

SOCIAL SECURITY ADMINISTRATION

Enterprise Artificial Intelligence Strategy

EMPOWERING SSA's MISSION
WITH ARTIFICIAL INTELLIGENCE

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Executive Summary



The Social Security Administration (SSA) acknowledges the transforming potential of Artificial Intelligence (AI) in advancing our mission and enhancing our service to the nation. With over 20 years of experience using AI, our strategy is driven by removing barriers to AI implementation. We are committed to aligning our efforts with our mission to deliver timely and accurate service through our digital-first capabilities and identifying the most valuable uses of AI. As part of this commitment, we recognize AI as a valuable tool that supports our workforce by helping SSA employees serve the public more efficiently, while also enabling customers to interact with us more effectively. Our approach is to amplify the potential of AI while protecting sensitive data and mitigating the associated risks and limitations.

SSA prioritizes AI use cases that are the most impactful to the agency's mission, operations, or service delivery and boost productivity such as:

- **Frontline service** – Expanding the use of AI to provide more self-service tools. Supporting phone technicians in delivering enhanced assistance to customers through the National 800-Number and expanding online support capabilities on www.ssa.gov.
- **Application processing** – Leveraging AI for task automation and equipping staff with improved tools to expedite the processing of claims.
- **Continued protection of the integrity of our programs** – Safeguarding privacy, data, security, and taxpayer funds through the accurate processing of claims and the avoidance of costly processing errors, while maintaining the agency's capacity to effectively serve the public.

Expanding SSA's overall AI capability requires the agency to prioritize these critical enablers:

- **Business Value Realization** – SSA will prioritize, validate, and apply AI technology to SSA practices and measure the benefits gained to ensure rapid and safe realization of agency value.
- **Workforce AI Capacity** – SSA will upgrade our workforce skills to keep pace with rapidly evolving technology and deliver effective AI capabilities.
- **Technical Infrastructure** – SSA will adopt and integrate tools and platforms across on-premises, cloud, and SaaS-based services within our Enterprise Target Architecture.
- **Data Quality** – SSA will evaluate and improve the quality of agency data to ensure it is AI-ready, as AI systems require large volumes of accurate and valid data.
- **Oversight and Governance** – Achieving the greatest impact from AI necessitates thoughtful consideration, ongoing monitoring, regulatory compliance, and effective guidance; we will strengthen oversight and governance mechanisms so we can ensure responsible AI implementation.

Introduction

AI has the potential to improve operations and service delivery. It can provide significant benefits across multiple use cases including completing repetitive tasks, working as a digital assistant, conducting informed analyses, and handling large volumes of data. The agency prioritizes high value use cases and exercises caution in its use of AI to protect both sensitive data and the users' experience. SSA established a Framework for AI to guide the agency's use, development, governance, and risk management in line with statutes, regulations, and executive orders. SSA understands the need to promote AI use where there is significant benefit with mitigatable risk.



SSA's AI Vision Statement

SSA will use advanced technology, including artificial intelligence, to expand online services, speed up customer interactions, ensure data security, and strengthen public trust in Social Security.

The emerging AI ecosystem fosters innovation and inspires new ideas for how technology can be used to solve agency needs. SSA recognizes the value of AI to support our mission and enhance our services to the nation. The agency is committed to promoting the use of AI to address agency needs while protecting our assets and data privacy.

SSA considers AI to be a valuable addition to our technology portfolio and our current uses of AI are available at www.ssa.gov/ai. Our AI strategy starts with prioritizing agency needs and connecting with compatible AI capabilities. SSA will focus on AI uses that clearly support the agency's mission and will work to amplify AI's valuable aspects while respecting and mitigating its risks and limitations.

By applying AI in strategic focus areas, SSA envisions that AI will enhance our ability to solve complex challenges beyond traditional methods, empower agency staff with smarter assistance tools, and increase overall productivity. We expect this approach will lead to faster, more accurate service delivery, and ultimately improve the experience and outcomes for the public we serve.

AI Maturity Assessment

Advancing AI maturity begins with understanding our starting point and developing a plan to advance our AI capabilities by removing barriers. This AI Strategy was informed by both the status of AI at the agency and our identified service needs.

