AWS State, Local, and Education Learning Days

Washington, DC

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

aws Learning Days
State, Local, and Education

AI/ML For Data and Analytics

Hiren Deliwala (he/him)

SA Manager, SLG-K12
hdaws@amazon.com

Mahinder Chawla (he/him)

Sr. Solutions Architect, SLG
mahindc@amazon.com

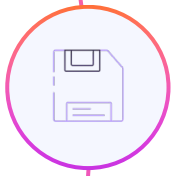
© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

aws Learning Days
State, Local, and Education

Challenges we're hearing

Demand is rising, while resources and capacity to deliver them aren't keeping pace

Expectations are rising, with constituents demanding the same digital experiences they get from the private sector



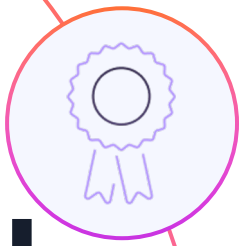
Infrastructure is aging, creating friction across the data lifecycle (capture, storage, management, leveraging

Requirements are becoming more complex, creating barriers to change and blocking adoption of "built for change" solutions

Change is slowing, with risk-averse cultures introducing inertia and thwarting innovation

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

What internal and external customers are asking for



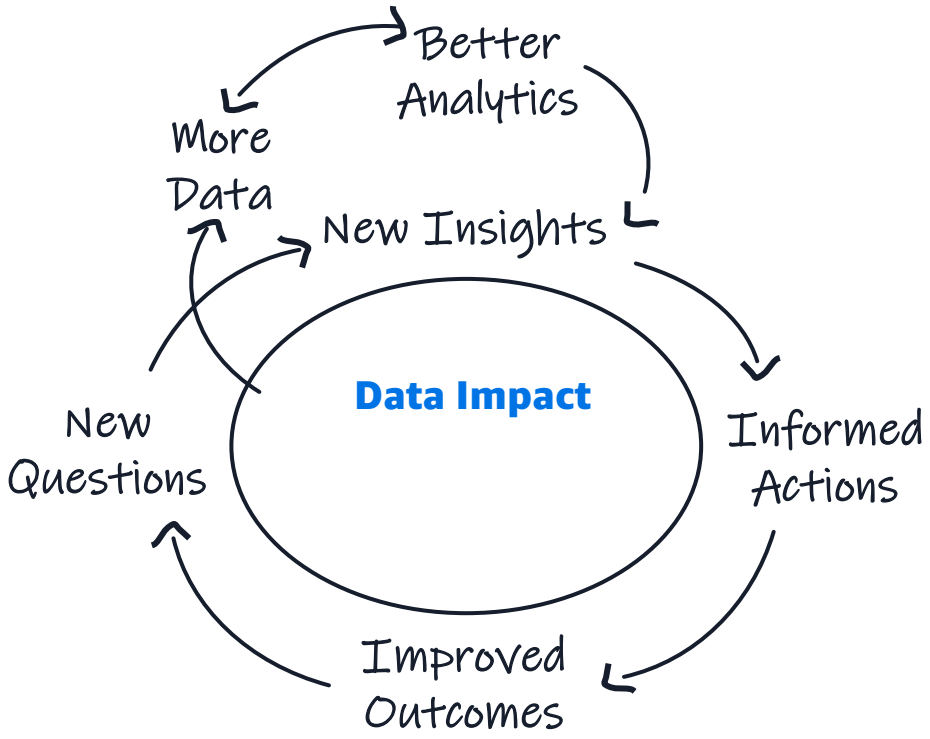
Better experiences that minimize time to access, provide self-service capabilities, and deliver in joined-up ways

More productive staff who have answers at their fingertips and aren't stuck doing manual work

Empowered teams that focus on outcomes, use make data-informed decisions, and meet legal and policy requirements

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

The Data Driven Organization



"An organization that harnesses data as an asset drive sustained innovation and create actionable insights to improve policy making decisions that reflect outcomes constituents care about, that builds greater trust."

Key Characteristics

Set 'Think Big' goals

Focus on delivering policy priorities with quality

Shared leadership conviction and Business-IT alignment on data ownership

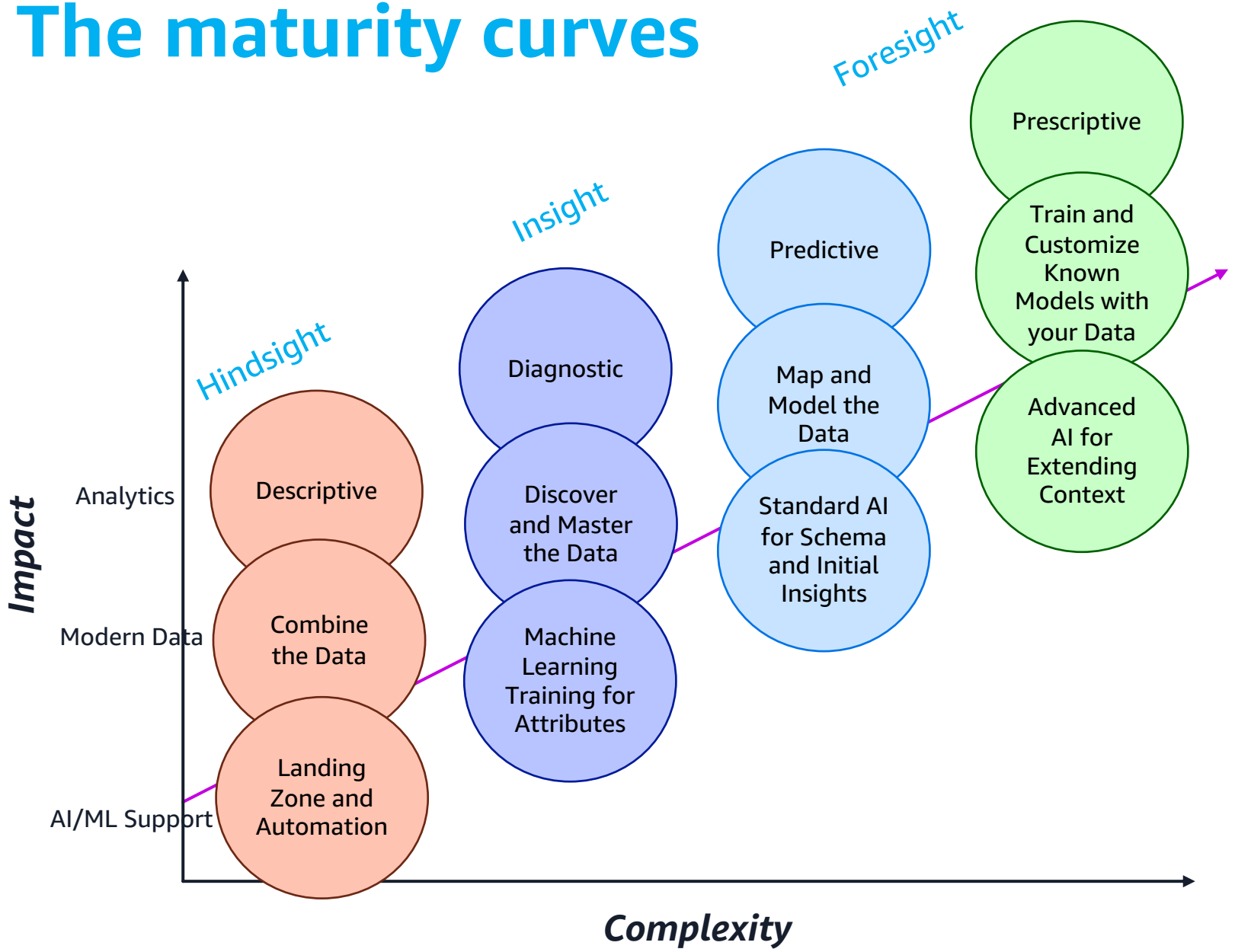
Strong collaboration and agility concerning data products across data producers and consumers

Upskilled and empowered producers and consumers who self-serve

Privacy, security, compliance and federated governance without impeding innovation

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

The maturity curves



DESCRIPTIVE

What happened?

DIAGNOSTIC

Why did it happen?

PREDICTIVE

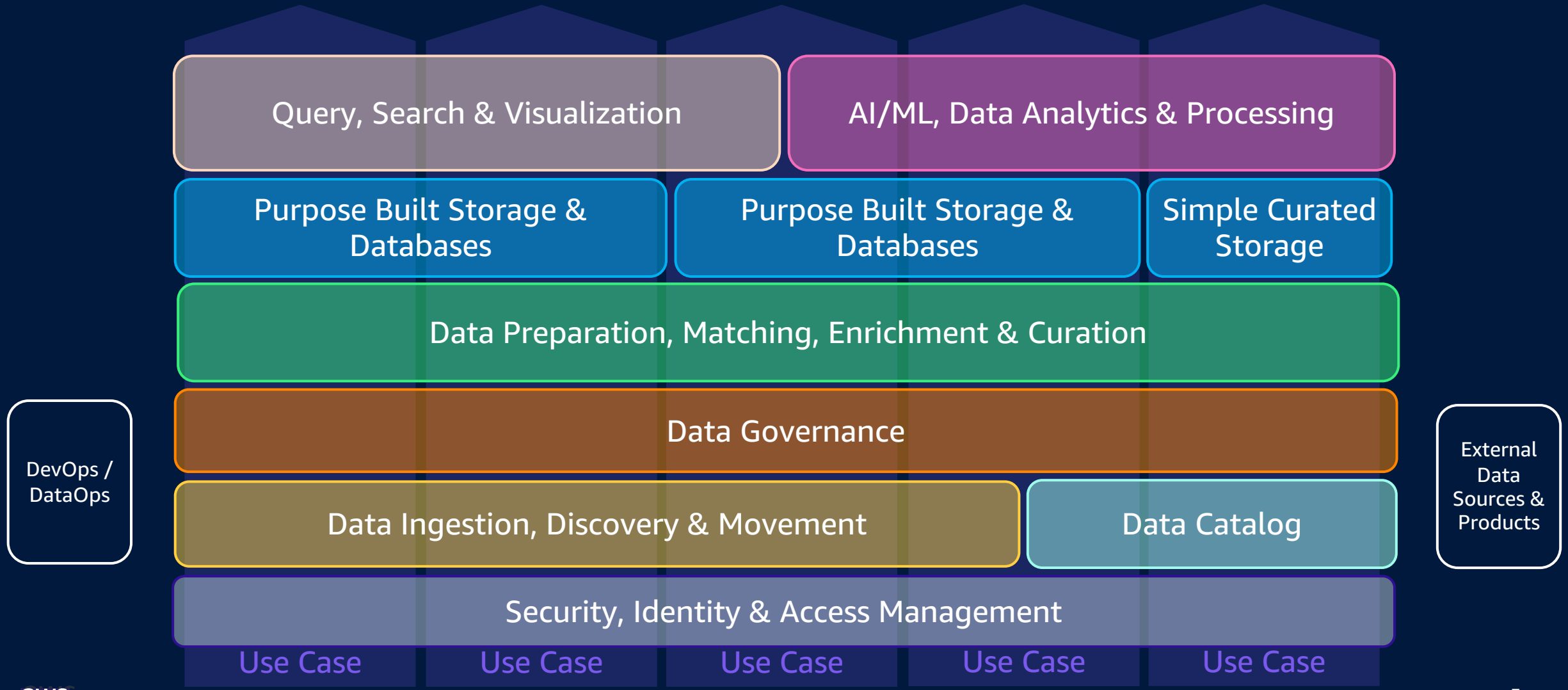
What will happen?

