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GovAI Implementation & Support Overview

Our approach to onboarding reflects GovAI's core commitment: responsible, white-glove support that brings the power of AI Assistants to every corner of your organization, not just a tech-savvy few. We've now led 70+ government rollouts, and we've refined a model that we know works.

Phase 1: Configure & Communicate

Configuration & Technical Integration

We begin by configuring GovAI to match your security, compliance, and IT needs. This includes:

- SSO, SCIM integration, and AUP enforcement
- Activation of our DataShield privacy layer
- Role-based dashboards for administrators and power users
- Overview of features to IT Administrators

Communication to Staff

It is important to ensure that users receive communication on the decision to implement GovAI and upcoming training sessions. Here is a sample communications that may be sent to staff upon commencement of implementation.

"Dear Organization Team, I am excited to share that our Organization has made the decision to provide all staff with access to the GovAI platform, a local-government focussed AI solution designed to enhance our operations while providing important security considerations that are important and necessary for our work. GovAI is a personalized assistant that can help you automate routine tasks, generate summarizations and communications, and quickly analyze large data sets and policy documents.

GovAI has a similar level of capability to tools like ChatGPT, but with increased safety features such as;

- *Stringent Data Protection: GovAI is built with advanced encryption technologies, ensuring the confidentiality and integrity of sensitive information.*
- *Compliance with Regulations: Our implementation complies with all regional and national data protection laws, safeguarding both staff and citizen data.*
- *Transparent Operations: We are committed to maintaining transparency and will regularly update you and our citizens about the AI's role and usage in our city operations.*

Training sessions will be scheduled to ensure you understand how to fully utilize GovAI and integrate its features into your daily tasks seamlessly. We believe that integrating GovAI will

significantly elevate our service delivery standard and are eager to see the positive impacts it will bring.

Thank you for your continued dedication and service to our community. Together, let's embrace this innovative technology to further enhance our public service contributions.

*Regards,
Director, Organization"*

Phase 2: Training and Exploration

To help employees get the most out of GovAI, we offer a flexible training program designed to meet users at every stage of their AI journey. After communicating to staff that GovAI is being made available, we initiate broad access to GovAI across staff, pairing live training sessions with scalable, guided self-onboarding. All staff may receive live onboarding sessions tailored to their roles, along with smart prompt templates and use-case-specific examples designed to help them get started quickly. They also have access to asynchronous learning tools—including videos and interactive guides—that allow them to explore at their own pace. To deepen their engagement, we offer dedicated "AI Office Hours" for live support and experimentation. All staff are enrolled in our white-glove support stream, which means they can get help at any time via email, live chat, or drop-in sessions.

Live training calls, led by your organization's GovAI Implementation Manager, are conducted virtually and take 45 minutes - 1 hour. Participants are able to participate and ask questions during the sessions. There are two sessions that are offered, one covering "GovAI Basics," and a second training session covering a deeper dive into more advanced use cases of GovAI. Beginner sessions introduce the fundamentals of GovAI and core AI concepts, making them ideal for those new to the platform or artificial intelligence in general. Advanced sessions are geared toward more experienced users and focus on real-world use cases, best practices, and effective prompting techniques to maximize results. These sessions will be offered in duplicate over a two- to four-week period, giving employees the opportunity to sign up based on their individual schedules. Additionally, for departments looking to tailor training to their specific needs, the GovAI team is available to collaborate with directors and managers to design and deliver customized sessions on request. Beyond this two-week window, GovAI hosts regular training opportunities throughout the year. Users are welcome to attend any session that fits their interests and skill level—and can participate in as many sessions as they like. Whether you're looking to refresh your knowledge or explore new features, ongoing support and learning are always available.

Phase 3: Deep Departmental Expansion (Months 3–6+)

With Staff-wide access in place, we open up the door to deepening usage within departments. This is done through active collaboration with department leaders and department champions. The aim of this phase is to build additional comfort with GovAI, use case discovery, and provide training in smaller settings where participants are more comfortable bringing up their feedback and ideas. Our commitment doesn't end with rollout—we remain an active partner in your long-term AI transformation. We continue gathering product feedback from users, involving both leadership and champions in early conversations around roadmap planning, beta features, and priority use cases. You are also invited to participate in regional GovAI user groups, where peer cities share lessons learned, showcase innovations, and help shape the future of responsible AI in government.

