

Statewide Public Service Digital Assistant - Requirements, Definition, and Road Mapping **FY2025 Request: \$300,000**
Reference No: 64712

AP/AL: Appropriation **Project Type:** Information Technology / Systems / Communication

Category: General Government **House District:** Statewide (HD 1 - 40)
Location: Statewide **Contact:** Bill Smith
Impact House District: Statewide (HD 1 - 40) **Contact Phone:** (907)269-6596
Estimated Project Dates: 07/01/2024 - 06/30/2026

Brief Summary and Statement of Need:

This project will focus on documenting requirements across the executive branch to build a roadmap to transform existing myAlaska capabilities into a digital government assistant personalized to anticipate constituent needs and facilitate a secure, convenient, and efficient customer experience.

Funding:	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030	Total
1004 Gen Fund	\$300,000						\$300,000
Total:	\$300,000	\$0	\$0	\$0	\$0	\$0	\$300,000

<input type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> Ongoing
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Prior Funding History / Additional Information:

Project Description/Justification:

This project will focus on documenting requirements across the executive branch to build a roadmap for a digital government assistant. Building on foundational security capabilities found in myAlaska such as identity management and multi-factor authentication, modern responsive web and mobile applications will allow Alaskans to access critical services easily across all device types. With this type of platform, users can access any number of government services, potentially including Division of Motor Vehicles, Permanent Fund Dividend, and other applications. Additionally, the incorporation of cutting-edge natural language advances in artificial intelligence will enable easier navigation across State services, rendering digital engagement more accessible and user-friendly for constituents.