PRESCRIPTIVE

How do we make it happen?

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A Modern, Foundational Data Architecture



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Build a Modern, Foundational Data Architecture

Built in AI/ML Capabilities

AI/ML enabled/integrating services

Query, Search & Visualization

- **Athena** Interactive analytics
- **QuickSight** Visualizations
- **Opensearch** Operational Analytics
- **Redshift** Data warehousing

AI/ML, Data Matching & Processing

- **SageMaker** ML
- **Comprehend** NLP
- **Transcribe** Speech-to-text
- **Textract** Extract text
- **Health Lake** Health Data Lake
- **Comprehend Medical** NLP
- **Translate** Translation

+ more

Specialized Partner Solutions

Data Preparation, Enrichment & Analysis

- **Glue** Serverless Data Integration
- **EMR** Hadoop + Spark
- **Glue DataBrew** Data Preparation & Transformation
- **Forecast** Forecasts
- **Kinesis Data Analytics** Real time

Data Ingestion, Integration & Movement

- **Glue** Serverless Data Integration
- **Kinesis Data Streams** Data Streaming
- **Data Exchange** Data exchange
- **Clean Rooms**
- **API Gateway** API Management
- **Kinesis Data Firehose** Streaming ETL
- **Data Migration Service**
- **AppFlow**
- **Data Pipeline**
- **DataSync**

Data Storage & Databases

- **S3/Glacier**
- **RDS** MySQL, PostgreSQL, MariaDB, Oracle, SQL Server,
- **Keyspaces (For Apache Cassandra)** Wide column
- **Neptune** Graph
- **Aurora** MySQL, PostgreSQL
- **Redshift** Data warehousing
- **DocumentDB** Document
- **Timestream** Time Series

Data Catalog

- **Glue** Data Catalog

Data Governance

- **Lake Formation** Data Lakes
- **DataZone** Governed Analytics

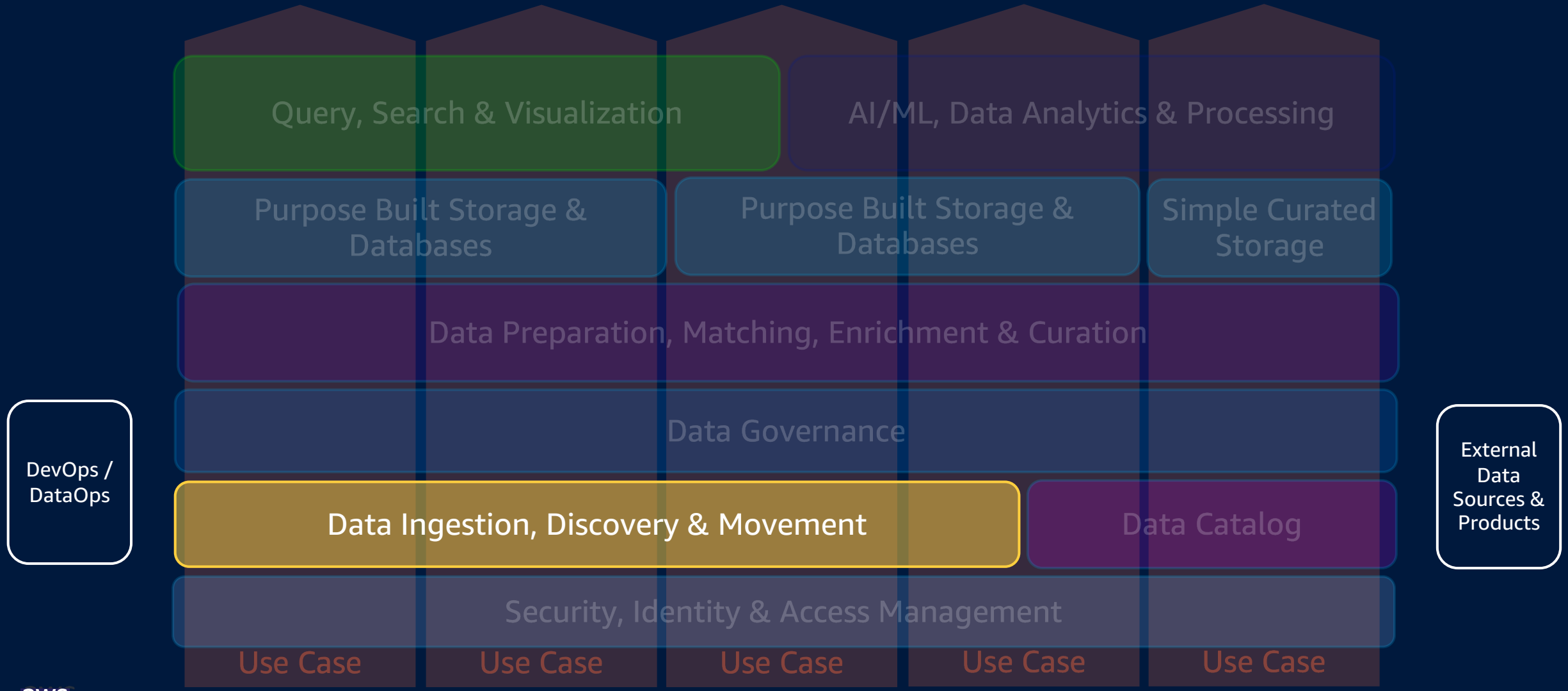
© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Machine learning

- Data Discovery
- Data Attribution
- Metadata Tags
- Schema Definitions
- Data Catalogues
- Data Protection

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A Modern, Foundational Data Architecture



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Extract insights from unstructured content

Extract insights from unstructured documents and forms, like images, PDFs, and audio

- Analyze text with natural language processing (NLP) to identify topics, extract entities, understand sentiment, and classify documents with Amazon Textract, Amazon Rekognition, and Amazon Comprehend
- Translate content at scale with Amazon Translate

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Content analysis and object detection

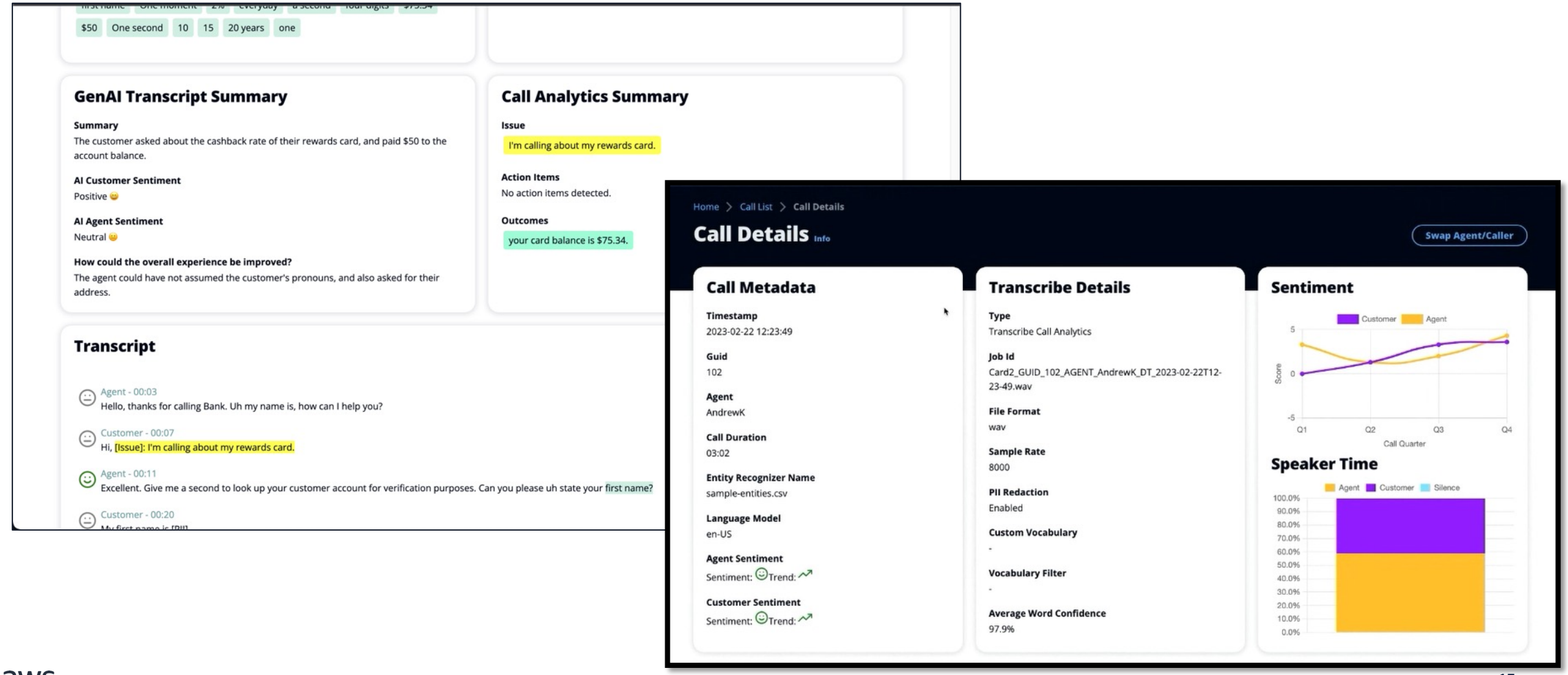
Extract insights and identify objects of interest from large volumes of images and videos with Amazon Rekognition

