

AI Point of View and Experiences for Responsible AI

November 10, 2026

Romelia Flores, IBM Public Market Distinguished Engineer

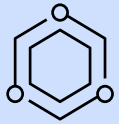


Technical evolution: from standalone models to agentic systems

Generative AI (NLP, Summaries, Code, Images, music, etc.)

Foundational AI (ML, AI, Statistical)

AI that can chat for you



Assistants

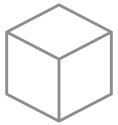
Information retrieval
Prescriptive tasks
Single-step processes

AI that can do for you



Agents

Multi-step processes
Autonomous plans and actions
Self-corrections



Models

AI that can create for you

Problem-solving
Logical thinking
Pattern matching

AI models, tools and data can be utilized for different types of use cases.

Consumer-grade AI - products and services designed for everyday use with convenience, accelssibility and fast results.

Enterprise-grade AI - designed, governed, and operated to meet the security, scalability, compliance, integration, and reliability requirements of organizations.

AI in state government



Government services leveraging AI

- Disaster preparedness
- Healthcare and Citizen Services
- Law Enforcement
- Procurement & Asset Management
- Coding and Legacy Modernization
- Citizen Data Protection – Cybersecurity

Incident Detection, Predictive Analytics, Intelligent Document Processing, Help Desk Automation

Benefits of using AI

- Create better predictions
- Improve citizens quality of life
- Stimulate economic growth
- Streamline decision making
- Accelerate employee productivity
- Monitor and maintain assets

– https://www.ibm.com/think/topics/ai-in-government

Do the right AI and do AI right



Pillars of Trust

Explainability (Response disclosure)

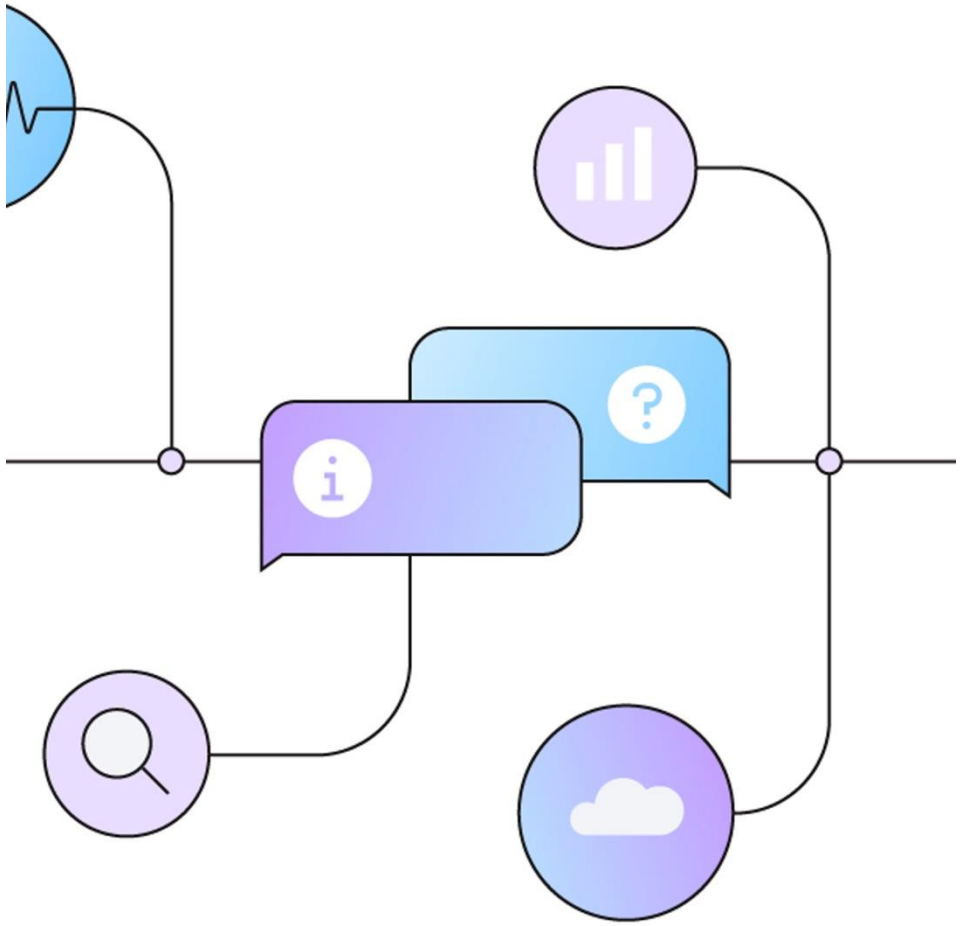
Fairness (Bias, HAP, Drift Detection)

