



Michigan.gov

Responsible AI in action: Michigan's enterprise strategy for secure, ethical innovation

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EXECUTIVE SUMMARY

Michigan is modernizing state government through an enterprise approach to responsible Artificial Intelligence (AI) that emphasizes security, ethics, and public value. Built through extensive agency engagement and cross department collaboration, the state created a unified strategy that gives every agency a consistent, trusted path to explore and deploy AI responsibly. The model directly responds to agency needs for clearer governance, greater transparency, and improved workforce readiness.



Michigan's enterprise AI framework replaces fragmented, agency specific experimentation with a coordinated statewide process grounded in transparent governance, practical guardrails, and accessible AI training. The unified intake and evaluation pathway reduces risk, accelerates time- to- value, and ensures that AI adoption aligns with cybersecurity, privacy, equity, and key mission objectives. Agencies now have a predictable method for determining- where AI can improve service delivery, reduce manual workload, and support operational modernization.

Before this strategy, AI efforts developed independently and without shared standards. Today, Michigan provides a repeatable operating model that improves alignment, consistency, and trust across government. The results are already visible. AI is improving access to information, streamlining administrative work, and supporting modernization initiatives – while operating within a secure and transparent governance structure.

Michigan is putting responsible AI into action through an evolving, scalable framework designed to strengthen public trust and deliver meaningful impact statewide.

IDEA

What problems or opportunities does the project address?

Agencies were exploring AI in pockets, but intake processes differed, training access was uneven, and approval criteria were not clear – slowing adoption and increasing risk. Michigan addressed this by establishing a single statewide intake and risk triage, embedding responsible AI guardrails early, and publishing transparent decisions through shared dashboards. This replaced fragmentation with consistency and created a predictable pathway for agencies to safely deploy AI.

Why does it matter?

Michigan's residents interact with state systems millions of times each year – applying for benefits, seeking unemployment support, renewing licenses, or accessing vital information. With 23 agencies exploring AI independently, the state risked fragmented implementation, inconsistent safeguards, and uneven service quality. The consequences of not acting were clear: duplicated investments, exposure to data leakage and privacy failures, increasing cybersecurity vulnerabilities, and an erosion of resident trust in digital government.

By establishing a unified, statewide approach to responsible AI, Michigan protects residents while unlocking meaningful value. Multilingual chatbots reduce wait times and support equitable access to information for all communities. Modernization initiatives powered by AI are lowering costs, improving system reliability, and helping staff focus on high value work. The results show why a coordinated approach matters – it ensures that every AI solution, across agencies and at enterprise scale, advances Michigan's mission to deliver secure, consistent, efficient services to residents.

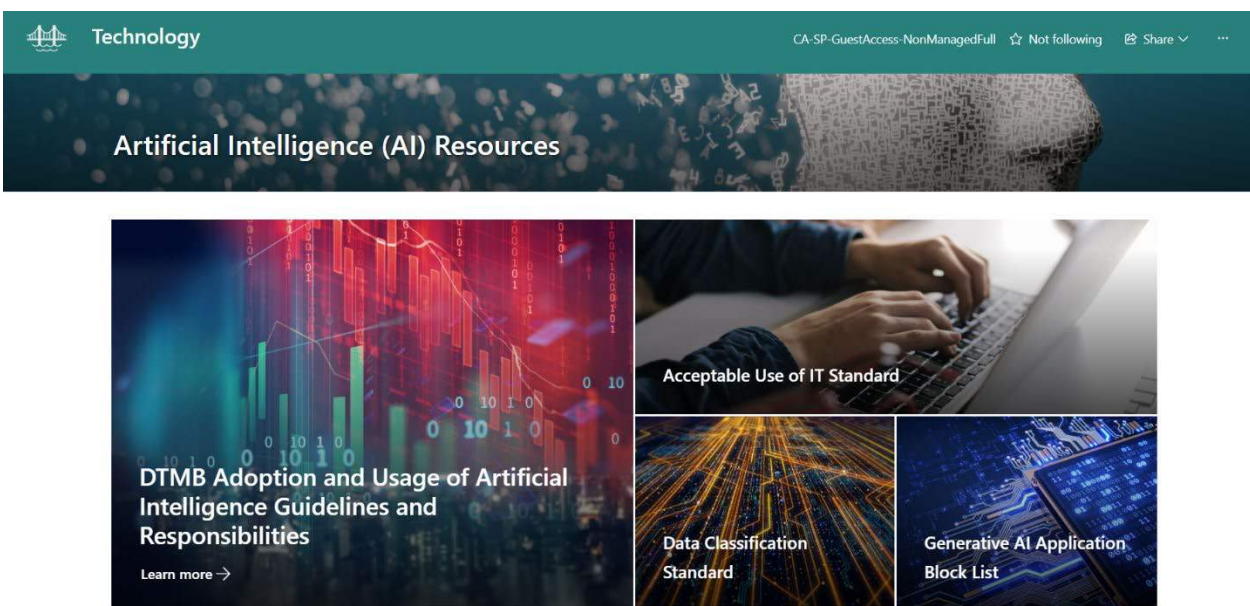
Without this statewide framework, AI adoption would continue to evolve inconsistently across agencies, creating avoidable risks in data protection, equity, and security while slowing Michigan's broader modernization goals.

