ADS Artificial Intelligence Division

House Committee on Government Operations and Military Affairs

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digitalservices.vermont.gov

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Our Approach to AI

- AI: Computers with capabilities that appear intelligent.
- AI systems exist in the context of human systems
- AI systems should be human centered
- AI should be approached as Power Tools that improve the ability of people to do creative, meaningful work

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The AI Advisory Council

- Mark Combs, Agency of Digital Services, Co-chair
- Xusana Davis, Executive Director of Racial Equity, Co-chair
- Jessica Vintinner, Agency of Commerce and Community Development
- Philip Susmann, Norwich University, appointed by the Governor
- Chris Curtis, Attorney General's Office

- John Dooley, for the Vermont Supreme Court
- Jennifer Morrison, Department of Public Safety
- James Lyall, American Civil Liberties Union of Vermont
- John Cohn, representative from the Vermont Academy of Science and Engineering
- Amanda Jones, Department of Health

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Council Work

- Draft Ethics and Conflict of Interest Policy, January 2023
- AI Use and Data Management Policy, by January 2024
- Oversight on the work of the Division, education and collaboration
- Open questions about the Scope and Authority of the Council:
  - Ethics policy authority for non-State entities, e.g. vendors and other governments
  - Remedies for Vermonters impacted by AI used in ways that are not compliant to our ethics policy
  - Consumer Protections
    - Allowing users to meaningfully decide how their data will be used beyond the direct provision of the service they are requesting.
    - Transparency about data used in decision making that is collected about the consumer but not directly from the consumer.

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The ADS AI Division

Data and Analytics

- AI Development and Operations
- Next-gen Data Management
- Analytics

Quality Management

- Improving Digital Service Delivery
- Salesforce Governance
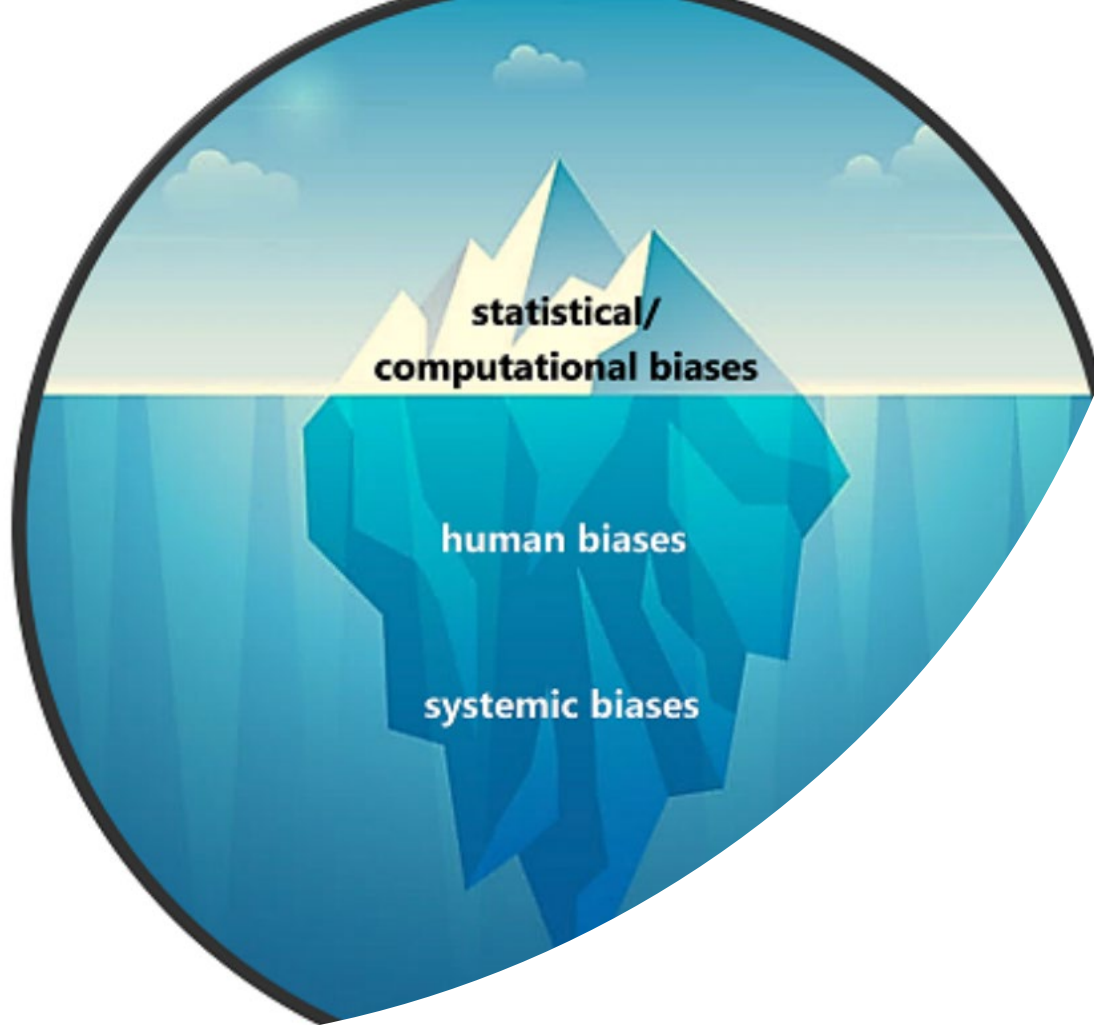- Quality Management Platform

- The AI Division recommends using a single definition of AI, and recommends the narrower one, as well as excluding "commodity" AI from the inventory (eg, Siri)
- Focus the inventory on systems capable of taking independent action vs those that support a human taking an action
- Focus on outcome monitoring rather than one-time testing for good behavior.

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Division Goals for 2023

- Build an AI Center for Enablement
- Template solutions for:
  - Multi-lingual chatbots to improve access to services
  - Outcome monitoring for different types of AI systems
- Guidelines for Personal Productivity use of tools like ChatGPT
- Pilots of various types of Artificial Intelligence
- Develop a vendor community to enhance Vermont IT Tools with AI capabilities

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statistical/
computational biases

human biases

systemic biases

Bias in AI

- AI-based systems are not necessarily more fair than a person doing the same job

- AI usage can lead to biased outcomes even if the AI itself isn't biased. AI Systems are usually only "tested for bias" prior to being adopted.

- This can lead to systems with unexpected issues in the real world:
  - AIs being tricked using virtual screen backgrounds
  - Biased outcomes because upstream systems controlled who would get to interact with the AI

- NIST now recommends monitoring for bias in production as a crucial part of AI infrastructure

- The most accurate AI isn't always the best: a small number of errors that disproportionately impact a certain group might be worse than more errors that are spread evenly

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