



**Testimony**

**Senate Democratic Policy Committee**

**Artificial Intelligence**

**November 16, 2023**

**Office of Administration**

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Chairwoman Muth and members of the Senate Democratic Policy Committee, thank you for the opportunity to appear before you to address Artificial Intelligence (AI) and its potential use within state government.

My name is Amaya Capellán, and I am the Commonwealth's Chief Information Officer (CIO).

I am honored that the Shapiro Administration has chosen me for this position and for the faith that has been placed in me to lead such an important role. Part of what drew me to joining the Administration and my role as Commonwealth CIO is being able to deliver positive and transformational impact for our 13 million fellow Pennsylvanians and charting a strategic course for the Commonwealth to responsibly and responsively evaluate emerging technologies.

I have nearly 20 years of private sector experience in technology consulting, startups, and customer service. At Comcast, I helped to launch Xfinity Mobile, Comcast's wireless service, and then led the strategy, pilot, and initial launch of Comcast Business Mobile, tailoring the service and offering for small, mid-size, and enterprise customers. Prior to this, I held product leadership and strategy positions for various corporations and an eLearning startup in Madrid, Spain. In these roles, I helped to lead the companies through key moments of transition by working collaboratively to define products, strategies, and processes that leveraged technology to drive outcomes.

The Office of Administration (OA) is responsible for information technology (IT) for state agencies under the Governor's jurisdiction. We also provide services and support to several independent boards and commissions. Because of OA's leadership, Pennsylvania is a nationally recognized leader among states for IT, including over 30 national IT awards (included as "Appendix A" in my testimony).

Turning to the matter of discussion today – artificial intelligence. Broadly speaking, AI is the ability for a computer to perform tasks associated with humans. AI is already in our lives in many forms. Some examples are digital assistants that respond to your voice, auto complete while you type, and apps that can map the fastest route to a destination in real-time based on traffic patterns or accidents. Generative AI is a new form of AI that is capable of generating new information as opposed to predictions. More specifically, generative AI can create new text, images, audio, and software code.

Before I share details on how the Shapiro Administration is considering the design and potential deployment of generative AI technologies, let me say this up front as plainly and directly as I can. Generative AI **cannot** and should **never** replace human creativity, moral judgment, or the lived experiences of Pennsylvanians. As the Governor has said repeatedly publicly, generative AI is a tool – **not a replacement** – to enhance Commonwealth employees' jobs. We are committed to evaluating this tool with the lens of putting our employees first and empowering

them so they can make an even greater positive difference in the lives of Pennsylvanians.

Generative AI is rapidly improving to be more accurate and to fit a wide range of use cases. The Commonwealth recognizes the enormous potential of generative AI to transform government operations and service delivery. The Shapiro Administration intends to be a proactive leader in the adoption and utilization of generative AI by Commonwealth employees in their daily work and the administration of Commonwealth programs.

As many of you know, Governor Shapiro issued an Executive Order in September to expand and govern the use of generative AI technologies within the Commonwealth.

The Executive Order establishes core values that will guide our use of generative AI in state government. They are: accuracy, adaptability, employee empowerment, equity and fairness, innovation, mission alignment, privacy, proportionality, safety and security, and transparency. I'm happy to provide context on any of these values. It was our belief that hewing as closely as we can to these values will position this Administration to take a balanced approach that encourages innovation, while ensuring such innovation is conducted responsibly and ethically. In other words, we want to explore how Commonwealth employees may be able to use generative AI, while also providing education about what it is, helpful guidelines for its use, and advanced training to further their knowledge.

Emerging technologies like generative AI are incredibly powerful tools that can help us improve service to our residents and supercharge our workforce. Like the personal computer, the Internet, and cloud computing before it, generative AI is expected to transform work for vast segments of the workforce by improving the efficiency and productivity and giving them the space to focus their time and talent on higher level work. We want generative AI to be a tool used by employees, not a tool to replace employees. We want to engage with them on this new technology and empower them with the knowledge and resources to use it effectively in their daily work and the delivery of services to the public.

Central to our approach in adopting generative AI is a governing board created by the Executive Order. The Generative AI Governing Board is chaired by the Secretary of Administration and includes representatives from the Governor's Office, Office of General Counsel, Office for Information Technology, Department of General Services, and Department of Labor and Industry. The duties of this board include:

- Making recommendations regarding requests by agencies to utilize generative AI.

- Encouraging utilization of generative AI to improve service delivery and program administration.
- Developing procurement recommendations for generative AI to ensure a level playing field for suppliers.
- Engaging with outside experts in generative AI on research goals, best practices, and industry trends.

The Commonwealth has already begun to collaborate with universities leading the way in generative AI, including Carnegie Mellon University's (CMU) Block Center for Technology and Society and Penn State University's (PSU) Center for Applications of Artificial Intelligence and Machine Learning to Industry (AIMI). Working with these universities will connect the Commonwealth with expertise allowing it to obtain insight and suggestions regarding the development, procurement, and deployment of generative AI technologies. We are also closely monitoring policy developments at the federal level and are actively learning about the recent release of the federal executive order on AI by the White House.

