



Fairfax County

Department of Information Technology

Artificial Intelligence Strategic Overview

June 4, 2024

Opportunities

- Government challenges keeping up with fast-paced AI development
 - How do we align GenAI to the County Strategy?
 - How can the County benefit from the technology?
 - How do we maintain security and privacy of data?
 - How do we educate staff and employees on new technologies?
 - How do we monitor and ensure compliance with changing federal and state laws?



Areas of Focus





- Board IT Policy Advisory Committee (ITPAC)
- Development of Guidelines for County Employees
- Incorporation of County Security Principles
- Integration into current Architectural Review process
- Strategic development of business-driven use cases

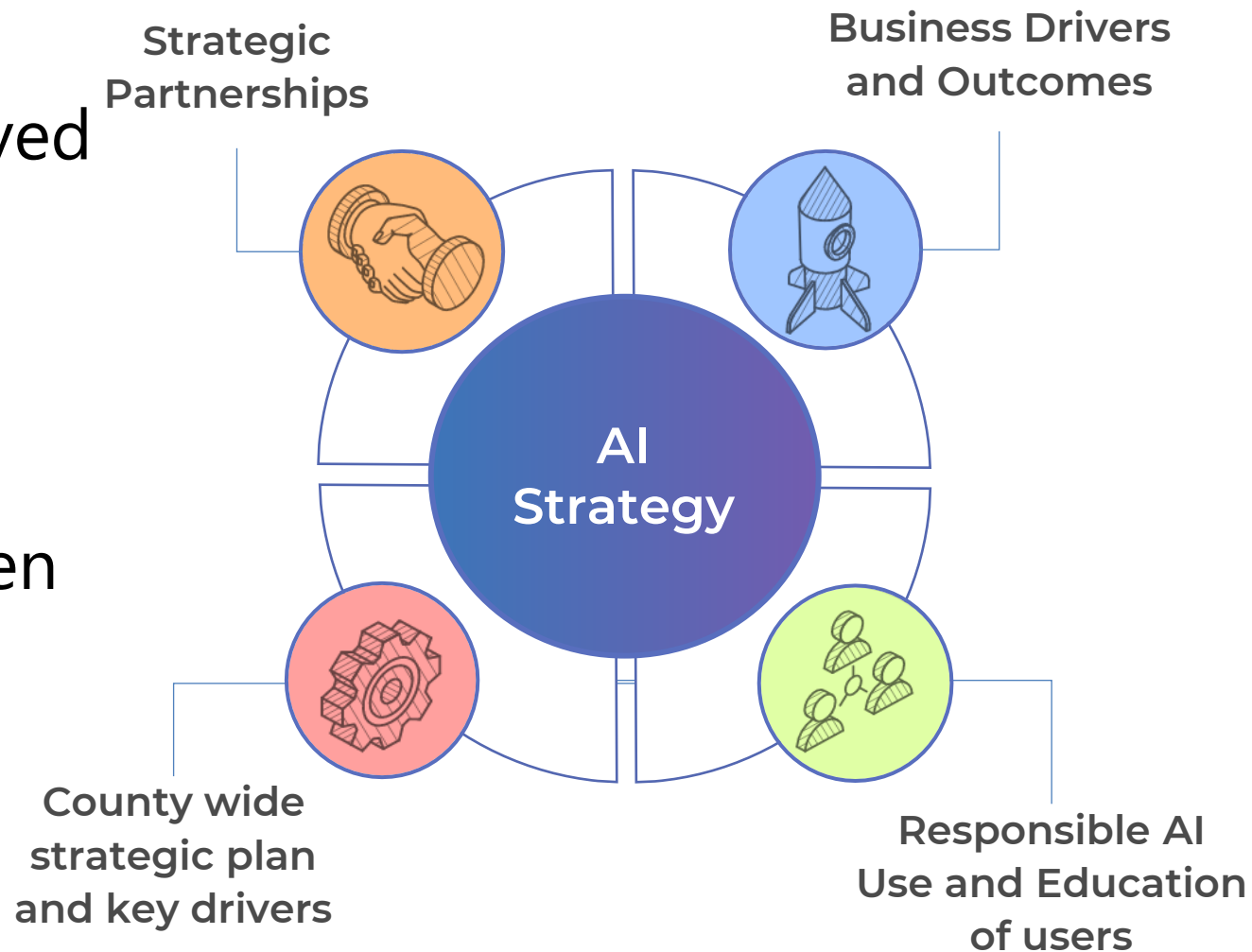


Employee Guidelines

- March 2024 Released Guidelines for Employee Use of Artificial Intelligence (GenAI)
- [GuidelinesForEmployee-UseofArtificialIntelligence-GenAI.pdf](#)
 - Potential use cases
 - Guidelines for Generative AI use
 - Potential risk factors
- Reinforce rigorous security standards and posture

