

Artificial Intelligence and the Future of Government: Revolutionizing Enterprise Performance Management

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Good Afternoon!



Aaron Howard

- 20 years as groundbreaking Seattle high-tech executive
- Vision for Mass Ingenuity's Government EPM solutions began in 2007
- Results Management System and Results Software implemented in over 80 state government agencies
- Washington, Oregon, California, Arizona, New Mexico, and Pennsylvania



Sven Akerman Jr.

- 26 years as Olympia technology executive and CEO Outlook Insight
- Passion for harnessing the transformative power of technology
- Previous CTO of Alliance Enterprises focused on Microsoft Azure Government cloud solutions
- Microsoft State and Local Government Digital Transformation Partner of the Year

Materials Available for You

- This slide deck
- A white paper that describes how transforming government can transform lives
- A special free offer to take our Performance Management Quick Check



2024 Lean Transformation Conference Participants

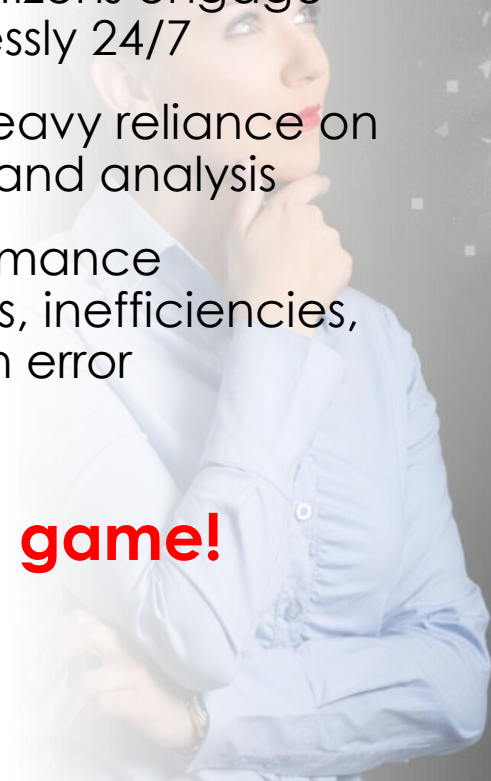
Scan the QR code for free access to the PerformanceCompass Quick Check, or go to massingenuity.com/WALean2024



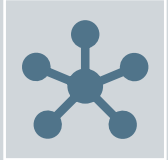
What If?

- State government is less reactive and more proactive
- Where decisions are informed by real-time data, resources are allocated with greater precision, and citizens engage with government seamlessly 24/7
- Shift EPM process from heavy reliance on manual data collection and analysis
- Resulting in better performance monitoring service delays, inefficiencies, costly waste, and human error

AI changes the game!



EPM + AI: A Strategic Integration



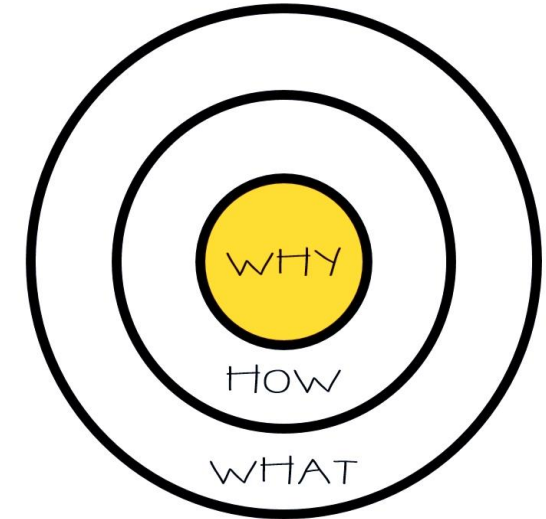
Why: To enhance public service, ensure accountability, optimize resources, and adapt to changing societal needs.



How: By integrating AI technologies into EPM systems to enable comprehensive data analysis, predictive analytics, process automation, personalized citizen engagement, and real-time performance monitoring.



