



COUNTY OF SAN DIEGO

BOARD OF SUPERVISORS

1600 PACIFIC HIGHWAY, ROOM 335, SAN DIEGO, CALIFORNIA 92101-2470

AGENDA ITEM

DATE: June 4, 2024

13

TO: Board of Supervisors

SUBJECT

ESTABLISHING AN AD HOC SUBCOMMITTEE ON TRANSFORMATIVE TECHNOLOGIES AND ARTIFICIAL INTELLIGENCE (DISTRICTS: ALL)

OVERVIEW

Recent advances in Artificial Intelligence (AI) and related transformative technologies are creating exciting opportunities to grow San Diego region's economy and improve the lives of its residents. At the same time, local governments across the country are facing increasingly difficult decisions about how to respond to the challenges posed by Generative AI and robotics integrated with AI, as these systems are different from previous automation technologies by behaving like agents of their own, leading to fear about job losses, security vulnerabilities and fraud.

Information technology and telecommunication services are a significant way the public interacts with the County of San Diego (County) and how the County staff interacts with the public and with each other. Over the past few years, technology has been rapidly evolving, including the introduction of ChatGPT, a Generative AI application that became the most downloaded application in history. The ever-evolving and changing information technology and telecommunication landscape also includes cloud-based applications and other rapidly advancing cloud-based technologies, and potentially significant threats to County information and telecommunication systems through ongoing and worldwide cyber-attacks.

Since information technology and telecommunications are rapidly changing along with AI advancements, and are critical to the County's ability to effectively perform its duties, we are requesting the Board's approval of an *ad hoc* subcommittee consisting of two Board members to better understand and leverage transformative technologies including, but not limited to, AI to make County services more responsive, efficient, and accessible to all. This subcommittee would develop appropriate recommendations and actions on AI-related policies, review new technology procurements and data initiatives that involve an AI system, and review the governance for proactively managing and monitoring new AI advancements. This subcommittee would also evaluate the County's current technology and telecommunication needs and how they are provided, and provide input to the Chief Administrative Officer which will then be used to

SUBJECT: ESTABLISHING AN AD HOC SUBCOMMITTEE ON TRANSFORMATIVE TECHNOLOGIES AND ARTIFICIAL INTELLIGENCE (DISTRICTS: ALL)

recommend to the Board ways the County should meet its future information technology and telecommunications needs.

RECOMMENDATION(S)

CHAIRWOMAN NORA VARGAS AND SUPERVISOR JOEL ANDERSON

1. Establish an *ad hoc* subcommittee of the Board and appoint Chairwoman Vargas and Supervisor Anderson to serve on the subcommittee for the following purposes, including but not limited to:
 - a. Receive and review information from County staff and others on the currency of the County’s information technology and telecommunication systems, the County’s provision of information technology and telecommunication services, including the use of artificial intelligence (AI); and on strategies for monitoring and managing advances in transformative technologies and AI;
 - b. Provide input to the Chief Administrative Officer on current and future information technology and telecommunication needs, services and strategies, including the use of AI; and on how advances in AI, smart robotics, information technology and telecommunication services could be aligned with the Board’s strategic objectives.
2. Direct the Chief Administrative Officer to report back to the Board by February 2025 with appropriate recommendations and actions for the Board to take, incorporating the *ad hoc* subcommittee’s input, after which the *ad hoc* subcommittee will be concluded. These recommendations may include AI-related policies, new technology procurements and data initiatives that involve an AI system, and the governance for proactively managing and monitoring new AI advancements.

EQUITY IMPACT STATEMENT

Information technology and telecommunication services are a significant way the public interacts with the County of San Diego, and the increased proliferation of Artificial Intelligence has the potential for impacting County services and programs. The creation of an *ad hoc* committee of the Board allows for consideration of the equity impacts of these technological advances with community input.

SUSTAINABILITY IMPACT STATEMENT

N/A

FISCAL IMPACT

There is no fiscal impact associated with this request. There will be no change in net General Fund cost and no additional staff years. There may be fiscal impacts associated with future related recommendations, which staff would return to the Board for consideration and approval.

BUSINESS IMPACT STATEMENT

N/A

SUBJECT: ESTABLISHING AN AD HOC SUBCOMMITTEE ON TRANSFORMATIVE TECHNOLOGIES AND ARTIFICIAL INTELLIGENCE (DISTRICTS: ALL)

BACKGROUND

In 1998, the County of San Diego (County) began planning to modernize its information technology and telecommunication services (ITTS). That effort was spurred by insufficient internal technical expertise and other issues the County encountered. In 1999, the County entered into an agreement with a vendor to provide its ITTS. Over the next twenty-four years and with the assistance of a number of different vendors, the County continued to provide its ITTS through this managed services model. The County's current ITTS provider, Peraton Enterprise Services LLC, is contracted to provide the County's ITTS until December 31, 2028.

