

AI Readiness Assessment

Section 1: Submitter's General Information

Name [ServiceNow AutoFill]

E-mail Address [ServiceNow AutoFill]

Agency [ServiceNow AutoFill]

Department [ServiceNow AutoFill]

Key Stakeholders

***Is your agency's executive leadership aware and supportive of this proposed use of AI?** (Yes/No)

***Are you the designated Agency Privacy Officer for your agency?** (Yes/No)

- If no, *Name of Agency Privacy Officer [Search by Name or Agency, if known]

***Business Owner** [Search by Name or Agency]

***Technical Lead** [Search by Name or Agency]

***Security Contact** [Search by Name or Agency]

***Budget Authority** [Search by Name or Agency]

Section 2: Proposed AI Solution

***Name of Proposed AI Solution** [open text]

***AI Solution Version** [open text]

***Is the AI solution made available as an Enterprise-Standardized Technology by the Indiana Office of Technology (IOT) or Management Performance Hub (MPH)?** (Yes/No)

***What is the main objective of this AI Solution?** (Help employees work faster / Analyze our agency's data / Serve Citizens better / Automate repetitive tasks)

***What software category does this need best fit into?** (Analytics / Application Development / Collaboration & Productivity / Customer Service / Development / E-Commerce / Entertainment / General Provider / Government and Education / Health & Life Sciences / Hosting Services / HR / Industries / IT Infrastructure / Legal / Marketing / Office / Unclassified / Sales / Supply Chain & Logistics)

***What is the primary business objective for this AI solution?** (Proof Of Concept / Production System Migration / New Capability Development / Research & Development / Other: Describe)

***Is this a request for AI Sandbox access?** (Yes/No)

***Which of the following best describes the AI solution?** (Add-on to an existing product or system / Replacement for an existing product or system / New product or system / Currently in-use)

***Which of the following best describes the development or procurement of the AI solution?** (In-house development / Third-party custom development / Open Source / Third-party commercial off the shelf / Other: Explain)

- If Third-party custom development, Open source, or Third-party commercial off the shelf,
*Vendor Name, *Vendor Contact Information, *Vendor Website

***Does the AI solution require dependent software licensing that is procurable via QPA?** (Yes/No)

If a new development solution: Do your developers use artificial intelligence (AI), as defined by IC 4-12.1-5-1 to augment their work? (Yes/No)

- If yes, *To the best of your ability, describe the degree to which your developers use AI to augment their work

- If yes, *To the best of your ability, describe the extent to which AI tools for development work are proposed for use in this project

***In what context will the AI solution be used?** (Broad / Narrow)

*** What type of AI technology is included in this solution?** [check all that apply] (Ad blocker / Analytics / Assistant / Prediction / Biometrics / Content generation / Chatbot / Image interpretation / PI Processing / Spam filter / Writing tool / Other: Describe)

***Describe the intended use case for the AI solution** [open text]

***What is the purpose for this AI Solution?** (Internal Agency Needs: Describe / Constituent Services: Describe / Both: Describe)

***Who are the intended users of the AI solution?** [select all that apply] (Agency employees / State employees / State Vendors / Public)

***Approximately how many end users are expected to use the AI solution?** (1–10 / 11–50 / 51–250 / 251–1000 / More than 1000 people)

***Can the AI functionality be disabled without impacting the overall functionality or performance of the proposed solution?** (Yes/No)

- If no, *If disabling the AI does result in limitations, please specify what those limitations are

***Can the State enable/disable the AI functionality, or is that controlled by the solution provider?** (State can enable/disable AI functionality / Solution provider required to enable/disable AI functionality / AI functionality cannot be disabled)

***Does this use case align with your agency's purpose or duties as outlined in Indiana Code?** (Yes/No)

- If yes, *Is there any other state or federal government requirement that drives the use case?

Section 3: Success Measurement

***How will you measure success?** [open text]

***What metrics can you track?** [Check all that apply] (Time spent on routine tasks / Response time to citizen requests / Number of errors in data processing / Customer service survey responses / Number of calls/emails/requests processed per hour / Cost savings / Reports generated per week / Other metric: Define)

Section 4: Data Governance

***Where is the primary data for this AI use case currently stored?** (The State's Productivity/Collaboration platform / Agency-managed systems / SaaS business platforms / Multiple locations / New data source)

***In which domain(s) will the technology be used?** [select all that apply] (Critical Infrastructure / Education / Employment / Financial / Health / Juveniles / Judicial / Law Enforcement / Public Benefits / Other: Describe)

***Will the proposed AI solution use state-owned data in any form?** (Yes/No)

- If yes, *What state-owned data will be utilized by the proposed AI solution?

-If yes, *Will the proposed system use state-owned data to train the AI model for state use? (Yes: Explain /No)

***What is the sensitivity classification of your data?** (Public/Unclassified / Internal Use only / Contains PII/PHI: Explain / Restricted/Confidential / Mixed Classification)

***Describe the agency's data quality, data validation and / or quality assurance practices and procedures** [open text]

***Will there be third-party use of the data described in this request?** (Yes/No)

Section 5: Security, Compliance and Privacy

What security, compliance and privacy requirements does this AI solution require?

