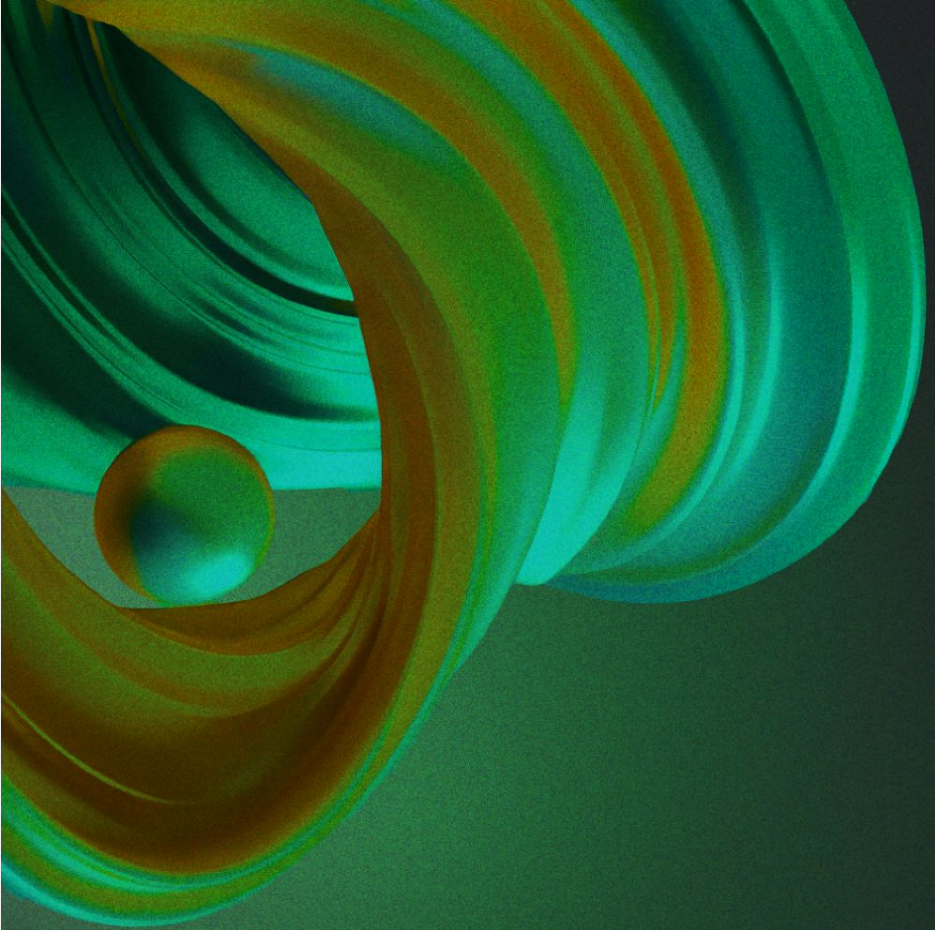

Google Cloud
AI Trends 2025
Public Sector



AI has catalyzed a wave of rapid innovation—and the pace shows no sign of slowing. Its evolving capabilities will continue to drive a radical transformation in how organizations operate and innovate in 2025.

To map its impact, Google Cloud analyzed data to identify the top five AI trends reshaping organizations. Here, Elizabeth Moon, Managing Director, Customer Engineering, Google Public Sector explores what this means for the public sector.

Top 5 trends at a glance:

Trend 01

Multimodal AI: Unleash the power of context

Trend 02

AI agents evolve: From chatbots to multi-agent systems

Assistive search: The next frontier for knowledge work

Trend 03

AI-powered constituent experience: So seamless, it's almost invisible

Trend 04

Security gets tighter—and tougher—with AI

Trend 05

Multimodal AI: Unleash the power of context

2025 is a pivotal year for AI adoption, driven largely by multimodal learning and the contextual awareness it enables.

Multimodal AI mirrors human learning by integrating diverse data sources like images, video, and audio in addition to text-based commands. This unlocks AI's ability to decipher and learn from a much broader range of contextual sources with unprecedented accuracy, producing outputs that are more precise, customized, and tailored, creating an experience that feels natural and intuitive.

> "Looking ahead, multimodal AI will enable agencies to analyze local and state-level data and combine it with data from other sources like Google Earth Engine, Google Maps, Waze, and public data sets to enhance decision-making, pre-empt climate-related risks and improve public infrastructure."

