

# How AI Is Transforming the Government Workspace

Artificial intelligence (AI) offers transformative potential for government sectors, enabling higher efficiency, informed decision-making, and improved public services. However, adopting AI comes with significant challenges — chief among them is empowering the workforce with AI-capable tools, ensuring secure infrastructure, and adopting agile processes.

During a recent GovLoop [virtual training](#), industry experts talked about these struggles, shared a roadmap for overcoming them and provided use cases to illustrate AI's potential. Here are highlights from their conversation.

## PARTICIPANTS

### Jason Joseph

Workforce Transformation  
Solution Principal, Dell  
Federal Services

### Scott Morris

Senior Director, Dell's  
Modern Workspace  
Solutions Group

### Andrew Saletta

Business Development  
Manager, Dell Federal  
Services

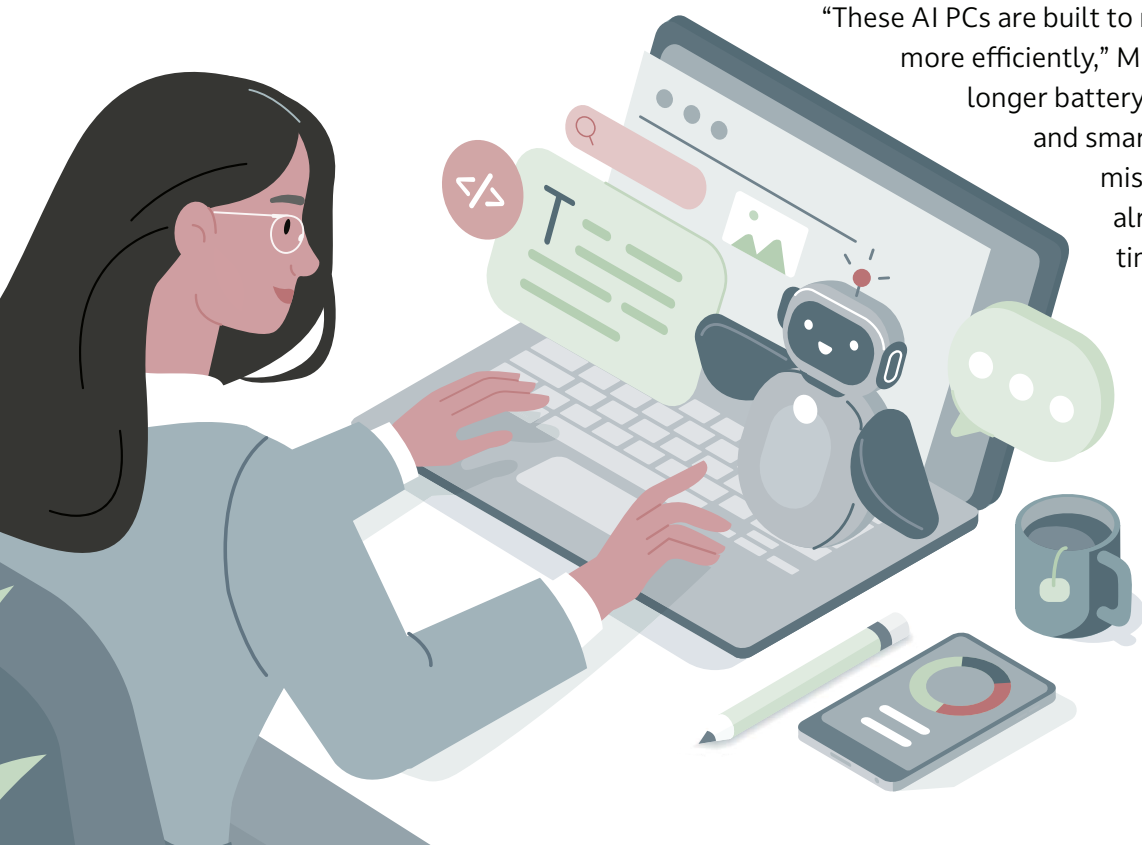
## AI ENTERS THE MAINSTREAM

“Federal employees are already using AI — often without realizing it,” said Scott Morris of Dell’s Modern Workspace Solutions Group. “Features like background blur in Zoom or Microsoft Teams are powered by AI.” And those capabilities are just the beginning.

According to Gartner, by 2026, more than 80% of independent software vendors will have embedded generative AI into their enterprise applications — up from just 5% today. This shift is driving the rise of AI PCs — a new generation of personal computers with AI capabilities built directly into the hardware.

One major catalyst: Microsoft will end support for Windows 10 in October 2025. Federal agencies will need to transition to Windows 11, which includes integrated AI tools like Copilot, an intelligent assistant designed to enhance productivity and streamline workflows.

“These AI PCs are built to run AI-enabled applications more efficiently,” Morris explained. “They offer longer battery life, faster performance, and smarter tools that can support mission-critical work. AI is already here — and now is the time to prepare.”



## A ROADMAP FOR EMBRACING AI

Much of the technology that agencies procured to handle remote work during the pandemic is reaching end of life, making today an opportune time to consider next choices, said Jason Joseph, of Dell Federal Services. To determine what to get next, use personas, that is, representations of your target users and their requirements and preferences.

“Start looking at not just replacing directly with the exact systems maybe that you had to get four or five years ago, but really leveraging personas to identify what use cases your users need to maybe get an AI-enabled system, and then enabling and modernizing AI services,” Joseph said. “Modernization is not just technology. It’s a comprehensive transformation in the way we’re going to deliver our services.”

He also recommended:

- ▶ Taking a cloud-first approach
- ▶ Integrating data centers with high-performance platforms
- ▶ Modernizing endpoints
- ▶ Using digital service platforms to seamlessly integrate services across channels.

“The pathway to modernization begins with a thorough assessment of your IT environment,” Joseph said. “You go through identifying where the quick wins or the low-hanging fruit is, and then use that information to develop and go through piloting these projects.”

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- Jason Joseph, Dell Federal Services

## AI IN ACTION — HYPOTHETICALLY

Andrew Saletra, also of Dell Federal Services, laid out three use cases in which AI can make a major difference:

- ▶ **Maintenance.** Warfighters or field workers in border control or food inspection might experience an equipment outage or malfunction. With AI PCs, they don’t need to wait for an expert to repair the problem. For instance, if a Humvee is making a strange sound or the ventilation system in a submarine isn’t working, aborting the mission to fix it or bringing someone out to its location might not be feasible. With an AI PC, however, “I can query using natural language... and it can help me potentially diagnose what the issue is and then walk me through how to fix that,” Saletra said.
- ▶ **Disaster relief.** Hurricanes, tornados, fires and floods can wipe out local communications. AI PCs don’t require connectivity to the cloud to provide help. “I show up onsite as a field agent and in my go-to kit, nobody packed the forms I’m supposed to be able to hand out to people in the shelter to help me figure out what I need to provide to them,” he said. “You can do a lot of that stuff directly on the device. You can create those forms. You can also create local networks.”
- ▶ **Enhanced surveillance.** Similar to disaster relief, “without being connected to the cloud, I can do a border patrol mission, where I’ve got drones that can go off 10 miles down range, leveraging our 5G private network capability, and because it’s 5G, I can handle enhanced video processing to do facial recognition...because I have all that content with me on the device,” Saletra said.

An AI-supported workforce is more than a future state. It’s happening today, in small ways that will only continue to grow. By embracing it now, agencies and their employees can make the most of the technology tomorrow.

**To learn more about cultivating an AI-supported workforce, watch the full session [on demand](#).**