  
Expert Exchange member

**How partnerships with hyperscalers help advance generative AI solutions**

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The Expert Exchange is hosted by [Kyndryl, Inc.](#) Please contact [Anita Mikus](#) or [Rajesh Jaluka](#) with any questions about Kyndryl or this Exchange.

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