- Detect personal protective equipment (PPE) to improve worker safety
- Analyze vehicle traffic and pedestrian and bicycle safety
- Detect objects of interest in video and reduce human effort required to review footage

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

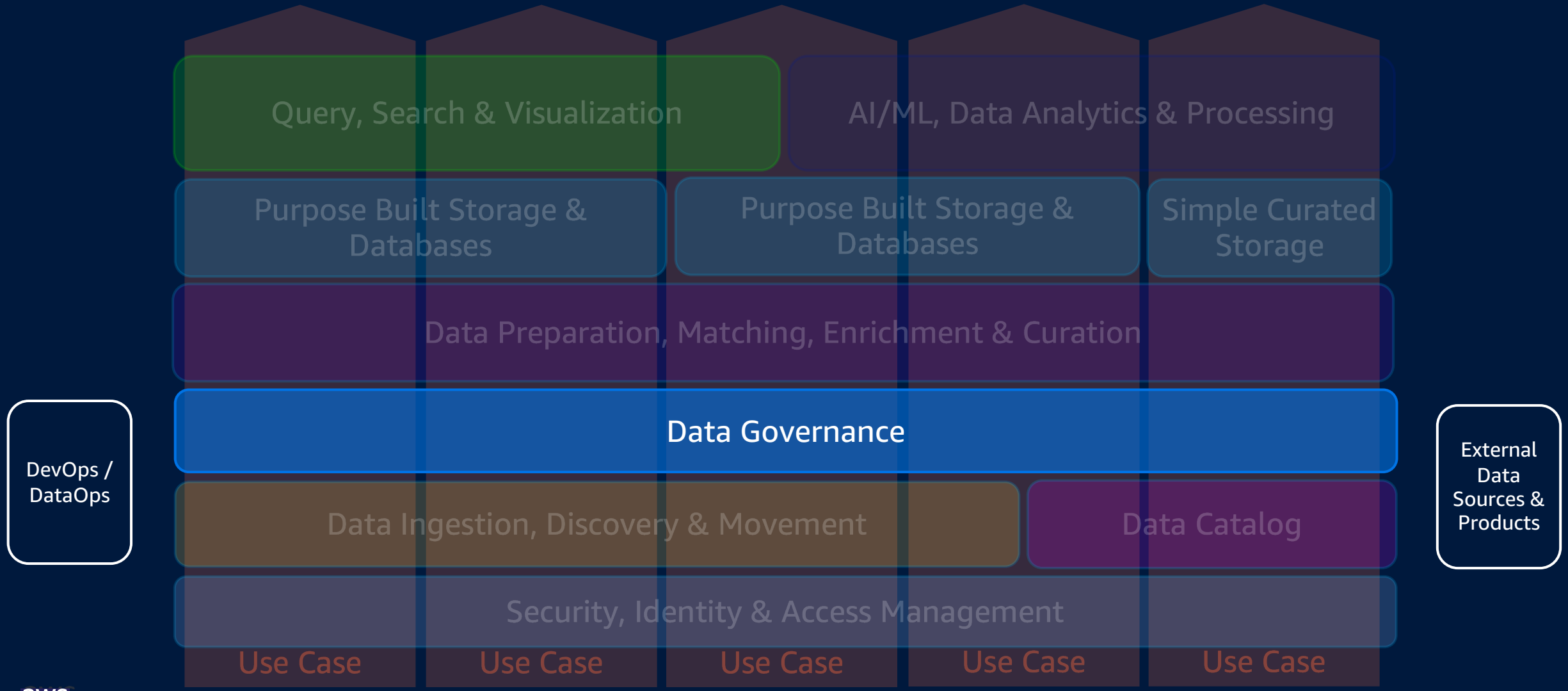
Text to Speech Transcription, Classification & Analytics

AN EXAMPLE FROM AWS POST CALL ANALYTICS AND CALL SUMMARIZATION



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A Modern, Foundational Data Architecture



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Data Governance

Data Protection

ML-powered sensitive data identification and redaction

Amazon Macie is a data security service that uses machine learning (ML) and pattern matching to discover and help protect your sensitive data.

Data Quality

Use ML to detect anomalies and hard-to-detect data quality issues

AWS Glue Data Quality learns patterns on data statistics gathered over time using ML algorithms. It detects anomalies, unusual data patterns and alerts users. It also auto-creates rules to monitor these specific patterns so that you can progressively build data quality rules.

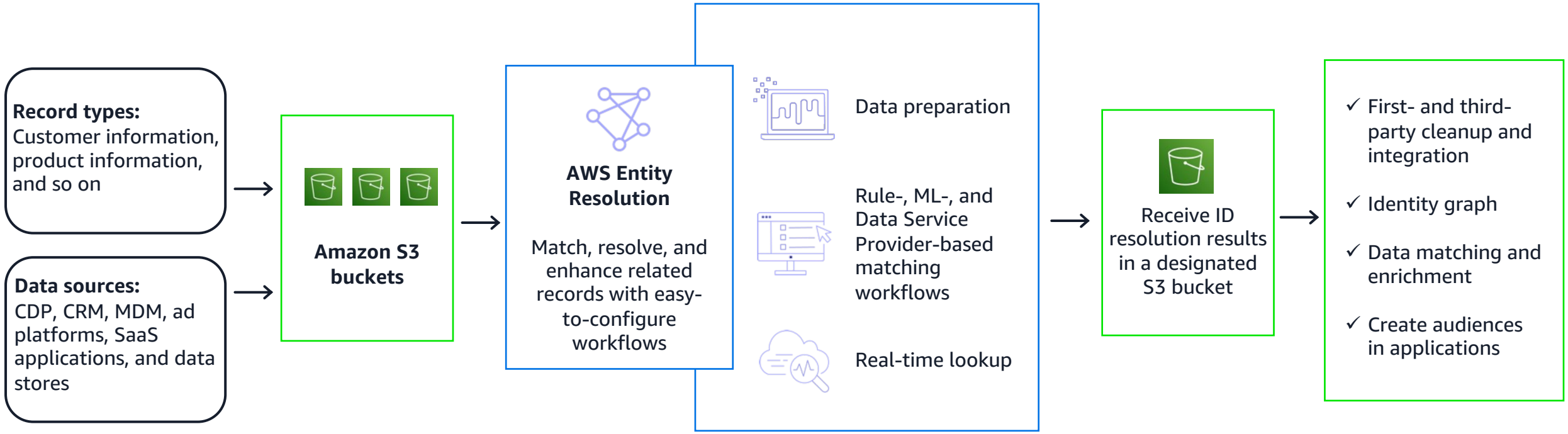
Entity Resolution & Data Matching

Match, link, and enhance related customer, product, business, or healthcare records stored across multiple applications, channels, and data stores

AWS Entity Resolution and AWS LakeFormation FindMatches enable you to identify matching records in your dataset even when the records to not have a common unique identifier and no fields match exactly.

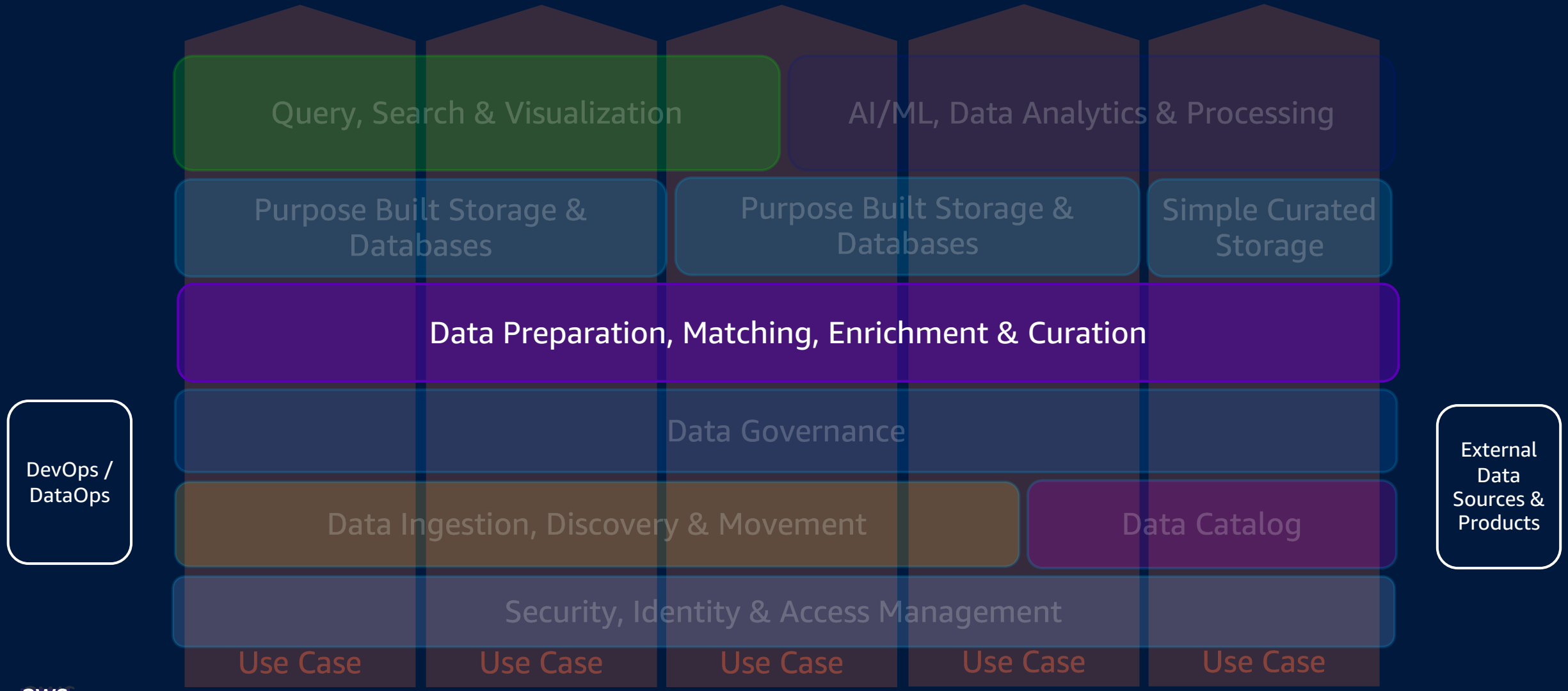
© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ML-powered Matching & Entity Resolution



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A Modern, Foundational Data Architecture



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Data Preparation, Matching, Enrichment & Curation

ML-based data transformations

ML-generated data insights & data augmentation

- Trends, anomalies, categorization, classification, labeling, sentiment, summarization, etc.

