GenAI: One Year Later

May 1, 2025 | MassBuys Expo

Poll Time!

https://www.menti.com/blu87yxpbszf
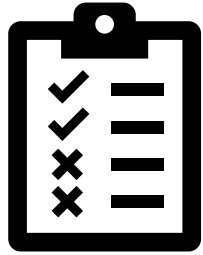
The four legs of the Commonwealth's AI "chair"

- Secure Experimentation
- Higher Education Partnership
- Applied Experimentation
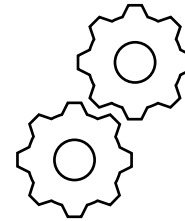- Making MA Competitive

What we set out to do

Whole-of-state approach

Comprehensive understanding of generative AI

Focus on both improvements and disruptions

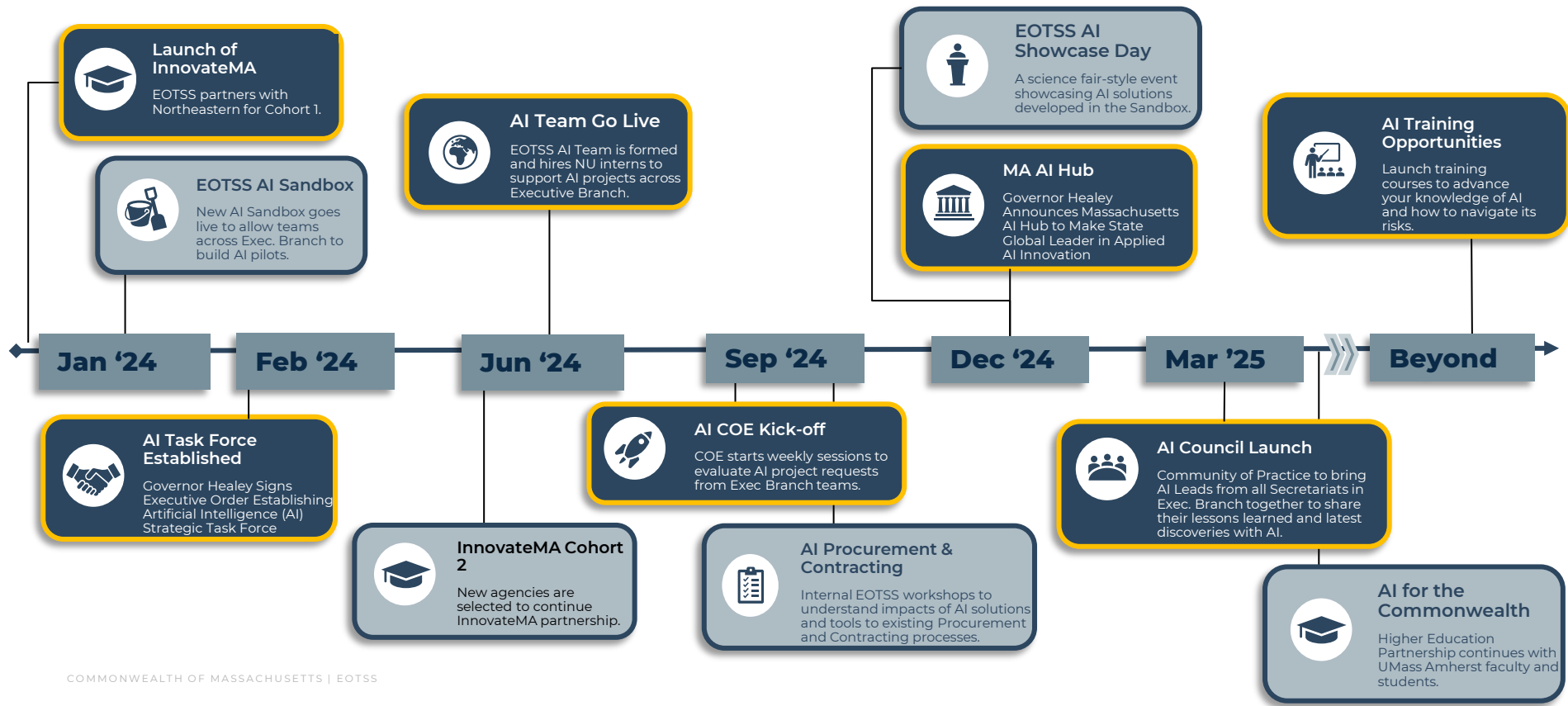*Support secure experimentation to foster innovation*

Impact on state agency business

Enhancements in business processes

Deliver & operationalize AI solutions and services with controls and governance

EOTSS AI Journey

EOTSS has been preparing to support teams within their organization and other Executive Branch Secretariats as they navigate the ever-changing landscape of AI.

