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How to Scale Up AI in Government.

Adoption of the technology remains fragmented across states and localities. Getting the most out of it requires proactive steps.

State and local governments are experimenting with artificial intelligence but lack systematic approaches to scale these efforts effectively and integrate AI into government operations. Instead, efforts have been piecemeal and slow, leaving many practitioners struggling to keep up with the ever-evolving uses of AI for transforming governance and policy implementation.

While some state and local governments are leading in implementing the technology, AI adoption remains fragmented. Last year, some 150 state bills were considered relating to the government use of AI, governors in 10 states issued executive orders supporting the study of AI for use in government operations, and 10 legislatures tasked agencies with capturing comprehensive inventories.

Taking advantage of the opportunity presented by AI is critical as decision-makers face an increasing slate of challenging implementation problems and as technology quickly evolves and develops new capabilities. The use of AI is not without risks. Developing and adapting the necessary checks and guidance is critical but can be challenging for such dynamic technologies. Shifting from seeing AI as merely a technical capability to considering what AI technology should be asked to do can help state and local governments think more creatively and strategically. Here are some of the benefits governments are already exploring:

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