

MANAGEMENT PERFORMANCEHUB

How you can help shape AI at the State of Indiana

John Stark & Scott Maitland



Introductions

John Stark: Director of Data Governance for MPH. Manages the Data Governance team and leads data and AI governance programs.

Scott Maitland: Director of Enterprise Solutions for MPH. Leads MPH's Data Science team, and AI Planning and Strategy for OMB.

Agenda



AI Governance at the State of Indiana & your role in **protecting our data.**



AI Roadmap planning and documenting your **needs for the future**



On-going User-Groups and Communities of Practice Opportunities

Everything is AI

- AI is already part of your everyday work
 - **It's becoming as routine as email or spreadsheets**
- Whether we're ready or not, it's here.
 - **But this isn't a sci-fi dystopia...**
- Guardrails are in place but we need your help...

Governance & Enablement

- Be the human in the loop
 - **Use AI confidently, but stay curious and in control.**
- Trust but verify
 - **Double check outputs. Your judgement is the gold standard.**
- Keep learning
 - **These tools evolve fast. Your understanding should too.**

AI Governance

AI Readiness Assessment – High Level

- AI impacts real people
 - **It's our job is to protect Hoosiers' rights and safety.**
- We embed trustworthiness into every step of the AI lifecycle.
 - **Valid, reliable, secure, privacy-enhanced, explainable, fair**
- Transparency matters
 - **Public-facing inventories and clear governance roles keep us accountable.**

AI Governance

AI Readiness Assessment – High Level

- Standardization
 - **A defined risk-assessment process ensures every AI use gets a consistent review.**
- It all starts with data
 - **Quality, lineage, and privacy are the foundation of safe AI.**
- And we plan ahead
 - **Interoperability and procurement readiness help us avoid one-off tools and shadow AI.**

AI Road Mapping Efforts

MPH is building an enterprise AI roadmap to **create solutions for all agencies, so they don't have to solve themselves**. To do that MPH is currently scheduling meetings with agencies to understand their needs.

What we want to learn in these meetings:

- The operational challenges you face in your day-to-day work
- The challenges you face that are consistent with other agencies, and the challenges that are unique to your agency.

AI Road Mapping Efforts (cont.)

MPH will soon be interviewing user groups of common jobs in the State (legal, communications, finance, etc.) to learn how they can be augmented by better tools.

What we want to learn in these meetings:

- Consistent challenges across agency lines.
- Existing tools that must be integrated with, or marketplace options available for purchase.
- Data challenges or opportunities that must be addressed first.

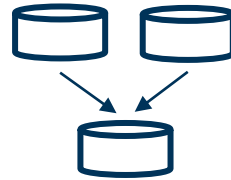
Early Examples

Examples of potential enterprise use-cases:



Knowledge Management:

Ensuring that subject matter expertise does not escape when employees off-board.



Intelligent Case & Workflow Management:

Smart routing and hand-off automation that prevents dead-ends and uneven workload distribution.



Code Development & Modernization:

Code generation, testing, and deployment to speed up development.



Contract & Financial Intelligence:

Automating reviews of contracts/agreements to ensure compliance with standard procurement and contracting procedures.

Getting Involved with Road Mapping

If you have ideas, suggestions, concerns, or would otherwise like to be involved in this process at the agency level, or profession level: **please do not hesitate to reach out.**

We are starting with a coalition of the willing!

User Groups Available to State Employees

- On-going **Copilot Training Opportunities**
 - Find them via the Viva Enagge SOI Copilot Chat Community
- Data Science “Office Hours” (**coming soon!**)
 - Space to collaborate with MPH’s Data Scientists,
 - Learn from other AI practitioners
 - Solve problems in real time
- **APO Group & Office Hours**



Questions?

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THANK YOU!

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