INTERIM JOINT COMMITTEE ON TOURISM, SMALL BUSINESS, AND INFORMATION TECHNOLOGY

Minutes of the 2nd Meeting
of the 2023 Interim

July 31, 2023

Call to Order and Roll Call

The 2nd meeting of the Interim Joint Committee on Tourism, Small Business, and Information Technology was held on Monday, July 31, 2023, at 1:00 PM, in Room 149 of the Capitol Annex. Representative Phillip Pratt, Chair, called the meeting to order, and the secretary called the roll.

Present were:

Members: Senator Max Wise, Co-Chair; Representatives Kim King, Co-Chair, and Phillip Pratt, Co-Chair; Senators Gary Boswell, Shelley Funke Frommeyer, Denise Harper Angel, Robby Mills, Brandon J. Storm, Phillip Wheeler, and Mike Wilson; Representatives Chad Aull, Shane Baker, Ryan Dotson, Daniel Fister, Deanna Frazier Gordon, Chris Fugate, Daniel Grossberg, Richard Heath, Candy Massaroni, Shawn McPherson, Michael Sarge Pollock, Brandon Reed, Rachel Roberts, Sarah Stalker, Ashley Tackett Laferty, Nancy Tate, Timmy Truett, Bill Wesley, Richard White, Nick Wilson, and Susan Witten.

Guests: Ben Kaner, Senior Director Analyst, Gartner; Alicia Schollaert, Client Executive for the Americas Public Sector, Gartner; and Bob Babbage, Founder, Babbage Cofounder.

LRC Staff: Janine Coy, Crystal Thompson, Eric Rodenberg, and Sasche Allen.

Approval of Minutes

A motion to approve the minutes of the June 22, 2023 meeting was made by Representative Fister, seconded by Representative King, and approved by voice vote.

Generating Change: The Power of AI in Government

Ben Kaner, Senior Director Analyst for Gartner, Alicia Schollaert, Client Executive for the Americas Public Sector at Gartner, and Bob Babbage, Founder of Babbage Cofounder, gave a broad overview of how generative artificial intelligence can benefit government agencies. Gartner serves 1160 state and local governments organizations through inquiries held yearly with Gartner experts; document assessment; Gartner Peer Connect views; and framework, template, and tool assessments. Mr. Kaner explored the range, use, and power of artificial intelligence and gave several examples of how it could

be utilized by state and local governments across the state including text generation, text analyses, translation, and question answering. Artificial intelligence could in turn be used for managing an agency's mission, improving office procedures, optimizing information technology programing, engaging citizens, and improving operations. Gartner's role includes appraising how businesses can benefit from generative artificial intelligence capabilities, aggregating value, and ensuring feasibility. Mr. Kaner gave recommendations for government agencies using generative artificial intelligence such as exploiting drivers behind policy, prioritizing initiatives, mitigating risks, and monitoring potential threats.

Representative King made comments regarding the potential for utilizing artificial intelligence in the future. Ms. Schollaert acknowledged the risks of using this technology but gave an example of the U.S. military utilizing generative artificial intelligence that has a 92 percent success rate.

Addressing comments made by Representative Dotson, Mr. Kaner confirmed that artificial intelligence is far from exhibiting human emotions, and it is the human control and interaction that should be monitored closely. This must be considered when assessing risks.

Representative Pratt made remarks about artificial intelligence unknowingly being used and cautioned the members about biases.

Senator Funke Frommeyer made comments about artificial intelligence being used in the education sector. Ms. Schollaert stated that 51 percent of teachers have reported using generative artificial intelligence, and Mr. Kaner added that the applications can be endless but there must be parameters.

Replying to Representative Massaroni, Mr. Kaner discussed data mining and confirmed that artificial intelligence can be programmed to not store identifiable information.

Representative Grossberg commented on the future of artificial intelligence and the potential benefits.

There being no further business before the committee, the meeting adjourned at 2:12 p.m.