# Safeguarding Our AI-Driven Future

## Security readiness in government with AI

# Understanding the landscape

Operations are different in the government. Your technology should be, too. Government agencies often face challenges in keeping up with IT modernization and innovation. The race to integrate AI into agency operations is no different. Adopting AI enables agencies to drive the innovation, productivity, and efficiency needed to create cost-effective and secure solutions that prioritize the health and safety of workers and visitors.

Throughout this ebook, we'll explore the current trends and applications of AI and how Insight Public Sector and Microsoft help you leverage them in city innovation and government efficiency. We'll cover ways to optimize the time and skills of your personnel, improve decision-making, and overall enhance security, compliance, and trust — while ensuring the security of your sensitive data.

No matter where you are on you AI adoption journey, we're here to help you consider how your agency and constituents can responsibly benefit from AI innovation.
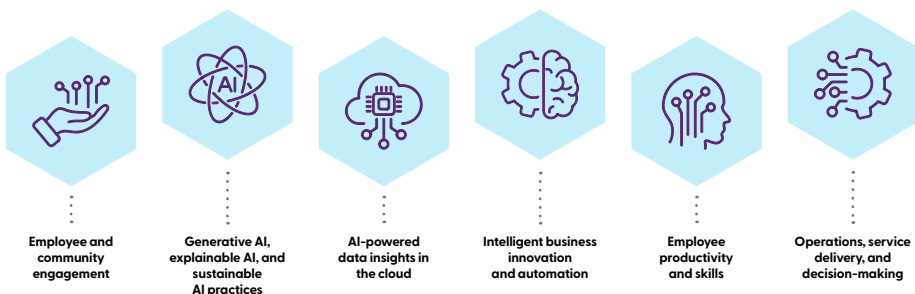
# Deliver city-wide innovation

AI is changing the game for government efficiency — helping to create cost-effective and secure facilities that prioritize the health and safety of workers and visitors. By automating administrative tasks like permitting and case management, AI streamlines operations and makes resource allocation smarter. And, with improved operational efficiency, agencies like yours get enhanced data-driven decision-making.

Tools like predictive analytics support infrastructure planning and enhanced engagement with citizens through chatbots and automated response, making public service delivery easy.

## Trends in AI for government

| Employee and community engagement | Generative AI, explainable AI, and sustainable AI practices | AI-powered data insights in the cloud | Intelligent business innovation and automation | Employee productivity and skills | Operations, service delivery, and decision-making |

**Let's look at generative AI, explainable AI, and sustainable AI.**

the capabilities of government agencies. Generative AI can be applied to automate content creation, such as drafting reports or generating public communications, streamlining workflows, and allowing personnel to focus on higher-level strategic tasks. Explainable AI is crucial in applications like risk assessment and resource allocation, where transparency in decision-making helps build trust among stakeholders. Sustainable AI practices can be integrated into project planning and implementation, promoting ethical use of resources to minimize environmental impact.

Collectively, these AI applications enable government agencies to optimize employee skills, improve business decision-making through data-driven insights, and enhance security measures — ultimately fostering a more efficient, trustworthy, and responsible public service.

# Applications in AI for government

AI use cases among federal agencies have increased over the last few years, with 51% of federal, state, and local employees using AI several times a week to daily.[2]

Here's how they're using it:

**Transforming emergency response**
AI enhances emergency response by integrating disparate systems and modernizing communication platforms, enabling real-time information sharing among agencies. Automation streamlines workflows and boosts community engagement, leading to faster response times and improved collaboration with the public.
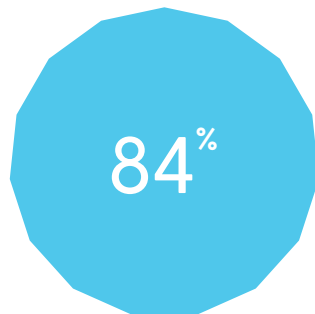
**Transforming government operations**
AI empowers governments to redesign their structures and processes, facilitating the creation of cost-effective and secure facilities that prioritize health and safety. By leveraging AI-driven insights, agencies can optimize resource allocation and enhance operational efficiency in a rapidly-changing environment.

