



*NASCIO 2025 State IT Recognition Awards
Artificial Intelligence*



State of Arizona Adoption of Generative AI Tools

Description: Research and Piloting Gen AI Tools for Safe and Responsible Use

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EXECUTIVE SUMMARY

Arizona state government recognizes that testing Generative AI to enhance public safety, government efficiency, and services to constituents will lay the foundation for further use in the public sector.

Situation

The State of Arizona adopts innovative technologies and solutions to enhance the delivery of public services. In recent years, Gen AI has been a major topic in the public and private sectors of enterprise IT. As with any new technology, the state has recognized the importance of testing Gen AI for safe, effective, and responsible use.

Problems

As Gen AI rapidly evolves, the State of Arizona must address this in collaboration with leadership and applicable statewide policies, standards, and procedures.

Solution

In support of testing and adoption, the State of Arizona researches and documents best practices for the safe, effective, and responsible use of Gen AI throughout state government.

The creation of an [AI Steering Committee](#) informs and drives the future deployment of artificial intelligence in the state. The committee explores ways Gen AI can benefit the public and shape policies that promote transparency and the ethical and responsible use of the technology. The committee brings together leaders and experts from across sectors, including government, academia, industry, and civil society.

In addition, researching and piloting Gen AI tools in controlled environments will ensure that the state takes proactive measures to responsibly leverage this emerging technology.

IDEA

Since the initial publication of the statewide Gen AI policy and procedure in March 2024, the Arizona Department of Administration has issued updates to address the rapid technological advancements. These updates to the state's Generative AI Policy ([P2000](#)) and Use of Generative AI Procedure ([2000PR](#)) are available to the public.

The guiding principles of the state's Gen AI policy include:

- Empowerment - Supporting our workforce to deliver services efficiently, safely, and equitably to the public.
- Transparency and Accountability - Building trust and enabling collective learning.
- Fairness - Seeking to ensure that our use of technology uplifts communities equitably.
- Privacy and Security - Responsible experimentation that maintains control and respects privacy and security.

Major changes to the statewide Gen AI policy and procedure include:

- Updates on the role of the State Data and Analytics Office, which was established in May 2024 to advance data efforts and support Gen AI usage across the state.
- Emphasis on the importance of data governance policies and data readiness.
- Expanded details on agency and employee responsibilities regarding responsible use, data protection, transparency, accountability, security, and privacy.

IMPLEMENTATION

The State of Arizona has tested and applied several Gen AI tools to enhance government for Arizonans and public servants:

- The Arizona Health Care Cost Containment System, the state's Medicaid system, has leveraged Gen AI and responsive technology to simplify healthcare for patients and providers.
 - In the summer of 2023, AHCCCS introduced its new chatbot, SAM, to help members get fast answers to more than 40 common questions.
 - In January 2024, AHCCCS introduced Gen AI to assist with cybersecurity and fraud prevention.
 - Gen AI is at the center of an upcoming fraud prevention effort that will automatically flag and learn concerning billing practices that could indicate fraudulent activity and patterns.
- In January 2024, Arizona State University became the first higher education institution in the U.S. to collaborate with OpenAI. The ultimate goal of this collaboration is to discover options for optimizing ChatGPT Enterprise for use by faculty and staff to enhance teaching and learning.
 - Starting in February 2024, ASU invited faculty and staff to submit suggestions on the practical use of Gen AI. The key areas of concentration include enhancing student success, forging new avenues for innovative research, and streamlining organizational processes.
 - At the forefront of higher education, ASU continues to lead and innovate by responsibly leveraging technology solutions. Through this collaboration, ChatGPT Enterprise ensures that the platform prioritizes user privacy by implementing enterprise security measures that protect user data from digital threats.
- Starting in April 2024, the Arizona Strategic Enterprise Technology Office worked with three vendors (Google, AWS, and Microsoft) to develop sandbox environments for agencies interested in learning and testing the capabilities of Gen AI.
 - Agencies had the opportunity to select which of the three vendor sandbox environments they wished to use and to conduct tests on agency projects not yet moved into production environments. Training and guidelines from each vendor were made available to agencies.

- The ongoing sandbox testing includes the participation of the Arizona Department of Revenue, the Arizona Department of Environmental Quality, the Arizona State Retirement System, the Arizona State Board for Charter Schools, and the Arizona State Board for Private Postsecondary Education.
- In September 2024, the Arizona Department of Administration conducted a four-week pilot program on Gemini for Google Workspace with the participation of 203 users and nine agencies. Key features explored during the trial program included:
 - AI-powered writing assistant: Gemini provides real-time suggestions for grammar, spelling, and style, helping users create polished and professional documents, emails, and presentations.
 - Intelligent summarization: Gemini can quickly summarize long texts, articles, or documents, saving users time and effort.
 - Visual data exploration: Gemini offers interactive visualizations for data analysis, making it easier to understand and interpret complex information.
 - Seamless integration: Gemini works seamlessly within existing Google Workspace tools, without the need for additional downloads or installations.
- In October 2024, the Arizona Department of Public Safety launched [a partnership with TRULEO](#) and Arizona State University to use artificial intelligence to conduct a field study on reviewing body camera footage.
 - TRULEO converts body camera video to text and automatically redacts police officers' and community members' personally identifiable data. The tool detects and logs instances including introductions, explanations, and de-escalation attempts.
 - The use of this AI expands law enforcement's capacity to review footage, improves retention and morale, and reduces bias.

IMPACT

Based on survey data from participants of the Gemini pilot, the most used features were text generation, summarization, and document review. Notable reported successes included a complete summary of indemnification language in a 600-page contract and the addition of comments automatically for an Apps Script code.

The Gemini pilot program results suggest that the average knowledge worker could increase their productivity by 2.5 hours per week, helping employees summarize information, automate charts and graphics, take notes, format, write code, and much more. Lastly, **93% responded positively** to recommending Gemini to a colleague.

Gemini for Workspace is designed to provide real-time support and direct assistance within Gmail, Docs, Sheets, Slides, and Meet. With Gemini, users can write, visualize, organize, and connect more meaningfully.

In January 2025, [Gemini Workspace Account](#) became an offered service for Arizona agencies, boards, and commissions to purchase for their employees.