



2025 AALS Annual Meeting

# AI-powered government transformation



Scott Morris, Sr. Strategic Client Executive – State of California Government  
Microsoft Corporation

# Agenda



What is Artificial Intelligence (AI)?

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Impact of AI in government

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Government use cases for AI-powered transformation

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Microsoft runs on trust

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Microsoft's vision for the future





# What is Artificial Intelligence (AI)?

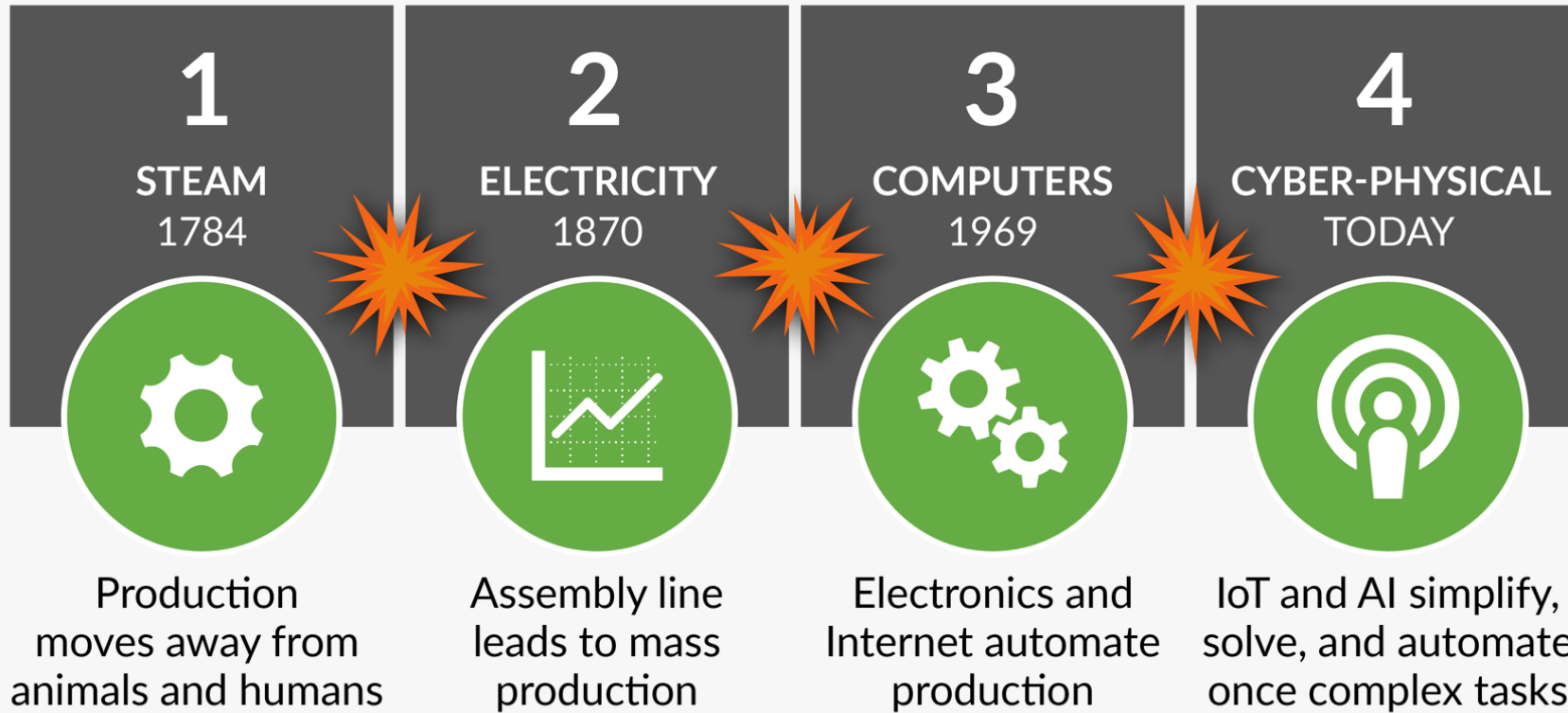
# Historic transformational **technology levers**