**Accelerating development of municipal public facilities**
AI accelerates the modernization of municipal public facilities by deploying secure and efficient technologies. This includes predictive maintenance and energy management, ensuring that publicly owned buildings and urban infrastructure are sustainable and responsive to community needs.

**Creating opportunities for health and wellness**
AI leverages in-depth data analysis to create safer, healthier urban centers. By better understanding chronic diseases and identifying carriers, governments can track and prevent the spread of infectious diseases. This proactive approach enhances public health initiatives, ultimately supporting the well-being of communities.

84<sup>%</sup>

of government decision-makers plan to invest in gen AI in the next fiscal year[1]

# Ethical, compliant, secure AI

With the exponential increase to adopt AI technologies for government operations, it's important to address various risks associated with data privacy, algorithmic bias, and security. Insight Public Sector and Microsoft help agencies focus on ethical and compliant AI practices. We ensure that sensitive citizen and government data — such as social services records, law enforcement data, and healthcare information — is protected under strict privacy laws like CCPA and HIPAA — all while adhering to public transparency and citizen consent guidelines.

Regularly auditing these systems to mitigate biases that could affect marginalized communities ensures AI-powered decision-making systems — from automated benefits eligibility to law enforcement risk assessments — are fair and transparent. By implementing robust cybersecurity measures, including Zero Trust frameworks and real-time threat monitoring, you can safeguard government IT infrastructure and build trust in public-sector digital platforms. Together, we can create a responsible AI landscape that prioritizes the well-being of all citizens.

# Security best practices

Effective security measures are essential for protecting sensitive data from unauthorized access, disclosure, and destruction. The best practices for securing sensitive data include data encryption, access control, data backup and recovery, and ensuring you have an incident response plan in place.

### Data Encryption

- Secures sensitive data by converting it into a coded format.
- Only accessible with a specific decryption key.
- Protects against unauthorized access and data interception.

### Access Control

- Manages who can access sensitive data and their permissions.
- Prevents unauthorized access and potential data breaches.
- Ensures only authorized users can perform specific actions on data.

### Data Backup and Recovery

- Creates secure copies of sensitive data in designated locations.
- Safeguards against data loss in case of disasters.
- Ensures business continuity by enabling quick data restoration.

### Incident Response Planning

- Provides a framework for responding to security breaches effectively.
- Minimizes damage and restores operations quickly after an incident.
- Identifies weaknesses in security infrastructure to prevent future incidents.

Pairing these best practices with regular security audits helps you identify weaknesses and ensure that your organization is compliant with industry standards and regulations. And, wherever your organization is falling short, we provide guidance for remediation.

# Embrace AI with confidence and security

Balancing the opportunities and risks of AI adoption is a large task that many government agencies are facing. Through active engagement and discussion about the real-world impacts and establishing governance frameworks and privacy standards, agencies are promoting responsible and sustainable AI usage.

Together, Insight Public Sector and Microsoft provide government agencies like yours with effective and sustainable solutions to integrate AI into existing frameworks. Whether your team needs to gain experience with generative AI, update procurement practices, or review data governance and security, it's important to foster AI innovation with trusted technology partners.

Ready to get started and want to learn more about navigating security readiness and AI?
**Check out our webinar.**

# About Insight

Insight Enterprises, Inc. is a Fortune 500 Solutions Integrator helping organizations accelerate their digital journey to modernize their business and maximize the value of technology. Insight's technical expertise spans cloud and edge-based transformation solutions, with global scale and optimization built on 35+ years of deep partnerships with the world's leading and emerging technology providers.

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[1] SAS. (2024 November 13). SAS experts foresee government AI crossroads in 2025.

[2] Hooshidary, S., Canada, C., and Clark, W. (2024 November 22). Artificial Intelligence in Government: The Federal and State Landscape. NCSL.

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