

Unlocking GenAI's potential to transform government operations

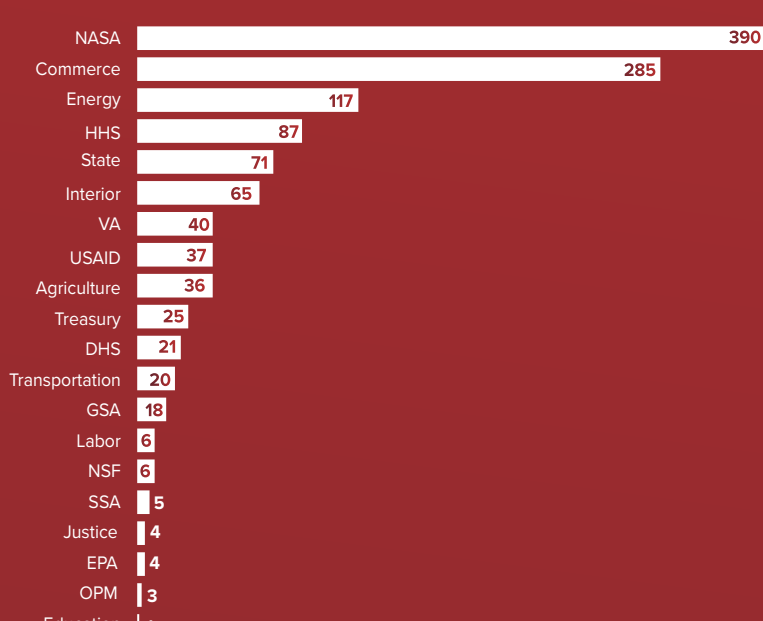
Although government agencies have leveraged artificial intelligence for decades, the recent proliferation of new capabilities like generative AI is changing the game.

So far, the Government Accountability Office has identified at least 1,200 instances where AI is already at work improving federal processes.

This trend is only set to grow as more agencies harness GenAI to streamline operations and speed up decision-making, resulting in a nimbler and more accountable government.

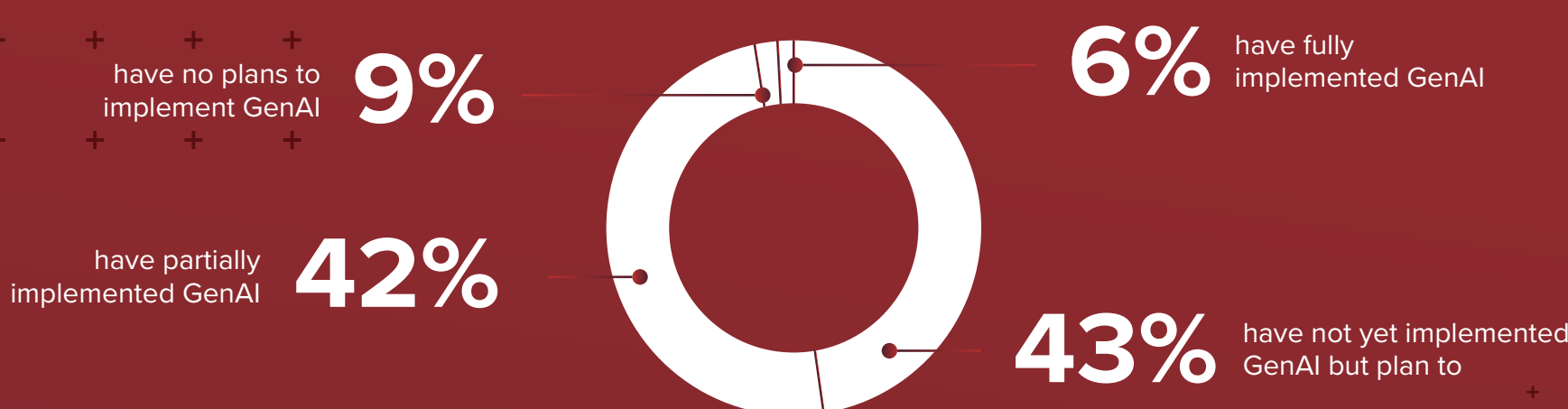
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We're sitting in a renaissance of the algorithmic golden era, where the confluence of compute horsepower, the availability of data and this contextual understanding of that information is driving a lot of excitement,” said Taka Ariga, chief data scientist and director of the Innovation Lab at the GAO, during a recent [webinar](#) sponsored by ThunderCat Technology and Dell Technologies.



TOTAL # OF AI USE CASES

In July 2024, GovExec's Insights and Research Group (IRG) surveyed 100 Federal Civilian, Defense and Intel technology products and services decision-makers and influencers on current GenAI initiatives.



According to the predictions in Gartner's Top Government Technology Trends for 2024, over 70% of government agencies will leverage AI to bolster administrative decision-making in the coming years, while 60% will invest in business process automation to aid in efforts like data analysis.

Citizen communications and website interactions are also seeing improvement with the use of GenAI. This includes tools like AI-powered chatbots, which can now hold conversations with constituents, responding contextually, not just providing pre-programmed answers, noted Kurt Steege, chief technology officer for ThunderCat.

AI can also assist with brainstorming by breaking down complex concepts and enabling advanced search, freeing up employees' time to focus on innovation, said Ryan Simpson, NVIDIA's chief technologist of the public sector.

These projections all ring true in GovExec's survey results, which found that AI could have the most significant impact in their organizations in the following areas:



Impact of GenAI

Human Expertise is Imperative

While AI offers tremendous productivity gains, human expertise and guidance remains crucial, as complex AI models require careful oversight. According to Simpson, teams must work to do the following before public deployment:

- select tools that best fit their mission
- understand how prompts and interactions influence outputs
- establish safe testing environments

Ensuring responsible development and use requires human counterparts to navigate any ethical implications.

However, many agencies are working to fill a skills gap among personnel before adopting solutions like GenAI, which makes the following solution types a priority:



Looking ahead at GenAI in government

Before deploying an AI program, agencies should start by first identifying the problem they're trying to solve, then determine if AI is the right solution.

Of those that participated in the survey, agencies reported the following readiness when it came to investing in GenAI in the coming year:

29% very likely | 50% somewhat likely
13% somewhat unlikely | 8% very unlikely

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Taking the basic principle from a system engineering perspective, and have fun, fail fast,” advised Chris Thomas, technology strategist and systems architect for Dell Technologies. “Learn from your mistakes and do it again. There's no crime or punishment for doing that. Be bold, and see what the art of the possible is.”

ThunderCat & Dell are here to help

AI in federal agencies represents a significant step towards enhancing data quality, security and user experience. With the right approach and trusted partners, agencies can maximize AI's potential while mitigating risks, paving the way for a more efficient, innovative and equitable future.

Together, Dell and ThunderCat Technology deliver optimal AI performance, focusing on how GenAI can assist organizations with data analytics, administrative tasks, citizen services and decision-making processes. Together, the two companies offer federal organizations a comprehensive portfolio of solutions to help them meet their goals.

[Learn more](#) about how ThunderCat and Dell can help your agency implement AI.