To create an AI strategy, we first surveyed the current state of AI at SSA to identify what we are doing well and what we need to address. To get this understanding, we conducted an AI Maturity Assessment based on the analysis of 20 industry and government frameworks focused on maturity, readiness, and trustworthy AI practices. Assessment actions aligned with government standards and compliance requirements (e.g., OMB Office of Management and Budget (OMB) memoranda, National Institute of Standards and Technology (NIST), AI Risk Management Framework (RMF), Government Accountability Office (GAO) 21-519SP).

The resulting assessment measured SSA's AI Maturity across the following 5 pillars:

- **Business Strategy** – Ability to align AI with organizational goals and identify strategic areas where AI can provide the greatest value.
- **Organization** – Ability to equip teams with necessary AI skills and foster a culture that supports innovation and AI literacy.
- **Technology Enablers** – Ability to support AI with sufficient technological infrastructure, tools, and platforms.
- **Data** – Ability to provide the high-quality data that AI relies on
- **Oversight and Governance** – Ability to ensure prioritized, ethical, transparent, secure, privacy preserving, and compliant AI use.

The assessment defines maturity using the following five AI Maturity Levels:

- **Level 1** – Initial - Processes are performed in an ad hoc fashion. Processes are typically not applied across all organizational areas and are primarily reactive.
- **Level 2** – Established - Some processes are planned and executed in accordance with a policy but are in early stages of development. Processes are not used across all organizational areas.
- **Level 3** – Defined - Processes are standardized, consistently followed, and specifically tailored according to organizational guidelines. Processes are achieving their purposes but are still limited in scope or effectiveness.
- **Level 4** – Managed - Process metrics are defined and used, and process performance is managed across the organization. Standardized governance and architectures are well integrated into operations and consistently performing as expected.
- **Level 5** – Optimized - Process performance is optimized and characterized by high efficiency, excellent integration, and continuous improvement. Quantitative objectives for service process improvements have been established and are continually revised to adjust for changing service objectives.

We conducted interviews with SSA executives and AI practitioners for the Maturity Assessment, which resulted in an overall score of level 2 out of 5. SSA has many years of traditional AI experience and agrees we are beyond level 1 of AI Maturity.

Currently, various teams are independently experimenting with advanced AI tools and approaches, which underscores our need to standardize processes to ensure consistency, scalability, and governance across the agency. Given our current AI maturity and processes, SSA is targeting an AI maturity level of 3 by the end of fiscal year 2026 and level 4 by the end of fiscal year 2030. To track our progress, SSA intends to reconduct the maturity assessment continually to track progress.

Strategic Focus Areas

Given the maturity assessment findings and to advance the agency's AI maturity levels, SSA has identified strategic focus areas that will drive our future implementation of AI. To advance towards level 3, SSA's aim is to standardize our processes, consistently follow them, and tailor them to our broader organizational objectives and guidelines. We seek to expand our AI capabilities by targeting structural inhibitors to successful AI implementations. The focus areas and associated actions in this AI Strategy shall proceed in parallel, coordinated by SSA's Responsible AI Core Team with oversight from the Chief AI Officer (CAIO) along with other appropriate representation pursuant to OMB M-25-21.

Business Value Realization

SSA supports removing barriers to speed up the implementation of use cases where AI adds clear service value and AI limitations can be tolerated. For example, SSA leverages AI such as HearT (Hearing Recording and Transcription) to modernize its disability hearing transcription for faster processing, as well as IMAGEN (Intelligent Medical-Language Analysis GENERation) to help case adjudicators make better informed decisions. While innovation is important, not every problem at the agency calls for an AI solution. SSA's strategy is to find opportunities for AI to effectively address service needs while mitigating risk. The goal is to add those capabilities to SSA operations quickly, safely, securely, and with minimal disruption to ongoing operations.

To ensure the most valuable AI projects are realized, those which are most effective in advancing the agency's operations and service delivery are prioritized – as with all information technology (IT) investments. Workforce productivity (leveraging AI for task automation in employee workload processes), and digital-first online customer experience (using AI to provide more self-service tools) are currently identified as agency priorities that could benefit from the application of AI. SSA will develop success metrics, such as business impact, AI adoption and user engagement that align with agency goals.

Identify Opportunities for AI Solutions

To support our goal to promote effective use of AI to address business needs, we created a methodology to collect AI innovation ideas and gather potential AI use cases from around the agency. SSA's business teams consult with technical leaders to propose, prototype, and evaluate a range of AI solutions. We vet and filter the ideas so that the most valuable ones are deployed as shared services across the agency, all while avoiding spending on niche solutions with minimal impact to the agency's mission. This approach accelerates innovation while facilitating effective and secure AI and ensuring focus on mission-based outcomes.