[Check all that apply] (Handle personal information / Process financial data / Manage health insurance / Store educational records / Public safety data / No special security requirements / Not sure about our requirements)

***Which compliance frameworks and policies must this AI solution adhere to?** [Check all that apply] (NIST 800-53 / State data residency requirements / HIPAA / CJIS / Publication 1075 / PCI DSS / Other Compliance)

***Is this AI solution listed on the approved StateRAMP/GovRAMP and / or FedRAMP listings?** (State/GovRAMP / FedRAMP / Both / No)

***The submitting agency affirms that there are mechanisms established to facilitate auditing of the AI solution** (Yes/No)

Section 6: Risk-Resources and Constraints

Timeline

***What is your target timeline for implementation?** (Immediate / Short-Term / Medium-Term / Long-Term)

Critical deadline or business driver (if applicable) [open text]

What is your target timeline?

POC / Sandbox start date (if applicable) [date selection]

Production Target Date [date selection]

Please document any critical milestones [open text]

Staffing

***What is your agency's level of AI maturity?** (Exploring possibilities / Active POC/Pilot projects / Production AI systems in operation / Advanced Capabilities with custom needs)

***What technical resources does your agency have available for this AI solution?** (Limited IT resources / Dedicated development team / Vendor/Partner support / Mixed resources)

Which Job Code Listing(s) will be associated with the function of the solution? [open text]

What technical resources does your agency have available?

of Data Scientists [open text]

of ML Engineers [open text]

of Cloud Architects [open text]

of Developers [open text]

***If the AI solution is supported by a 3rd party or vendor, is a support contract in place?**

(Yes / No / Not Applicable)

Budget

***Please select your budget situation** (Using existing software licenses / Have budget for new software / Have budget for larger project / Need to request budget approval / Very limited budget)

Budget Allocation

What is your budget allocation for this solution? [Check all that apply] (POC/Sandbox phase / Total Project Budget / Exploring fixed-fee arrangements / Consumption-based pricing preferred / Not Applicable)

- If POC/Sandbox phase, POC/Sandbox Dollar amount and POC/Sandbox Timeframe (Total Available / Available per month / Available per year)

- If Total Project Budget, Total Project Budget Amount

Concerns

***What concerns do you have?** [Check all that apply] (Staff resistance to change / Data Security and privacy / Technical complexity / Training requirements / Ongoing costs / Integration with existing systems / No major concerns)

Please document any additional considerations or requirements [open text]

Section 7: Infrastructure

Which AI capabilities do you require? [Check all that apply] (LLMs / Computer Vision/Image Analysis / Video Processing / Audio/Speech Processing / Custom Model Training / Pre-trained Model Development / Natural Language Processing / Predictive Analysis / Other Capabilities)

***What types of data will you be processing?** [Check all that apply] (Structured data / Unstructured text / Images / Video Streams / Audio recordings / IoT sensor data / Geospatial data / Other data type: Describe)

What are your estimated data volumes?

Initial Load [open text]

Monthly Increment [open text]

Annual projection [open text]

Number of transactions/ requests per day [open text]

Options [Check all that apply] (One-time manual upload / Batch processing / Real-time streaming / API integrations / Direct database connections / Cloud-to-cloud transfer)

***Which category best describes the hosting solution for the AI solution?** (State-owned cloud tenant / Vendor-hosted cloud tenant / On-premises solution – vendor provided hardware / On-premises solution – State-owned hardware)

***Is the model self-contained on infrastructure owned or licensed by IOT?** (Yes/No: Explain)

***Does the AI Solution utilize generally available Models, or Custom Models?** (Generally available models / Custom models / Not sure)

***List the model provider, model name and version** [open text]

***Do you have existing cloud infrastructure or systems to integrate with?** (No existing infrastructure / Current Cloud Provider: Name / On-premises systems requiring integration / Hybrid cloud requirements / Existing data pipelines/warehouses)

***What is your preferred development and deployment approach?** (Portal/Console / Cloud-based infrastructure as code / CI/CD Pipeline: Tool / Combination approach / Need guidance)

Section 8: Implementation

***How do you prefer to get started?** (Small proof of concept with a few users / Small pilot with a few users / Department-wide implementation / Agency-wide rollout / Start with one specific process / Not sure-need guidance)

***How much control and customization do you need for the AI solution?** (Minimal customization / Full customization / Platform-specific configuration / Not sure)

Section 9: Maintenance

***The submitting agency affirms that there is a plan for post-deployment monitoring of the AI solution** (Yes/No)

***Which LEVEL of support do you require from IOT and partners?** (Full implementation support / Architecture guidance only / Training and knowledge transfer / Ongoing operational support / Compliance and security review only / Self-sufficient)

What TYPE of support do you need? [Check all that apply] (Training for end users / Technical setup assistance / Change management help / Ongoing support and maintenance / Regular check-ins and optimization / Documentation and guides)

***Who should manage the AI platform and infrastructure?** (Service provider should manage it / Our agency wants to control it / Let the software vendor manage it / Not sure)

Section 10: Additional Information

Optional upload of supporting documentation such as:

- Architecture Diagram(s)
- Integration requirements
- Relevant, executed Data Sharing Agreement(s)
- Current, executed contract(s)
- Terms and conditions/ Privacy Policy(ies)
- Terraform/ ARM/ CloudFormation/ IaC exports
- Existing system documentation
- Vendor specifications on any of the above questions
- Data flow diagram(s)
- Other