We have also created a new generative AI website at <https://oa.pa.gov/generativeai> for Commonwealth employees. It provides information about the Shapiro Administration's approach to generative AI, an IT policy addressing the use of public generative AI tools by Commonwealth employees, the members of the Generative AI Governing Board, and an online form for employees to submit questions, feedback, and ideas to the Board. This site will also be a resource for employees to connect with training and certification opportunities in the future. By providing governance, training, and guidelines, the Shapiro Administration will embrace generative AI in a deliberate, responsible, and transparent manner, while respecting and considering security, privacy, fairness, equity, and other concerns.

As we progress, OA and Commonwealth agencies will need to recruit talent with expertise in generative AI. This need goes far beyond information technology and includes leaders and experts in public policy, law, consumer protection, emergency preparedness, and other fields within the Commonwealth. Our universities and research institutions will play a critical role in preparing Pennsylvania's workforce with the skills to be successful in workplaces where people and technology will work together more closely than ever. OA has also had discussions with unions representing Commonwealth employees regarding the impacts generative AI may have on the workforce and our commitment to leverage generative AI to make the workforce more efficient and productive.

While we are enthusiastic about the potential opportunities of generative AI, we are also clear-eyed about the many potential risks. We look forward to partnering with Pennsylvania's AI leaders and innovators – both inside and outside of state government – as we seek to harness the potential of this new technology to transform how we work and how we serve our fellow Pennsylvanians.

In closing, I want to emphasize that all of us – the private sector, the public sector, labor, and academia - are working to figure out this new technology and how we can responsibly wield it for the greater public good. We are just getting started on this journey. As I previously stated, we believe that we can increase the efficiency of our employees through the use of this new technology. However, generative AI can never replace human creativity, moral judgment, or the lived experience of Pennsylvanians.

Again, Chairwoman Muth and members of the Senate Democratic Policy Committee, thank you for the opportunity to appear before you to testify and provide information about AI with respect to our state government. I am happy to answer any questions that members may have regarding this important and transformational technology.

## Appendix A

The following table summarizes a list of national awards recognition received since 2015.

<b>Year</b>	<b>Organization</b>	<b>Description</b>
2023	NASCIO	Finalist, Government to Business, PA Preferred Solution
2022	Center for Digital Government	Grade A-, Digital States Survey
2022	NASCIO	Finalist, Government to Citizen, DOR My PA Tax Hub
2022	NASCIO	Finalist, Information and Communications Technology, DHS Mass Text Messaging for Human Services Recipients
2022	NASPE	Winner, Eugene H. Rooney, Jr. Award for Innovative State Human Resource Management Program, Commonwealth Employee Resource Center
2022	Governor's Awards for Excellence	OA, DHS, PennDOT Find My Ride Apply
2021	NASCIO	Finalist, Emerging and Innovation Technologies, DHS Pandemic Electronic Benefit Transfer Robotic Process Automation
2021	NASCIO	Finalist, Digital Services: Government to Business, DOT Construction Documentation System
2021	NASCIO	Finalist, Data Management, Analytics and Visualization, Opioid Open Data Dashboard
2021	Center for Digital Government	Grade B+, Digital States Survey
2021	Governor's Awards for Excellence	DOS Act 77 Implementation Team
2020	NASCIO	Winner, Data Management, Analytics and Visualization, DOT Maintenance IQ Data Visualization
2020	NASCIO	Finalist, Digital Services: Government to Citizen, REAL ID
2020	NASCIO	Finalist, Cybersecurity, Key Security Risk Indicators through Cyber Analytics and Correlation
2019	NASCIO	Winner, Enterprise IT Management Initiatives, IT and HR Shared Services

2019	NASCIO	Finalist, Digital Services: Government to Citizen, PA Child Enforcement System and Job Gateway Integration
2019	Center for Digital Government	Winner, Government Experience Award, Customer Service Transformation and Child Support/Job Gateway Integration
2019	Government Technology	Top 25 Doers, Dreamers and Drivers, Erik Avakian
2018	StateScoop	Top 50 in State IT
2018	NASCA	Winner, Personnel, IT and HR Shared Services
2018	Center for Digital Government	Grade B+, Digital States Survey
2018	NASCIO	Winner, State CIO Special Recognition, Center of Excellence for Electronic Grants
2018	NASCIO	Finalist, Government to Business, Environmental ePermitting Platform
2018	Government Technology	Top 25 Doers, Dreamers and Drivers, John MacMillan
2018	Governor's Awards for Excellence	OA Open Data Team
2017	StateScoop	Top 17 State and Local Cybersecurity Leaders to Watch, Erik Avakian
2017	NASCIO	Thomas M. Jarrett Cybersecurity Scholarship Recipient, Erik Avakian
2017	NASCIO	Winner, Cybersecurity, Risk-Based Multi-Factor Authentication
2017	NASCIO	Finalist, Government to Business, eInspection Mobile Application
2017	NASCIO	Finalist, Government to Citizen, myCOMPASS Mobile App
2016	NASCIO	Finalist, Enterprise IT Initiatives, Department of Human Services Advanced Enterprise Web Services Security and Governance
2015	GovInfoSecurity	Top 10 Influencer in Government IT Security, Erik Avakian
2015	NASCIO	Finalist, Cybersecurity, Advanced Cyber Analytics
2015	NASCIO	Finalist, Improving State Operations, PennDOT Mobile Highway Construction App
2015	NASCIO	Finalist, Disaster Recovery/Security and Business Continuity Readiness, Security Breach Exercise