



NATIONAL
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XCHANGE

Rise of the Machine: Risk and Governance in the Age of Algorithms

Tuesday, Oct. 7, 2025

Speakers



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Rise of the Machine

Risk and Governance in the
Age of Algorithms

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CENTER FOR
TECH AND
CIVIC LIFE

Who We Are

- The Center for Tech and Civic Life (CTCL) catalyzes excellent election administration across every jurisdiction in the U.S.
- We connect election officials, and other local officials, with tools, trainings, and resources so they can best serve their communities, and foster a more informed and engaged democracy

Let's Get to Know Each Other

- Two poll questions to jumpstart today's session
 - What's your background in the public sector?
 - Has your organization implemented AI in the workforce yet?

Roadmap and Objectives

How is AI used?

Demystify what AI is and how it's being used in elections

Risk in Focus

Understanding potential risks to operations

Strategic
Governance

Exploring strategic governance and core principles when approaching and implementing AI

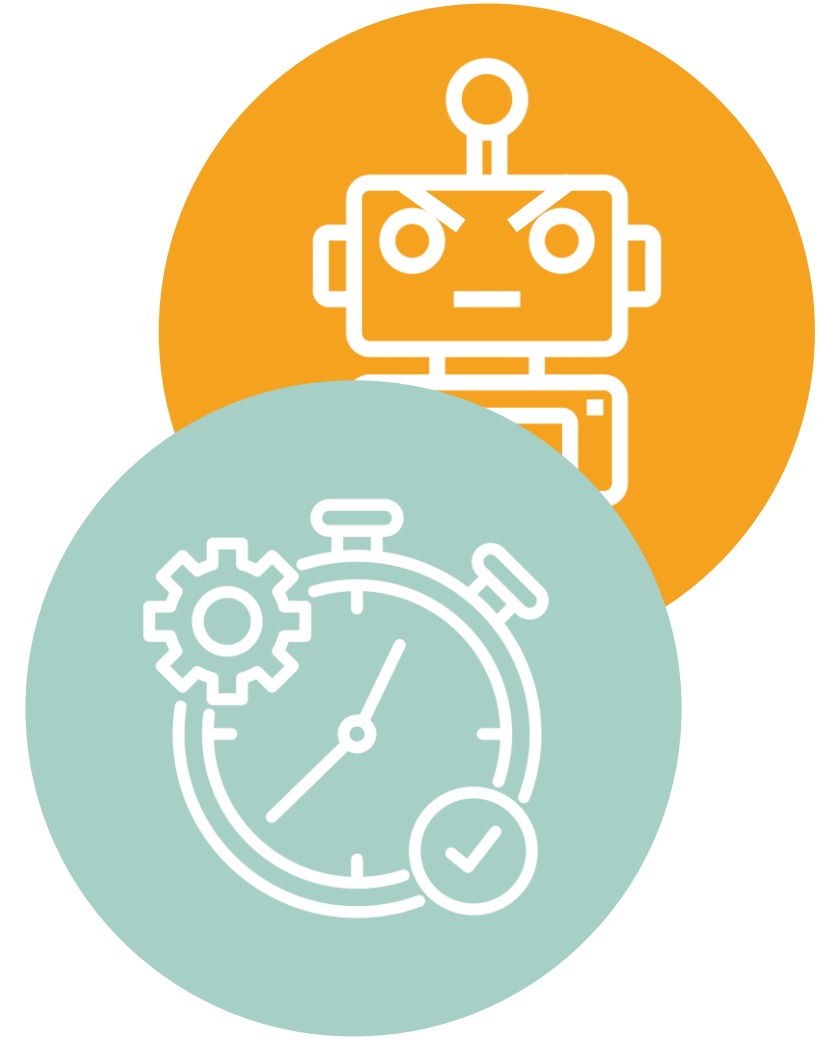
AI in Elections



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Frontlines of Democracy

- Election officials are on the front lines, facing unprecedented challenges in a rapidly changing environment
- External pressures exacerbate chronic issues like aging infrastructure, insufficient staffing, lack of resources, etc.
- AI presents a promise to improve efficiency and operational effectiveness



Benefits and Applications of AI

Benefits

- Efficiency
- Automation
- Improved data analysis
- Problem solving
- Thought partner
- Personalized experiences

Common Applications

- Frontline support (customer service)
- Personalized shopping experiences (retail)
- Predicting trends or detecting fraud (Finance)
- Researching new drugs and treatments (Health)
- Coding

Election Examples

- Improving accuracy of voter registration records
- Identifying anomalies
- Signature verification and comparison
- Content generation
- Translation
- Frontline support
- Ballot proofing