Launch of InnovateMA
EOTSS partners with Northeastern for Cohort 1.

EOTSS AI Sandbox
New AI Sandbox goes live to allow teams across Exec. Branch to build AI pilots.

AI Team Go Live
EOTSS AI Team is formed and hires NU interns to support AI projects across Executive Branch.

EOTSS AI Showcase Day
A science fair-style event showcasing AI solutions developed in the Sandbox.

MA AI Hub
Governor Healey Announces Massachusetts AI Hub to Make State Global Leader in Applied AI Innovation

AI Training Opportunities
Launch training courses to advance your knowledge of AI and how to navigate its risks.

Jan '24	Feb '24	Jun '24	Sep '24	Dec '24	Mar '25	Beyond

AI Task Force Established
Governor Healey Signs Executive Order Establishing Artificial Intelligence (AI) Strategic Task Force

InnovateMA Cohort 2
New agencies are selected to continue InnovateMA partnership.

AI COE Kick-off
COE starts weekly sessions to evaluate AI project requests from Exec Branch teams.

AI Procurement & Contracting
Internal EOTSS workshops to understand impacts of AI solutions and tools to existing Procurement and Contracting processes.

AI Council Launch
Community of Practice to bring AI Leads from all Secretariats in Exec. Branch together to share their lessons learned and latest discoveries with AI.

AI for the Commonwealth
Higher Education Partnership continues with UMass Amherst faculty and students.

Secure Experimentation

The AI "Sandbox"

The "sandbox" – a walled-off, secure environment in which to experiment with generative AI while ensuring the data entered will not be used to train any public AI tools.

Encouragement for AI Use Cases
- Agencies urged to develop innovative AI use cases
- Focus on solving business needs and positive resident outcomes

Partnership with Vendor
- Initial sandbox provided for secure experimentation
- Data entered will not train public AI tools

Participation from Executive Offices
- Individuals and teams invited to develop AI solutions

Security and Compliance
- Users must follow Sandbox Terms and Conditions
- Adherence to AI Policy and Enterprise Security policies

AI Policy for Executive Branch agencies

The Commonwealth AI policy is based on the NIST AI Risk Management framework, a widely trusted resource.

Updated as necessary; updated annually at minimum.

mass.gov/policy-advisory/enterprise-use-and-development-of-generative-ai-policy

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POLICY ADVISORY

Enterprise Use and Development of Generative AI Policy

DATE:	01/31/2025
ORGANIZATION:	Executive Office of Technology Services and Security
REFERENCED SOURCES:	M.G.L. Chapter 7D Section 2

This document details the policy on Enterprise Use and Development of Generative Artificial Intelligence by The Commonwealth of Massachusetts.

Preamble

The Executive Office of Technology Services and Security (EOTSS) recognizes the potential that generative artificial intelligence offers in assisting Commonwealth Agencies and Offices to improve the delivery and efficacy of services for Massachusetts constituents. At the same time, use of this technology raises risks related to societal harms such as fraud, data integrity, discrimination, bias, and disinformation. Harnessing AI for its potential will require mitigating these risks.

This Policy is intended to establish minimum requirements for the development and use of generative AI by Commonwealth Agencies and Offices. The goal of this Policy is to foster public trust, support business outcomes, and ensure the ethical, transparent, and accountable development and implementation of generative AI technology by Commonwealth Agencies and Offices (as defined below). Recognizing the rapidly evolving nature of generative AI, EOTSS will periodically update and assess this Policy to align with emerging technologies, challenges, use cases, and input from the Commonwealth's Artificial Intelligence Strategic Task Force.

CONTACT

Executive Office of Technology Services and Security

📞 **Phone**

Main Office (617) 626-4400

Open Monday through Friday 8:30 a.m. - 4:30 p.m.