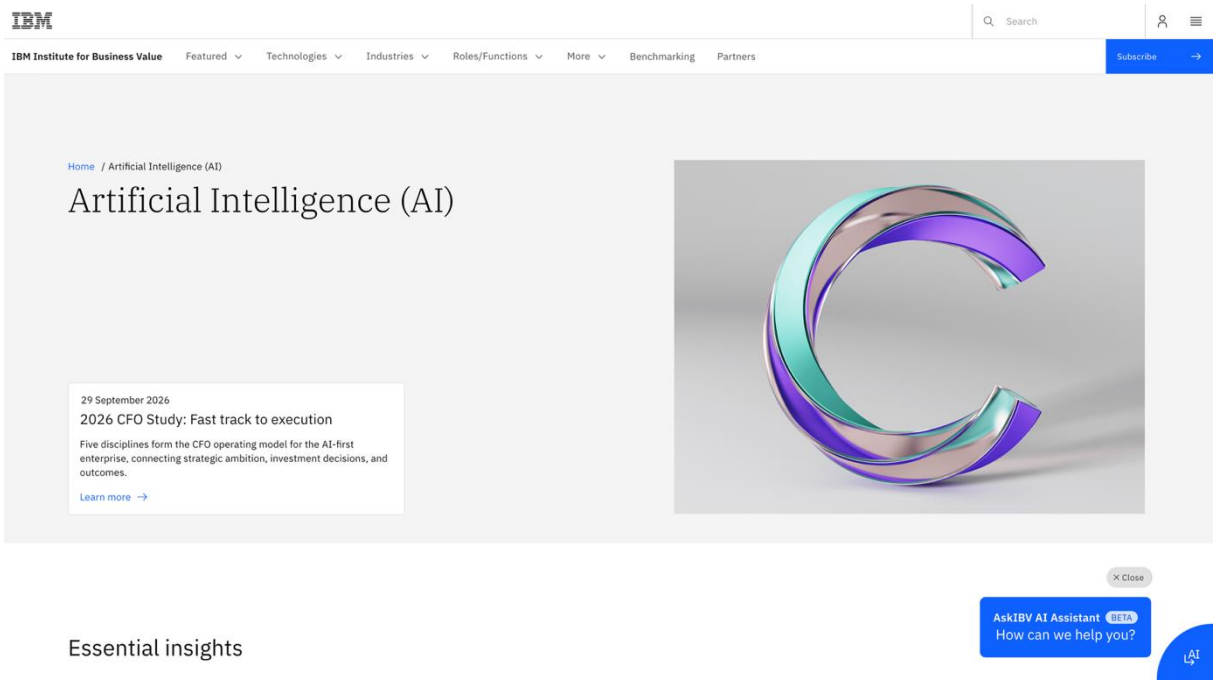
Robustness (Governance, Deployment Monitoring, Efficiency)

Transparency (Trust, HIL)

Privacy (Security, RBAC)

Visit the IBM Institute for Business Value:

