Generative AI in the Public Sector:
5 Ways Agencies Can Do More with Less

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Since ChatGPT's debut at the end of 2022, the world has been captivated by generative AI and its transformative potential. While the legal industry has traditionally been slower to adopt new technology, it has made an exception for generative AI—and for good reason. In March 2023, GPT-4 passed the Uniform Bar Examination in the 90th percentile, signaling that generative AI is much more than a parlor trick.

Additionally, government policies have spurred both the private and public sectors to explore how generative AI can serve their goals, while addressing risks.

For public sector legal professionals, this technology couldn't have arrived at a better time. Legal data is growing exponentially, regulations are becoming more complex, and budgets remain tight. Generative AI can bridge this gap, empowering agencies to achieve the US judicial system's mantra of "just, speedy, and inexpensive" resolutions.

Relativity commissioned IDC to conduct research on AI in legal. According to their study, *Generative AI 2024*, generative AI is indeed making waves in the legal world:

- 50% of public and private sector legal professionals have increased their AI use in 2024 and 48% of all AI usage is generative AI

- 39% of public sector legal professionals are already using AI, and 61% plan to adopt it within the next year

- 49% of public sector legal professionals have increased their AI use in the last two years

Desired Outcomes of Generative AI Among the Public Sector	
Automation of low-level tasks	57.3%
Cost Savings	44.9%
Enhance/automate governance/ risk/compliance	39.3%
Enhance/automate data privacy compliance activities	20.2%

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The promise of generative AI is clear and simple: it can help agencies do more with less. Here are five ways the public sector can use it to transform government work.

White Paper: Generative AI in the Public Sector: 5 Ways Agencies Can Do More with Less
IDC InfoBrief, commissioned by Relativity, *Generative AI in Legal 2024*, IDC #US52651624, November 2024

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1. Accelerate Document Review without Sacrificing Accuracy

Out of the gate, document review has become the most powerful and immediate use case for generative AI. In fact, according to the IDC study, 62% of public sector legal professionals are using or expect to use generative AI for document review. Nearly 90% are already comfortable using it for review—and it's easy to see why.

After all, legal teams have leveraged AI for years, and the industry has come a long way since the early 2010s, when technology-assisted review first hit the market and eventually gained court approval.

Generative AI is merely the next leap in the AI evolution. And the results have so far been undeniable, with some teams seeing review time reduced by up to 80%. For agencies managing overwhelming caseloads, generative AI can provide faster resolutions and fewer bottlenecks.

2. Strengthen Compliance with Fast, Accurate Insights

Navigating a patchwork of statutes, policies, and governance frameworks is a challenge for any legal, risk, or compliance team. That's why nearly 60% of public sector professionals surveyed by IDC identified compliance as a key area where they're leveraging or planning to leverage generative AI.

Generative AI can enhance compliance by:

- Helping to identify, understand, and summarize what is applicable to agencies across the complex patchwork of laws, regulations, and policies

- Automating/streamlining routine compliance tasks, such as data classification, data entry, and FOIA responses

- Providing continuous monitoring of activities and transactions to help ensure compliance with relevant regulation and policy

3. Streamline Investigations with Faster Data Analysis

Legal investigations often involve analyzing vast amounts of data under strict time constraints. Like in document review, generative AI can accelerate this process by rapidly analyzing documents, pinpointing relevant information, and detecting patterns that might otherwise go unnoticed.

According to the IDC study, 55% of public sector professionals see investigations as a primary use case for generative AI. It can significantly enhance the efficiency of legal, regulatory, and internal investigations, help agencies resolve matters faster, and ensure justice is served swiftly and accurately.

4. Tackle Data Privacy Challenges with Precision

With the growing complexity of global data privacy regulations, ensuring compliance is a monumental task for public sector legal teams. The IDC study revealed that 55% of professionals are leveraging or plan to leverage AI for data privacy compliance activities.

AI can simplify privacy-related tasks by automating the identification and redaction of sensitive data, such as privilege information, personally identifiable information, and personal health information. This precision not only enhances regulatory compliance but also strengthens public trust.

5. Perform Contract Analysis

Contracts are at the heart of government operations and ensuring that existing contracts as well as solicitations meet standards is essential. With 53.9% of respondents in the IDC study citing contract analysis as a major application for AI, it's clear this is an important area of focus.

Generative AI can automate contract review for contracting officers, flag risks, identify inconsistencies, and ensure standard clauses, policies, and requirements are adhered to.

Charting the Future of Public Sector Legal Work

Generative AI isn't merely a trend or vision of the future. It's here and now—and quickly becoming an essential and transformative force for public sector legal work. As the volume and complexity of legal data continues to grow (while resources shrink) this technology offers a new approach for achieving mission-critical goals.

By embracing AI and integrating it into everyday processes, agencies can enhance efficiency, ensure compliance, and deliver better outcomes to their constituents. From streamlining review to navigating complex regulations, the possibilities for generative AI are vast—and growing.

Relativity helps public sector legal teams do more with less. Learn more about our approach to AI and how our portfolio of generative AI solutions, Relativity aiR, can help your agency's mission.

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