EOTSS End-User Service Desk
(844) 435-7629

💻 **Online**

EOTSS End-User Service Desk
Log in to ServiceNow ↗

MassGov@service-now.com

Applied Experimentation

Experimentation in the Sandbox

- Exploration of AI Solutions
  - Executive Branch staff can explore AI solutions to business needs
  - Access managed by EOTSS with check-ins, training, and guidance
- Sandbox Engagement Assessment
  - EOTSS assesses the use of the sandbox
  - Determines the most innovative use case
  - Potential for practical application of generative AI
- AI Showcase Announcement
  - Results announced at an AI showcase that was held in the fall

AI Showcase

Award Categories

Game Changer
❖ EOE Child Care Chatbot

Innovation Mastermind
❖ A&F Child Support Payment Predicter tool

Community Hero
❖ HHS Predictive Analysis

Future-Proof
❖ HHS "Beyond the Inquiry"

Service Excellence
❖ EOE Searchable Assistant Manager (SAM)

★ ★ ★

EOTSS AI SHOWCASE

GAME CHANGER AWARD

GIVEN TO THE TEAM WHO CREATED A PRODUCT THAT SHOWS THE MOST POTENTIAL TO REVOLUTIONIZE PROBLEM-SOLVING WITHIN THE AGENCY AND CREATE SIGNIFICANT POSITIVE CHANGE.

November 18, 2024

Date

Higher Education Partnerships

Higher Education Partnerships

Northeastern University

University of Massachusetts at Amherst

Worcester Polytechnic Institute

What we set out to do and what we accomplished

- Six-month immersive partnership between the Commonwealth and a university

- Projects centered around "AI for Good" that benefit Massachusetts residents

- Co-design to promote experiential learning by both students and government employees

- Better understand risks and benefits of adopting AI in state government

- ✓ Two six-month cohorts with Northeastern in 2024

- ✓ Acceleration of state adoption of GenAI

- ✓ AI solutions identified for important use cases

- ✓ Understanding how to design AI to "keep the human in the loop" while still promoting efficiencies

- ✓ Identified repeatable use cases to further accelerate AI adoption in government

- ✓ A new talent pipeline of skilled staff

Results of first AI higher ed cohort

InnovateMA Cohorts 1 & 2
In January of 2024, the Commonwealth partnered with Northeastern University to launch InnovateMA — a program in which students were paired up with State agencies to develop a Generative AI solution that improve the delivery of services and programs for residents.

EOTSS AI Sandbox
In early 2024, EOTSS launched an AWS AI Sandbox accessible to all Executive Branch employees that allowed for safe experimentation and development of AI solutions that could help solve agencies most complex problems, help them be more efficient and improve constituent experiences.

HEKA (MassDOT)

- Chatbot to enhance search functionality within MassDOT's documentation, enabling Highway engineers and others unfamiliar with specific terminologies to find relevant policies, guidelines, and design specifications efficiently.

- MassDOT Highway Designers & Engineers

- Supports MassDOT Highway engineers to get access to key information more quickly.

MEC (HHS)

- Chatbot trained comprehensively on all enrollment center training manuals, public-facing and up-to-date information from Mass.gov regarding MassHealth and eligibility.

- MassHealth Call Center Agents & Staff

- Enables workers to be more efficient and better help residents apply to MassHealth.

Grants Navigator (EEA)

- Advanced search tool that allows potential grant applicants easy, simple access to key information about grant programs offered by the EEA, so they can determine their own eligibility.

- MA residents applying for grants offered by EEA agencies

- Allows MA residents to access grant information quickly and take advantage of funding available to them.