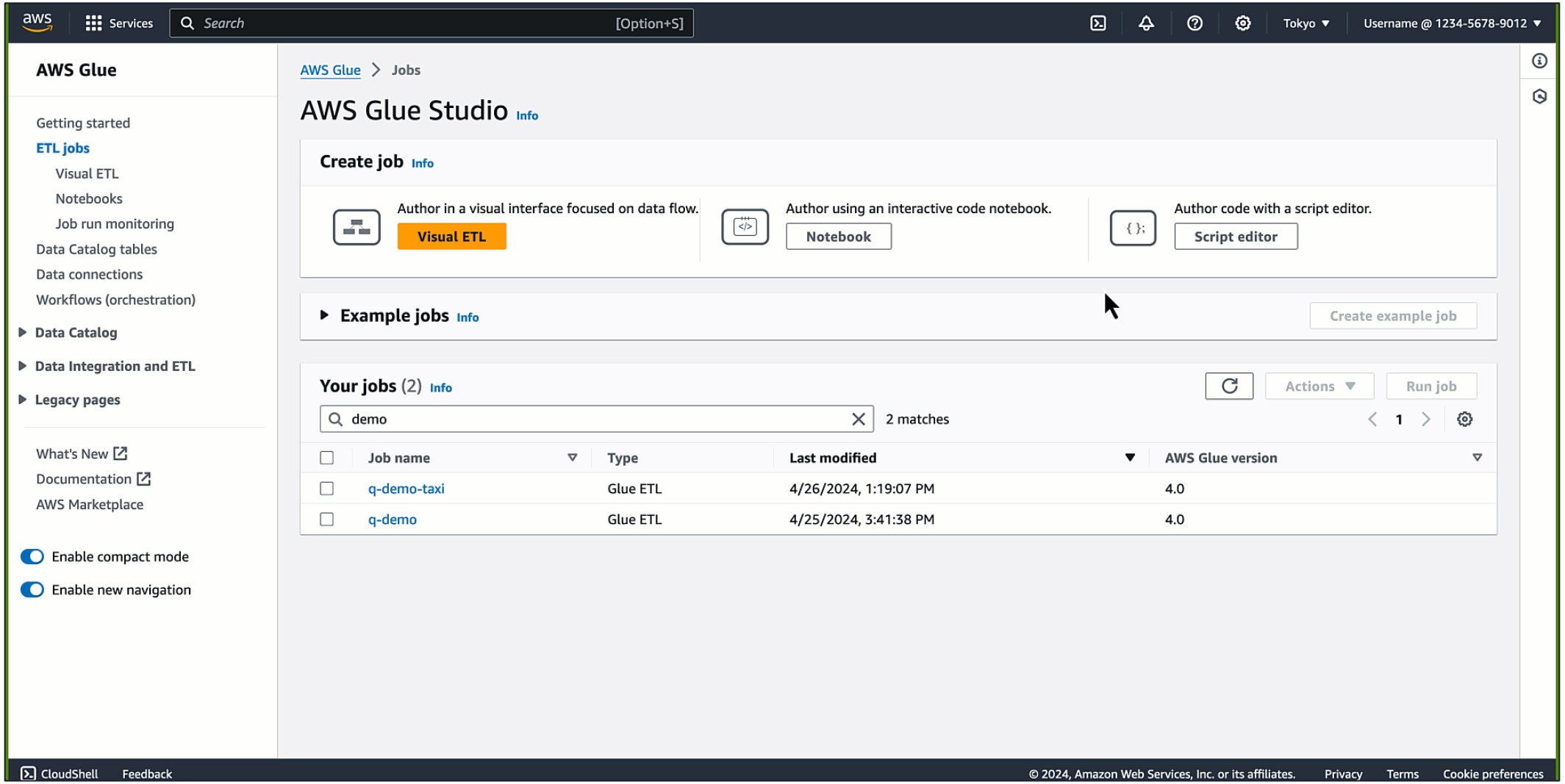
ML services for can be integrated into data processing jobs

- E.g., translation, inference, labeling, etc.

Generative AI powered data integration coding assistance

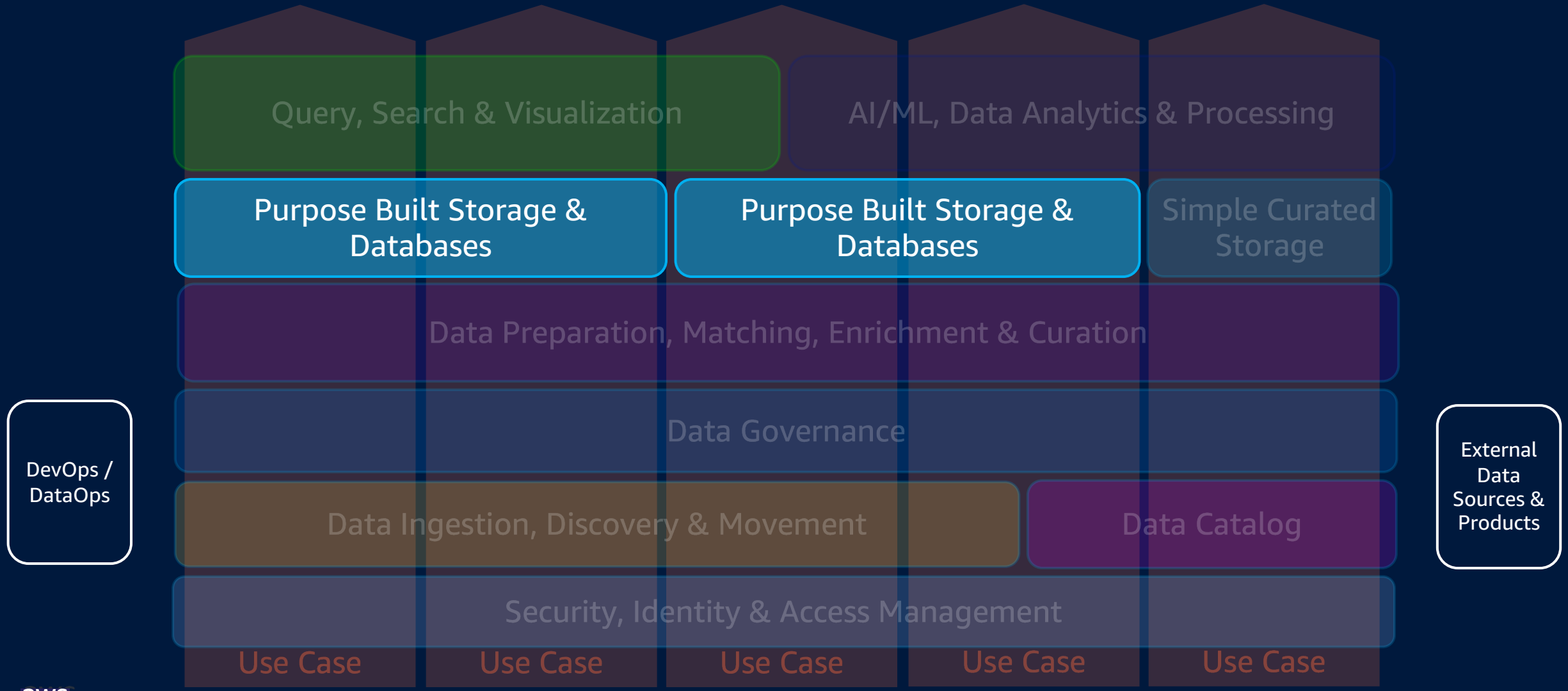
© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Generative AI assistance for data integration



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A Modern, Foundational Data Architecture



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AWS brings ML closer to data

Databases

+

Data warehouses
+ data lakes

+

Business
intelligence tools

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ML Purpose-built databases

- Databases with in-built AI/ML support like vector stores (Amazon Aurora PostgreSQL-Compatible & RDS for PostgreSQL, Amazon Neptune ML, Amazon MemoryDB for Redis, Amazon Document DB, and Amazon OpenSearch
- Integrate ML into queries using run-time inference inside SQL as done in Amazon Redshift ML and Athena ML

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Inference at query time – Link Prediction

Without inference

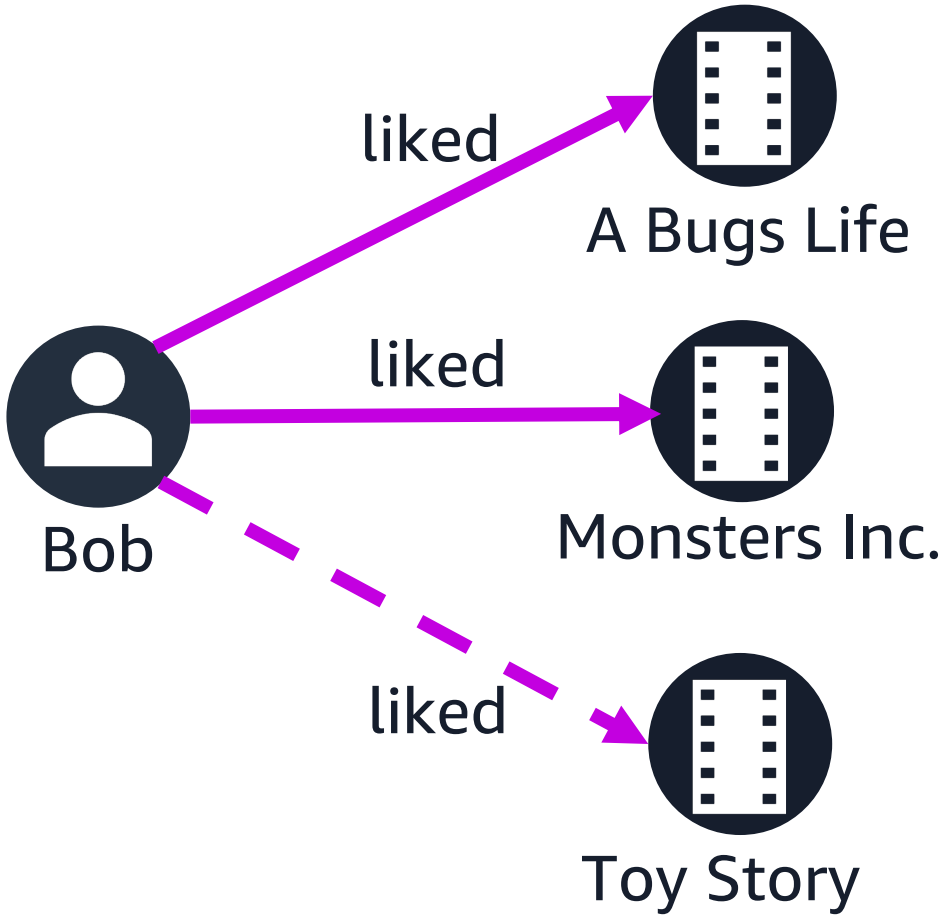
```
g.V().has('name','Bob').
out('liked').
hasLabel('movie').values('title')
```

⇒ A Bugs Life
⇒ Monsters Inc.