*“Generative AI is the  
transformative technology  
of our time.”*

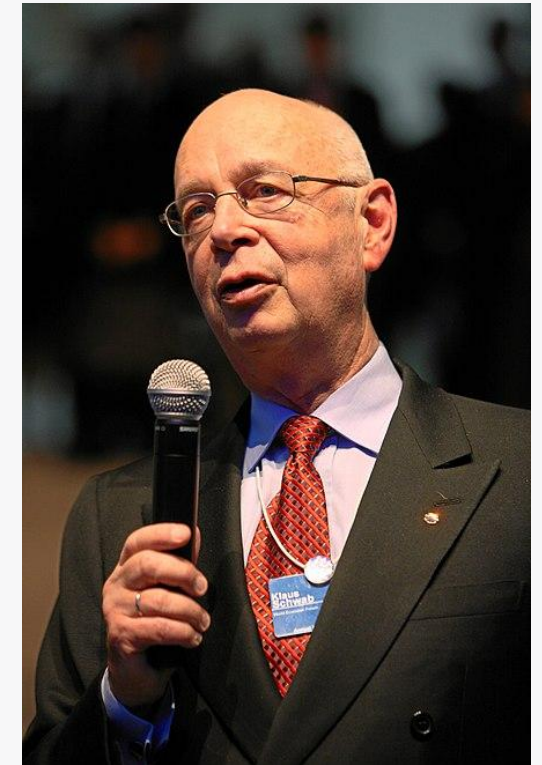


Zanny Minton Beddoes  
Editor-in-Chief  
The Economist Magazine

# WELCOME TO THE FOURTH INDUSTRIAL REVOLUTION



[Digital Growth Institute](#)





**Client server**



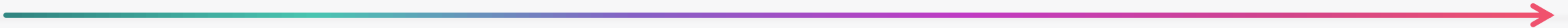
**Internet**



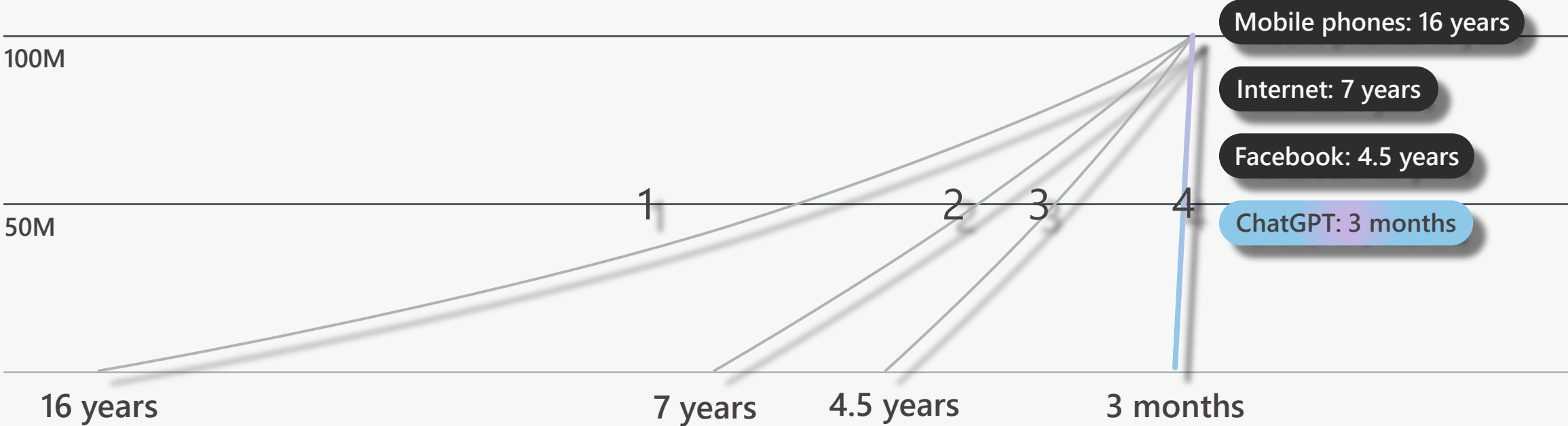
**Mobile/Cloud**



**AI**



# Time to reach 100M ChatGPT users



## Artificial Intelligence

### Machine Learning

### Deep Learning

### Generative AI



## Artificial Intelligence

The field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence

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## Machine Learning

Subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions

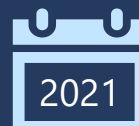
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## Deep Learning

A machine learning technique in which layers of neural networks are used to process data and make decisions

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## Generative AI

Create new written, visual, and auditory content given prompts or existing data.