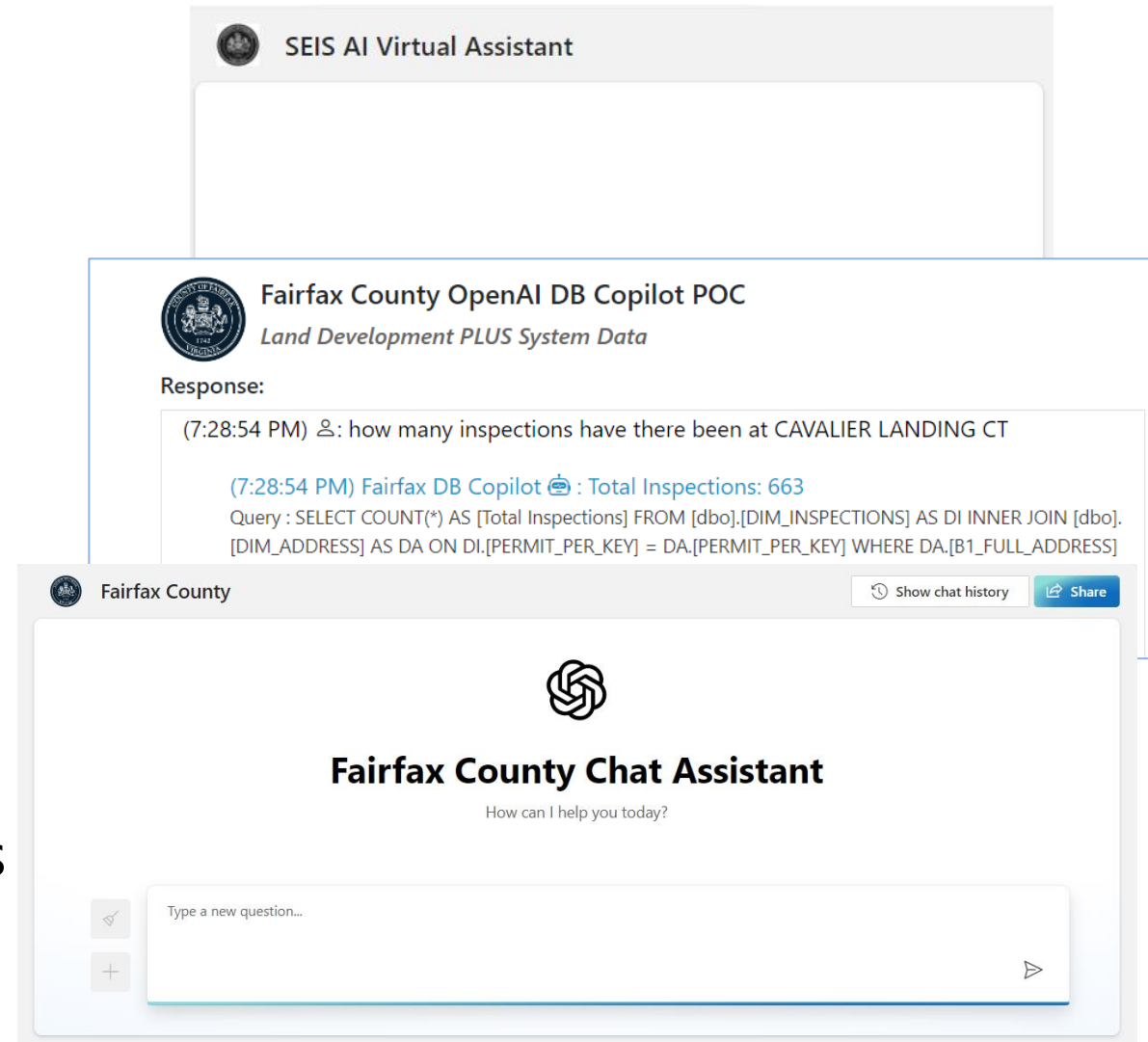
County GenAI Direction

-  Focused on delivering improved business outcomes
-  Aligned to County Wide Strategic plan drivers
-  Strategic partnerships between industry experts, across the County, and trusted vendors
-  Ensure responsible use



Deployments

- Internal Deployments
 - AI Integration with Applications
 - Structured data for insights with analytical datasets
 - Enhancing employee efficiency with internal chat capabilities
- Public Interactions such as Real Time Translation services
- Other use cases driven by Agency needs



ITPAC Industry Experts

- Industry experience with Generative AI
- Challenges from industry and academic perspectives



Transform the citizen experience with chatbots or virtual assistants to assist people with a wide range of inquiries, from answering frequently asked questions to providing personalized advice on public services.



Chatbots can be used as conversational patient assistants for personalized interactions based on the patient's questions.



Generate personalized lesson plans for students based on their past performance, learning styles, current skill level, and any previous feedback.



Analyze customer data to identify usage patterns, segment customers, and generate targeted product offerings leveraging energy efficiency programs or demand response initiatives.



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Questions



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