With inference

```
g.with("Neptune#ml.endpoint","ENDPOINT").
V().has('name', 'Bob').
out('liked').with("Neptune#ml.prediction").
hasLabel('movie').values('title')
```

⇒ Toy Story



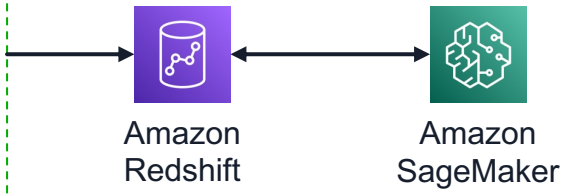
AMAZON NEPTUNE ML

aws
© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Train & use models in Amazon Redshift ML

TRAIN

```
CREATE MODEL customer_churn
FROM (SELECT c.age, c.zip,
c.monthly_spend, c.monthly_cases,
c.active AS label
FROM customer_info_table c)
TARGET label
FUNCTION predict_customer_churn
```



PREDICT

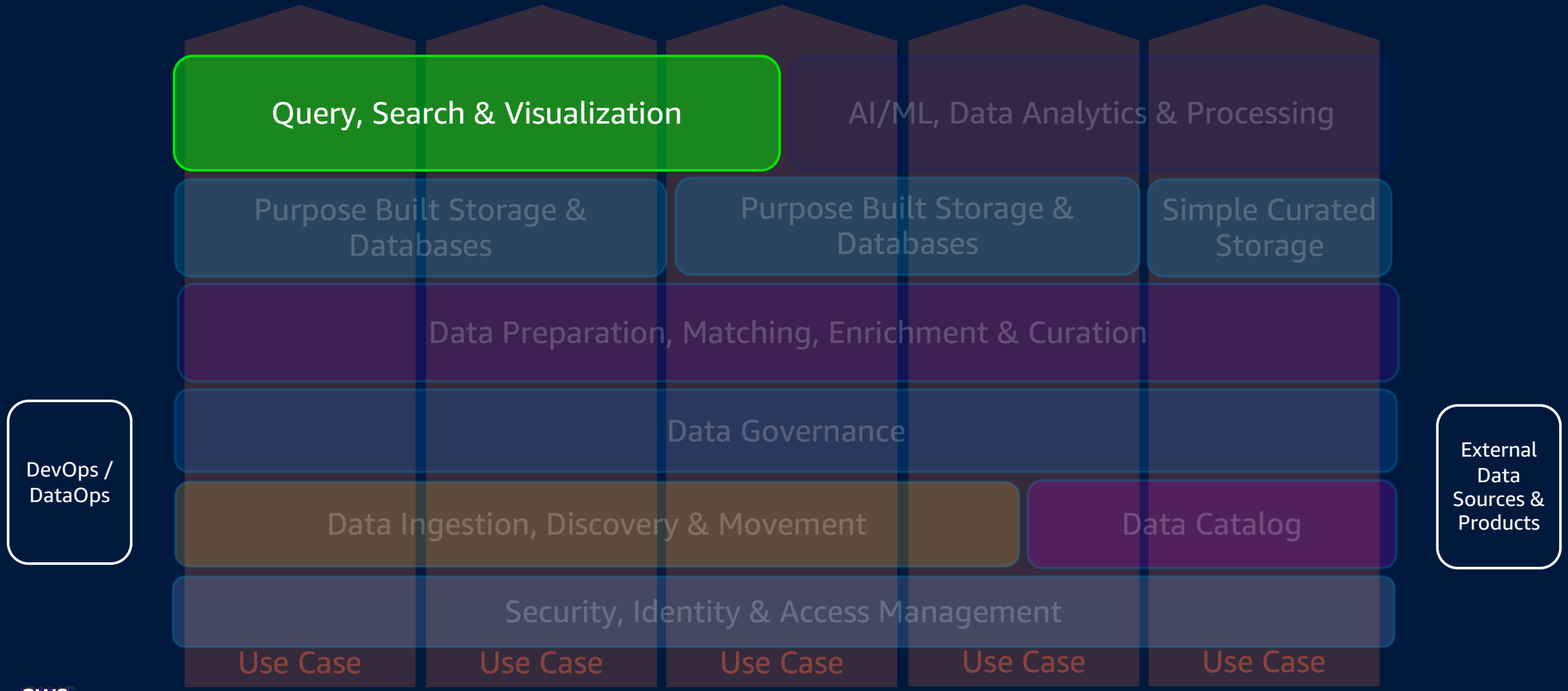
```
SELECT n.id, n.firstName, n.lastName,
predict_customer_churn(n.age, c.zip …)
AS activity_prediction
FROM new_customers n
WHERE n.marital_status = ‘single’
```

Example: Train a model on data from before 2020-01-01, then use the prediction function on the testing set. The following query displays the predictions of whether customers who signed up after 2020-01-01 will go through churn or not.

aws

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A Modern, Foundational Data Architecture



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AI/ML in Query, Search & Visualization

- Natural Language insights from GenAI database query
  - text-to-sql
  - natural language search
  - Visualization generation
- Content & data summarization & classification
  - AI-assisted data story telling

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AI–powered dashboard authoring experience

A NEW DASHBOARD BUILDING EXPERIENCE POWERED BY GENERATIVE BI

Build visuals

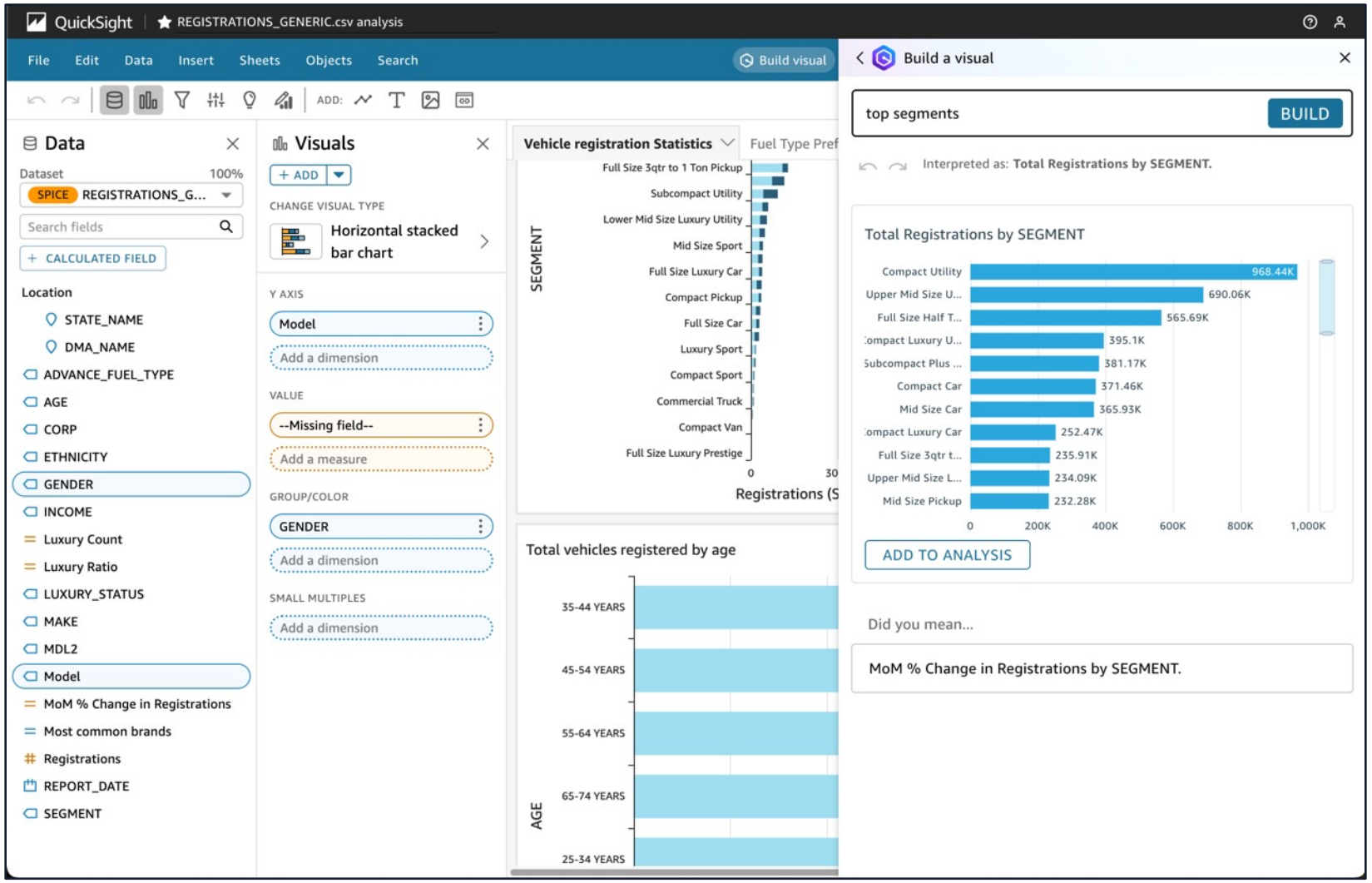
Use natural language to quickly build visuals for dashboards and reports

Create calculations

Build calculations using natural language without looking up or learning specific syntax

Refine visuals

Quickly update visuals by describing desired formats using natural language



Amazon QuickSight

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Design and functionality are conceptual and can change

