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Annapolis City Hall

# AI Involvement in the Common Workforce & Civil Work

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# AGENDA

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Joshua Ellis  
Software Engineer

Brief background on me:

Senior-Level Undergraduate Software Engineer  
with experience in:

- Project Managing, Development
- AI Development Research
- Several Programming Languages

At Salisbury University for almost three years,  
arrived with my Associate Degree in Liberal  
Arts.

24 Years of age.

Graduating this May.

<https://docs.google.com/document/d/1-8Z1>



SCAN ME

## My Role at Integrated Technology Services (ITS)

### Main Tasks and Responsibilities included:

- Conduct research on AI implementation strategies in nearby city, county, and state governments
- Identify and Evaluate AI use cases applicable to municipal operations
- Compile a directory of existing AI tools and platforms suitable for public sector use, assessing the benefits, risks, and cost-effectiveness
- Collaborate with City Staff to understand operational challenges and explore where value can be found
- Track emerging trends and draft comparative summaries, case studies, and recommendations for AI exploration within the City of Annapolis
- Act as a student mentor for a younger interested mind



# Challenges

## Working with New Tools

Worked with several different platforms over the course of the entire internship - most of which I had never seen or interacted with before.

Google Cloud Platform

Microsoft Azure

Amazon Q

## Collaborating with Departments

City workers are unsurprisingly slow. “Good enough for city work”

Finding use-cases was hard, because we had to constantly remind departments to fill out forms or stay in contact with us.

Only a select few gave or had reliable feedback.

## Tons of Technical Speak

Most of the analysis of the internship was spent reading and understanding AI-related or AI-centric municipal policies and senate bills

Long-winded

Highly Technical

Hard to completely understand

# Did my academic background contribute?

In short, yes!

Beneficial skills from my previous academic background:

- Analysis Skills
- Presentation Skills
- Ability to coherently research complex topics
- Ability to communicate, share concerns, and question unknowns

What I gained / learned from this internship:

- Proficiency assessment in the previously mentioned skills tested in a real work environment
- Real World Project Management Skills, that I am currently using.
- Real work experience in an analyst position
- Grew my professional network
- Complex Research does NOT end when your degree does
- Learned more about progressive policies and the method of handling new technologies
- Despite it being years old, AI is still routinely evolving and is still considered new technology

# Internship Results

# COA Use cases

## Form Completion / Updating Records

Tax Documents

Reimbursement Requests

Reports

## Scanning / Digital Storage

Scanning and storing documents digitally in a database that an AI model can use

## AI Powered Website Additions

AI Powered Search

- Public Info

Chatbots

Mediate PIA Requests

## Document Summarization

Ability to summarize any type of report, document, policy or general file.

# How fast is too fast?

Large Business  
Executives who (out  
of 1163):



[Study](#)

## Failure could stem from:

Integrating before  
knowing

Lack of understanding

Lack of AI expertise and  
training

No clear plan

## Companies who faced success recommend:

Reskill existing  
employees to use AI in  
daily tasks and/or to  
'understand AI'

Internal informative  
policies

A clear plan

Understand the potential  
impact

# Using AI Differently - Static Prompting vs. Refining a model

## Static Prompting

- Good for short tasks with little to no outstanding complexity
- Repetitive tasks that offer less room for deviation

## Refining a model to do what you want (Dynamic / Structured Prompting)

- Good for complex tasks with higher levels of understanding or requiring contextual information
- Tasks that have a long or otherwise picky set of guidelines that must be followed
- Offers room to 'learn' new, custom, or larger tasks

Both is good!

# Existing Tools

	Storage	Cloud Management	As-you-go Pricing	Application Building	Free Resources
Google Cloud Platform (GCP)	✓	✓	✓	✓	✓
Microsoft Azure	✓	✓	✓	✓	✓

# Policies & Security

## Policy Direction & Hot Topics

### What are other states doing?

- Maryland - 2025 AI Enablement Roadmap with complete expectations to bring the state up to speed.
- California - Focusing on pacing policies to keep up with development pace
- Massachusetts - GenAI policy focusing on user accountability with required documentation and restrictions
- Washington has developed their own AI Task Force, Maryland soon to follow
- Local Municipalities?

### General Security Concerns?

- Personally Identifiable Data(PII) related concerns
- How is data being used now?

# Maryland Roadmap

Determine potential policies and/or expectations produced by implementing AI

Step 01

Establishing and Reinforcing the State's data foundations to ensure proper and protected testing

Step 02

Invest in encouragement public experimentation to establish / increase state knowledge

Step 03

Expand learning opportunities for state employees and students by offering programs/courses

Step 04

Understand Maryland's potential risks, opportunities and trends to ensure proper grounding

Step 05

2026 & Beyond



## What is the result?

- AI in workflows is still a fresh idea
- State Municipalities are on the same page
- Tools already exist to make understanding and implementing easier on an enterprise level
- Lots of opportunity if approached with caution and patience
- Integrating AI into City of Annapolis Systems is feasible
- Will require further research and understanding to begin implementing
- Potential opportunity to piggyback off of existing roadmaps or soon-to-be existing plans for other municipalities

# THANK YOU

Questions?