



GOVERNOR JOSH SHAPIRO

Throughout our history, Pennsylvania has always been at the forefront of innovation. Great inventors like Ben Franklin and George Westinghouse helped make our Commonwealth an economic powerhouse — and our workers have helped bring their groundbreaking innovations to life, from the steel that holds up our bridges to the computer code that facilitates so much of our daily life.

Emerging technologies always bring with them new opportunities and new challenges. While many private industries embrace change with open arms, governments have historically been slow to adapt. As government leaders, we've got to break that trend. We need to lean into innovation and learn to adapt to the changing tech environment in a responsible way that proactively minimizes the risks and maximizes the benefits of new technology.

Most importantly, we must do all that while empowering our employees to understand new technology, setting realistic and responsible guardrails, and embracing the ways those new technologies can help our employees get more stuff done for the people of Pennsylvania.

My Administration is committed to evaluating the safe, ethical, and effective use of generative artificial intelligence (AI) in the workplace and ensuring Commonwealth employees have access to the best, most effective tools to help them serve — and solve problems for — the good people of Pennsylvania. While new tools such as AI may enhance the capabilities of the tens of thousands of hard-working public servants who work every day to meet the needs of their fellow Pennsylvanians, they cannot replace our employees' determination to get the job done. State employees bring creativity, judgment, principled common sense, accountability, empathy, and an unwavering commitment to serving Pennsylvanians that no technology can replicate.

As has been the case in every chapter of our history, Pennsylvania's economy is a people-powered economy. The tens of thousands of public servants who work for the Commonwealth remain our most valuable asset.

That's why, in September 2023, I signed Executive Order 2023-19 to make our Commonwealth a leader in establishing thoughtful, responsible policies to govern how we incorporate AI into government service. That Executive Order also laid out core principles for the use of generative AI in the Commonwealth, including:

respecting privacy, ensuring safety and security, promoting fairness, increasing accuracy, and empowering our employees. My Administration will empower Commonwealth employees to learn about generative AI and use it to better serve the good people of Pennsylvania while always recognizing that a tool — no matter how powerful — always requires a human hand to wield it.

In January 2024, my Administration announced a first-in-the-nation pilot of a generative AI tool and training opportunities for Commonwealth employees. That pilot program gave certain employees the training to use generative AI in parts of their work, the guardrails to do it safely, and the opportunity to provide forthright, honest feedback about which applications of this generative AI tool helped them do their work better and which didn't.

The Commonwealth will continue to rigorously evaluate, test, and pilot generative AI resources and other new technologies for employees' use in serving Pennsylvanians — and as we do so, we will continue to prioritize the input, expertise, and experience of the employees who may be using those new technologies, and be mindful of the labor unions that represent them. To that end, my Administration is reaffirming eight core principles about how we leverage generative AI-related workplace technologies collaboratively between management and Commonwealth employees alike:

First, the Commonwealth is committed to exploring the potential use of generative AI as a means to enhance employee productivity and job satisfaction within state government. The Shapiro Administration will adopt generative AI tools and resources for the purpose of employee efficiency and productivity enhancement — not with the agenda of substituting Commonwealth employees with AI.

Second, the Commonwealth will include union-covered employees in future potential pilot programs and initiatives to obtain diverse insights and perspectives that will assist the Administration in its evaluation of generative AI products and technologies. The Commonwealth's goals of understanding how to best facilitate a human-in-the-loop approach to generative AI benefits from the ideas and experiences of employees, including those represented by unions. As such, the Commonwealth intends to solicit input and ideas from employees, including identifying possible opportunities for training.

Third, should generative AI initiatives reduce the time it takes to complete certain tasks and create cost efficiencies, the Commonwealth is committed to finding ways for employees to invest any time saved in other ways that improve customer service, customer outcomes, and Commonwealth operations as a whole.

Fourth, the Commonwealth is committed to supporting training opportunities for employees through the Office of Administration, including developing curricula within its learning management system, to advance employees' understanding of generative AI and to explore additional training opportunities to address other Commonwealth staffing needs.

Fifth, new employees expect employers to provide them with technology-based tools that enable them to work efficiently. The Commonwealth and the unions that represent many of its employees have a joint interest in attracting new workers to Commonwealth service. Many new employees will expect that the Commonwealth can offer these tools to them as they begin their Commonwealth careers.

Sixth, maintaining trust is vital. The Commonwealth will work to ensure that where human discretion is involved related to employee performance and oversight, generative AI will not be used to replace human supervision. The Commonwealth will always prioritize having humans in the loop of supervisory work and generative AI should not be used as a substitute for direct human supervision.

Seventh, the Shapiro Administration will ensure generative AI tools are never personified as "AI workers" or "AI employees" in internal and external-facing policies and communications because a tool or AI agent can never replace the humanity of the public servant that wields it. The Commonwealth will reinforce a clear definitional delineation between its employees and their use of generative AI technology no matter how sophisticated it becomes in exhibiting humanlike qualities.

Eighth, the Commonwealth will solicit input and feedback from employees, including those covered by a union, through a newly established "Generative AI Labor and Management Collaboration Group." The Group shall provide regular updates to OA's Director of Emerging Technologies for consideration.

My Administration is committed to ensuring that employees have access to powerful tools that enhance their job performance and the level of service they provide to Pennsylvanians every single day. At the same time, we recognize the importance of including union-covered employees in generative AI initiatives to ensure those tools are being used in ways that increase employee efficiency and improve services for Pennsylvanians, especially as these initiatives are evaluated and implemented responsibly on a wider scale. By applying the points described above, the Commonwealth as an employer, and unions as representatives of the many

Commonwealth employees, can work together as the Commonwealth implements generative AI tools to better position Commonwealth employees to have successful, productive careers that strengthen Pennsylvania and get stuff done for Pennsylvanians.



Governor Josh Shapiro
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