

FOUR FEDERAL PROGRAMS

AI at work. People in charge. Results on the record.

Four federal programs where mission professionals and AI teammates work as one delivery team. Each case tells the same story in the same order, so you can see exactly where the technology acted and where people stayed in charge.

01**PROBLEM**

What was in the way of the mission.

02**AI AT WORK**

What the technology did, and at what level.

03**HUMAN ROLE**

Where a person decided, reviewed or signed.

04**RESULT**

What changed, measured in production.

GOVERNMENT-WIDE
ENTERPRISE IT · 13,000 USERS ·
800+ SITES

**Catch network failures
before users
experience them.**

19,676

staff hours returned on
this program

FEDERAL HEALTH PAYMENTS ·
CLINICAL REVIEW

**Make ten million pages
easily accessible.**

>30%

less document-review
time

FEDERAL IMMIGRATION
SERVICES · CASE PROCESSING

**Turn an hour of waiting
into ten minutes.**

**1 hr →
10 min**

bulk download, case
processing

GOVERNMENT-WIDE SERVICES
AGENCY · SECURITY
OPERATIONS

**Keep authorization
evidence ready, not
rebuilt.**

390

security artifacts
delivered on request

The measurement period, baseline and population behind each figure are available on request. Every case is drawn from work running in production today.

GOVERNMENT-WIDE ENTERPRISE IT · 13,000 USERS · 800+ SITES

Catch network failures before users experience them.

3 days

advance network-failure detection, at
90% accuracy

19,676

staff hours returned on this program

**AI Network Engineer · L2 of 5, published and revocable**

A named human supervisor signs its output. The AI teammate proposes; people decide.

01	PROBLEM	Hundreds of sites ran on infrastructure that could not be taken down, with no single modernization roadmap to run it against.
02	AI AT WORK	The AI Network Engineer forecasts the failure, raises the event, diagnoses the cause and proposes the remediation.
03	HUMAN ROLE	A human engineer approves the change and owns it. Nothing is applied without that sign-off.
04	RESULT	Failures are caught days before users feel them and the staff hours go back to the agency.

FEDERAL HEALTH PAYMENTS · CLINICAL REVIEW

Make ten million pages easily accessible.

>30%

less document-review time

~10M

pages processed

0.90

accuracy classifying 25 document types

**AI Medical Records Reviewer · L2 of 5, published and revocable**

A named human supervisor signs its output. The AI teammate proposes; people decide.

- | | | |
|----|------------|---|
| 01 | PROBLEM | Clinical review volume outran reviewer capacity. Every claim needed a documented determination, and the backlog grew faster than staff could be added. |
| 02 | AI AT WORK | The AI Medical Records Reviewer classifies 25 document types and bookmarks the page that carries the evidence, so cases that need judgment reach reviewers first. |
| 03 | HUMAN ROLE | A clinician makes every improper payments determination. No change to who decides, increasing reviews with no reduction in review staff. |
| 04 | RESULT | Document-review time fell by more than 30% across roughly ten million pages processed. |

FEDERAL IMMIGRATION SERVICES · CASE PROCESSING

Turn an hour of waiting into ten minutes.

1 hr → 10 min

bulk download, case processing

10 yrsfastest data loads on record
(separate program)

3civilian agencies on the same data
core

01 **PROBLEM**

A case-processing system took an hour to return one bulk download. Analysts planned their day around the wait, and the wait decided which questions got asked.

02 **TECHNOLOGY AT WORK**

The workflow and the API behind it were refactored, and the data path rebuilt on the same data engineering core used across the portfolio.

03 **HUMAN ROLE**

Analysts decide which questions to ask, not the system. The same team now works from graphical analysis instead of tables.

04 **RESULT**

The hour became ten minutes, and we recorded the fastest data loads in a decade.

GOVERNMENT-WIDE SERVICES AGENCY · SECURITY OPERATIONS

Keep authorization evidence ready, not rebuilt.

390

security artifacts delivered on request

12

system security plans updated annually

3

emergency directives executed

01**PROBLEM**

Security operations, vulnerability management and authorization upkeep competed for the same people, and every emergency directive landed on top of the assessment calendar.

02**TECHNOLOGY AT WORK**

Continuous monitoring, patch management and configuration enforcement run alongside assessment work, with logs consolidated into a SIEM to meet OMB M-21-31.

03**HUMAN ROLE**

The security team keeps system security plans and POA&M items current as the work happens, and the authorizing official decides.

04**RESULT**

Evidence stays current between assessments, and three emergency directives were absorbed without moving the calendar.

Let's start a conversation.questions@empower.ai