



ROI of GenAI

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AI at CDC

Highlights

CDC aims to empower all staff to harness AI effectively, streamline operations, and forge dynamic partnerships across industry, academia, other federal agencies, and state, tribal, local, and territorial (STLT) public health agencies.

Launched 4
enterprise AI tools

ChatGPT, Microsoft Co-Pilot, CDC Chatbot, Gemini

AI use case
inventory grew 2x

From 50 in FY24 to 103.
HHS AI Inventories may be
accessed [here](#)

Completed first
federal ROI study for
Generative AI
chatbot

Partnered with
OpenAI to evaluate
Deep Research



Chatbot ROI Methodology

Based on CDC Chabot (internal), CDC quantified realized and projected time and cost savings. ^[1]

- **Return on Investment:** 527% return on investment
- **Cost Savings:** Over \$3.7 million estimated in labor costs saved
- **Time Savings:** Upwards of 41,460 CDC staff hours saved and redirected to higher-value work

COSTS

Estimated Costs

How might we calculate total estimated costs of CDC Chatbot?

Sample Input:

- Infrastructure & Platform costs
- Operations & Maintenance costs
- Training & Adoption costs

BENEFIT

HOURS SAVED

What top tasks is CDC Chatbot used for?

Sample Input:

- Total volume of conversations
- Usage distribution by task type
- Tokens used per task type
- Industry benchmarks for time savings per task type

DOLLARS SAVED

How might we translate the estimate hours saved, into estimated total benefit?

Sample Input:

- Total hours saved
- Estimated fully loaded labor rate of federal employees