Describe what makes the project innovative or distinct from similar initiatives.

Michigan combines federated funding with centralized governance, creating enterprise-wide connective tissue across intake, security, architecture, procurement, delivery, and governance. The Responsible AI framework guides reviews through No-Fly, High Vigilance, and Low Risk tiers, enabling rapid but safe approvals. This operating model makes governance legible, simplifies reuse, and enables responsible scaling statewide.

What makes it universal?

Michigan's model applies broadly because it reflects challenges faced across state governments. It operationalizes the State CIO Top 10 priorities by building strong cybersecurity and identity protections into every AI use case – improving digital services through automation and chatbots, enhancing data governance and privacy, and investing in the workforce through accessible AI training and literacy. These elements are not dependent on Michigan's specific systems; they are repeatable patterns any state can adopt. Whether addressing fraud detection, document automation, multilingual resident support, or code modernization, the principles behind Michigan's enterprise AI model scale seamlessly to other jurisdictions looking to adopt AI responsibly and securely.



Internal website that provides AI resources to state agencies.

IMPLEMENTATION

What was the roadmap and how does this project fit into an enterprise view?

Michigan followed a structured, multi-phase roadmap to transform responsible AI from concept to statewide operational practice. Each phase ensured clear sequencing, strong governance, and alignment across 23 agencies.

Phase 1 – Engagement and need capture

The state began by conducting broad statewide engagement to understand agency priorities, surface common challenges, and identify opportunities where AI could responsibly improve operations and services. These conversations shaped the core mission drivers and ensured the strategy reflected real business needs.

Phase 2 – Guardrails and intake development

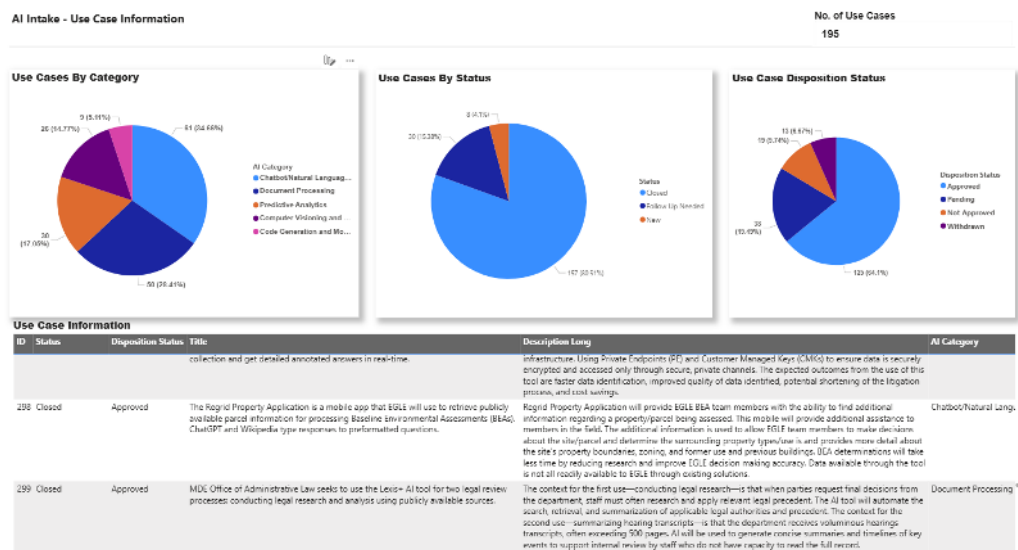
Michigan then established the responsible AI guardrails and created the statewide intake and risk-triage process. Intake forms embedded privacy, legal, ethical, bias, and security considerations at the beginning of each request – creating consistency and clarity for agencies.