AI–assisted storytelling

IMPACTFUL DATA STORYTELLING TO DRIVE ACTIONS

Interpret data for others

Help others derive meaning from data and reach conclusions to drive decisions

Generate stories using AI

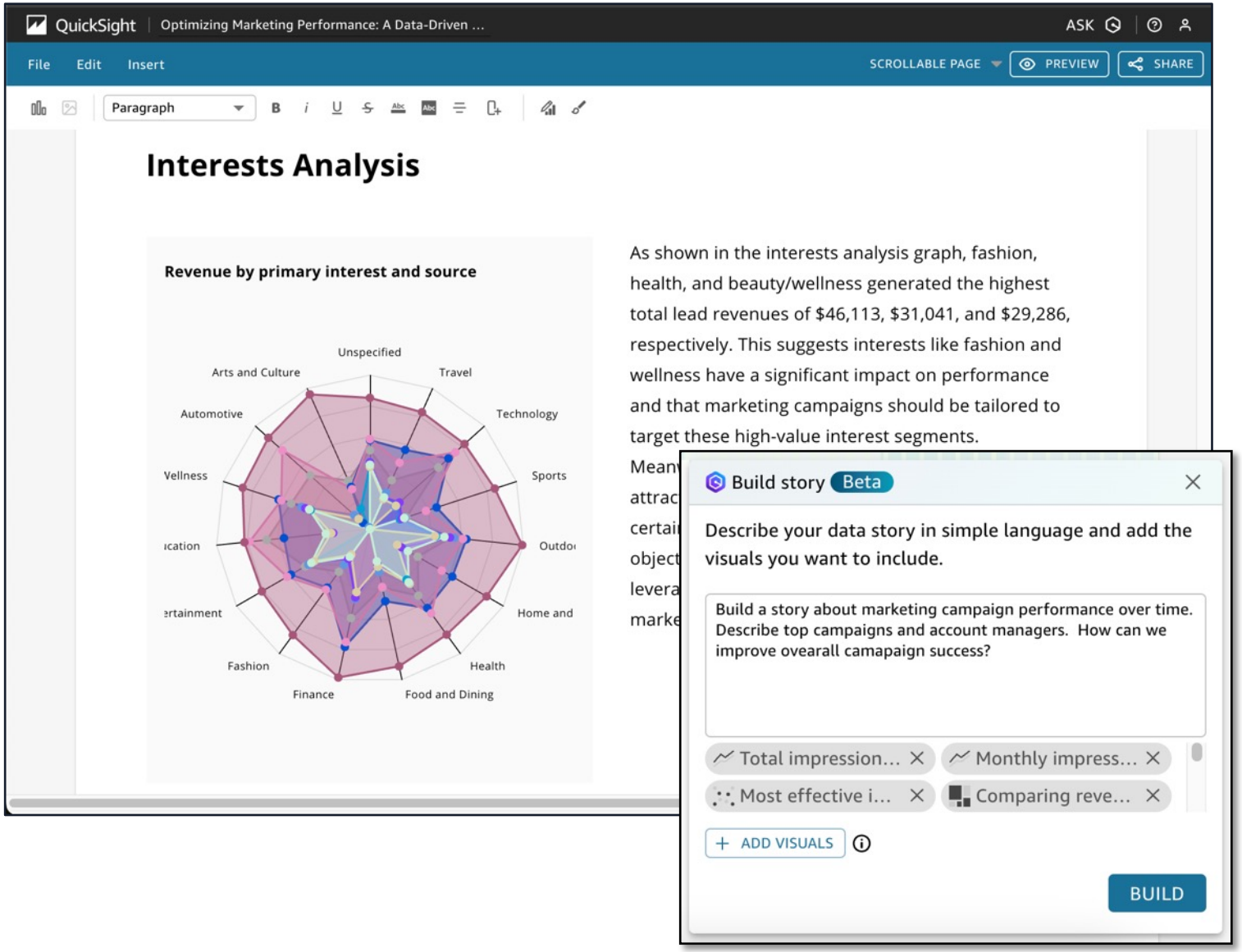
Produce cohesive, powerful, and insightful narratives by analyzing only a few words of data

Create refined content

Control AI verbosity, customize narrative text, and apply stunning visual themes to bring content to life

Share up-to-date governed data

Quickly update and disseminate data at any time



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AI answers to questions of data on demand

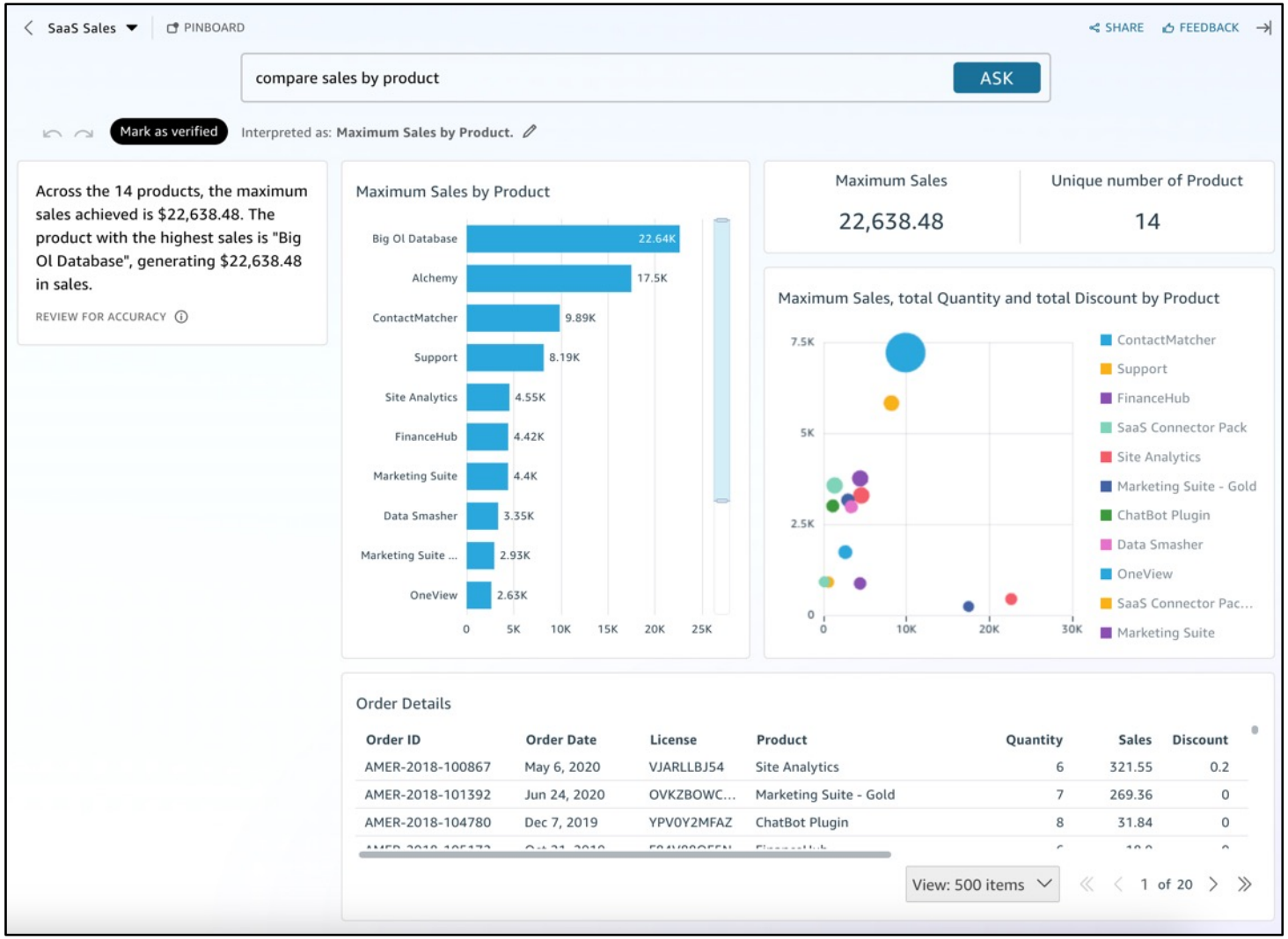
DEEP INSIGHTS AT YOUR FINGERTIPS

Executive summaries of dashboards
Instant summaries of key dashboard insights in natural language explaining top movers, outliers, and more

Powerful Q&A for nonexperts
Suggested questions and "what's in my data" show what can be asked

Multivisual answers with narrative insight summaries explain answer context

Support for vague questions and "did you mean" alternatives enable iterative fact-finding

