



# AI Innovation Roadmap

Commonwealth of Massachusetts – Executive Office of  
Technology Services and Security (EOTSS)

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# The Road Ahead for Commonwealth AI

## 01. Use Case Inventory Development

Using survey information and best practices, create a prioritized list of AI use cases for development consideration



## 02. AI Sandbox

Establish an AI Sandbox to allow safe, secure AI experimentation among Secretariats/agencies

## 03. Innovate MA Pilot

Using survey information, work with Northeastern student partners to develop AI solutions for use cases



## 04. Establish an AI Center of Excellence (AI CoE)

Develop a dedicated cross-functional AI team

- Technical Architectures • Responsible AI Controls
- Standard Operating Procedures • Prompt Management
- Align AI Security with Enterprise Security and Privacy Policies and Acceptable Use Policy
- AI Accessibility Standards • AI Procurement Considerations

## 05. AI Executive Order

EO has created a Task Force to identify opportunities to widen our lead in the responsible development and use of AI



## 06. Brown Bag Sessions

Hold brown bag sessions with key industry partners to help guide experimentation in the AI sandbox



## 07. Massachusetts AI Summit

Our AI work in the first half of 2024 will culminate with an AI Summit to announce AI Task Force recommendations, share results of the Innovate MA solutions, and lessons learned from the AI sandbox

# AI Sandbox: A User's Guide

## What is the Sandbox?

- A protected and secure AWS account that is dedicated to piloting AI platforms, tools, and solutions. It is isolated from the other Executive Office AWS accounts that contain non-Prod and Production workloads.
- Starting with AWS and AWS focused technologies. Other technologies such as Microsoft Copilot and Google Gemini will be considered as we prove out the sandbox working model with the AWS AI Sandbox account.

## Who is the sandbox for?

- Innovate MA (Northeastern & Commonwealth partnership)
  - Northeastern students and faculty will be working together with CoMA staff to develop AI solutions to identified unique use cases. Starting from the business challenge with the goal of developing a solution that can be put into production.
- Executive Branch – Individuals and teams from every Executive Branch are invited to explore AI with the goal to develop potential AI solutions that solve a business need and or have a positive citizen outcome.

## Where to begin?

- Registration Process – Submit list of users ([first.last@mass.gov](mailto:first.last@mass.gov)) through ServiceNow.
- Onboarding process - User guide – ground rules and review of thoughtful building. Kickoff drop-in sessions.
- AI enablement with AWS – Education on the AI tools and services that AWS provides.
- AI Brownbag monthly sessions. Open to all Executive Branch and Northeastern Innovate MA participants.

## Are there guardrails?

- EOTSS has issued Terms and Conditions for use of the sandbox. Example: No state sensitive data allowed.
- Open safe space with limited restrictions to encourage innovation.
- Limited set of controls to help protect each project's autonomy.
- Spend ceiling alerts to control costs.