Google for Government

Scaling AI's Impact in the Federal Government

As the federal government accelerates its AI journey, some clear themes are emerging. Process automation is key; predictive analytics are growing; and partners, including external vendors, are essential for successful adoption.

Fielded from November to December of 2024, GovExec's Insights and Research Group surveyed 450 federal civilian and defense employees predominantly in IT and program management roles to understand how their organization is using AI today and their plans to scale AI adoption in the future.

> "By leveraging AI, we can make **well-informed decisions** based on **comprehensive data analysis**, ensuring **accuracy and precision** in our strategic planning and operational activities."
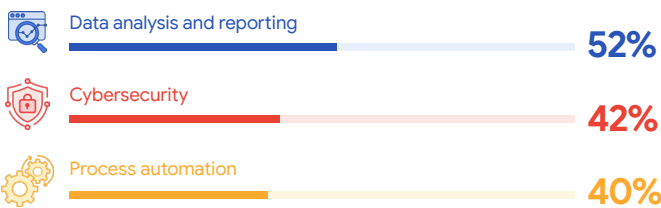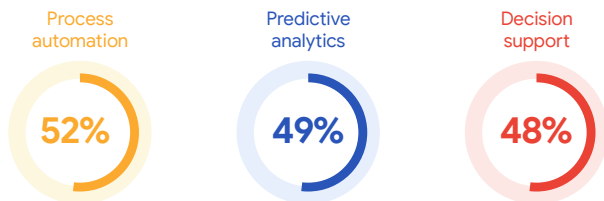>
> **- DEFENSE RESPONDENT**

What's New

As AI adoption increases within federal agencies, the **use cases** for AI are **evolving to support data-driven decision-making**.

95% of respondents foresee an increase in AI in their agency over the next 1-2 years.

CURRENT AI USE CASES INCLUDE

Data analysis and reporting — **52%**

Cybersecurity — **42%**

Process automation — **40%**

FUTURE AI USE CASES INCLUDE

Process automation — **52%**

Predictive analytics — **49%**

Decision support — **48%**

56% think that AI's greatest benefit will be improving efficiency

What's Changed

Agencies continue to **increase their adoption of AI** to support their mission - however, their **goals**, **concerns**, and **reliance** on external vendors **have shifted**.

90%

of respondents indicate that they will rely on **external resources** (i.e. commercial providers/vendors) to implement their AI goals, compared with 88% in 2023.

Predictive analytics for decision making has become significantly more important to AI leaders in federal agencies.

48% of respondents plan to use AI to support **predictive analytics** for decision making, up from **35%** in 2023.

Agency concerns about AI are waning but security remains the top concern.

62% of respondents are concerned about **security**, down from 67% in 2023.

56% of respondents are concerned about **skilled staff**, down from 62% in 2023.

55% of respondents are concerned about **privacy**, down from 64% in 2023.

53% of respondents are concerned about **budget/cost**, down from 64% in 2023.

60% of respondents say data storage & datasets are the most important tool to manage AI, up from 49% in 2023.

> "The data that we use is becoming larger, more complicated, and more unstructured."
>
> **- FEDERAL CIVILIAN RESPONDENT**

What's Stayed the Same

Agencies remain committed to using AI tools to scale their impact.

Automation
38% of respondents plan to use AI to **automate repetitive tasks**.

Data Collation
44% of respondents plan to use AI to **support data collation and analysis** for decision making.

> "[AI tools] definitely reduce human burnout caused by monitoring thousands of daily cybersecurity alerts, allowing analysts to focus on strategic and more complex issues."
>
> **- DEFENSE IT RESPONDENT**