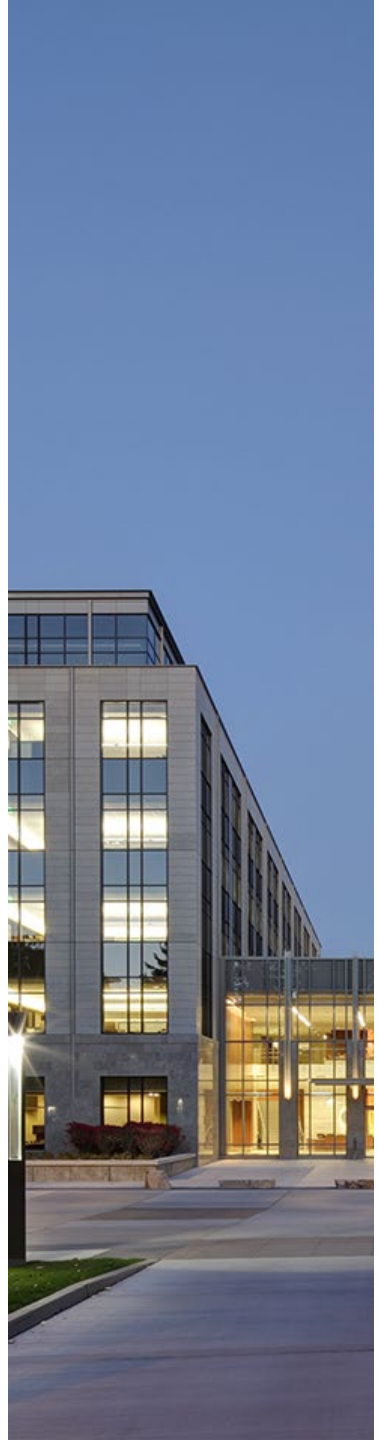
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House Technology, Economic Development & Veterans Committee

January 13, 2026







Introductions



Gretchen Peri
State Chief Technology Officer



Katy Ruckle
State Chief Privacy Officer



James Galvin
Emerging Technology Manager

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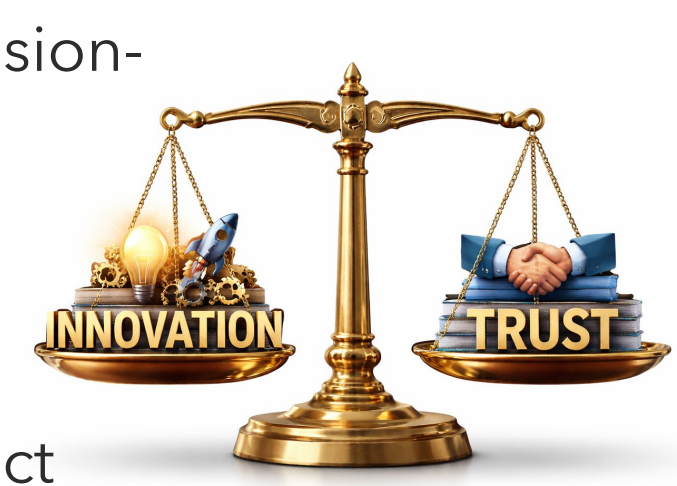
AGENDA

- Welcome and Overview
- The Balancing Act
- Emerging Digital Risks
- Effective Governance
- AI Use Cases
- Question & Answer

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Balancing Innovation and Trust

- Economic growth and productivity cannot be at the **expense of public trust**
- Focus on **augmenting human intelligence** and decision-making
- Treat **trust as a design constraint**, not a blocker
- Be **transparent** about intent, limits, and uncertainty
- Create **accountability that scales** with risk and impact
- Develop **robust foundation** of principles and practices to guide development of AI



Leveraging AI for Efficiency and Customer Engagement

Efficiency

- Automation of repetitive tasks
- Data analysis & decision-making
- Process optimization
- Anomaly detection
- Predictive analysis
- Quality control
- Energy management

Engagement

- Personalized, relevant information
- Improved customer service
- Proactive outreach
- Automated tasks and notifications
- Enhanced accessibility and inclusivity
- Streamlined processes

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Emerging Risks

- Algorithmic bias and discrimination
- Lack of transparency and explainability
- Over-reliance and automation bias
- Data privacy and security risks
- Workforce resistance or fear
- Ethical and public trust issues

Effective Governance

- AI Principles
- AI Policy – Security and Privacy Review and Risk Assessments
- AI Community of Practice
  - Risk
  - Policy
  - Use case
  - Local government



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Washington AI Principles

- Safe, secure, and resilient
- Valid and reliable
- Fairness, inclusion, and non-discrimination
- Privacy and data protection
- Accountability and responsibility
- Transparency and auditability
- Explainable and interpretable
- Public purpose and social benefit