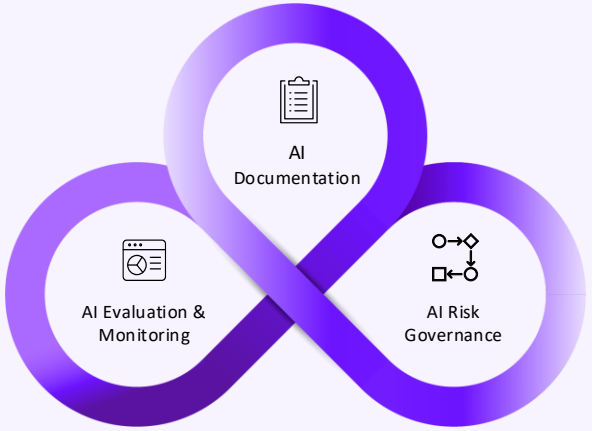




IBV link

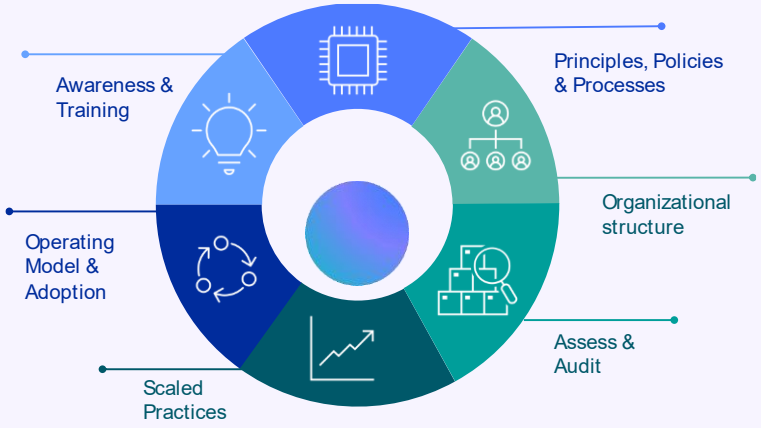
IBM’s products and services help organizations deliver the AI governance lifecycle

Watsonx.governance



Learn more about watsonx.governance

AI Governance Services

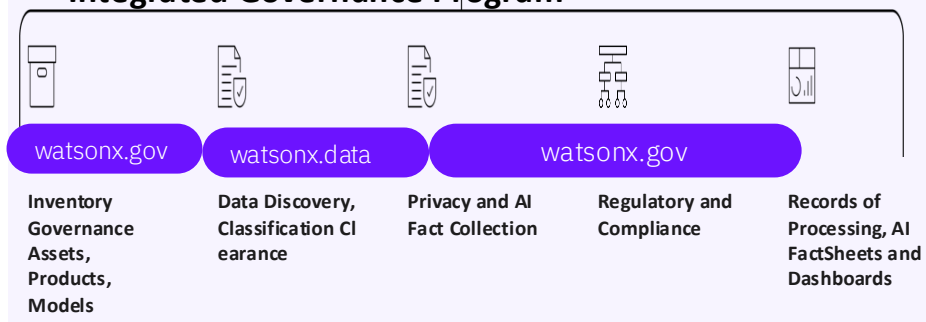


Learn more about IBM Consulting

Organizational AI Governance

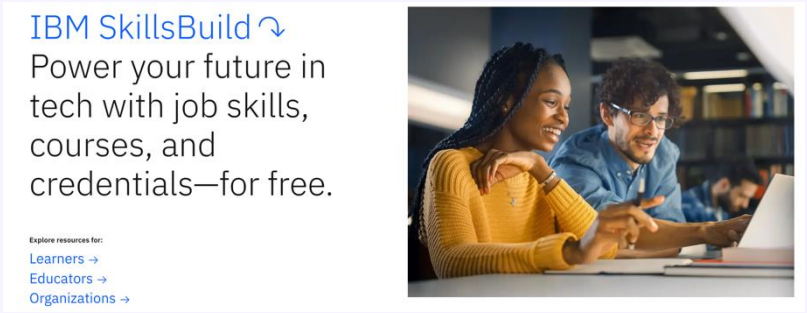
-

Integrated Governance Program



Learn more about Responsible Technology

IBM SkillsBuild



Learn more about SkillsBuild

Responsible Technology © 2025 IBM Corporation

