

Pennsylvania's ChatGPT Enterprise Pilot — Generative AI for State Government Productivity

AI in the Public Sector · Good practice · United States of America

Quality score: 80/100

Evidence strength: Descriptive / self-reported

Summary

Pennsylvania piloted ChatGPT Enterprise with 175 employees across 14 agencies, who saved an average of 95 minutes daily; the programme scaled to 3,000+ employees across 35 agencies by 2026, shaped by a union-inclusive Labor-Management Collaboration Group.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-13

Commonwealth of Pennsylvania, Office of Administration — accessed 2026-07-13

Pennsylvania Office of Administration — Lessons from Pennsylvania's Generative AI Pilot with ChatGPT (Mar. 2025 official report) — accessed 2026-07-13

StateScoop — ChatGPT saving staff 8 hours per week, Pennsylvania governor says — accessed 2026-07-13

Yahoo/AFP — Pennsylvania Says State Employees Saved 95 Minutes per Day Using ChatGPT — accessed 2026-07-13

Pennsylvania Office of Administration — Shapiro Administration Expands Safe and Responsible AI — accessed 2026-07-13

Cite this — Evidoria. *Pennsylvania's ChatGPT Enterprise Pilot — Generative AI for State Government Productivity*. Persistent ID: 4a562614-ebd3-4fe9-b1e0-5fd51536bf0d.