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Statewide AI Policy

Adopted December 11, 2025

#	Policy Section Content	#	Policy Section Content
1	Responsible AI	8	Monitoring
2	AI Contact	9	Training
3	AI Inventory	10	Prohibition
4	AI Planning – identify business outcomes	11	DSA Requirements/Contract Terms
5	AI Governance	12	Protection of information
6	Risk Assessments	13	Transparency
7	Accuracy	14	High-Risk GenAI Use
		15	Collective Bargaining Agreements



DATA-04 **Replaces:** N/A
State CIO Adopted: 12/11/2025
TSB Approved: 12/11/2025
Sunset Review: 12/11/2028

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ARTIFICIAL INTELLIGENCE POLICY

See Also:
RCW 43.105.054 WaTech Governance
RCW 43.105.205 (3) Higher Ed
RCW 43.105.020 (22) "State agency"

1. **Artificial Intelligence (AI) technologies that provide services and perform government functions must be used by state agencies responsibly. Agencies must incorporate Washington state's AI Principles into agency implementation of AI-enabled technology and Generative AI and consider the guidelines for public sector procurement, deployment and monitoring of Generative AI technology.**
2. **Agencies must designate an AI Contact.**
   a. The designated contact serves as the primary point of contact on AI-related matters.
   b. The designated contact may or may not be a technical position but should have knowledge about AI-enabled technologies in use at the agency.
3. **Agencies must identify and document AI-enabled technology. The annual certification process for the agency application inventory must identify applications which use artificial intelligence and specify applications that use Generative AI. See Technology Policies, Standards, and Procedures (7.b.), MGMT-01 – Technology Portfolio Foundation and MGMT-01-01-S – Technology Portfolio Foundations-Applications.**
4. **Prior to implementing new AI-enabled technologies, agencies must identify intended business outcomes and ensure the AI technology is an appropriate fit to support those outcomes.**
5. **When implementing AI-enabled technologies, agencies must maintain processes to identify, assess, and manage artificial intelligence risks and implement appropriate controls.**

Common AI patterns across our state



Visual & spatial recognition



Data and insights



Conversational translation



Productivity and assistants

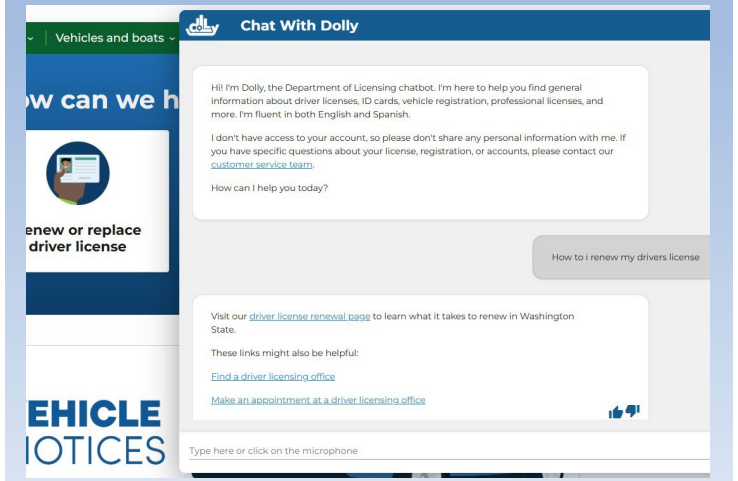


Workflow automation

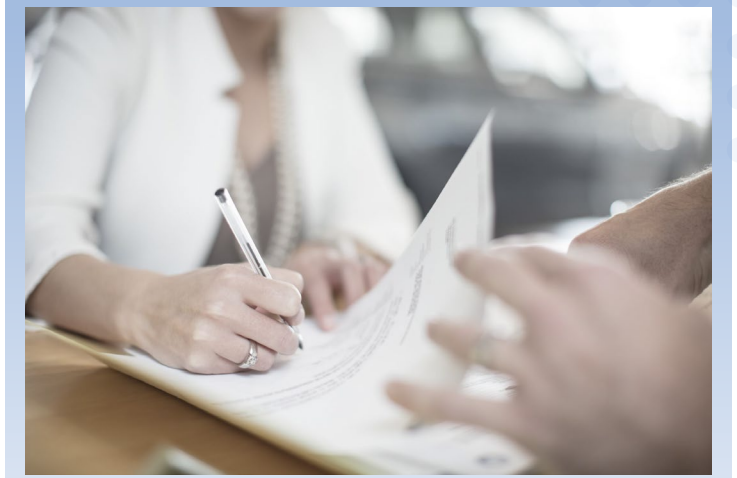
Example AI use cases



Strengthening emergency response (flood of 2025)



Enhancing the resident experience (DOL's Dolly)



Supporting staff in their work (contract assistant)



Question & Answer

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Thank You