



*NASCIO 2026 State IT Recognition Awards
Artificial Intelligence*



State of Arizona's Strategy and Adoption of Generative AI Tools

Description: Strategies, Policies, and Review of
Generative AI 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, Generative 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 Generative AI for safe, effective, and responsible use.

Problems

As Generative 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 Generative AI throughout state government.

Arizona's Artificial Intelligence Steering Committee was established by Governor Hobbs in May 2025, marking a significant milestone in the state's efforts to ensure the ethical, transparent, and effective use of AI in government and beyond. Appointed by Governor Hobbs, the committee members include workforce and education leaders, representatives from state and local government, public interest technologists and civil rights advocates, and private sector AI and data ethics experts.

The committee is responsible for maintaining a statewide policy framework and governance strategy for the use of AI in Arizona, guiding the state's efforts to harness AI for public good while ensuring responsible innovation and data privacy, with access and fairness at the forefront.

The responsibilities of the committee include: 1) Developing a statewide AI policy framework grounded in transparency, fairness, and accountability; 2) Recommending governance models and procurement guidelines for AI adoption across agencies; 3) Engaging with communities and stakeholders to ensure inclusive and just AI implementation; 4) Identifying opportunities to strengthen AI literacy, workforce preparedness, and innovation

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

IDEA

The State of Arizona continues testing Generate AI tools and platforms with the goal of improving public safety and government efficiency while establishing a foundation for future and continuous use in the public sector. In support of testing and adopting, Arizona is dedicated to documenting best practices for the safe, effective and responsible use of Generative AI throughout state government

Since the initial publication of the statewide [Generative AI Policy \(P2000\)](#) in March 2024, ADOA-ASET issued subsequent updates in October 2024 and February 2026 to address rapid advancements in the technology.

Major changes to the statewide Generative AI policy include:

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

The state's Generative AI policy is based on the following guiding principles:

Empowerment - Supporting the state 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 the state's use of technology uplifts communities equitably.

Privacy and Security - Responsible experimentation that maintains control and respects privacy and security.

IMPLEMENTATION

The evaluation, approval, acquisition, and funding of AI projects begins with the internal Statewide AI Resource Hub, which empowers state agencies to responsibly innovate and strategically leverage Generative AI, while ensuring compliance, mitigating risks, and unlocking transformative opportunities through ethical development, transparent deployment, and sustainable value creation for all stakeholders.

State agencies can submit online requests via the AI Resource Hub to initiate review and approval of AI tools and platforms for state use. While the review process includes ensuring that the vendor adheres to data management and security best practices, the statewide Generative AI policy and procedure are always considered when reviewing any AI tool or platform for approval and adoption by the state.

When a specific AI tool or platform is approved for state use, individual agencies have the option of purchasing software and/or licenses under their own IT budgets. In certain cases, specific AI tools and platforms are adopted at an enterprise scale and can be purchased in the IT Service Catalog under Software, frequently at a lower cost for agencies due to statewide contracts with vendors.

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

- 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.
- In October 2025, the Statewide Google Team launched a pilot to rigorously test NotebookLM's ability to help employees manage, analyze, and transform large amounts of information, while ensuring its usefulness, security, and safety with a smaller, controlled group.
 - This trial was a crucial, necessary step to confirm the tool's efficacy and establish best practices before making it available across all state agencies.
 - To thoroughly assess NotebookLM's potential, the state launched a comprehensive trial program involving 173 total users from 13 agencies.

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.

Additionally, the NotebookLM trial yielded positive results, with the average comfort and understanding of NotebookLM going from a pre-trial rating of 1.95/5 to 3.78/5 upon completion. Based on 93 survey responses, 55% of users reported being very satisfied, 30% satisfied, and 95% noted time savings. Users identified clear opportunities for the tool to revolutionize content creation, improve information synthesis and analysis, and drive automation and efficiency.

NotebookLM was made available as a service to state agencies, boards, and commissions in March 2026.