At this point, we will also explore assisting with the development of Custom AI Assistants. Custom Assistants combine the power of GovAI's LLM engines, the contextual understanding of Custom Folios, with specifically designed capabilities and system instructions to perform a specific task for all staff or individual departments. Custom Assistants create a simple and effective mechanism to deploy highly specialized AI agents to staff and staff departments for a wide variety of government functions, including creating RFPs, querying By-Laws/Ordinances and Internal Policies, Analyzing Contracts, or creating Staff Reports/Memos.

In summary, GovAI provides a comprehensive training program including;

- **Live Training:** Staff will have access to a live training program composed of several sequential training sessions, starting with GovAI basics and transitioning to advanced. These sessions will be held over several weeks, allowing users to find a session that best fits with their schedule
- **Self-Guided Onboarding Journeys:** New users are welcomed with email sequences, prompt tips, and getting-started guides designed to make AI approachable for everyone, regardless of technical skill.
- **Champion-Led Momentum Building**
Champions identified as power users may step into a visible role. They:
 - Serve as peer coaches within their own departments
 - Share successful use cases across teams to inspire new ideas

Their presence helps normalize adoption and ensures employees are learning from trusted colleagues.

Technical Support Approach for Employees

Our philosophy on support is simple: if someone is trying to use GovAI to get their work done, they deserve help quickly from GovAI experts on our team.

White-Glove Support for All Users

Every employee who uses GovAI is automatically enrolled in our premium support program:

- Live Office Hours – access to our GovAI Office Hours
- Email & In-app Support Chat – quick-turnaround help from GovAI team members
- Embedded Smart Help – in-app suggestions, tutorials, and prompt guides
- Dedicated GovAI Contact – an assigned partner from GovAI for ongoing support

This approach ensures that every user, regardless of role or tech skill level, gets the help they need when they need it—without friction.

Proactive Partnership

Beyond reactive help, our team proactively delivers:

- New feature briefings with short explainer videos
- Use case spotlights from peer cities in government
- Monthly check-ins with leadership and product roadmap previews

Metrics Used to Evaluate Success

Meaningful Adoption

- Weekly Active Users (WAU): Percentage of users logging in weekly
- Repeat Use Rate: Users engaging 3+ times per week, indicating habit formation
- Prompt Diversity: Variety of tasks completed using GovAI (based on GovAI pre-established use case categories)

User Comfort and Confidence

- Pre/Post Confidence Surveys to assess:
 - Knowledge of when and how to use GovAI
 - Comfort using AI in sensitive or high-impact work
 - Willingness to recommend GovAI to peers
 - Qualitative impact as described by users ("GovAI saved me 3 hours with data analysis")
- Training Completion Rates for secure and responsible use modules
- Support Engagement Trends as a proxy for active learning and curiosity

GovAI Project Plan

Phase 1: Configure & Communicate (Month 1)

Duration: Weeks 1–3

Week 1

- Kickoff meeting with client stakeholders (~45 minutes, including GovAI Implementation Manager and SamTrans Project Management team) to discuss implementation plan and schedule meetings/sessions

Weeks 2–3

- Meeting to overview Configurations of environment (security, compliance, role-based dashboards) (~45 minutes, including GovAI Implementation Manager and member of SamTrans technical resource team)
 - Draft and send official staff communication announcing rollout (GovAI to send sample communication)
 - Invite org-users to log-in to GovAI account using SSO
 - Schedule live training sessions (2 x Basics [45 minutes] + 2 x Advanced [1 hour] sessions [scheduled in duplicate]). Invite SamTrans staff to live training sessions
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Phase 2: Training & Exploration (Months 1–2)

Duration: Weeks 4–8

Weeks 4–6

- Conduct live onboarding sessions (Basics + Advanced)
- Provide self-guided onboarding materials (recordings of training sessions, online support videos and articles)

Weeks 6–8

- Collect early feedback from users and managers
- Enable users with support from GovAI (Email & in-app help chat, live office hours, online support videos and articles)

Phase 3: Deep Departmental Expansion (Months 3–4+)

Duration: Ongoing, starting Month 3

Month 3 - 4

- SamTrans Project Management team to identify key use cases for custom assistants
- GovAI Implementation manager to schedule training calls with identified champions to train on how to create Custom Assistants
- SamTrans Project Management team to collect use case examples from early adopters
- GovAI Implementation Manager to assist with development of key custom assistant ideas
- GovAI Implementation Manager / SamTrans Project Management team to train end users on Custom Assistants developed

Month 5 -6

- Reiterate on above, potentially addressing new areas with custom assistants

Ongoing Support & Partnership (Months 6+)

- Monthly/Quarterly leadership check-ins
- New feature briefings (short explainer videos)
- Ongoing measurement: WAU, repeat use, training completion, confidence surveys

