

# ARTIFICIAL INTELLIGENCE TASK FORCE

## Minutes of the 2nd Meeting of the 2024 Interim

August 13, 2024

### Call to Order and Roll Call

The 2nd meeting of the Artificial Intelligence Task Force was held on August 13, 2024, at 11:00 AM in Room 169 of the Capitol Annex. Representative Josh Bray, Chair, called the meeting to order, and the secretary called the roll.

### Present were:

Members: Senator Amanda Mays Bledsoe Co-Chair; Representative Josh Bray Co-Chair; Senators Stephen Meredith, Brandon J. Storm, Reginald Thomas, and Gex Williams; Representatives John Blanton, Derek Lewis, Suzanne Miles, and Pamela Stevenson.

Guests: Chris Hein, Director, Google Public Sector Engineering; Ruth Day, Chief Information Officer, Commonwealth Office of Technology; and Robert Long, General Counsel, Finance Cabinet.

LRC Staff: Christina Gordley, Alaina Spence, Hannah Gray, and Angela Rhodes.

### Approval of Minutes

Representative Lewis moved that the minutes of the July 9, 2024, meeting be approved. Senator Mays Bledsoe seconded, and the minutes were approved without objection.

### Discussion of Artificial Intelligence at Google

Chris Hein, Director, Google Public Sector Engineering, began with Google's perspective on artificial intelligence (AI), as well as how it is being adopted in the public sector and how these entities are making good use out of AI tools and technologies. The tooling and technology is still being heavily developed and a lot is still unknown.

Originally, AI was thought to primarily impact manual labor manufacturer type jobs. However, with generative AI (GenAI) at the forefront, there is an impact from a white-collar perspective as well. The transformer model, such as ChatGPT and Google's brand Gemini, can generate texts, images, videos, and more with training and input of trillions of words.

Mr. Hein discussed the attack surface of new GenAI for governmental agencies. One important principle Google uses when working with states is not reenforcing or creating unfair biases. Google can help educate individuals to have the toolsets to eliminate biases. The next important principle is AI services should be accountable to people and it should be a useful benefit. I

Mr. Hein discussed different ways government agencies are using AI services for the good of the agency by making constituent experiences better, providing state employees with tools they did not have prior, and utilizing AI expertise on demand, which is using AI services to help create other programs.

Lastly, Mr. Hein stressed that from an enterprise technology perspective, it is very important that government agencies use enterprise partners.

In response to a question from Senator Thomas, Mr. Hein stated within the next couple of years, Google would like to see AI services assisting in making certain professions better, but is not looking to replace humans in these professions.

In response to questions from Representative Miles, Mr. Hein stated Google is strongly in favor of appropriate regulation on AI services, but suggests better outcomes occur when focusing on the harms done when using a specific technology. In response to another question regarding the use of AI reducing Illinois unemployment calls from 800,000 to 40,000, then from 5,000 to 10,000 calls a day, Mr. Hein stated that the main result was the improved customer satisfaction rating.

In response to questions from Senator Williams, Mr. Hein stated that, while all government agency AI models may be trained not to do anything illegal, they are also capable of being trained on a specific agency's standards. In response to a follow-up, Mr. Hein stated that the process of mitigating biases can and should be disclosed in models that are being sought after. In response to an additional follow-up, Mr. Hein stated that AI is far enough along that he recommends to go ahead and have the mechanisms of AI in motion.

In response to a question from Senator Meredith, Mr. Hein explained how Google created its list of responsible AI principles and said it is offered for public viewing online.

In response to questions from Senator Mays Bledsoe, Mr. Hein stated that Google advises states to have a published list of preapproved use cases and not require approval at the proof-of-concept phase, but do require approval at the production phase. In response to an additional question regarding AI job replacement, Mr. Hein

stated he believes the rapid development is creating uncertainty, but he does not foresee a near term of disruption to human productivity.

In response to a question from Representative Lewis, Mr. Hein stated that his words of advice from observation of other states is to focus first on areas where AI is already being misused.

In response to a question from Representative Stevenson, Mr. Hein stated that Google watermarks all of its AI generated materials, but recognizes that criminals may use another type of source to avoid watermarking the material. Google is consistently working on integrating the highest quality data possible, but it is still very difficult to identify what is AI and what is not AI. Google believes in continued education in cybercrime.

In response to a question from Representative Bray, Mr. Hein stated Google used AI technology to detect fraudulent activity in multiple states by identifying patterns within the fraudulent activity.

### **Discussion of Artificial Intelligence in the Commonwealth**

Ruth Day, Chief Information Officer, Commonwealth Office of Technology (COT), began with a background on COT structure, the Chief Information Officer role, and their journey in relation to AI. By statute COT shall be the legal organization entity within the executive branch regarding delivery of information technology services, including application development and delivery, and shall serve as the single information technology authority of the Commonwealth.

In September 2023, COT began AI meetings with leaders such as Microsoft and the IT leaderships of the executive branch. COT's two key takeaways from the meetings were: 1) understanding that GenAI, such as ChatGPT, is powerful, and the information that is put into those are then in the public domain, and 2) given the issues of bias, data quality, understanding the models, privacy, and more, in all use cases of GenAI there must be human oversight and human review of the output.

COT issued policy and a high-level training guide that has been added to their annual employee training. A message of caution in the use of GenAI was added to that process for the 2024 training.

COT's Kentucky Information Technology Standards (KITS) process is a tool used to govern procurement of IT assets covering the broad spectrum of technology environment including software, hardware, networks, applications, data, security, access,

communications, project management, and other relevant architecture disciplines. AI has now been added as a category in KITS. In some cases of proof-of-concepts (POC) or pilots, there may be no upfront procurement. In those cases, there is a POC or pilot gatekeeper process where COT reviews and approves those planned initiatives. In both the KITS and POC pilot evaluation, COT is evaluating the technology for the purposes of security, infrastructure conformity, and network, as well as for comparison to any current asset or enterprise solution that might be available.

Ms. Day stated that COT can provide the AI tools the state has procured, but how they are used is agency-to-agency application with limited use at this time.

COT policies are the standard for IT, but these policies are the minimum requirements. If an agency has a need for more oversight or guidance, they can create their own more robust policies, but must still maintain COT requirements as a minimum.

In response to questions from Senator Mays Bledsoe, Ms. Day agreed that state agencies will need approval from their chief of staff for AI applications. In response to a follow-up, Ms. Day stated that she feels employees are wise about their technical uses.

In response to questions from Senator Williams, Ms. Day stated she believed that most of the biases will fall around the data process and the analysis of the business use. In response to a follow-up, Ms. Day stated that each agency will have their own restrictive guardrails, which may be more restrictive depending on the type of data.

In response to questions from Representative Bray, Ms. Day stated COT is still working on policies related to the level of transparency vendors will need to provide about AI models when going through the procurement process. In response to a follow-up, Ms. Day stated that AI is being frequently discussed in regard to future expectations. In response to an additional follow-up, Ms. Day stated there are no policies that forbid the use of non-enterprise AI programs. Mr. Robert Long, General Counsel, Finance Cabinet, added that there are confidentiality policies that inform employees of how they are to appropriately use state data.

In response to a question from Senator Thomas, Ms. Day stated COT plans to publish their AI policies late November 2024.

In response to a question from Senator Williams regarding if COT's policy will be an IT policy or be left up to the agency's discretion, Ms. Day stated that COT is considering all aspects before publishing their policy.

**Next Scheduled Meeting - Tuesday, September 10, 2024**

**Adjournment**