Phase 3 – Governance standing up

Enterprise governance bodies were formalized, including the AI Core Team, the Digital Experience Executive Committee, and the Emerging Technology Board. This governance structure ensures balanced oversight, aligns decisions to mission needs, and provides a clear escalation and review process.

Phase 4 – Training, communication and transparency

Michigan prioritized AI literacy, training, and transparent communication. The state introduced guidance materials, statewide updates, and dashboards that show intake activity and project status – helping agencies understand expectations and navigate the evaluation process.



Example of a dashboard used to show intake activity and project status.

Phase 5 – Implementation and enterprise scaling

Following the foundational work, AI use cases progressed through a structured delivery model from pilot to production. Regular checkpoints ensured readiness, safety, and alignment to guardrails. This phase has already produced enterprise outcomes in chatbots, intelligent document processing, and code modernization, demonstrating roadmap's effectiveness. Through this phased roadmap, Michigan created an enterprise operating model that enables every agency to move from exploration to implementation using a consistent, secure, and transparent statewide process.

Who was involved?

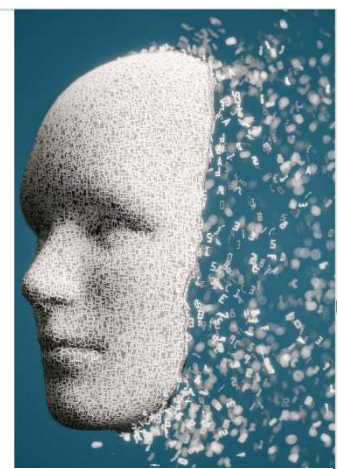
DTMB leadership established strategy, while the AI Core Team handled intake and risk analysis. The Digital Experience Executive Committee provides executive oversight, and the Emerging Technology Board contributes agency perspective. IT agency support teams guided implementation to ensure alignment with mission goals. DTMB used regular briefings, governance updates, and statewide communication channels to build awareness and ensure agency alignment throughout the process. This layered governance model continues to make certain decisions balance security, feasibility, and mission impact.

AI GOVERNANCE

The AI Core Team review and manage AI intake requests to ensure they align with the department's strategic objectives.

Key accomplishments:

- **Intake Review Meetings:** Regularly conducts intake review meetings to assess new AI requests.
- **Recommendations and Guidance:** Provides recommendations for AI projects.
- **Collaboration and Coordination:** Collaborates with various stakeholders, to ensure effective communication and coordination.

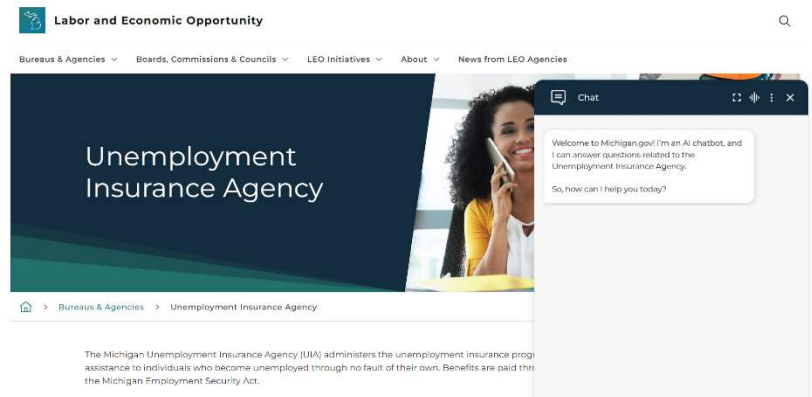


Slide from an AI presentation that highlights the AI Core Team.