What: Delivering advanced, AI-powered EPM solutions that provide intelligent reporting, optimized budget management, improved service delivery, robust risk management, and strategic planning tools.



- **Transform how state governments manage and optimize their performance**
- **Significantly improve the quality of services**
- **More efficient, transparent, and responsive government that better serves its citizens.**

Understanding EPM

- **Components:** KPIs, OKRs, budgeting, forecasting, reporting, analysis
- **Purpose:** Align departments with agency goals and deliver services critical to citizens



Understanding AI

- **Capabilities:** Data analysis, pattern recognition, predictions, learning
- **Integration with EPM:** Transform data into actionable insights



The Current Landscape in State Government

- **Challenges:** Budget constraints, resource allocation, policy implementation, accountability
- **Limitations of Traditional EPM:** Struggles with dynamic, real-time demands for data



EPM Meets AI

A woman is shown in profile, sitting at a desk and working on a laptop. The background is a dark, futuristic office environment with multiple computer monitors. One prominent monitor displays a world map with glowing yellow and red data points and connecting lines, suggesting global data analysis or network activity. Other monitors show various data visualizations and charts. The overall atmosphere is high-tech and data-oriented.

- **Enhancements through AI:**
 - Curation of authoritative content
 - Predictive analytics
 - Automation of routine tasks
 - Uncovering hidden data insights
- **Result:** Improved decision-making and efficiency

Performance Monitoring and Optimization

- **AI-Driven EPM:** Continuous KPI monitoring
- **Examples:**
 - Track critical outcomes
 - Identify problem solving opportunities
 - Compare best practices
- **Benefits:** Improved service delivery and efficiency

DATA MATURITY CURVE



Automated Reporting and Compliance

- **Challenges:** Numerous regulations and reporting requirements
- **AI Solutions:**
 - Automate data collection and processing
 - Generate reports
- **Benefits:** Increased efficiency, reduced errors, freed human resources

Finding and Curating Authoritative Content

- Importance: Relevance, access, accuracy, actionability of data
- Strategies:
 - Domain-specific data sources
 - State-specific regulations and policies
 - Authoritative data validation
- Continuous Curation: Keep data repositories current and relevant






Real World Applications

- **Education:**
 - Analyze student data
 - Implement tailored programs
 - Allocate resources effectively
- **Human Services:**
 - Manage social programs
 - Forecast service demands
 - Optimize resource distribution
- **Healthcare:**
 - Predict healthcare trends
 - Allocate resources
 - Evaluate key initiatives

Overcoming Challenges

- **Key Challenges:**
 - Data privacy and security
 - Interoperability with legacy systems
 - Cultural shift towards data-driven decision-making
- **Strategies:** Robust governance, scalable systems, comprehensive training





Sample Solutions

- **Data Governance:** Ensure quality, privacy, security
- **Interoperable Systems:** Seamless integration with AI technologies
- **Training and Development:** Build AI literacy, foster innovation
- **Collaborative Partnerships:** Share knowledge and resources
- **Authoritative Content Curation:** Continuous validation and updating

Results, Results, Results!!!

- Efficiency Gains: Cost savings reinvested into public services
- Enhanced Decision-Making: Transparency and accountability
- Public Benefits: Faster, responsive services tailored to needs
- Role of Curated Content: Precise, context-aware insights drive improvements



The Future is Now!

- Summary: Fusion of EPM and AI unlocks state government potential
- Empowerment: Navigate complexity, respond with agility, deliver value
- Focus on Relevance: Curate authoritative content for effectiveness
- Call to Action: Embrace synergy for a more efficient, transparent, responsive government





Your guide to better enterprise performance

State agencies need to build a strong performance management foundation to meet stakeholder demands and successfully carry out their mission.

Scan the QR code below to see how your organization is performing.



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**Please contact us
and let's start a conversation**

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