# Generative AI offers a huge improvement over traditional AI models



## Content generation

Creating human-like output, including textual, visual, or multimedia content, based on input data or natural language prompts



## Summarization

Extracting key themes and insights from a longer piece of text, including answering natural language queries



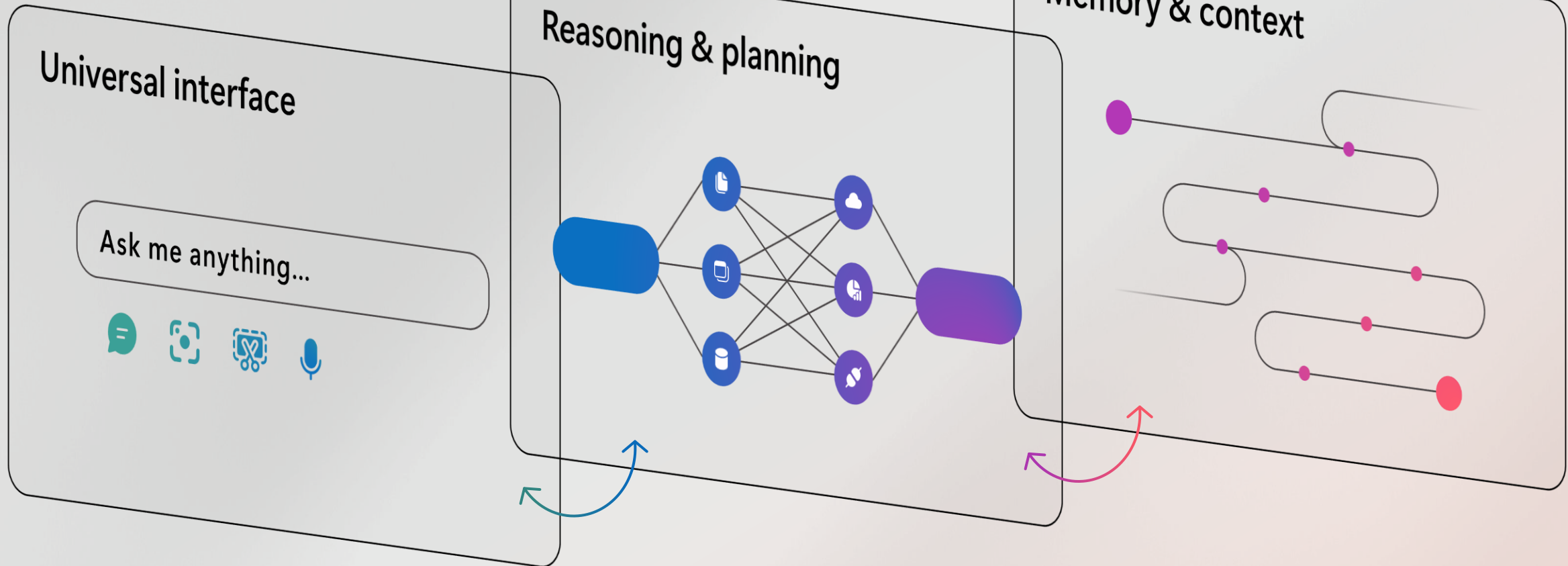
## Semantic search

Going beyond traditional keyword matching by understanding the meaning behind a query and retrieving relevant search results that are semantically related to the user's intent



## Code generation

Generating code based on a prompt, translating code from one language to another, or reviewing and improving existing code