To build buy-in and guarantee consistent adoption, DTMB used a structured communications approach that included recurring leadership briefings, agency-wide updates through established governance channels, onboarding sessions for IT agency support teams, and targeted communications tied to new training releases and intake improvements. The ongoing engagement assured agencies understood the purpose of the responsible AI framework, how to navigate the intake process, and what safeguards and expectations applied as AI work expanded.

How did you do it?

Michigan emphasized clarity and sustainability. Intake forms and guardrails embed legal and ethical considerations up front – reviews focus on privacy, bias, security, drift, and human accountability; dashboards publish project status; and AI projects move through pilot and scale phases using regular checkpoints. Successful enterprise outcomes, including chatbots, intelligent document processing, and code modernization, demonstrate the operating model's effectiveness.



Chatbot featured on the website of the Unemployment Insurance Agency.

Michigan's approach succeeded because the state intentionally aligned the human, financial, and time resources required to turn responsible AI from a concept into an operational enterprise capability.

Human resources came first. DTMB mobilized multidisciplinary expertise, cybersecurity analysts, privacy and legal advisors, architects, procurement specialists, data and AI practitioners, enterprise platform leaders, and IT agency support leaders – who collaborated to design Michigan's responsible AI framework, build the intake process, and conduct weekly reviews of high-vigilance use cases. The team contributed sustained effort over many months, participating in working groups, governance discussions, and pilot implementations to ensure AI systems were evaluated consistently and responsibly.

Financial resources were coordinated through Michigan's federated funding model. Agencies funded their own AI pilots and implementations, while DTMB provided enterprise governance, shared templates, intake processes, security patterns, and oversight at no added cost to agencies. This approach ensured fiscal stewardship, minimized duplication, and supported rapid innovation across 23 agencies.

Time resources were managed through a structured, sequenced delivery model. The state invested early months in building the responsible AI guardrails, intake forms, and baseline training. Subsequent quarters focused on improving the review process, evaluating training options and presenting training to agencies, as well as monitoring the progress of pilots. As capacity grew, Michigan expanded into enterprise chatbot deployments, intelligent document processing, code modernization, and analytics projects. This deliberate process ensured readiness, reduced risk, and allowed the state to scale AI responsibly.

Through the combination of coordinated human expertise, flexible funding, and disciplined time management, Michigan created a sustainable operating model that makes secure, ethical, and scalable AI adoption possible across the enterprise.

IMPACT

What did the project make better?

Before Michigan launched its enterprise approach to responsible AI, agencies pursued AI projects independently – often without shared standards, consistent oversight, or clear pathways for evaluation. This resulted in duplicative

work, uneven risk management, and uncertainty for both technical teams and business areas. AI efforts were slow, inconsistent, and difficult to scale.

The new statewide strategy transformed that landscape. Michigan now provides every agency with a predictable, transparent, and secure path for evaluating and implementing AI. Instead of isolated experimentation, agencies now move through a coordinated intake, governance, and readiness model that dramatically improves consistency, safety, and time-to-value. This shift has produced significant, measurable improvements in how Michigan delivers services, strengthens operations, and supports its workforce.

Michigan's impact spans three dimensions: resident experience, operational efficiency, and improved decision-making.

1. Better, faster, and more accessible resident services

AI is already improving how millions of residents interact with government. The multilingual Unemployment Insurance Agency chatbot has supported over 100,000 resident interactions, offering immediate guidance without long hold times or language barriers. MiLogin's AI-enabled self-service capabilities have reduced call-center volume and contributed to \$3 million in savings, enabling residents to manage identity needs with greater convenience and fewer delays.

2. Reduced manual workload and greater workforce capacity

Michigan's enterprise strategy has delivered tens of thousands of hours in workload reduction across multiple agencies. AI-assisted document processing is reducing manual entry, improving accuracy, and accelerating case handling. Modernization supported by AI code generation tools is projecting more than \$577,000 in annual maintenance savings and \$3.3 million in productivity gains, freeing technical staff to focus on higher-value modernization priorities. The strategy is also reducing repetitive administrative tasks across departments, helping staff redirect time toward complex, mission-critical work rather than low-value manual processes.