Develop AI Pilots and Prototypes

The best way to learn a new technology is to apply it to solve a real problem. As the agency advances towards AI maturity, we will continue building and testing solutions led by combined teams of business and technical experts. In this way, we identify specific technologies and develop techniques needed to sustain full-scale AI development, while focusing on business improvement.

Promising results from these experiments lead to limited AI pilot projects, aimed at testing the benefits of the capability in the agency's business processes. Success of these pilots is measured using the agency's existing criteria centered on how effective our systems are at meeting business outcomes.

Deploy and Monitor AI Services

As SSA continues to develop new AI capabilities, many will prove valuable and merit deployment at a larger scale. Clear guidelines have been identified that must be met before the capability is granted Authority to Operate (ATO). Those guidelines are formulated to promote accurate, safe, reliable functions and ensure that risks are identified, communicated, and addressed. SSA will ensure these processes are consistently performing as expected to advance AI maturity.

Expanded AI Workforce Capacity

To accomplish our AI Vision, we are building a workforce that has the skills to effectively apply AI to service use cases. We are consistently pursuing top talent in the AI space to meet our objectives. SSA is building a culture that encourages the use of AI where it is beneficial while remaining diligent in monitoring the AI for potential issues that arise in day-to-day operations.

SSA has deep experience with traditional IT practices that it can leverage to develop a culture supporting AI. Many AI tasks developed by SSA closely follow the established IT lifecycle. However, AI development does require some new ways of thinking, new ways of problem solving, new tools, and new techniques that need to be incorporated into the workforce culture., both from those building new tools and applications as well as those using them. This requires the identification of key skills (both technical and non-technical) and recommended training to develop those skills. The rapid evolution of AI requires that these skills and roles be reviewed often as the needs change.

Agency-Wide AI Awareness

The agency workforce outside of AI development roles needs to understand what these technologies are and how to safely use and apply them. SSA will continue to expand our broad-based AI awareness curriculum to establish basic AI fluency across the agency. The training will include effective use of AI, identification of AI hallucinations, awareness of misleading results, and prevention of sensitive information from leaking. The awareness will include recognizing areas where AI can effectively be harnessed to address business needs.

Role-Based AI Training

To accomplish our strategic objectives, the workforce needs AI-training related to their duties. The proliferation of AI tools at SSA will be complimented by our customer service agents and front-line employees learning how to extract the most value from these tools while remaining aware of their limitations for the customer service experience. Leaders need to be aware of the capabilities and limitations of various AI tools and users need to understand when, where, and how to apply them. The agency will identify both online self-paced and in-person AI training to upskill employees in technical, managerial, and AI user roles. A culture that embraces AI fluency is essential to accomplish our AI vision.



AI Communication Hub

To advance our AI culture, the agency created an internal communication hub that assists AI adoption, answers questions, provides advice, and centralizes SSA's AI information needs. Through regular contacts with the workforce, the communication hub also gathers feedback and gains insight into the workforce's AI-related perspectives and escalates issues as needed.

By creating efforts to include people in the AI adoption process and showing how AI benefits the agency from a cross-component point of view, we can:

- Implement best practices more easily
- Remove barriers to AI adoption
- Bridge silos within the agency

Expanded Technical Infrastructure

For AI adoption to solve our business use cases, the agency will provide the required infrastructure and tools to support AI activities including research, design, development, and deployment. The infrastructure needs to scale with AI operational needs and usage. Standardizing the infrastructure, platforms, and tools will improve deployment efficiency and remove barriers for integrating use cases into the SSA systems architecture.

SSA requires readily available platforms for effective AI that ensure security, scalability, and ease of use. Moreover, AI technologies must be integrated with our IT architecture to enable seamless operation across the agency. Providing a readily available secure technology environment for AI development and AI tools is essential for our components to facilitate AI adoption, ethical AI use, privacy, security, data safety, and guard against cybersecurity threats.

Leveraging AI Partnerships

To build and scale these platforms, SSA is leveraging integrators and external partners to extend and accelerate our infrastructure capabilities. We aim to access a focused range of AI development platforms, risk management suites, and monitoring tools that facilitate rapid prototyping and deployment. Simultaneously, we are bolstering vendor-supported solutions that help manage AI and ensure compliance with security, scalability, and ethical standards aligned with our AI governance framework. Overall, we aim to solve complex service challenges by integrating AI capabilities that are aligned with SSA's mission and IT infrastructure.

