

Artificial Intelligence in Action

Practical Applications for County Governments



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Do you actually need an AI policy?

Municipalities that wait aren't avoiding AI. They're avoiding visibility into it.

AI is already in your organization, with or without a policy.

The question isn't whether to write one. It's whether yours helps or gets in the way.

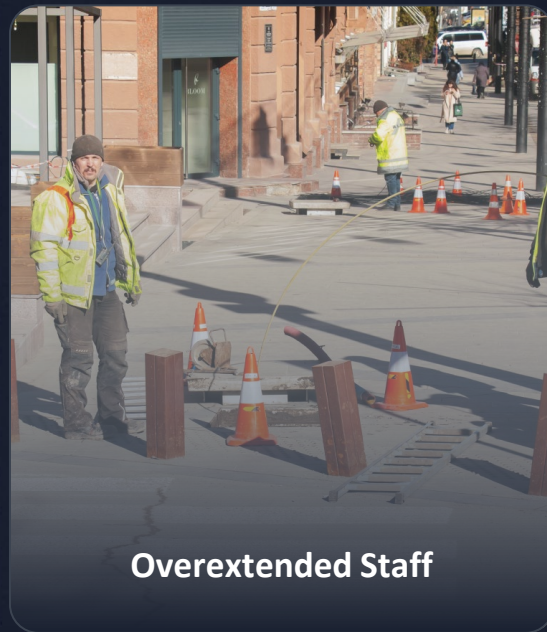
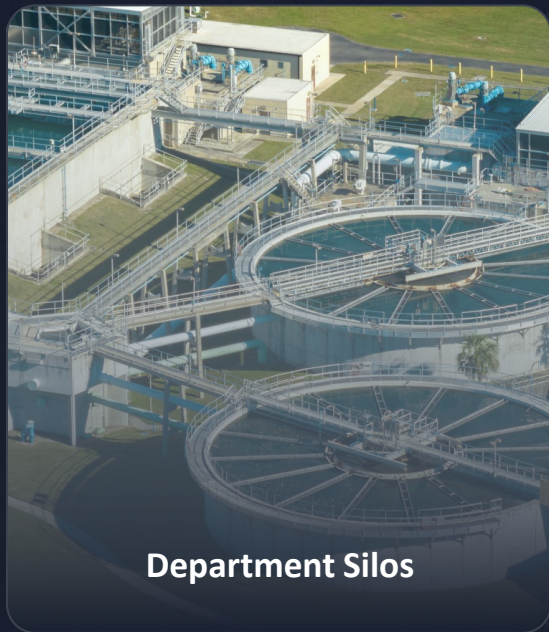


DAILY MAIL · DECEMBER 5, 2000

26 YEARS LATER

"AI is just a passing fad" said no clerk, county administrator, or IT director, ever.

TOP 3 in Every County, City, State



Zooming in on Department Silos



Every department has their own map.



THE REAL RISKS

More tools, more problems

Think of AI as a new puppy. Do you want one pup to train for every task? Or one to train in many task?



TODAY · ADOPTING TOOLS OVER TIME

A patchwork of tools.

- Digitization or Self Service
- One department's problem solved
- Dashboards or New Visibility
- A new tool for IT to manage



TOMORROW · INTEGRATED PLATFORM

One system. Scaling by design.

- Cross-department routing
- Full workflow support
- Leadership dashboards and full visibility
- Tangible and Measurable ROI



My Mississippian take on it

The problem with point solutions isn't that they don't work.
It's that they only work for one department at a time.





BREAKING DOWN THE BASICS

What AI is not good at

01

Making judgment calls that require context only a human can hold

02

Knowing when the policy is wrong and needs to change

03

Replacing the 30-year employee who knows where the bodies are buried

04

Being accountable to your residents on election day

05

Making the final call





BREAKING DOWN THE BASICS

What AI is actually good at

01

Walking someone through a complex process step by step

02

Answering the same question thousands of times without losing accuracy or patience

03

Translating complicated information into plain language anyone can understand

04

Sifting through massive amounts of information to exactly what you need

05

Remembering everything, forgetting nothing, connecting dots across departments and data

06

Being available at 3am when nobody else is





PERSPECTIVE

Favorite quotes

Some of the key themes we've taken from successful rollouts from counties and municipalities all over the country and common phrases we've used (and stolen).

- AI is a new puppy that needs to be trained
- Think like a resident
- Leadership buy in is key
 - Staff involvement is CRITICAL
- Take a Crawl, Walk, Run Approach





What it actually looks like

Strategic, practical way to Crawl before you Walk and then Run

1

CRAWL

Start small, prove value

Pick the highest-volume, lowest-risk use case

Ensure the department is involved in all phases

2

WALK

Connect the dots

Add departments and channels incrementally

Build shared knowledge across teams

Staff become advocates, not skeptics

3

RUN

AI as an infrastructure

Every resident touchpoint connected

Leadership visibility across all departments

Platform that scales without adding headcount





Real Life Case Study

Well run County in our region. Beginning a strategic approach.



TODAY

A patchwork of tools.

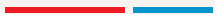
- Large, well-resourced county
- Centralized IT with strong leadership
- Multiple departments, a wide number of tools and software adopted
- IT currently looked at to “figure out how to make these tools work”



THEIR CRAWL, WALK AND RUN

One system. Foundation to build on

- County-wide chatbot for residents
- After hours approach to voice
- One departmental deep dive to automate repetitive, manual process
- Plans to expand adoption across departments as they prove concept





It's not that AI isn't a good thing

The pitfalls we typically see

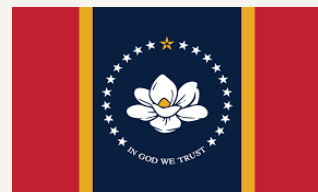
01 | Buying tools, not building infrastructure

02 | Piloting forever, scaling never

03 | Automating broken processes

04 | Imposing it on staff instead of involving them





The real “Elephant in the Room”

Remember that 30-year employee that knows where the bodies are buried?

~20%

public sector workers eligible to retire in the next 5 years

1 in 3

public sector workers eligible to retire in the next 5 years

?

How many years to replace 30 years of institutional knowledge?

Reactive Approach

- Try to retain / part-time consulting
- Rapidly cross-train other staff
- Throw money at the problem



Proactive Approach

- Begin building/refining KB now
- Defining all undocumented processes
- Audit tools across all departments



PIE IN THE SKY VISION

AI that earns its keep 365 days a year

Example of what a well run AI platform could do for your county



24/7 resident answers

Billing, permitting, and zoning questions handled around the clock.



Cross- dept routing

Service requests move across departments without staff in the middle.



Real- time dashboards

Leadership sees exactly what residents need, as they need it.



Faster onboarding

AI knowledge assist gets new staff productive in days, not months.



Scale without headcount

Capacity grows with demand, no new hires required.



THE TAKEAWAY

The question isn't "Should we use AI?"

It's...

How... and are we building the right foundation



AI lets your team focus on the work that takes a human.



A connected platform reduces burden AND gives leadership visibility.



Start narrow. Prove it. And then expand with confidence.



Think like a
RESIDENT



THANK YOU

Recommended Resources



Want to learn about ITS's AI Innovation Hub or submit a use case? Use the QR Code.



Want to learn more about Polimorphic?
Scan the QR code



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