The County's ITTS involve all facets of information services and technology, and include:

- Desktop and mobility services (laptops, desktop computers, associated software and support, mobile phones, tablets, and support)
- Telecommunication and network services (voice services, physical and virtual connectivity, internet)
- Application services (development of new applications and maintenance and operations of existing applications)
- Security (physical and cyber)
- Data center management (cloud-based data centers, management of those data centers)
- Service desk (24/7 live technical support)

Voice services are centrally provided to all County departments. Technology and other telecommunication services are provided to all County departments except for the Sheriff and District Attorney who generally manage their respective technology and telecommunication services independently.

In the past several years, the use and provision of information technology and telecommunication services has been rapidly changing. The rise of cloud-based applications and growth of software-as-a-service means that it is the ideal time for this Board to review and provide input to the Chief Administrative Officer on how the County can meet its future ITTS needs. In particular, we are requesting that the *ad hoc* subcommittee review the currency of the County's information technology and telecommunication infrastructure and services to determine whether the County is receiving technology that is both state-of-the-art and secure, and to provide the Chief Administrative Officer with input, if necessary, on how to improve the County's technology.

Artificial Intelligence (AI) is the idea of having a machine do something one would expect a human to do. AI is built by people creating "algorithms", which combine math and logical rules to handle tasks like translating languages (e.g. Google translate) and understanding human voice commands (e.g. Siri on Apple phones). Although AI has been used in various forms of computer-based automation for years (e.g. virtual assistants like Alexa, predictive text in emails and texts, spam filters), Generative AI is capable of self-generating new text, images, videos, or other data, often in response to prompts (e.g. ChatGPT). Within a few short months, ChatGPT became the most downloaded application in history. Since its release, many other Generative AI products have been

SUBJECT: ESTABLISHING AN AD HOC SUBCOMMITTEE ON TRANSFORMATIVE TECHNOLOGIES AND ARTIFICIAL INTELLIGENCE (DISTRICTS: ALL)

released. It is a transformative technology capable of creating new jobs and supporting the development of new products and services.

In order to be part of the community of practice around purposeful and responsible use of AI in public agencies, the County has joined the GovAI Coalition. The coalition provides a shared understanding and experiences for using AI for social good, ensuring ethical, non-discriminatory, and responsible AI governance, promoting vendor accountability, improving government services, as well as fostering cross-agency collaboration and knowledge sharing.

The integration of robotics with Generative AI allows robots (such as smart drones) to learn from experience, adapt to new situations, and make decisions based on data from sensors. These applications have already begun transforming sectors such as transportation, agriculture, construction, and energy, as well as some functions in the service industry. The County government needs to prepare its own workforce so we can empower those who work on the frontlines to harness these technological advances to better meet the needs of the community.

While Generative AI and other forms of transformative technology are groundbreaking in their functionality, they are also new and can have potentially harmful impacts if not used correctly. These harmful impacts can result from the inadvertent disclosure of confidential or private information, copyright and intellectual property risks, or reliance on an artificial intelligence model that may be biased or inaccurate. Therefore, we are requesting that the ad hoc subcommittee also review artificial intelligence and its impact on the County, with particular emphasis on safely using AI to advance the County's initiatives, including diversity, equity, and inclusion initiatives for itself and for its constituents.

LINKAGE TO THE COUNTY OF SAN DIEGO STRATEGIC PLAN

Today's action advances the County of San Diego's 2024-2029 Strategic Plan on equity and empowerment through optimized access to our service delivery system and investing in our workforce and operations. Further, providing state-of-the-art technology and telecommunication services to County employees, and exploring where transformative technology and artificial intelligence serves the public, the establishment of this ad hoc committee would align with the strategic initiative of the County to foster new ideas and the implementation of proven best practices to achieve organizational excellence.

SUBJECT: ESTABLISHING AN AD HOC SUBCOMMITTEE ON
TRANSFORMATIVE TECHNOLOGIES AND ARTIFICIAL
INTELLIGENCE (DISTRICTS: ALL)

Respectfully submitted,



NORA VARGAS
Supervisor, First District



JOEL ANDERSON
Supervisor, Second District

ATTACHMENT(S)
N/A