



# NJ AI Assistant

The NJ AI Assistant is a powerful generative AI platform that offers a safe “sandbox” environment for New Jersey State employees to leverage AI to responsibly improve government services and operations.

## Challenge

AI holds great promise, however the technology carries potential risks particularly when it comes to government data and sensitive information. Generative AI software often captures inputs to train and improve a company’s AI model, which could jeopardize internal State data and information. But by banning or avoiding the technology, states lose out on the potential to dramatically increase productivity, efficiency, and responsiveness in government services and operations.

## Innovation In Action

Working with the New Jersey State Office of Information Technology, the Office of Innovation developed the NJ AI Assistant to safely offer State employees access to one of the most powerful AI models available by securing government-friendly terms of service and additional top-notch privacy protections. The tool is hosted on State infrastructure and does not use State data to train a third-party AI model to avoid putting internal information at risk. In addition, the NJ AI Assistant has several filters to prevent the input or output of potentially harmful information, as well as protections to prevent common “jailbreaks” and other attempts to circumvent the model’s safeguards. Lastly, the launch of the NJ AI Assistant was timed with the release of a Generative AI training course for State

employees to help ensure any use of AI is safe, secure, respectful of residents' privacy, free of bias, and in line with State policies.

## Impact + Metrics

- New Jersey is one of the first States in the nation to provide State employees with a safe environment to responsibly leverage AI tools to transform government services.
- State departments and agencies have already begun using generative AI in limited cases to improve services. Working with the Department of Labor, OOI has used AI to help rewrite emails in plain language and residents have been responding 35% faster as a result.
- At the ANCHOR property tax program call center, the New Jersey Division of Taxation has been using AI tools to analyze calls to generate better self-service menu options, so residents can find what they need without waiting on hold to speak to an agent, leading to a 50% increase in the number of successfully resolved calls.
- Two months after launching in July 2024, more than 4,000 State employees are actively using the AI Assistant –including teams at several State agencies that are regularly using it to help draft content and analyze user feedback.
- As of August 2024, two months after the Generative AI training was released, over 4,000 State employees have learned how to use AI safely, responsibly, and in line with State policies.

## Status

- The NJ AI Assistant was launched in July 2024, and future updates include potentially supporting different upload and output formats.

## Resources and Additional Information

- [Responsible Use of Generative AI in New Jersey State Government Training Course](#)
- [GovTech: NJ Unveils AI Training, Tool for State Government Workers](#)
- [NJ BIZ: NJ Launches New AI Tool, Training for State Employees](#)

- [Insider NJ: Governor Murphy Unveils AI Tool For State Employees and Training Course For Responsible Use](#)

## Key Partners

- NJ State Office of Information Technology
- NJ State Civil Service Commission

*Last updated on 9/26/24*

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Resident Experience Initiative

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### **NJ AI Assistant**

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BasicNeeds.NJ.gov

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Call Center Modernization

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Disability Information Hub

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Feedback Widget

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Maternity Coverage Timeline Tool

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My Career NJ

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NJDOL Benefits Eligibility Tool

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Temporary Disability and Family Leave Benefit Status Tool Modernization

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Training Explorer

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Transgender Information Hub

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Unemployment Insurance Application Redesign

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Unemployment Insurance Call Center Modernization

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Unemployment Insurance Certification Modernization

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Unemployment Insurance Claim Status Tool

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Unemployment Insurance Identity Verification Modernization

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Youth Mental Health Information Hub

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## Business Experience Initiative

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Business.NJ.gov Account

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Business.NJ.gov Live Chat

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Business.NJ.Gov

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Business.NJ.Gov Updates

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## Data + Policy

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Artificial Intelligence Task Force

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Algorithmic Hiring Education Initiative

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Future of Work Policy + Practice Catalog

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Future of Work Task Force

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Fund My Future

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Future of Work Accelerator

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Innovation ENJINE Challenge

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RGGI Your Climate Solution Ideas

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SmarterNJ

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Your Future of Work

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Your Voice, Your Shot Video Contest

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## Communication + Engagement Lab

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Business.NJ.Gov Digital Marketing User Activation Campaign

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C+E Lab Playbook

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FundMyFuture Marketing Consultation + Creative Development

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My Career NJ Launch Campaign

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OSHE Some College, No Degree Campaign

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Summer EBT Enrollment Campaign

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## COVID Response

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New Jersey COVID-19 Information Hub

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COVID-19 Vaccine Appointment Finder

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Healthcare Professional "Call to Serve" Portal

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COVID-19 Jobs and Hiring Portal

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COVID-19 Symptom Checker

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Emergency Assistance Eligibility Wizard

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Executive Order Violation Reporting Form

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NJ Eviction and Homelessness Prevention Certification Form

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NJ Eviction Moratorium Information + Question Form

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Nursing Home Misconduct Form

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Out of State Traveler Registration Form

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Personal Protective and Medical Equipment Intake Form

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Statewide Update Email Program

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Vaccine Hesitancy Email Campaign

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Additional projects

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Innovation Skills Accelerator

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**Office of Innovation**



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