

IMTAS

Advancing Responsible AI Across the Public Sector

Meeting emerging needs requires agencies to develop trustworthy, thoughtful approaches to artificial intelligence.

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Artificial intelligence offers tremendous potential to help public sector organizations create economies of scale and better serve constituents. However, as AI evolves, leaders must ensure that systems and models serve the public good and reflect the principles of the people who build them, use them, and the data upon which they're built.

As highlighted in the Executive Order on the Safe, Secure, and Trustworthy Development and Use of Artificial Intelligence, failure to build equitable systems could lead to negative outcomes. But what do responsible AI models look like? How can federal leaders design, develop, and deploy ethical systems?

Building Responsible Models of AI

Developing responsible models starts with defining AI's use within your organization. While generative and traditional AI can streamline operations, concerns exist. Federal leaders can ease anxieties by clearly explaining how the technology supports employees rather than replaces them.

Transparency is key to building trust. Both employees and citizens should be able to understand how AI systems make decisions.



"The more we bring AI into our operations and workflows, we must ensure there's no bias inadvertently introduced—whether intentional or unintentional. AI models should be built conscientiously and strategically with systems for constant evaluation."

— Stephen Renner, CTO, IMTAS

For example, if an AI model is trained on data from single household units but is applied to families of four seeking benefits, the consequence could be inadequate support levels and decreased trust in federal services. To prevent such outcomes, AI models must be developed with diverse, representative data and continuous monitoring.

On-Premises and Hybrid AI Solutions

Organizations don't need to be cloud-first to be AI-savvy. IMTAS brings intelligence, infrastructure, and acceleration to your data wherever it resides—on-premises, in hybrid environments, or in the cloud. We meet you where you are.

The Five Pillars of Responsible AI

Regardless of where AI systems reside within an organization, federal leaders should keep these five principles in mind when designing and building solutions:

1 **Define Fairness and Address Bias**

Define what fairness and inclusivity mean for your organization. Set clear guardrails and markers for equitable decisions, and prepare response plans for when AI systems produce biased outcomes.

2 **Value Transparency**

Employees must be able to explain how models make decisions. Deploy systems that include references and provide post-decision analysis. Models should be transparent, explainable, and outcomes should be verifiable through cross-checking.

3 **Keep Humans in the Loop**

AI systems should not make critical decisions alone or unchecked. All decisions must be verifiable by a person—not another AI system or bot. Human oversight ensures accountability and catches potential errors.

4 **Prioritize Privacy and Security**

Decision-making must occur in secure, end-to-end environments with strict adherence to existing data privacy laws. Implement federated approaches that prevent users from uncovering sensitive information from specific data points.

5 **Monitor Continuously**

Unlike static business systems, AI models require ongoing monitoring for model drift, performance degradation, and emerging biases. Establish AI Centers of Excellence to operationalize best practices and verify outcomes.

Technology is only one part of modernization. Leaders must also examine existing processes and workforce solutions. An AI Center of Excellence (CoE) can encourage

collaboration, share insights and best practices across stakeholders, and ensure humans remain in the loop throughout the AI lifecycle.

Ready to Advance Responsible AI at Your Agency?

IMTAS brings deep federal experience, technical expertise, and a proven methodology to help you design, deploy, and sustain ethical AI systems that serve the public good.

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