EOTSS AI Sandbox

- **Over 150 users** across all Secretariats
- **30+ Pilots** developed and showcased during state-wide Innovation Days
- **Pilots developed include:**
1. **EOE -** A natural-language chatbot that can create graphs and tables on-the-fly from public data to inform policy or individual education choices.
2. **HHS -** Predictive Analysis using MassHealth claims to identify members who are at-risk of becoming high-cost in a future time-period.
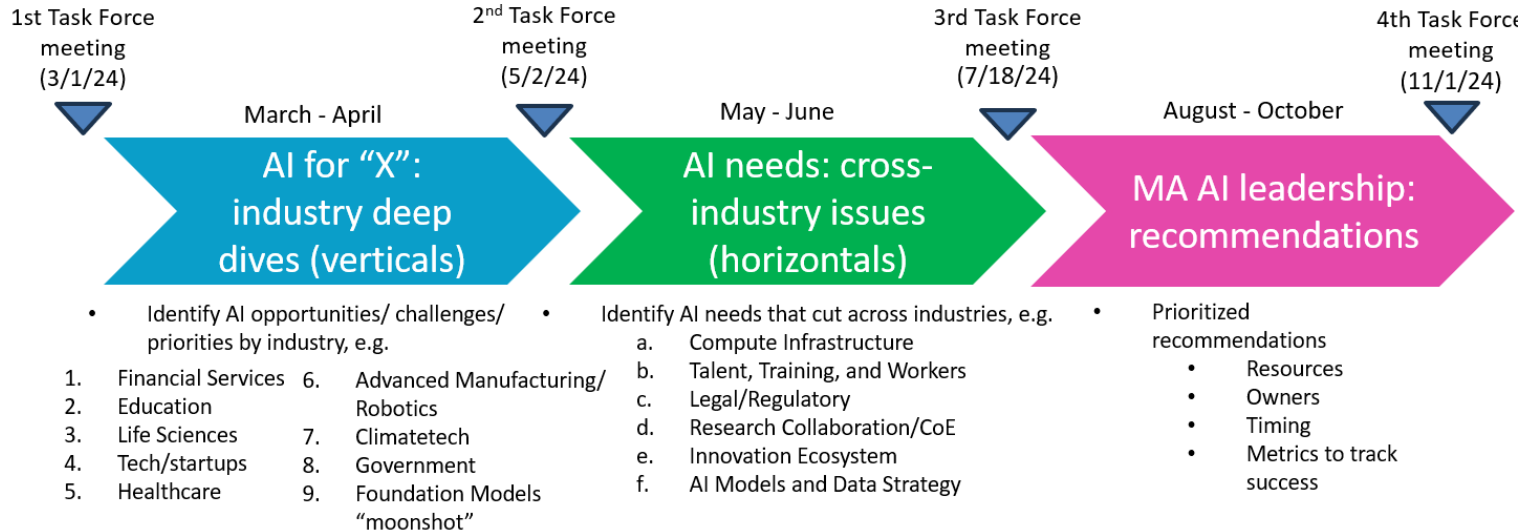
MassHealth Use Case (Cohort 1)

Making MA Competitive

Governor Healey's Executive Order

The AI task force convened by Executive Order in February 2024 conducted outreach and collected input from stakeholders and experts. In December, the Task Force advised the Governor on a number of recommendations, including the state's role in AI implementation, and to find ways to encourage leading industries to adopt the technology.

1st Task Force meeting (3/1/24)

2nd Task Force meeting (5/2/24)

3rd Task Force meeting (7/18/24)

4th Task Force meeting (11/1/24)

March - April

AI for "X": industry deep dives (verticals)

May - June

AI needs: cross-industry issues (horizontals)

August - October

MA AI leadership: recommendations

- Identify AI opportunities/ challenges/ priorities by industry, e.g.
  1. Financial Services
  2. Education
  3. Life Sciences
  4. Tech/startups
  5. Healthcare
  6. Advanced Manufacturing/ Robotics
  7. Climatetech
  8. Government
  9. Foundation Models "moonshot"

- Identify AI needs that cut across industries, e.g.
  a. Compute Infrastructure
  b. Talent, Training, and Workers
  c. Legal/Regulatory
  d. Research Collaboration/CoE
  e. Innovation Ecosystem
  f. AI Models and Data Strategy

- Prioritized recommendations
  - Resources
  - Owners
 - Timing
  - Metrics to track success