This strategic outreach positions the agency to stay at the forefront of AI advancements that benefit our unique mission while maintaining rigorous oversight and data protection.

AI Platform and Tools

SSA's AI innovations start with gaining experience with AI through commercially available AI platforms and tools. Our initial AI explorations evaluate those products through hands-on usage. As our practice matures, we will concentrate our attention on the products most useful to agency needs and standardize their use for our AI solutions. Our work becomes more efficient and effective when developers share a common technology base.

Add AI Technology to Enterprise Architecture

SSA builds its enterprise solutions atop a robust technical architecture. That architecture addresses elements of computing, network, data management, security, and software – in the cloud and on premises. We will continue to integrate AI systems into that infrastructure, preventing the formation of technology silos, and promoting interoperability across the board.

Research and Development

SSA recognizes that the rapid pace of AI technological advancement often outstrips traditional procurement and deployment processes. To address this, SSA intends to leverage external contractors familiar with the agency's existing technology landscape to conduct market research on emerging AI technologies, accelerating evaluation and adoption.

Due to extensive administrative and security requirements, testing multiple emerging technologies internally can be time-consuming. External entities, not bound by the same overhead, can efficiently test a range of AI solutions using their own infrastructure and data.

Contracting with these partners will allow SSA to obtain timely assessments of emerging AI tools' performance and suitability. This approach expedites procurement by reducing the need to deploy and test multiple solutions internally, enabling informed decisions, and maintaining technological relevance.

This strategy supports SSA's commitment to innovation while ensuring new AI capabilities are rigorously evaluated for effectiveness, security, and alignment with agency needs before full-scale adoption.

Data Quality

The success of AI depends on accessibility, quality, and transparency of the data. The Chief Data Officer (CDO) has outlined an enterprise data strategy to strengthen these aspects across the agency and govern data usage. AI use case teams coordinate their data needs with the CDO and data management teams and collaborate with them to promote consistency in all aspects of data handling across the agency.

Additionally, when appropriate, we will use aggregated or anonymized data that contains representative samples to ensure accuracy in AI. Personally Identifiable Information (PII), Federal Taxpayer Information (FTI), Controlled Unclassified Information (CUI), and other sensitive data will remain within SSA's control, secure and protected from both direct and indirect access.

Foundation for AI-Ready Data

Effective AI model development depends not only on having data, but on ensuring that data is high quality, well-governed, and accessible in a secure and responsible manner. In the SSA context, "data" encompasses a broad range of assets – from statutes, policies, processes, notices, organizational documents, training materials, and information bulletins to programmatic PII stored in operational systems. These varied data types present unique opportunities for AI to support knowledge integration, trend analysis, and operational optimization. However, AI models will only be as reliable as the data they are built upon.

Data inconsistencies, gaps, and erroneous information can be amplified by AI, leading to poor outcomes and diminished trust. Recognizing this, SSA is embedding stronger data governance practices into its operations, prioritizing the continuous improvement of data quality through validation, metadata management, deduplication, and data stewardship. In addition, SSA emphasizes the importance of data lineage – tracing the origin, transformations, and usage of data throughout its lifecycle – and data provenance – documenting the origin, history, and lifecycle of a piece of data – to ensure transparency and accountability in AI-driven decisions.

Secure and controlled data access is also critical, and the agency will promote responsible data sharing across systems and teams, ensuring that access aligns with legal, ethical, and privacy requirements. By treating high-quality, trustworthy, and relevant data as the foundation of AI readiness, SSA is laying the groundwork for more accurate, explainable, and impactful AI solutions.

Evaluate Data Suitability for AI Use

Before incorporating an agency data source into an AI use case, a comprehensive evaluation of its suitability will be conducted. This includes data quality – the accuracy, completeness, consistency, timeliness, validity, uniqueness, and integrity of the data – as well as examining data lineage, data provenance, and access requirements to ensure data can be made available securely and appropriately for AI use. These evaluations help mitigate risks such as biased models, inaccurate predictions, poor AI model performance, and loss of trust. Where deficiencies are identified, corrective actions will be taken to bring the data into alignment with established standards and ensure that it is optimized for AI integration.

