

# Artificial Intelligence Integration

## Your people are the key to reaping the full benefits of Artificial Intelligence

Across the federal government, agencies are integrating Artificial Intelligence (AI) to meet the demand for better service, greater efficiency and increased engagement, and they're doing it via multiple channels (chat, website, email, phone, etc.). As agencies embrace AI to both automate complex tasks and make data-driven decisions, the success of these initiatives depends on how well they prepare their people to work alongside these promising technologies.

In the workforce, the implications of integrating AI are broad and profound. Successful AI integration projects require a shift in thinking among government leaders and employees alike. This change impacts how they view their work, how they execute tasks and how they are prepared to excel in the workplace of the future.

### Why It Matters

Government agencies, commercial businesses and their respective IT organizations are widely adopting artificial intelligence to meet business goals.



# 75%

**of IT Operations**

will be replaced by AI by 2022, resulting in operational savings of over 25%. *(IDC)*



# 83%

**of IT leaders**

say AI technologies are transforming customer engagement. *(Salesforce.com)*

## Imagine a partner

with specialized expertise helping organizations ensure the successful adoption of Artificial Intelligence. Wheelhouse Group operates at the intersection of change management, workforce transformation, IT and the federal agency landscape and can apply our experience to guide your AI initiatives to success.

We work closely with clients up front to plan the change management and communications needed to bring leadership and employees alike along to get excited about the future. This approach reduces risk to your ongoing operations and helps align the workforce around your AI vision.

We use [proven tools and methodologies](#) to help support the actual implementation of your AI solutions – from identifying AI opportunities, to conducting a workforce assessment, to developing messages and planning strategic communications execution.

**Want to know more?**  
**[We'd love to tell you.](#)**

## Recent Impact



When the **Internal Revenue Services's User and Network Services (UNS)** group sought to use AI to provide all 85,000 IRS employees with 24/7 support, tools, training and troubleshooting on its enterprise-wide technology deployments, they called on Wheelhouse Group.

As part of an agency-wide laptop refresh and operating system upgrade, the IRS launched "Winnie," the agency's first-ever chat bot and real-time virtual assistant for users. Wheelhouse managed the end-user communications about Winnie, promoting awareness and increasing usage. We also helped IT employees to understand how to integrate Winnie into their help desk operations. In her first three months, Winnie answered more than 10,000 questions with an average response time of 1.2 seconds and received high overall customer satisfaction ratings.



The **Department of Labor** recognizes that many employers are now using AI and other emerging technologies in the workplace. They understand the great potential of these tools but are also concerned about the implicit bias of these technologies. To bridge this gap, DOL tapped Wheelhouse Group to create a national coalition to ensure AI doesn't inadvertently make it harder for people with disabilities to excel at work.

To accomplish this important goal, Wheelhouse Group leads the FutureWorks Initiative, convening diverse stakeholders to build a blueprint for the future. Together we co-create policy briefs, develop resources, author toolkits, build partnerships and grow awareness of AI fairness. We are proud that FutureWorks has earned national recognition as an innovative model for public private partnerships.

[Learn more about our impact.](#)

## How We Work

Wheelhouse Group clients say working with us is easy. We serve as an extension of your team, helping you manage and deliver on internal strategic priorities. We work efficiently and effectively, demonstrating a clear purpose and value. We ensure there is both near-term and long-term enthusiasm for the change initiatives on which we communicate. We work creatively to align people, actions, and results, driving both buy-in and adoption and building on decades of experience in successful change management initiatives.

*We move organizations from reluctance to results™.*

## Who We Are

We're seasoned, senior-level consultants who are both strategists and doers. We help organizations and their people navigate, thrive and excel at change.

**What We Do:** Organizational Change Management, Stakeholder Engagement & Communications, Workforce Transformation, and Business Optimization

**Where We Focus:** Technology Adoption, DevOps Culture Building, Delivering CX, Cloud Adoption, Cybersecurity Mindset, and Artificial Intelligence Integration

