

AI Use Case Questionnaire

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

***Please select the software from the approved list** [drop down menu populated by AI Systems Inventory in Archer]

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

*** 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)

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

***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)

***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

***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)

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

***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: Describe)

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

Section 6: Risk-Resources and Constraints

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 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