Omnipresent Risks



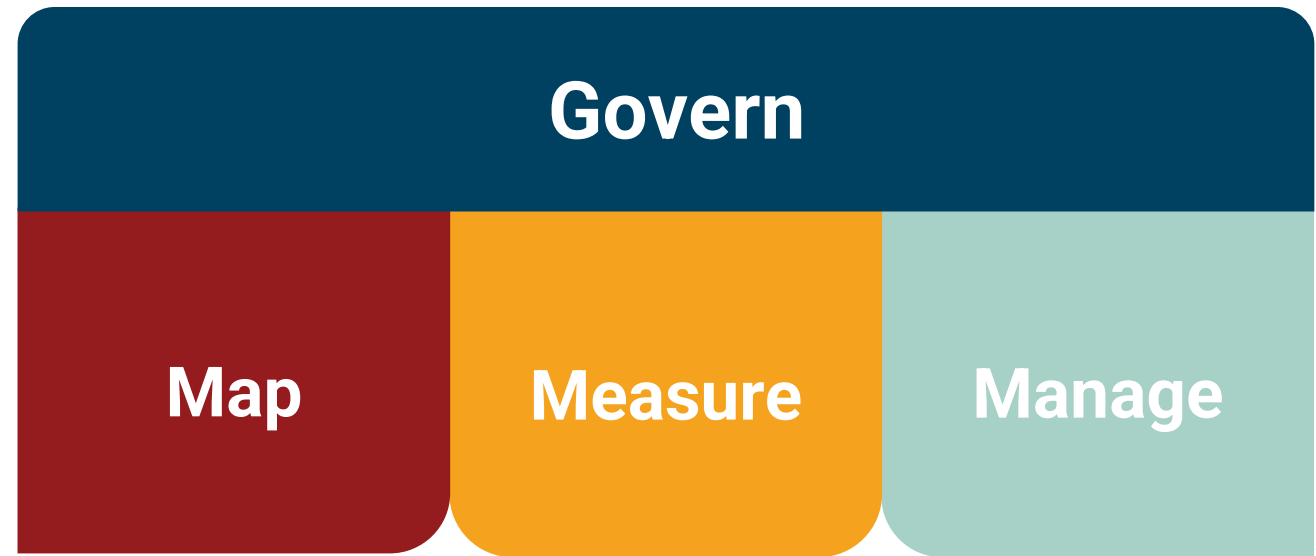
Strategic Governance



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Key Focus Areas

- Risk management is a guide to maximize positive outcomes while minimizing negatives impacts
- We're exploring alignment with the NIST AI Risk Management Framework



Guiding Principles

Accountability

Transparency

Safety and Security

Human Oversight

Reliability

Risk Management

Govern(ance)

- Cross-cutting function
- Cultivate a proactive culture
- Align AI with organizational policies
- Should focus on the full lifecycle

Governance in practice:

AI Workgroup

AI Use Policy

Code of Conduct

Engagement with
Stakeholders

Map

- Contextual analysis:
 - How AI is being used
 - What it's interacting with
- Broad perspectives are key here

Map in practice:

AI Use Case Inventory

Impact Analysis

Documenting data sources
and systems

Cataloging potential risk

Measure

- Analysis, benchmarking, and monitoring of AI risks and impacts
- Traceability for management decisions
- Assessing a system's performance, trustworthiness, and outputs over time

Measure in practice:

Performance metrics

Red teaming

Stress testing

Integrating human feedback loops

Third-party assessment

Log issues and incidents

Manage

- The “doing” part of the framework by allocating time and resources
- Heavily informed by measure

Manage in practice:

AI incident response plan
Vendor risk management
Training and upskilling
Cybersecurity controls
Continuous improvement

Other Considerations



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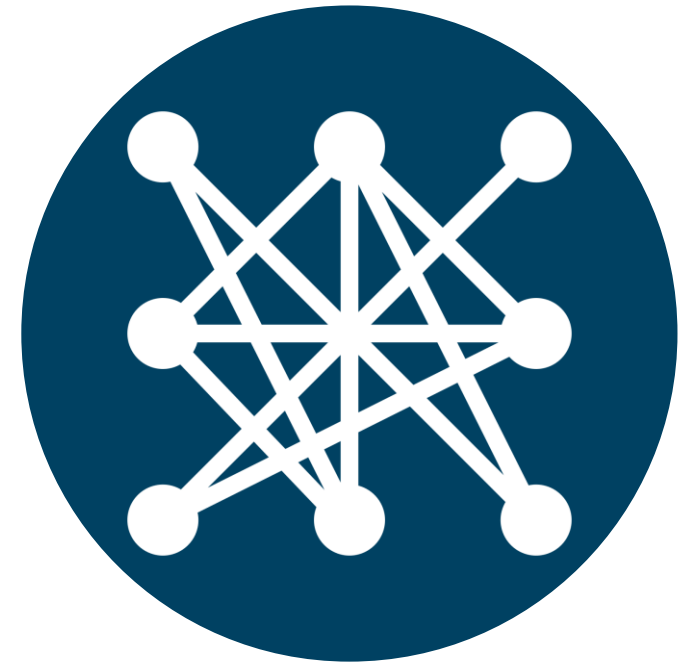
Anchor your Content

- Sometimes AI tools can have undesirable behavior or lack depth
- Enhance content through:
 - R**etrieval
 - A**ugmented
 - G**eneration



Data

- Establish roles and responsibilities
- Implement policies and procedures
- Data QA
 - “Garbage in, garbage out”
- Address privacy and security



Peer Resources

Resources

- [NIST AI Risk Management Framework \(1.0\)](#)
 - [NIST AI Playbook](#)
- [OWASP AI Exchange](#)
- [Microsoft Election Prompt Library](#)
- [Microsoft Intro to Gen AI for Election Officials](#)
- [Regional Government Services AI Resources for Local Gov](#)
- [NACo AI and GenAI in Motion](#)
- [AI & Elections Clinic Substack](#)
- [The Elections Group AI Cookbook](#)

Templates

- [GovAI Templates](#)
 - AI Policy
 - Governance Handbook
 - Impact Assessment
 - AI IRP
- [Microsoft AI Use Policy for Election Officials Template](#)
- [Regional Government Services AI Guidance Deck](#)



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Upcoming Webinar

[Nov 12 - Checks, Balances, and Firewalls:
Navigating Governance](#)

Thanks!

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Thank you for attending