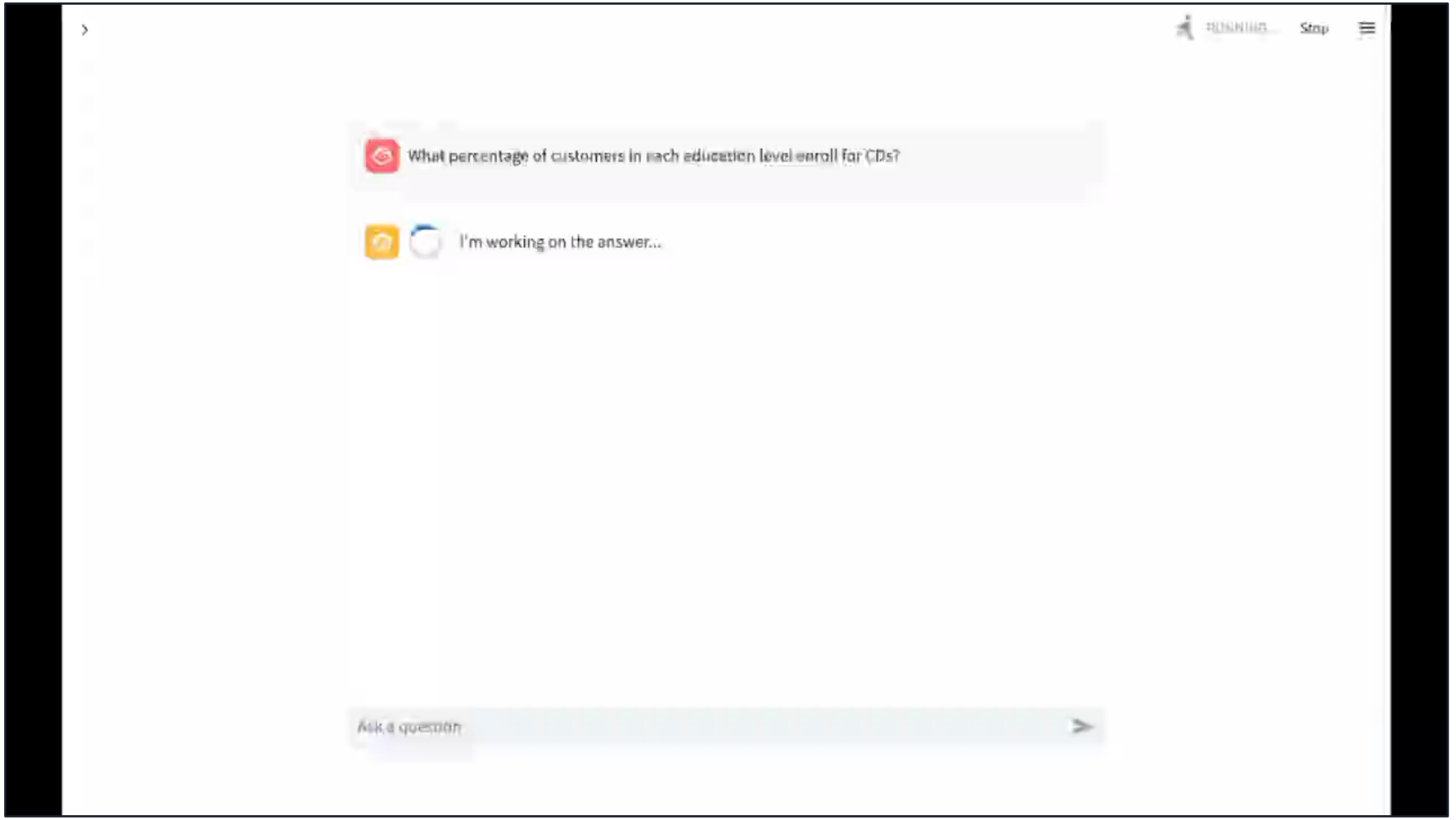


© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Demo - GenAI Text to SQL

This market research assistant utilizes a modern data architecture and generative AI techniques to empower an organization's market research efforts.

By integrating various data sources and leveraging natural language capabilities, the assistant allows non-technical users to easily query and analyze market research data using conversational natural language.

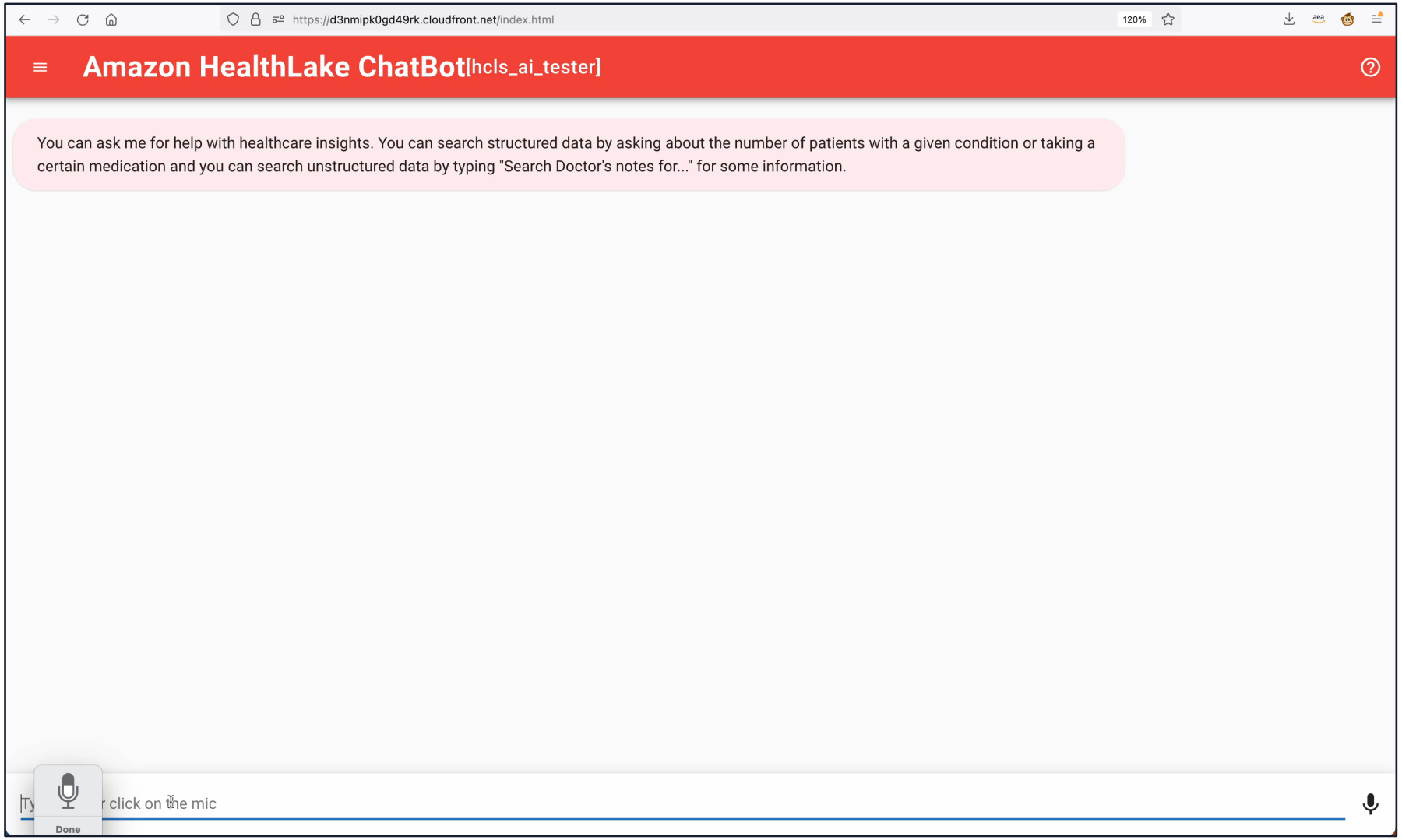


© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Demo – conversationally interact with EHR data

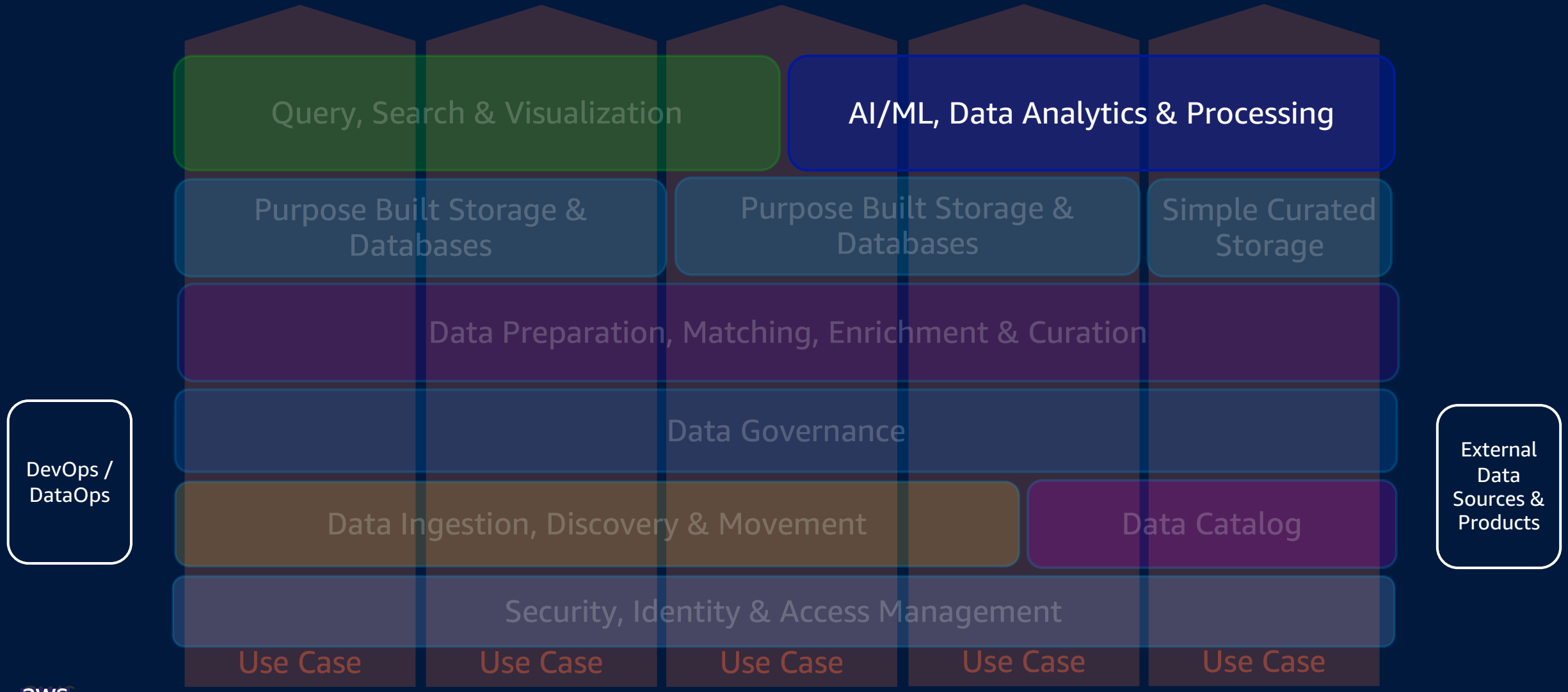
By combining HealthLake with a large language model, healthcare providers can interact conversationally with their data, gaining insights and making decisions faster than ever before.

One way to use a large language model with HealthLake is through a chatbot interface. Users can ask questions about both their structured data (e.g., Electronic Health Records (EHR)) or their unstructured data (e.g., doctor's notes).