Early observations from the AI Task Force

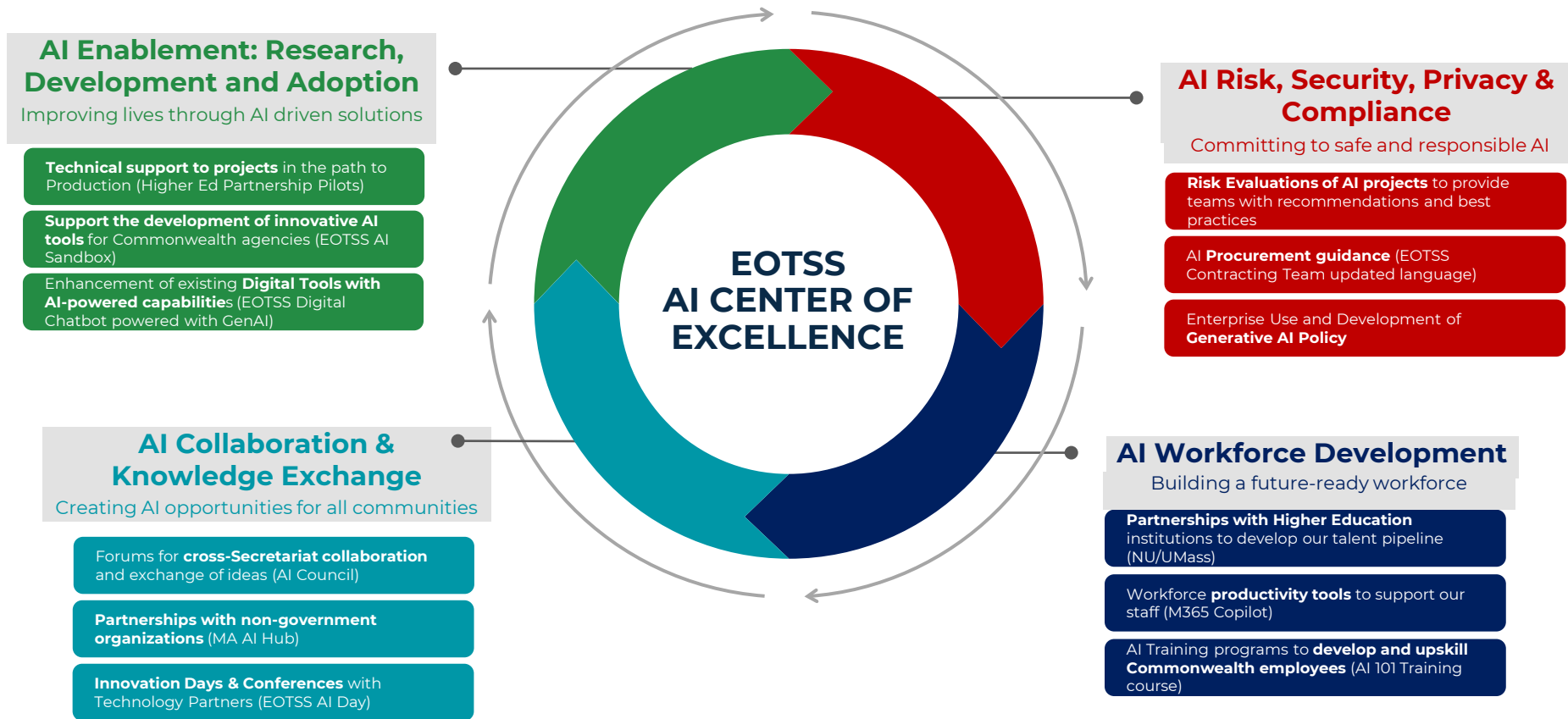## Massachusetts is well-positioned to lead in AI

- Massachusetts has a history and culture of advancing science, with strong ethics, so that it is used for good. In AI, this means that we will use the technology responsibly and transparently.
- We have a strong foundation of research and academic innovation.
- We will engage our leading industries, such as life sciences, healthcare, education, financial services, and robotics
- We have existing high-powered compute capacity through the Massachusetts Green High-Powered Computing Center
- We will invest in public-private partnerships to amplify our efforts
- We will leverage the State as an early adopter and customer for AI. AI procurement standards by Massachusetts state government will encourage developers to build AI systems with increased accountability
- And, we will convene the ecosystem, and message and brand our state as a leader in AI

