

THE PRACTICALITY OF AI: GOVERNMENT FUNDING, TESTING, AND LEARNING NEEDS FOR SAFE DEPLOYMENT OF AI FOR CITIZENS

RESEARCH INNOVATION COUNCIL USA BRIEF | VOL.2 | CALIFORNIA STATE UNIVERSITY

EXECUTIVE SUMMARY

The California Research Innovation Council, hosted by **California State University Sacramento**, highlighted the transformative potential of artificial intelligence (AI) in government and education, emphasizing the need for targeted research, strategic collaboration, and practical application.

Key themes included the integration of AI tools in education to align with future job markets, the ethical and governance challenges of AI implementation, and the importance of maintaining human interaction in technology-driven services. Attendees identified actionable strategies, such as refining AI policies in education, improving data governance, and enhancing interdepartmental collaboration to optimize AI deployment. Addressing challenges like academic integrity, data quality, and privacy concerns was deemed critical for long-term success. Immediate next steps include analyzing existing AI tool performance, creating centralized resources for AI applications, and engaging in targeted professional development to prepare stakeholders for AI-driven transformations.

FUTURE RESEARCH AND DISCUSSION

Strengthening Data Governance and Accuracy: Challenges including systemic biases and poor data quality were recurring themes. Research should prioritize developing tools and frameworks to enhance data accuracy in critical systems, such as birth registration, and implement governance models to address bad data and system integration issues.

Human-Centered AI in Government Services: Maintaining human interaction in technology-driven services was a key concern. Future discussions should explore how to balance AI integration with human dignity, particularly in public-facing services. Research could examine the equity implications of AI tools and design strategies that prioritize inclusivity and trust.

Skills Development for AI Interaction: Ongoing training for both current staff and students emerged as a vital area for future work. Further research is needed to identify the most relevant skills for effective AI utilization, including design thinking and decision intelligence.

Collaboration Across Departments and Industries: Interaction between departments and industry partners was highlighted as critical for successful AI implementation. Future research should explore frameworks for collaboration, innovative procurement methods, and building proof-of-concept projects that demonstrate tangible benefits before scaling solutions.

By **Patrick Joy** | Head of Research & Analysis | [Public Sector Network](#)

KEY THEMES AND INSIGHTS

AI IN EDUCATION: ALIGNING LEARNING WITH FUTURE JOB MARKETS

Participants stressed the urgency of adapting educational objectives to prepare students for AI-driven industries. Emphasis was placed on revising curricula to incorporate design thinking, decision intelligence, and ethical AI considerations. For example, universities integrating AI tools into classroom settings reported improved critical thinking and problem-solving skills among students. Ensuring academic integrity through robust plagiarism detection and usage policies was also highlighted.

DATA GOVERNANCE AND QUALITY: OVERCOMING SYSTEMIC CHALLENGES

Data governance emerged as a critical issue, with discussions on addressing poor data quality and ensuring accurate system inputs, particularly in vital records management. Examples included improving data entry standards in birth registration systems to avoid systemic biases. Enhanced data mining capabilities were identified as essential for proactive fraud detection and service optimization.

COLLABORATION ACROSS GOVERNMENT DEPARTMENTS

The need for interdepartmental collaboration was a recurring theme. Case studies, such as centralized resources for GIS mapping in public health, illustrated the benefits of shared AI tools. Attendees also emphasized the importance of aligning IT and business perspectives to drive innovation and improve service delivery.

ETHICAL AND HUMAN-CENTERED AI

Ethical implications of AI implementation were explored, including concerns about bias, privacy, and maintaining human dignity in automated services. Discussions highlighted the importance of designing AI systems that prioritize equity and transparency, ensuring public trust and acceptance.

LEVERAGING GENERATIVE AI FOR PUBLIC SERVICES

Generative AI's potential to enhance employment services and government operations was discussed. Participants cited examples like AI chatbots improving citizen engagement and reducing response times. Challenges such as ensuring equity and mitigating systemic biases in generative AI were also addressed.

CHALLENGES AND BARRIERS

DATA PRIVACY AND GOVERNANCE

Challenges in protecting personally identifiable information (PII) and securing data systems were highlighted. Structural disconnections across departments exacerbated these issues, underscoring the need for robust governance frameworks.

BRIDGING IT AND BUSINESS

Innovation efforts often face a disconnect between IT and business stakeholders. Attendees stressed the importance of fostering mutual understanding to ensure technology solutions meet operational needs effectively.

