



Advancing Responsible AI Across the Public Sector

Meeting emerging needs will require agencies to develop trustworthy, thoughtful approaches.



At [GTC 2024](#), NVIDIA's CEO, Jensen Huang, illustrated a bright, shining vision of a future powered by artificial intelligence (AI). AI models could help public sector organizations create economies of scale and better serve constituents. However, as AI evolves, leaders must ensure that systems and models serve the public good.

In the Biden Administration's [Executive Order \(EO\) on the Safe, Secure, and Trustworthy Development and Use of Artificial Intelligence](#), the importance of building systems that reflect "the principles of the people who build it, the people who use it, and the data upon which it is built" is front and center, as failure to build equitable systems could lead to [negative outcomes](#). But what do responsible AI models look like? How can federal leaders design, develop and deploy ethical systems?

BUILDING RESPONSIBLE MODELS OF AI

Developing responsible models starts with defining AI's use in the organization. While generative and traditional AI can help organizations streamline operations, concerns exist. For example, according to a recent study from the [World Economic Forum](#), close to "a fifth of workers in the U.S. say they fear AI will make them obsolete, a phenomenon dubbed 'FOBO'."

Federal leaders can ease anxieties by clearly explaining how the technology supports employees rather than replaces them. Transparency is key to building trust. Both employees and citizens should be able to understand how AI systems make decisions.

"The more we bring AI into our lives, workflows and our way of doing things, we have to make sure that there's no bias inadvertently introduced," said Robin Braun, Vice President of AI and Data Strategy for GAI, noting that bias could be either intentional or unintentional.

For example, if a family of four goes to apply for benefits, but the AI model trained on data from single household units, the consequence could be that the family of four does not receive an adequate level of support, and trust in the federal government decreases.

To ensure bias doesn't prevent constituents from receiving the benefits they need as an example, AI models should be built conscientiously and strategically with a system for constant evaluation in place.

THE FIVE PILLARS

As federal organizations work to set guardrails and define the different data elements, it's important to understand that while cloud computing could be beneficial, leaders do not have to be cloud-first in order to be AI-savvy.

"People have this perception that they have to go to the cloud to do AI, but nothing could be further from the truth. With Dell Technologies and NVIDIA, we're looking to bring that intelligence, that infrastructure, that acceleration to their data, where their data resides," said Robin Braun, Vice President of AI and Data Strategy for GAI.

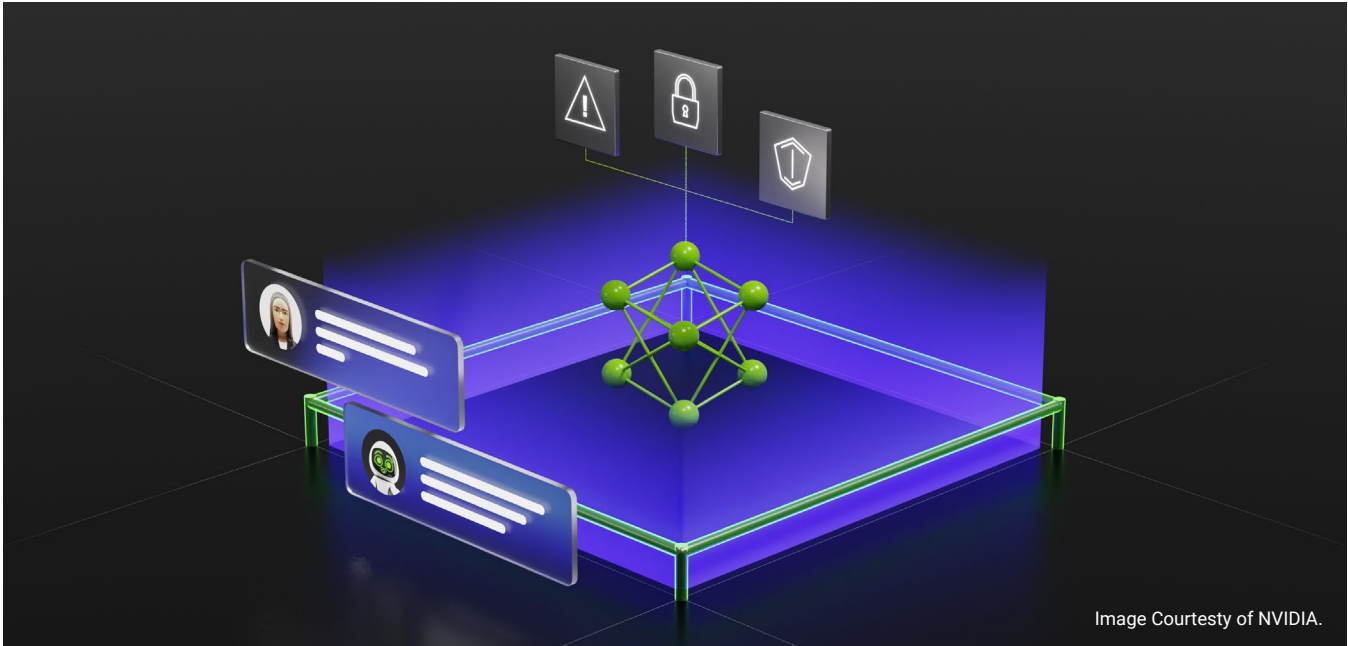


Image Courtesy of NVIDIA.

AI systems can reside on-premises and in hybrid cloud environments. Regardless of where the systems sit within an organization, there are five tenets that federal leaders should keep in mind when designing and building out solutions. They should:

- 1. Define and develop a game plan for when AI systems introduce biases:** Define what fairness and inclusivity look like to their organization, set guardrails and markers for “fair” decisions and prepare for when AI goes wrong.
- 2. Value transparency:** Employees should be able to explain how models make decisions. Look to create or deploy systems that include references and provide post-decision analysis. Models should be transparent and explainable, and employees should be able to cross-check outcomes to verify decision-making.
- 3. Keep a human in the loop:** AI systems should not make decisions alone or unchecked. Decisions should be able to be verified by a person (not another AI system or bot).
- 4. Prioritize privacy:** Decision-making should be done in secure end-to-end environments with strict adherence to existing data privacy laws. Leadership should work to ensure that answers are federated and that users cannot uncover sensitive information from specific data points.
- 5. Monitor, monitor, monitor:** Unlike business systems that are set in place, AI models should be monitored for model drift.

Technology, however, is only one part of the modernization process. Leaders must also look at existing processes and workforce solutions. For example, an AI Center of Excellence (CoE) could encourage and operationalize keeping a human in the loop as stakeholders from across the public and private sector come together to collaborate, share insights and best practices, as well as verify outcomes.

“We’re excited to engage with our different customers wherever they are in the journey to help them achieve the best results possible,” Braun said. “GAI brings that engineering and technical background to help build out the customer’s use case and infrastructure to support all of these activities in a seamless way that can be maintained and that can carry them into the future to be AI ready now, and AI-accelerated going forward.”

Accelerate your agency's use of responsible AI by partnering with Dell Technologies, NVIDIA and GAI.