AI Task Force Recommendations
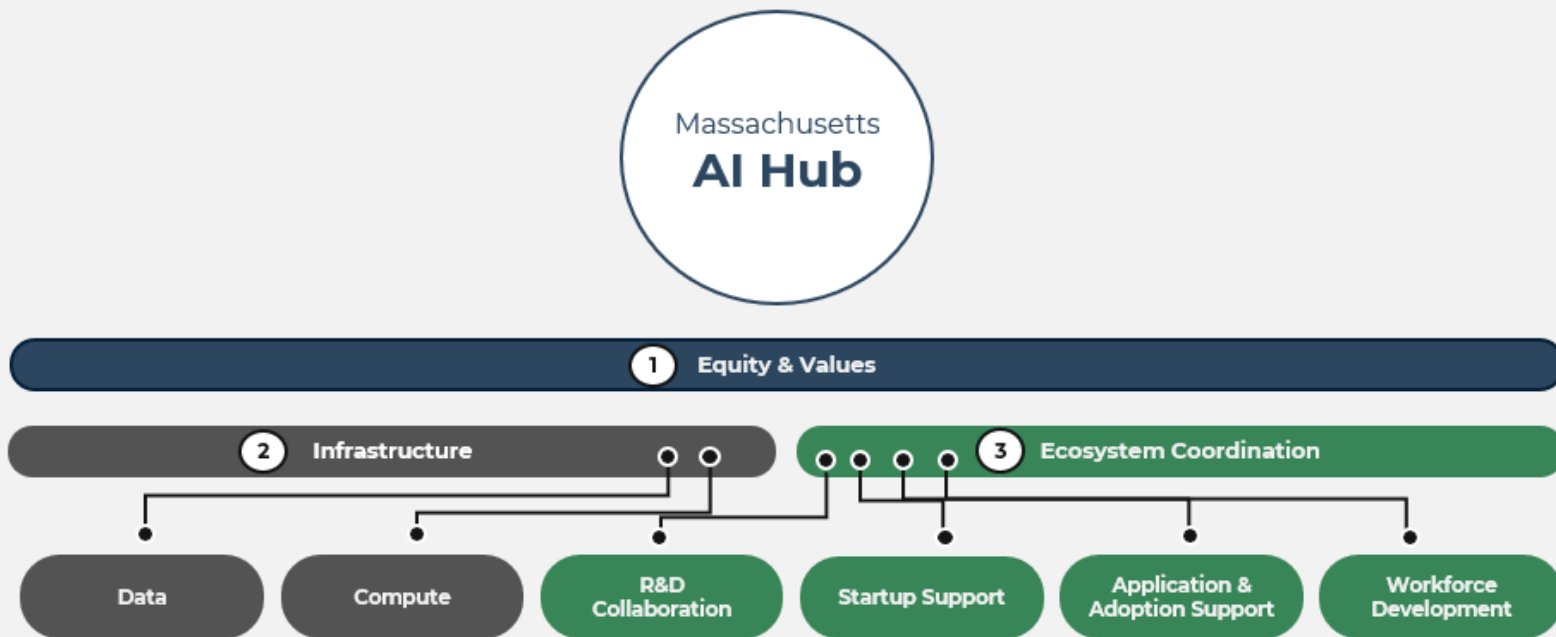
Looking Ahead

