

Executive

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Project Title: GenAI Readiness and Proof of Concept

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Generative Artificial Intelligence (GenAI) Readiness and Proof of Concept

Funding will be used to onboard vendors that will support the California Department of Transportation (Caltrans') Gen AI initiatives. This includes assessing data and AI readiness, defining a strategic roadmap, and developing a Copilot GenAI proof of concept.

WHAT IS THE NEED?

The Information Technology (IT) Program plays a significant role in advancing Caltrans AI and Data capabilities across the enterprise by orchestrating strategic, operational, and cultural shifts that ensure responsible, scalable adoption of emerging technologies. The success of these efforts hinges not only on delivering technical solutions, but on preparing the organization to embrace and sustain change.

As Caltrans introduces new roles, such as the Chief Data and AI Officer (CDAO), and deploys transformational tools like Microsoft Copilot, it must concurrently evolve its processes and governance structures. Organizational change management (OCM) provides the discipline and structure to guide these transitions, ensuring that stakeholders understand the "why," adopt the "what," and champion the "how."

Developing a coordinated workstream enable Caltrans to demystify artificial intelligence, reduce organizational resistance, deliver guidance, and build trust across diverse stakeholder groups. By aligning leadership, engaging staff, and clearly articulating value, this initiative fosters a shared commitment to the department's innovation goals.

Through strategic communication campaigns, stakeholder outreach, and executive engagement, the IT Program is laying the groundwork for enterprise-wide readiness and long-term success. This approach ensures that AI adoption becomes a coordinated, mission-aligned effort, fully embedded in Caltrans' operations, decision-making processes, and culture, rather than a siloed or purely technical initiative.



DRISI provides solutions and knowledge that improves California's transportation system.

WHAT ARE WE DOING?

To support Caltrans' AI and Data initiatives, a comprehensive Organizational Change Management (OCM) Plan will be developed, incorporating regular stakeholder feedback and guiding communications, training, and adoption. Multi-channel messaging and impactful communication materials such as videos and presentations will engage and align stakeholders, while executive leaders will receive tailored briefings to champion key strategies. The plan includes orchestrating outreach and leadership events, maintaining a central repository of program accomplishments, and deploying targeted campaigns to ensure broad awareness and strategic alignment. Ongoing change readiness will be supported through continuous feedback and adaptive communication efforts.

The project will identify and review AI use cases that support Caltrans' goal for increased productivity and automation. By documenting high-impact examples and developing a tailored AI Use Case process framework, Caltrans aims to adapt better its current intake, review, and prioritization methods to accommodate the specific needs of AI initiatives.

WHAT IS OUR GOAL?

Through strategic communication campaigns, stakeholder outreach, and executive engagement, the IT Program is laying the groundwork for enterprise-wide readiness and long-term success. The end goal is to ensure that AI adoption becomes a coordinated, mission-aligned effort, fully embedded in Caltrans' operations, decision-making processes, and culture, rather than a siloed or purely technical initiative.

WHAT IS THE BENEFIT?

With the rapid evolution of Artificial Intelligence, GenAI is poised to change the workforce in profound ways. There is a need to develop a roadmap for AI implementation. Caltrans will

leverage GenAI to improve operational efficiency, enhance safety for vulnerable road users, enable faster data analysis, streamline public engagement and to automate redundant tasks.

WHAT IS THE PROGRESS TO DATE?

The following activities were completed in the first quarter:

- Chief Data and AI Officer (CDAO) Organizational Structure Design Report (draft)
- CDAO role definitions, RASIC matrix, and onboarding framework
- Executive justification materials for establishing a permanent CDAO
- Data & AI Readiness Assessment Tool (draft)
- Data & AI Readiness Assessment Report (draft)
- GenAI Readiness Assessment focus group facilitation materials
- GenAI Readiness Assessment focus group facilitation
- AI Use Case Identification and Prioritization Repository (draft)
- AI Use Case Prioritization Rubric and Process Framework (initial version)
- AI Policy and governance alignment materials
- Executive Board Engagement Plan
- IT Governance Council (ITGC) AI update presentations and talking points
- CDAO & IT RASIC presentation materials
- GenAI Subcommittee kickoff meeting materials and facilitation guide
- Schedule and structure for Monthly GenAI Subcommittee Meetings
- Copilot Proof of Concept (POC) Final Report (draft and review version)
- Copilot implementation and communication plan (initial draft)

- Copilot Responsible Use Guide, FAQ, and training resource content
- Copilot Onramp webpage design and content updates
- Copilot Chat comparison and rollout option analysis
- Copilot Chat communication, training, and support plan (draft)
- Executive presentations and communication materials for AI, GenAI, and Copilot initiatives
- AI Program update presentation for ITGC
- Updated Onramp AI landing page content
- CalSTA Technology Leadership Summit event planning materials (agendas, facilitation plans, design assets)