Elizabeth Moon, Managing Director, Customer Engineering, Google Public Sector

AI empowers **Hawaii Department of Transportation (HDOT)** to address climate challenges. By leveraging Google Earth Engine and Google Cloud to deploy a Climate Resilience Platform, they are able to assess risk and prioritize investment decisions based on multiple climate risks, asset conditions, and community impact. **Learn more**

AI agents: The evolution from chatbots to multi-agent systems

Customer agents | Employee agents | Creative agents | Data agents | Code agents | Security agents

AI applications have evolved from chatbots into sophisticated AI agents capable of handling complex workflows. These AI agents show reasoning, planning, and memory; and have a level of autonomy to make decisions, learn, and adapt.

Multi-agent systems are the next phase of evolution. They are composed of multiple independent agents that collaborate to achieve a goal or complex workflow beyond the ability of an individual agent.

> Looking ahead, **AI agents** will continue to help government employees work and code more efficiently, manage their applications, gain deeper data insights, identify and resolve security threats, and bring their best ideas to life."

Elizabeth Moon, Managing Director, Customer Engineering, Google Public Sector

Sullivan County, NY is using virtual agents to serve more citizens faster, at any hour of the day. With limited staff and budget, Sullivan County created a solution that supports citizens beyond traditional work hours while freeing up government workers to focus on strategic work.
Learn more

Assistive search: The next frontier for knowledge work

AI has changed the way the world discovers information, creating a shift from retrieving to creating knowledge.

Advanced AI-powered search technology includes site search, product search, and constituent self-service search.

It is helping organizations enrich and optimize data catalogs and save significant manual work.

Learn more about Vertex AI Search

> With generative AI, agencies will be able to improve the accuracy and efficiency of searching across massive catalogs of data. Continuing to invest in semantic search, automated metadata tooling, and improving the accuracy of document transcription will enable us to better preserve critical data and make it more accessible."

Elizabeth Moon, Managing Director, Customer Engineering, Google Public Sector

The Air Force Research Laboratory (AFRL) is leveraging Google Cloud's cutting-edge artificial intelligence (AI) and machine learning (ML) capabilities to tackle complex challenges across various domains, from materials science and bioinformatics to human performance optimization. AFRL is embracing the transformative power of AI and cloud computing to accelerate its mission of developing and transitioning advanced technologies to the air, space, and cyberspace forces. **Learn more**

AI-powered constituent experience: So seamless, it's almost invisible

Today's real-time conversational insights and speech-based support features are a stepping stone, not the final destination of AI-powered CX.

This will be reached when organizations can combine constituent engagement applications and enterprise search to provide personalized and efficient experiences that resolve issues seamlessly.

> AI-powered tools and technologies will help build trust and foster closer citizen-government relationships by helping citizens quickly and easily navigate government websites and services—such as applying for permits and licenses—offered in multiple languages and available 24/7."

Elizabeth Moon, Managing Director, Customer Engineering, Google Public Sector

Working with Google AI, **Wisconsin Department of Workforce Development** (DWD) was able to scale the state's response to unemployment insurance claims and speed up overall response time. They were also successful in screening out fraudulent claims so that the UI program could be administered–with integrity–to Wisconsinites who needed financial assistance. **Learn more**

Security gets tighter— and tougher— with AI

2025 is a revolutionary year for AI's adoption into security and privacy best practices.

AI has the potential to become a powerful tool in every security professional's toolkit— helping to bolster security defenses, identify and combat threats, relieve manual work, and speed up responses.

Get Mandiant's latest AI-powered threat intelligence insights

> As AI increasingly permeates government and citizen services, agencies must prioritize security in order to combat threats like deepfakes and disinformation. Going forward, we expect agencies to appoint Chief AI Officers (CAIOs) and other AI leaders who will bolster AI governance, build public trust, and invest in an effective workforce strategy with AI and security at the forefront."

Elizabeth Moon, Managing Director, Customer Engineering, Google Public Sector

New York City is hit by 90 billion cyber events every single week. "We have to distill those 90 billion events down to less than 50 or 60 things we look at. We couldn't do that without a lot of artificial intelligence and automated decision-making tools." - Matthew Fraser, Chief Technology Officer, New York City. **Learn more**

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