# Building an agentic world



Personal  
agents



Organizational  
agents



Business process  
agents

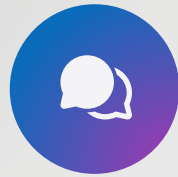


Cross-org  
agents

# AI-driven business transformation



Enrich  
employee  
experiences



Reinvent  
customer  
engagement



Reshape  
business  
processes



Bend the  
curve  
on innovation

# AI is shifting governments **today**



Every  
**individual**

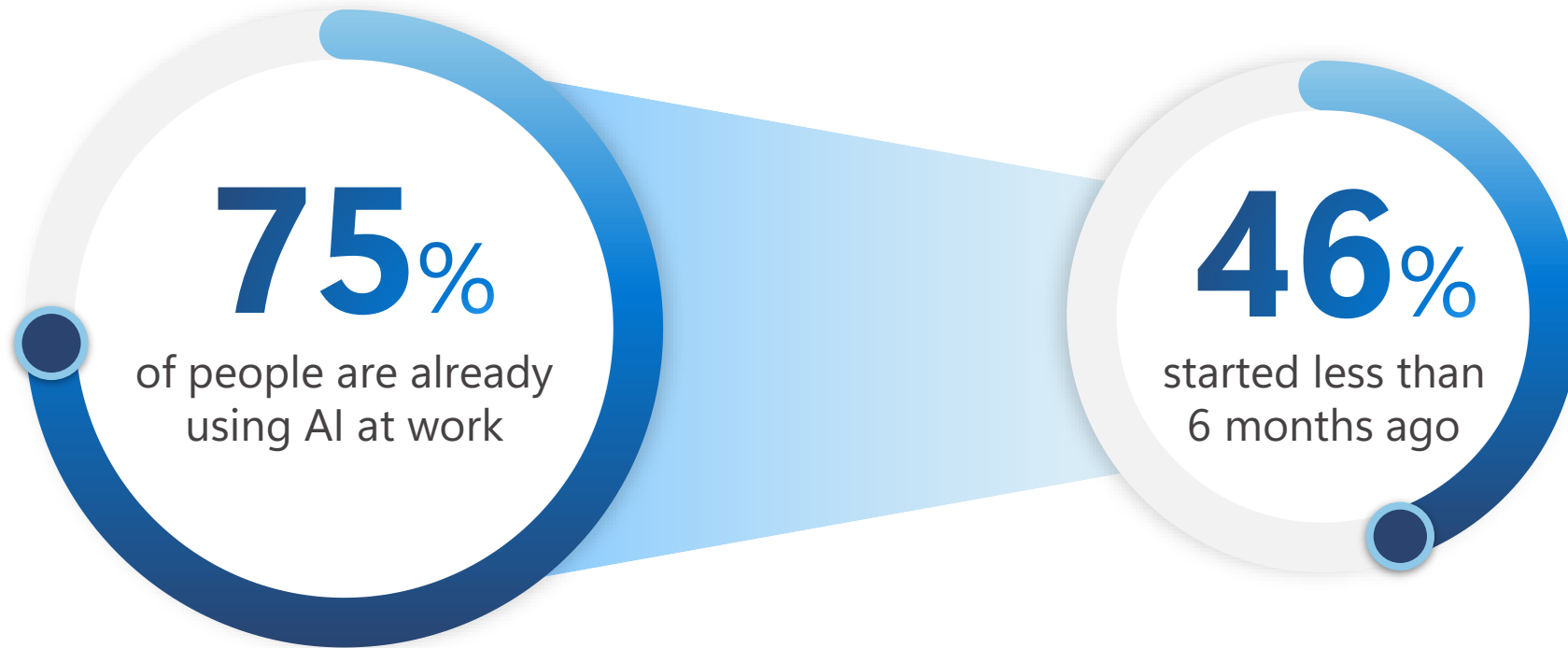


Every  
**team**



Every  
**agency**

# Employees want AI at work— and they won't wait for their agency to catch up.



Source: [AI at Work Is Here. Now Comes the Hard Part \(microsoft.com\)](https://microsoft.com)

# Top AI use cases for Government

Boost public sector productivity by automating administrative tasks with AI tools



**Torfaen County Borough Council**

+ 30% reduction in new-hire onboarding times



**Ministry of Human Resources and Emiratization**

20% increase in employee productivity

Enhance citizen services with real-time, AI-powered government support and services



**MADRID**

**City of Madrid**

Improved visitor satisfaction and operational insights

**Jugalbandi**  
STUDIO

**Jugalbandi**

Government services chatbot available to users with 10 of India's 22 official languages supported

Protect public funds by automating audits and detecting fraud with AI-powered insights

**SymphonyAI**

**Symphony AI**

60% increase in productivity for compliance department

Fraud investigations completed 60–70% faster

**pwc**

**Pwc**

Enhanced audit efficiency, reducing audit burden on clients by 30% and increasing productivity by 40%

Unify data across agencies and accelerate decisions with AI-driven insights at scale



**Dubai Electricity and Water Authority (DEWA)**

Reduced service interruptions with Smart Meters and remote monitoring

**CDHU**

**São Paulo State Housing and Urban Development (CDHU):**

Reduced costs and paper use with AI-powered DMS

Safeguard government systems and public data with AI-driven threat detection and stronger cybersecurity

**CNCS** CENTRO NACIONAL DE CIBERSEGURIDAD REPUBLICA DOMINICANA

**Dominican Republic's National Cybersecurity Center (CNCS)**

Improved cyber threat management processes, achieving a 4x speed



**Government of Albania**

Recovered from sophisticated nation-state cyber attack in just 3 days







**Microsoft runs on trust**

# Microsoft's Responsible AI principles



Fairness



Reliability and safety



Privacy and security



Inclusiveness



Transparency

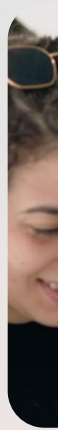


Accountability



I believe over the next decade computing will become even more **ubiquitous** and **intelligence will become ambient**... This will be made possible by an ever-growing network of connected devices, incredible computing capacity from the cloud, insights from big data, and intelligence from machine learning.

-Satya Nadella



**Empower every person and every organization  
on the planet to achieve more**



**Thank you!**