The **EOTSS AI Center of Excellence** aims to drive secure AI adoption, foster collaboration, ensure compliance, and develop the AI workforce across the executive branch.
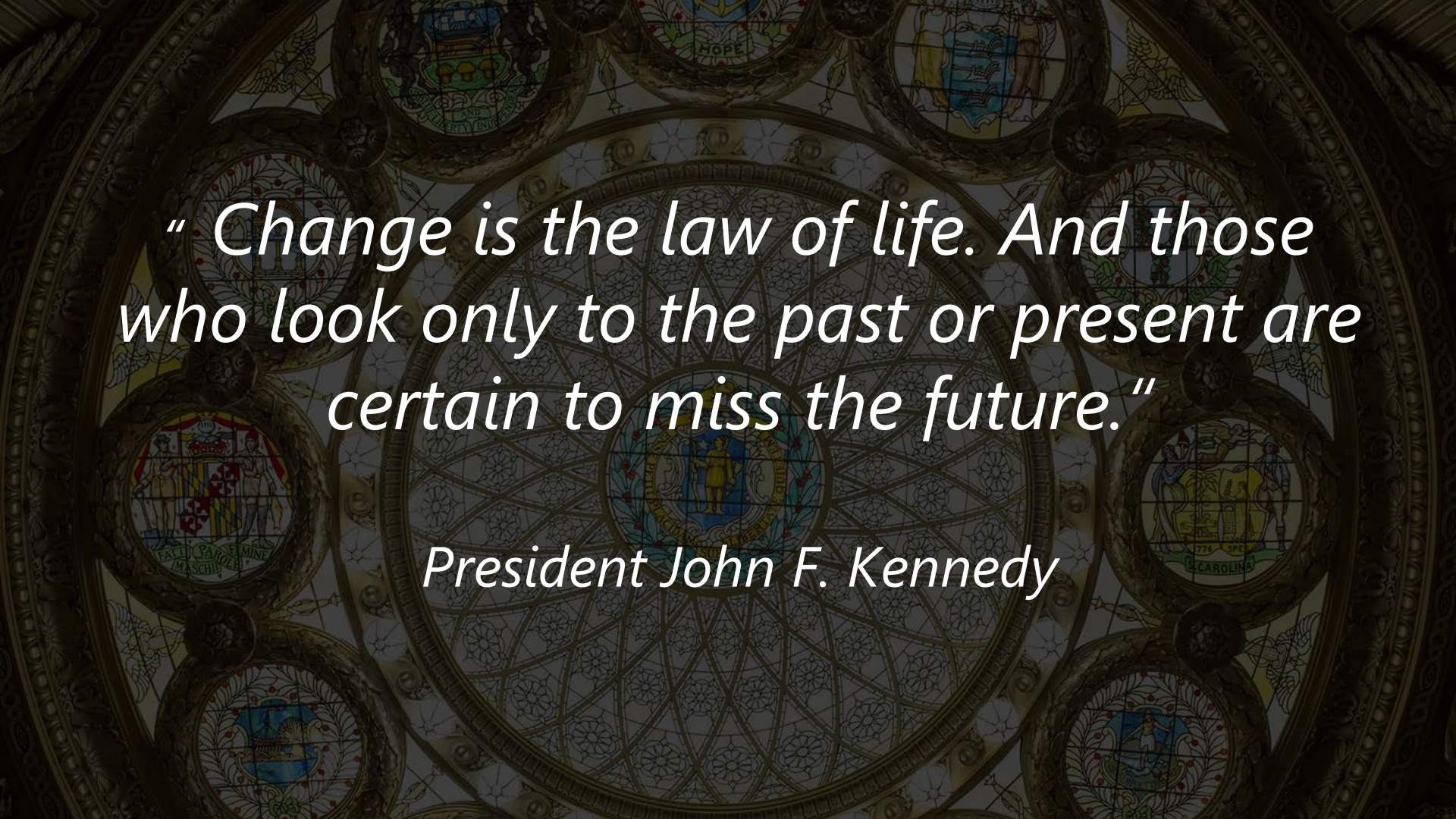
EOTSS AI CENTER OF EXCELLENCE

AI Enablement: Research, Development and Adoption
Improving lives through AI driven solutions

- **Technical support to projects** in the path to Production (Higher Ed Partnership Pilots)
- **Support the development of innovative AI tools** for Commonwealth agencies (EOTSS AI Sandbox)
- Enhancement of existing **Digital Tools with AI-powered capabilitie**s (EOTSS Digital Chatbot powered with GenAI)

AI Risk, Security, Privacy & Compliance
Committing to safe and responsible AI

- **Risk Evaluations of AI projects** to provide teams with recommendations and best practices
- AI **Procurement guidance** (EOTSS Contracting Team updated language)
- Enterprise Use and Development of **Generative AI Policy**

AI Collaboration & Knowledge Exchange
Creating AI opportunities for all communities

- Forums for **cross-Secretariat collaboration** and exchange of ideas (AI Council)
- Partnerships with non-government **organizations** (MA AI Hub)
- **Innovation Days & Conferences** with Technology Partners (EOTSS AI Day)

AI Workforce Development
Building a future-ready workforce

- **Partnerships with Higher Education** institutions to develop our talent pipeline (NU/UMass)
- Workforce **productivity tools** to support our staff (M365 Copilot)
- AI Training programs to **develop and upskill Commonwealth employees** (AI 101 Training course)

Second Poll!

https://www.menti.com/blu87yxpbszf

" *Change is the law of life. And those who look only to the past or present are certain to miss the future.*"

President John F. Kennedy