Establish Secure AI Data Pipeline

Once an AI system is operational, its value is maintained by keeping it accurate. Data sources used to build the system are constantly adding new information. To ensure that our AI systems stay up to date, we will establish a regular update cycle, which will include retraining and refactoring of AI models. Before deploying an AI system, we will require a secure method for importing new content from its original source location in a form that the AI system can consume. Additionally, as data moves through the pipeline, we will ensure it maintains security and privacy compliance.

Enable Data Management and Sharing

We are continually pursuing better data management practices that streamline our operations with data that is easy to access and use. We continue to develop consumable data layers so that AI can get better insights using real time snapshots of historical customer touchpoints to assist customer service. This continues to improve our ability to help customers in a more thorough and tailored way that integrates all available data.

The CDO, in coordination with other agency senior officials, ensures the public sharing of data through the **[Social Security Data Page](#)**, in accordance with the Office of Management and Budget (OMB) M-13-13 Open Data Policy. This initiative promotes accessibility and facilitates the use of SSA's data by the public, to the extent permitted by applicable law.

Similarly, SSA upholds its commitment to transparency and open government by making code publicly available to the extent permitted by applicable law through the **[SSA Open Source Code Site](#)**. This practice aligns with the **[SSA Open Government Plan](#)**. Ongoing efforts, such as the **[Benefits and Earnings Public Use File](#)**, reflect SSA's proactive approach to data sharing.

Oversight & Governance

As SSA strives to improve performance through innovative AI capabilities, human developers, agents, and case managers will continue to be at the center of customer-impacting decisions to ensure they receive high-quality interactions. To ensure the best performance from AI, the agency established the AI Implementation Framework which guides developers through the process of adopting AI solutions at SSA. AI systems will be tested, evaluated, and monitored using standardized methods that are regularly reviewed to maintain effectiveness as technology and federal requirements continue to evolve. SSA will adhere to applicable guidance and legal requirements in its policies and procedures and update these to remain in line with government and industry best practices. SSA maintains an inventory of all AI use cases in the agency and tracks the development, piloting, and deployment of new AI use cases. Data access will be closely watched to ensure no unauthorized access or improper disclosure occurs. AI provides recommendations and options for humans to consider and never makes decisions on its own.

Use of AI technology at SSA requires policies, guidelines, and technologies to facilitate transparent, responsible, and ethical use of AI. SSA will continue to develop the enterprise capacity to ensure trustworthy and ethical AI use, maintain data privacy, and manage AI risk as a shared responsibility with executives in various technical and business areas and with the agency's leadership.

Enable Governance Roles & Responsibilities

Fostering AI success throughout the agency requires broad coordination, leadership, and priority alignment. SSA will establish a governance structure with clearly defined roles and responsibilities. SSA's top level of this governance structure is the agency's AI Governance Board, a cross-component council providing strategic leadership and oversight while ensuring priorities align with organizational goals. The AI Governance Board will make decisions on high-risk use cases at SSA and approve agency policy related to AI. The agency's Chief AI Officer (CAIO) will chair the AI Governance Board and is responsible implementing this strategy. Moreover, the CAIO has responsibility for overseeing the strategic use, governance, and integration of AI at SSA. To achieve this, the CAIO formed the Responsible AI Core Team delegating them with responsibility for implementation of the agency's AI governance policies. The Responsible AI Core Team drafts and communicates governance standards for AI and provides assistance and advice to AI use case teams. The agency's AI Policy, Framework, and Use Case Inventory are maintained by this team. This group will work with Enterprise Architecture to maintain the public inventory of all AI applications used inside the agency including third party tools. The inventory will facilitate audits, monitoring, and identifying opportunities to consolidate and unify agency AI offerings. Through guidance established in the responsible AI implementation framework, the Responsible AI Core Team conducts regular reviews of SSA's governance for all AI use cases. In support of the CAIO, it is responsible for monitoring AI initiatives including experimental prototypes, limited-scope pilots, and AI system deployments, and will raise any identified risks to the CAIO and AI Governance Board as appropriate. AI use case teams are business and technical resources that explore, develop, deploy, or maintain AI use cases. They are responsible for following AI policy and other direction approved by the AI Governance Board and CAIO and working with the Responsible AI Core Team to identify and communicate risks in their use cases. Through these established roles, SSA will foster an environment of open communication between the levels of AI governance where AI use case teams have sufficient awareness and flexibility, ensuring AI resources and expertise are not diverted away from AI innovation while balancing risk management.

