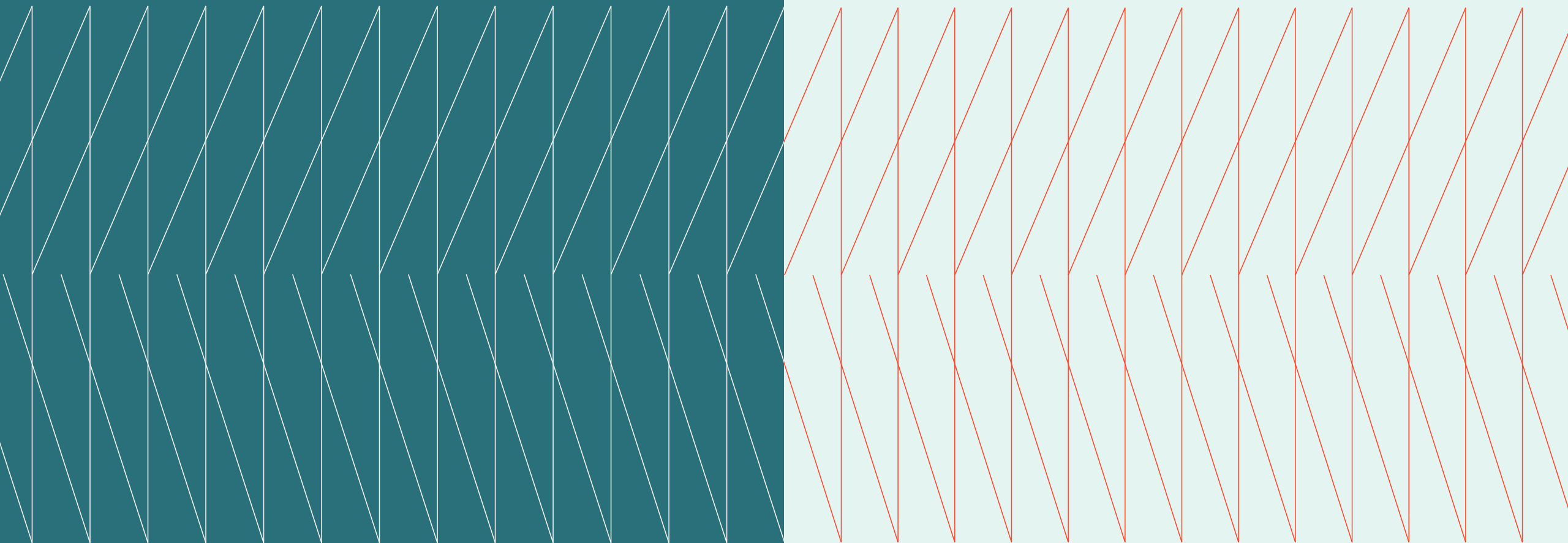


Government CIO

# Expert Exchange

Q4 Executive summary  
November 2, 2023

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## Overview

In this Expert Exchange session, thirteen executives convened to discuss generative AI policy. The discussion focused on the generative AI journey, adoption, and accountability. The agenda was created based on advance interviews with participants.

## Hosts

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## Key Topics

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# The Generative AI Policy Journey

- New policies are beginning to emerge around generative AI, with executive orders issued at both the federal level and in several states. The orders aim to put safeguards on the current technologies and create space for learning. For example, the California executive order does not prescribe use cases, instead inviting the consumer to participate in determining the use cases. This opens an opportunity for an inventory of how people are approaching AI and what opportunities can be explored.
- While much of the focus on AI has been on its use in the private sector, there is a version of machine learning that has been happening for a long time in all government systems. With new AI advancements, the concern

now is about safety. There is broad engagement at both state and federal levels that includes privacy advocacy groups, technology groups, and technology experts.

- In New Jersey, the governor signed an executive order that sets forth a formalized generative AI Task Force. The executive order has been divided into three distinct areas of function: business innovation and revenue, statewide employee education, and using AI within the executive branch. Across the three areas, attention is given to how AI will impact innovation hubs, research, and academia; how to meet the diverse AI needs of employees; and an interim acceptable use policy by which all agencies are bound. New Jersey is keen on

identifying tools where it can do QA for generative AI in areas such as accuracy, hallucination, prevention, bias, and accessibility.

- A CIO observed that the president's order was a bit prescriptive in the sense that it gave specific areas where AI policy should be included such as criminal justice, affordable health care, and fair hiring. A participant also shared the view that it is not in the best interest of the government to create technical direction out of policy documents. However, it was important for the presidential order to give direction in some areas because they are hot topic issues that people care about, and the government wants to ensure that these things are addressed.

*“One of the things I liked about the federal order is that it established really clear guidelines for how government-owned data should be made available for use.”*

*– CIO Government Expert  
Exchange member*

# AI Adoption and Accountability

- For some CIOs, results from AI tools have so far been disappointing, yet adoption will continue as departments risk falling behind if they do not adopt new tools. Agencies being asked to “do more with less” see AI as a path to greater productivity and efficiency. Those already working with reduced headcounts intend to leverage AI to convert some on-premises apps, remove dependencies, and improve efficiencies.
- Adoption of AI can be a challenge due to data privacy issues and accuracy concerns, so entities need training materials to teach users how to use AI in a way that is secure and useful. However, since AI is still so new in the market, it lacks standardized training

materials that users can easily plug into and learn. Explicit instructions should be extended to AI, such as human review, watermarking, or annotating to establish which AI tools are being used by agencies, especially those involving generative AI.

- The implications of machine learning and AI are profound, especially in certain sectors such as the motor vehicle industry, prompting agencies to trend towards stricter standards of use. For example, to ensure safety, state motor vehicle departments set a very high standard for accountability to get the right safety level. As entities adopt AI, the issue of accountability lies squarely with humans to verify and not necessarily trust the outcome

generated by AI. However, there have been many cases where AI has been more efficient than humans, freeing up resources to be put towards modernization.

- Accountability should be a corporate responsibility for the outputs of the products that humans create. While the federal government is taking responsibility for testing what AI does in its departments, it also puts the onus of safety on the companies. The government is forcing company boards, CEOs, and managers to take responsibility for safety by asking them to run tests to ensure the technology is safe. This mandatory disclosure enhances accountability.

*“I have been pretty disappointed by generative AI responses. I think I write queries well. Using AI tools is not getting me great responses. But it is a tool. If we don’t adopt it, we’re falling behind.”*

— CIO Government Expert  
Exchange member

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