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

A Modern, Foundational Data Architecture

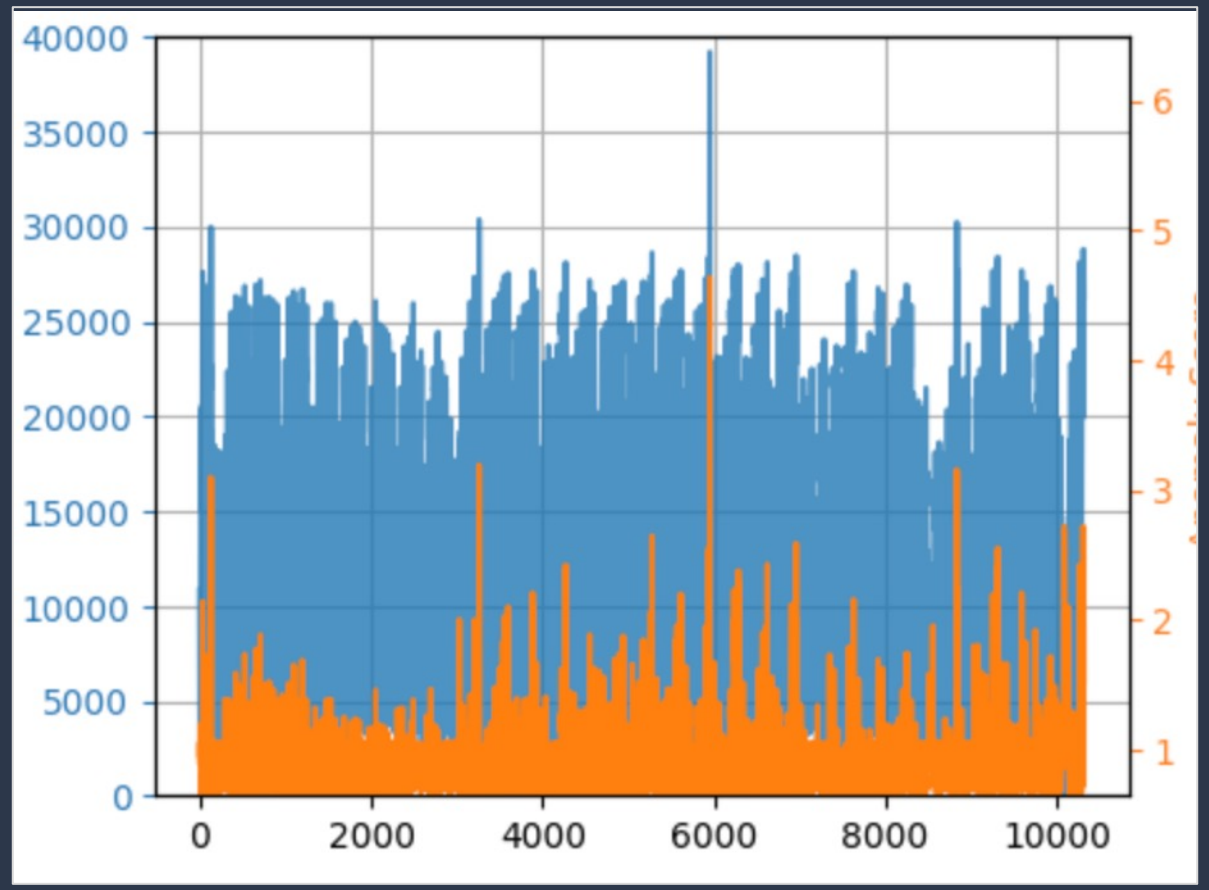


© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Fraud detection and prevention

Detect and prevent fraud, waste, and abuse

- Enhance accuracy and speed to help detect and prevent waste fraud and abuse
- Managed service approach with prebuilt ML models for fraud detection
- Supervised and unsupervised models for developing highly targeted models to utilize customer data as part of fraud prevention efforts



© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Predictions and forecasts from IoT and sensor data

Leverage data from smart cities and facilities

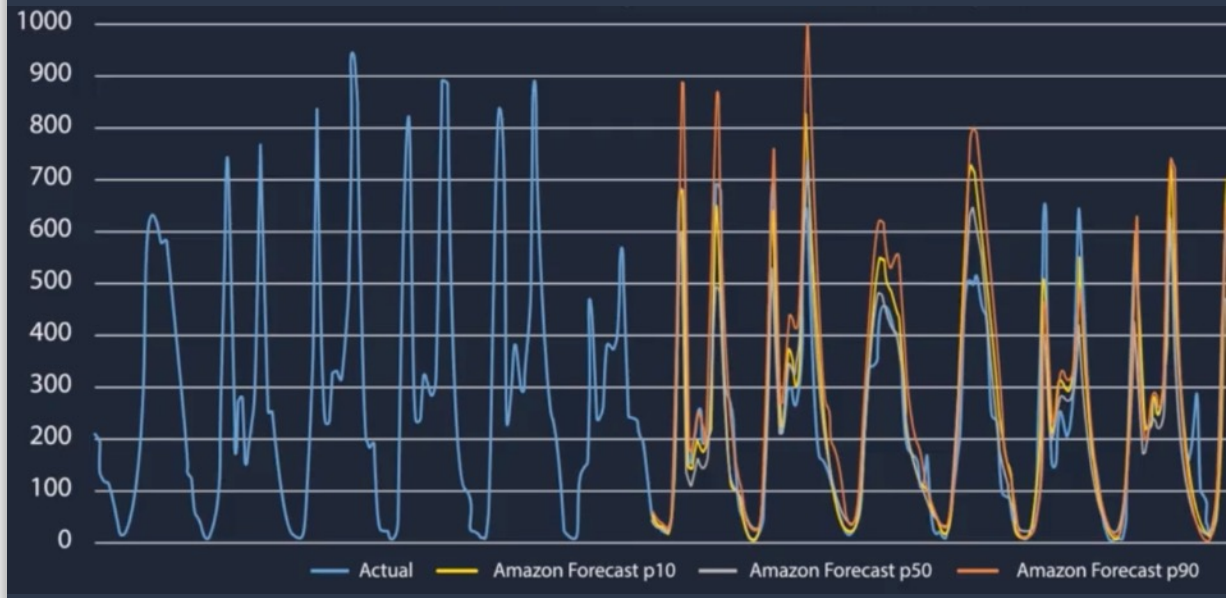
- Smart cities
- Predictive maintenance
- Facility management

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Machine learning to forecast trends and support decisions

Accurate, time series forecast with machine learning

- Predicting service demand or program activities
- Allocating resources to optimize impact and outcomes for citizens
- Financial planning and revenue / cost forecasts

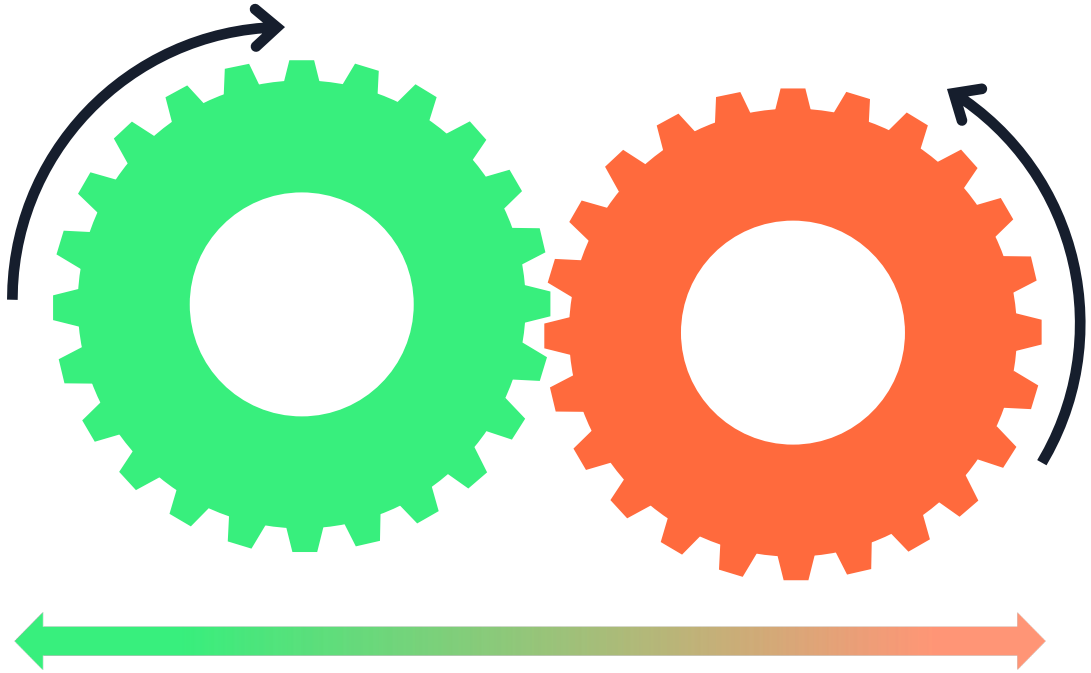


© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

No Code Predictive Analytics Value Proposition

Accelerate data science teams

Do more with your current team by using low-code machine learning tools in order to get to the desired outcomes faster.



Enable business teams

Give business teams the ability to do ML without any code, scaling the number of people who can create ML powered insights, forecasts, and predictions

Collaborate together

Leverage the integrated capabilities of Amazon QuickSight and Amazon SageMaker Canvas making it easy for business users to use machine learning or for data scientists to make changes on the models business users build and creating one place for all the analytics and machine learning in a team or organization.

aws

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

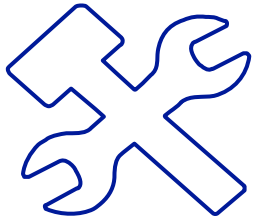
What can we do to maximize the opportunities presented by AI/ML and GenAI?

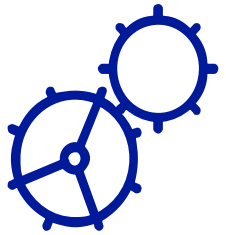
- Develop and begin implementing data modernization strategy & modern data architecture
- Encourage learning & managed experimentation
- Participate in public sector efforts to develop best practices
- Adopt an iterative approach: Think Big, Start Small, Scale Fast

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AWS is here to help

Ideate | **Mobilize** | **Train** | **Build**





Executive Visioning

Executive Briefing Center (EBC)

Digital Innovation (DI)

Data-Driven Everything (D2E)

Digital & Data Transformation (D2T)

Immersion Day(s)

ML Embark

Game Days

Analytics Acceleration POC

ML Solutions Lab

PACE (POC/MVP)

ProServe or Partner SOW

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Thank you!

Hiren Deliwala (he/him)
SA Manager, SLG-K12
hdaws@amazon.com

Mahinder Chawla (he/him)
Sr. Solutions Architect, SLG
mahindc@amazon.com

Please complete the survey for this session

Track: Data & analytics track

Session: AI/ML For Data and Analytics

© 2025, Amazon Web Services, Inc. or its affiliates. All rights reserved.

aws Learning Days
State, Local, and Education