Broad Range of AI Expertise

The agency will continue to leverage a broad range of expertise by bringing together operational staff with cybersecurity, privacy, and data governance experience to engage on various AI capabilities and pursuits. Moreover, SSA engages talent across multiple components to support all facets of the AI lifecycle and development.

We will continue to invest in our governance processes by improving and automating inventory management where possible, as well as our risk evaluation and risk management practices across the enterprise.

Adaptability and Responsiveness to Emerging AI Trends and Regulations

To ensure our AI strategy remains effective and aligned with the agency's mission, SSA is committed to maintaining a proactive and adaptive posture in response to technological advances, regulatory changes, and evolving best practices.

SSA will continuously monitor the AI landscape to identify developments in AI technologies, industry standards, and government policies. This ongoing awareness will inform timely updates to our AI governance framework, enabling the AI Governance Board, CAIO, and Responsible AI Core Team to regularly review and revise policies and procedures at the appropriate levels.

Collaboration with internal stakeholders, external partners, and regulatory bodies will facilitate knowledge sharing and help to anticipate changes that may impact AI use within the agency. Dynamic risk management processes will identify and mitigate new risks associated with AI deployments, safeguarding sensitive data, and maintaining public trust. This engagement supports informed decision-making and ensures SSA remains responsive to emerging challenges and opportunities.

By embedding adaptability and responsiveness into our AI strategy, SSA ensures AI remains a valuable and secure tool in advancing our mission and delivering high-quality service to the nation.

Resource Tracking and Planning

SSA employs a structured approach to resource tracking and planning to ensure effective support for current and future AI initiatives.

SSA specifically tracks labor resources dedicated to AI governance and oversight processes. This includes personnel assigned to the Responsible AI Core Team, as well as staff supporting the development, implementation, and monitoring of AI policies, frameworks, and compliance activities. By monitoring these resources, SSA ensures that governance functions are adequately staffed and that the agency can maintain high standards of ethical, responsible, and secure AI use.

Innovation in Products and Services

Resources used to drive AI innovation within SSA's products and services are typically bundled within broader resource tracking for each product. This approach allows SSA to integrate AI development and deployment seamlessly into the overall lifecycle of agency products, ensuring that AI investments are aligned with business priorities and operational needs. While AI-specific resource use is not always isolated at the product level, the agency's investment tracking processes ensure that the value and impact of AI are considered as part of the overall product strategy.

Planning for Future AI Investment and Procurement

SSA maintains an inventory of AI use cases and regularly reviews resource allocation to identify gaps and opportunities for future investment. The agency leverages lessons learned from current projects to inform planning and budgeting for new AI initiatives. This includes evaluating the need for additional technical infrastructure, workforce development, and external partnerships to support the agency's evolving AI strategy.

Continuous Improvement

SSA is committed to refining its resource tracking and planning processes to improve transparency and accountability. As AI adoption grows, the agency will explore enhanced methods for tracking AI-specific investments and outcomes, supporting data-driven decision-making for future procurement and resource allocation.

Conclusion

SSA recognizes the significant value that AI brings to advancing our mission and improving service to the nation. Moreover, SSA will continually reinforce humans at the center of AI development and AI-augmented processes to gain efficiencies and effectiveness in ways that are sustainable for the agency's standard of service. We are committed to deploying AI solutions that address agency business needs while safeguarding our information assets and maintaining public trust. This AI Strategy provides a framework to guide the responsible and secure use of this technology across the agency.

Our strategic focus areas establish a path to evolve SSA's AI capabilities, embedding AI as a key solution technology supporting our mission and operational priorities. Given the rapid evolution of AI, our strategy and actions will be continuously refined to incorporate new initiatives, technologies, and opportunities.

To remain effective and mission-aligned, SSA commits to adaptability and responsiveness in the face of emerging AI trends, risks, and regulatory changes. We will monitor technological advances and policy developments to update governance accordingly. Collaboration with stakeholders will ensure informed decision-making and proactive risk management.

Furthermore, we will invest in workforce development, flexible technology infrastructure, and innovative research and development practices. By doing so, SSA ensures AI remains a valuable, secure, and ethical tool in delivering high-quality service to the public.

Through this commitment, SSA positions itself to responsibly harness AI's potential today and into the future, advancing our mission with innovation, integrity, and accountability.