BIAS IN AI SYSTEMS

Systemic biases in AI tools were identified as a significant concern. Discussions pointed to the need for diverse datasets and inclusive design practices to mitigate these risks.

INNOVATIVE IDEAS AND CASE STUDIES

1. CENTRALIZED RESOURCES FOR AI APPLICATIONS

Participants proposed developing centralized repositories for AI tools, such as GIS mapping systems, to enhance utility management and public health initiatives. Case studies from state departments demonstrated how shared platforms improved efficiency and resource allocation.

2. AI IN WORKFORCE DEVELOPMENT

Examples of AI-driven workforce training programs, such as predictive analytics for job placement, showcased the potential to align skills development with industry needs. Attendees recommended leveraging AI to forecast job market trends and inform curriculum adjustments.

3. FRAUD DETECTION THROUGH DATA MINING

Innovative algorithms for fraud detection were presented as a successful application of AI in governance. For instance, state agencies using machine learning to analyze transaction patterns reported significant reductions in fraudulent activities.

STRATEGIC OUTCOMES AND RECOMMENDATIONS

IMMEDIATE ACTIONS

- Develop AI usage policies for education to address plagiarism and ensure ethical implementation.
- Analyze the performance of existing AI tools, such as chatbots, to identify areas for improvement.
- Create centralized resources for AI applications in utilities and public health.

MEDIUM-TERM GOALS

- Implement statewide training programs to prepare educators and staff for AI integration.
- Enhance data mining capabilities for fraud detection and service optimization.
- Refine learning objectives to align with future workforce needs, emphasizing decision intelligence and design thinking.

LONG-TERM VISION

- Establish comprehensive data governance frameworks to address systemic issues in data quality and privacy.
- Foster cross-departmental collaboration to develop integrated AI solutions for public services.
- Build trust in AI systems through transparent, ethical design and ongoing evaluation.

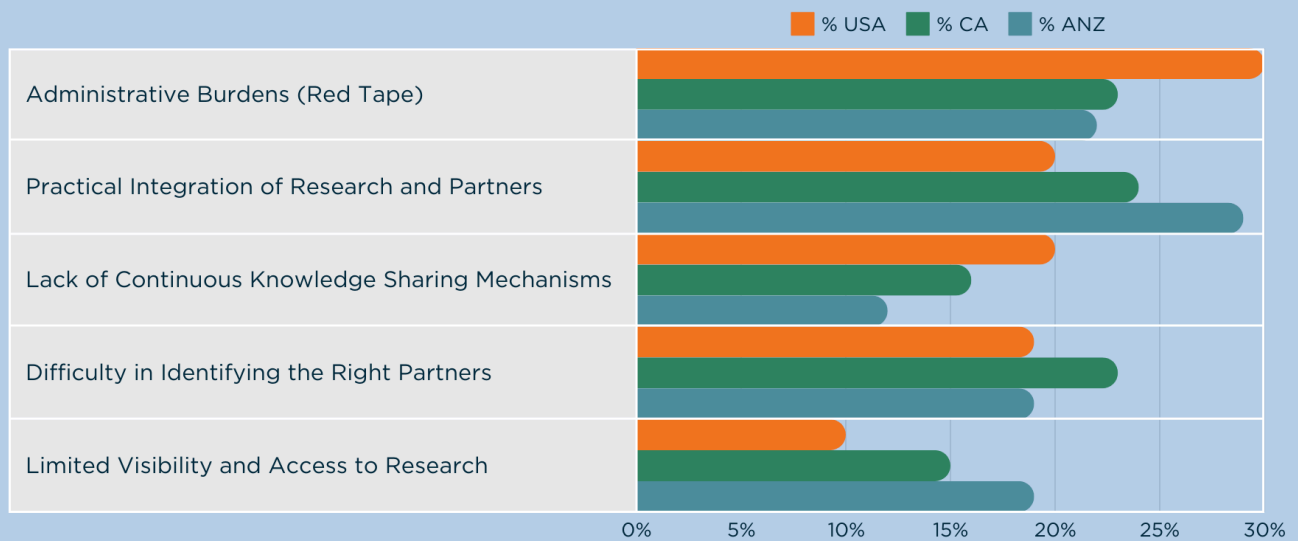
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Greatest challenge partnering with Academia or Industry



Source: PSN Research Innovation Council Survey 2024. Total Sample Size: 188 ANZ/ 83 USA/ 80 CA Gov Executives

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