



TECHNOLOGY IN OUR ORGANIZATION

August 17, 2026

Steve Hawkes, Director of IT, City of Charlottesville



AGENDA

- IT Department
- Software landscape
- AI



IT DEPARTMENT



CITY IT SERVICES

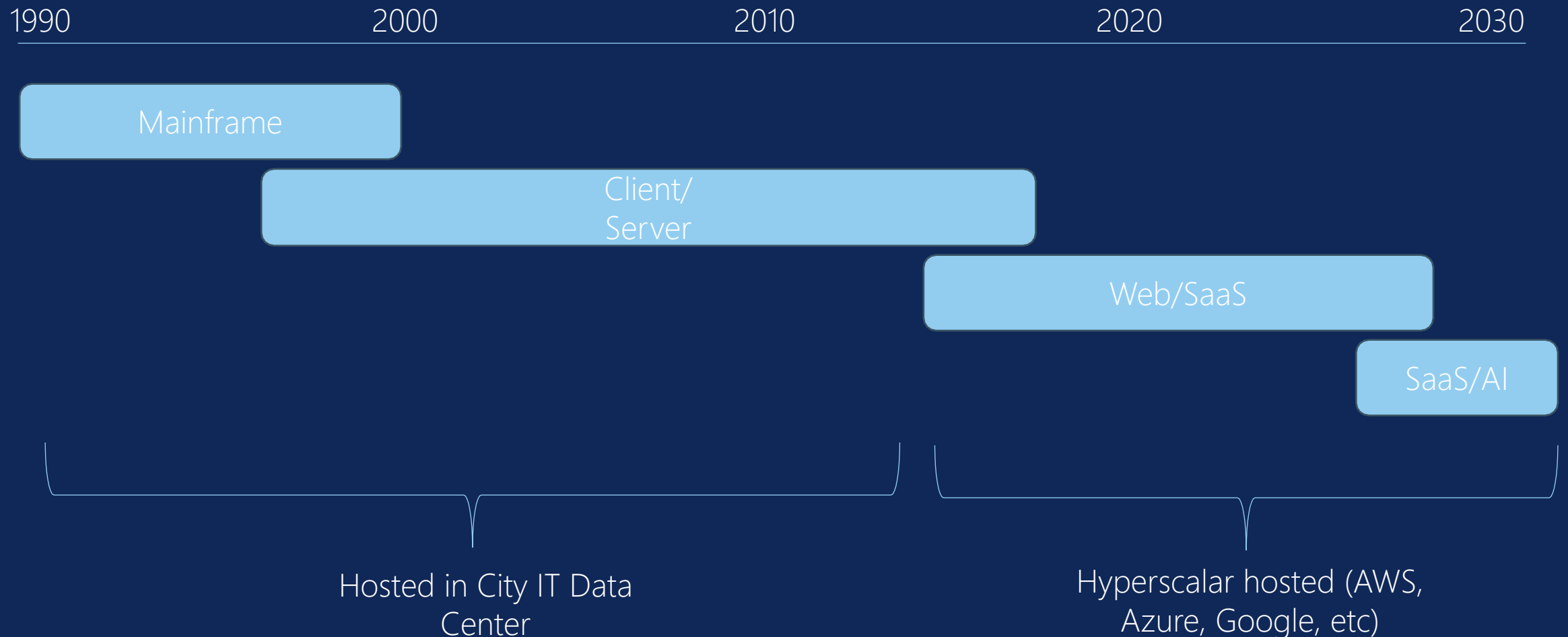
- General Support
 - 24x7 Hardware and Software support
 - Hardware and Software purchases
 - PC replacement program
 - City issued mobile phones
- Cybersecurity
 - Backups
 - Protection
 - Training
- Infrastructure
 - Data center
 - Network including wireless
 - CCTV
 - Office phone
 - AV
- Strategic resource
 - Consulting for software purchases
 - Software development
 - Microsoft 365, SAP, GIS

[IT Services Catalog.pptx](#)



SOFTWARE LANDSCAPE

SOFTWARE SYSTEMS IN THE CITY OVER THE YEARS





ENTERPRISE SOFTWARE IN THE CITY

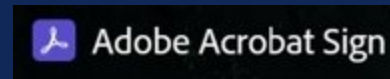
- Microsoft 365



- SAP



- Adobe Sign



- MyHR





ARTIFICIAL INTELLIGENCE (AI)

OUR AI EXPERIENCE (2018-2024)



- UVA Partnerships – infrastructure image recognition project (2018)
- City Website chatbot deployment (2020)
- IT Applications Team Focus Group (2023)
- Organization-wide AI Guidance published (2024)



Artificial Intelligence (AI) and Recommended Safe Practices

City of Charlottesville, you may have heard of artificial intelligence (AI) lately in the news. If you're curious as to what it is, and how it relates to your work at the City of Charlottesville, read on.

What is AI?

- Artificial Intelligence focuses on developing computer systems capable of reasoning, learning, and taking actions, mimicking human intelligence, especially when dealing with data volumes beyond human capacity for analysis.

What are some examples of AI?

- You may have heard of AI tools such as ChatGPT, Gemini, CoPilot, OpenAI, and Watson.

How can I use AI safely?

- **Do not Share Sensitive Data** – AI systems cannot guarantee any sort of data confidentiality. Please refrain from inputting any information that could be considered sensitive or confidential into AI systems.
- **Contact IT Before Purchasing any AI Systems** - If you are interested in using a system that involves AI, please contact IT so that the system can be thoroughly investigated.
- **Bias Data Risk** – AI systems are only as accurate as the datasets they are trained on, so they tend to be prone to bias data outputs. It's important to be mindful of biases that might emerge during any AI operation.

Please complete the survey below if you use AI for your job or you are interested in learning more.

Link to the survey: <https://forms.office.com/g/hdZDtnJk7w>

If you have any questions or concerns, please contact the Helpdesk at helpdesk@charlottesville.gov, 970-3194, or

<https://helpdesk.charlottesville.gov>

[see less](#)

OUR AI EXPERIENCE (2025-2026)



- AI Survey and What's In It For Me (WIIFM) AI Workshop (2025)
- Citywide Microsoft 365 Copilot Contest and Focus Group (2025)
- WIIFM AI Workshop (2026)
- AI Policy Development (2026)
- AI Innovation Sprints with UVA School of Data Science (2026)
- AI User Group (2026)
- IT Application Team AI Agent development (2026)

WHAT WE LEARNED – THE GOOD



- Helps with Productivity and Efficiency
 - Communication, content creation and efficiency
 - Improved clarity in writing and messaging
 - Faster content drafting and brainstorming
 - Helpful starting points for policy development
 - Summarizing
 - Comparison of documents , e.g. invoices
- Levels playing field
 - Data Analysis
- Search and Organization – (Microsoft 365 Copilot)
 - Quickly finding content across Teams (including Chat), OneDrive and Email
- Agentic AI development by IT

WHAT WE LEARNED – THE NOT SO GOOD

- Expectations vs. Reality
- Mindset change is difficult
- Hallucinations





AI CONCERNS

- Exposure of sensitive or confidential data
- Agentic AI
- Hallucinations
- Cybersecurity

MITIGATION STRATEGIES



- Exposure of sensitive or confidential data
 - Clear AI policies and procedures
 - User Policy
 - Software - Suitability and Risk Level Assessment
 - Authorized AI Features exhibit
 - Cybersecurity tool
- Agentic AI
 - Policies
 - Training and guidance
- Hallucinations
 - Training and guidance
- Cybersecurity
 - Cybersecurity defense tools



THANK YOU