In addition to the measurable workload reductions already achieved through intelligent document processing and modernization initiatives, early adoption of generative AI productivity tools, specifically Copilot Chat, has demonstrated significant potential to enhance workforce efficiency across Michigan's enterprise environment. Michigan is already showing strong indicators of user demand, with 10,000 monthly active Copilot Chat users, representing 15% of the state's users. Per Microsoft, this adoption level places Michigan ahead of most peer states and demonstrates a solid foundation for scaling enterprise productivity tools as part of the responsible AI strategy. These early adoption patterns suggest significant opportunity to further reduce manual workload, accelerate drafting and analysis tasks, and increase workforce capacity through secure, enterprise-supported generative AI tools.

3. Improved accuracy, safety, and operational decision-making

AI is strengthening Michigan's analytical and operational capabilities:

- The Michigan State Police firearm registration system now auto-approves 34.5% of submissions – eliminating approximately 65,000 manual reviews annually and significantly accelerating service turnaround.
- The Department of Health and Human Services has improved SNAP case accuracy using OCR and Document AI, reducing errors that delay benefits for vulnerable residents.
- The Department of Transportation uses 4M Analytics to speed underground utility research, reducing project delays and safety risks.
- FireAI Hotspots and NovaMaps provide faster wildfire hotspot detection, enhancing situational awareness and protecting first responders.
- The Michigan Public Service Commission is using AI to analyze multi-state regulatory filings more quickly. After implementing an AI-enabled research capability, staff were able to rapidly search case filings

and docket libraries from multiple states for relevant precedent, compare approaches across jurisdictions, and significantly accelerate analysis and collaboration.

Together, these examples show how the statewide AI approach enhances accuracy, accelerates decision-making, and expands analytical capacity across government.

How do you know?

Michigan validates impact through a combination of operational telemetry, governance dashboards, satisfaction feedback, and cross-agency reporting. Intake throughput and disposition patterns show increased efficiency and reduced rework. To date, the AI Core team has reviewed and responded to 195 use cases. Reliability, accuracy, and bias indicators are monitored continuously. User satisfaction is measured across digital services, and value tracking tools quantify cost savings and workload reduction.

In addition to the metrics, business stakeholders are reporting meaningful improvements in their daily operations.

Agencies continue to report positive experiences with the processes implemented and refined since launch. One agency executive noted: “We appreciate the strides DTMB has made in improving internal processes since our last discussion. These efforts are important and commendable.”

In addition, while collaborating on the governance structure, another agency leader shared: “The proposed changes to the AI Board are welcome and we expect to benefit from continuing to see use cases that other agencies have submitted and detail on what has been approved and denied with rationale. The new risk approach should speed up the approval process.”

During an engagement session, when asked what is working well, one agency leader highlighted: “DTMB’s willingness to explore and use these new tools.” and “early wins and quick approvals from the AI board for low-risk use cases.”

What now?

Michigan will continue scaling proven AI capabilities while maturing the statewide operating model to ensure responsible AI remains secure, equitable, and aligned with modernization priorities. Over the next 12–18 months, the state will expand enterprise productivity tools, deploy AI enabled summarization and report generation, and broaden intelligent document processing across high volume programs. Additional priorities include extending chatbot coverage across Michigan.gov and internal operations and introducing AI augmented support for contact centers.

Building on the success of early deployments, including workload reduction, improved service turnaround, and measurable cost savings, the state anticipates continued gains as more agencies adopt enterprise AI solutions. Scaling enterprise chatbots alone is projected to expand access to tens of thousands of additional resident interactions each month, reducing wait times and improving equitable access to information. Intelligent document processing is expected to deliver further workload reductions and accuracy improvements as more program areas participate.

Michigan will also advance its responsible AI guardrails, incorporating lessons from ongoing pilots, updated cybersecurity guidance, evolving bias detection practices, and strengthened transparency reporting. Quarterly governance reviews will refine criteria for emerging use case categories and ensure the framework adapts to new risks, technologies, and federal regulatory expectations. The approach will ensure that Michigan’s AI program remains secure, equitable, and aligned to statewide modernization goals.