**[PROJECT TITLE]**

GovAI Use Case

**Template Overview**

This document serves as a template for others to create their own tailored use cases. It is meant to illustrate a strategic method for using AI technology in solving challenges in state and local governments.

**All sections do not need to be completed when first filling this out.** Sections can start as considerations (or blanks), and more information can be added in depth as the use case is continued.

Examples can be found in the AI Use Cases Working Group folder.

**Proposed Use Case**

In a sentence, what is your use case? What is the question you are trying to answer or problem to solve?

**Proposed AI**

What kind of AI tool is being used and how is it being used? Is it a conversational chatbot or language model? Does the AI use computer vision or audio identification? Is the AI meant for prediction or for studying causal impact?

**Proposed Project Phases**

Consider what phases your project might have. Can start with your proposed phases, and update as you progress in your use case. Potential phases could include:

1. **Pilot Program Development:** Assess readiness and explore feasibility.
2. **Training Phase:** Focus on understanding AI training techniques and methodologies.
3. **Capacity Building:** Assemble a skilled team for project development and conduct initial assessments.
4. **Testing and Validation:** Gather data on the performance of the system in the field. Once complete, add that performance report here for other agencies to learn.

**Potential Benefits**

When possible, try to quantify the benefits, like cost savings or added value. Even if we can't assign a number, showing that there are quantifiable benefits can often help.

**System and Project Challenges**

What kind of challenges do you anticipate in implementation? These can be very general in the planning phase as just considerations. As you implement your use case, add the major hurdles you experienced.

**People/Domains to Involve**

Who or what groups need to be involved in this project? Where possible, consider when they should be involved as well. Some general groups to consider:

1. Agency or department leadership
2. People impacted by system (e.g., general public, applicants for a service)
3. Technical experts, such as the Information Technology Department

**Risks & Mitigation Strategies**

1. **AI Risk**

What would happen if the AI system were inaccurate or makes a wrong decision? How can you mitigate the risk of the system being wrong, and how can you fix the harm done when the system is wrong? For more detail on AI risk considerations, see BDO for an easy-to-understand resource[[1]](#footnote-2) for an easy-to-understand resource and the EU for original source[[2]](#footnote-3).

1. **Privacy Risk**

Consider the risk to data privacy that affects residents. What would happen if the data collected was stolen? How can you mitigate this risk, and what plan is in place if data is compromised?

1. **Other Risk**

What are other kinds of risk your organization has to consider?

**Project Resources Needed**

What costs do you anticipate or experience in this use case? Some common cost considerations include:

1. Upfront costs
2. Ongoing costs
3. Staffing needs, from procuring to managing the system. Where possible, include estimated capacity needed (e.g., number of staff, hours per month for staff, skills or knowledge needed)
4. Cost for ending the system or project

**Data Sources**

What kind of data does the AI system(s) need? Is this visual, audio, text, etc.? If possible, please include data classification (e.g., person identifiable, HIPAA, etc.), data quality, and data ownership to keep track of the data and when it needs to be updated.

**Public Data**. Include the specific dataset if data is from a particular department (more applicable to cities or counties).

1. Name of dataset:
   1. Owner/maintainer: the organization or person that maintains the dataset
   2. How to access: such as a link to the dataset
   3. Details on dataset: this can include what data was valuable within the dataset, data quality, and data classification (e.g., person identifiable, HIPAA, etc.)

**Private Data.** Meant to address data that is not publicly accessible.

1. Name of dataset:
   1. Owner/maintainer: the organization or person that maintains the dataset
   2. How to access or collect: if possible for other agencies to access or create something similar
   3. Details on dataset: this can include what data was valuable within the dataset, data quality, and data classification (e.g., person identifiable, HIPAA, etc.)

**Combatting AI Bias**

What biases did you consider and how are we mitigating them? How can you track if the system is unintentionally impacting different communities differently (e.g., by race, age, gender, skin tone, socioeconomic status, language, immigration status), and how would you go about fixing any unintended bias? See more detail on algorithmic (aka “AI”) bias from the Greenlining Institute[[3]](#footnote-4), with industry-specific examples starting on page 8[[4]](#footnote-5). You can also see a brief video on AI bias from PBS[[5]](#footnote-6).

1. <https://www.bdo.co.uk/en-gb/insights/advisory/risk-and-advisory-services/navigating-the-eu-artificial-intelligence-(ai)-act-implications-and-strategies-for-uk-businesses#:~:text=The%20EU%20Commission%20designed%20AI,and%20low%20or%20minimal%20risk.&text=AI%20applications%20would%20be%20regulated,address%20specific%20levels%20of%20risk> [↑](#footnote-ref-2)
2. <https://www.europarl.europa.eu/RegData/etudes/BRIE/2021/698792/EPRS_BRI(2021)698792_EN.pdf> [↑](#footnote-ref-3)
3. <https://greenlining.org/wp-content/uploads/2021/04/Greenlining-Institute-Algorithmic-Bias-Explained-Report-Feb-2021.pdf> [↑](#footnote-ref-4)
4. <https://greenlining.org/wp-content/uploads/2021/04/Greenlining-Institute-Algorithmic-Bias-Explained-Report-Feb-2021.pdf#page=8> [↑](#footnote-ref-5)
5. <https://www.youtube.com/watch?v=gV0_raKR2UQ> [↑](#footnote-ref-6)