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CASE STUDY · MARLUC SYNOPSIS

# GenAI.mil enterprise generative AI platform (US Department of Defense)

IMPLEMENTED 2025–2026 · DEFENCE AND SECURITY · US · BAND D · CLAIMED ONLY

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The department launched a single generative AI platform for its roughly three million staff in December 2025, starting with Google's Gemini and later adding ChatGPT and Grok. Officials report fast uptake and give examples of tasks cut from weeks to hours. The figures and examples are the department's own; no independent evaluation was found.

**ABOUT THIS SYNOPSIS**

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Facts and figures are as reported by the sources listed below, which may be incomplete, self-reported or out of date. Check the original source before relying on any figure.

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI used: Generative AI assistants and an agent builder on a department-wide platform: Google's Gemini for Government first, then OpenAI's ChatGPT and xAI's Grok, at Impact Level 5 for sensitive unclassified data.

Implemented: 2025–2026.  Grade: band D, Task support, Claimed only.

Headline result, as reported: Launched December 2025; officials report 1.7 million of 3 million personnel have used the platform and more than 100,000 agents have been built, with no independent measure of results

## 1 · The case

The facts, as reported by the 5 sources listed at the end. Where a source is silent, the field says "Not reported".

### Organisation

US Department of Defense (Chief Digital and Artificial Intelligence Office). US Department of Defense (the department also uses a secondary Department of War designation), with roughly three million military, civilian and contractor staff. The platform is run by the Chief Digital and Artificial Intelligence Office. Canvas block: 5. People and skills. Also 4. Operations and process, 6. Data and technology.

### Business challenge

The challenge. The Pentagon CTO says staff were using AI in their private lives but it was not available at work, and that rules and routes to use were unclear before launch (DefenseScoop).

How it was addressed. The department launched one enterprise platform with Google's Gemini for Government, later added other models and an agent builder, offered no-cost training and left use cases to staff. The acting deputy CDAO says the aim was to give people the capability and build familiarity, rather than catalogue every use first (GovCIO). [1] [2] [3] [4] [5]

### Who implemented it

Google Public Sector (Model or cloud provider): Supplied Gemini for Government, the launch model, and the Agent Designer tool for building agents..
OpenAI (Model or cloud provider): ChatGPT was added to the platform after launch (GovCIO)..
xAI (Model or cloud provider): Grok was added to the platform; GovCIO calls it SpaceX's Grok, DefenseScoop calls it xAI's Grok..
In-house (In-house): Chief Digital and Artificial Intelligence Office: Announced and runs the platform jointly with Google Cloud at launch; its acting deputy says it was set up in 74 days..
The platform was announced jointly by the CDAO and Google Cloud (GovCIO).

### Technology (SEAM pillar E)

SEAM types: T1 Chat assistants, T7 AI agents. Deployment: Vendor SaaS. Vendors and products: Google Public Sector, OpenAI, xAI, Gemini for Government, Gemini 3.1 Pro, Agent Designer, ChatGPT, Grok.

Where it was built in: A single department-wide platform on the unclassified network, accessed with a Common Access Card, hosting commercial models; users build agents with natural-language descriptions. Officials say frontier models will extend to secret and top secret networks.

### What changed

Before: roughly 80,000 people using generative AI through separate in-house tools, by the department's account. After: a single platform used regularly by what officials report as up to 1.7 million people, with the Army saying it no longer has to run its own enterprise platform. [1] [2] [3] [4] [5]

### What it cost

Not reported

### What it saved

Officials' examples only: a Navy Recruiting Command user cut the time to build a personnel database from several years to three months and saved an estimated 10 weeks of labour a year; a Defense Logistics Agency lab director cut statement-of-work drafting from weeks to hours (Defense One); the CTO gave an example of a congressional report taking five hours rather than 200 hours of staff time (DefenseScoop). Total savings: Not reported. [1] [2] [3] [4] [5]

## Governance and control

Policies and guardrails are described by officials; training demand exceeded capacity, with a waitlist. Capacity for computing is raised as a constraint by the chief digital and AI officer. No independent assessment of controls was found.

**S2 · Accountable owner · Evidenced**
The CDAO announced the platform jointly with Google Cloud, and the Pentagon CTO consolidated the CDAO and the Defense Innovation Unit under his office. [1]

**A1 · Safe use · Claimed**
The CTO says the policies are written out clearly and guardrails exist; the Pentagon says user data stays isolated in the government environment and is not used to train public models. [3] [5]

**A2 · Human in the loop · Not reported**
Sources do not describe review requirements for AI-drafted outputs.

**A3 · Monitoring and assurance · Not reported**
No monitoring or audit of use is described; the CDAO says case studies of uses are circulated. [3]

**A4 · Vendor AI · Claimed**
ClearanceJobs says the platform is certified at Impact Level 5; Google says it accredited its commercial software faster than competitors. [2] [5]

**A5 · Agent controls · Claimed**
Agents are authorised to operate at Impact Level 5 per a defense official; outside commentators say agent access should be denied by default. [2] [5]

**A6 · Standards and regulation · Claimed**
The department presents the platform as delivering the White House AI Action Plan. [1]

## What worked, what did not, what is unproven

WORKED

– Reported uptake grew from about 80,000 AI users in December 2025 to 1.7 million who had used the platform by September 2026 (department officials).

– Officials report more than 100,000 agents built by users with little coding experience (Defense One).

– The Army's acting CIO says the platform let it focus on its own AI projects rather than run an enterprise platform (GovCIO).

DID NOT

– Training did not keep pace: 50,000 had signed up and a waitlist remained in June 2026 (DefenseScoop).

– The chief digital and AI officer says capacity for computing is a constraint (ClearanceJobs).

– No source opened gives measured time or cost savings across the department.

UNPROVEN

– Whether time saved on individual tasks translates into lower cost or changed roles: no budget or headcount effect is reported.

– How many of the reported users are regular: the department reports about 500,000 power users out of 1.7 million.

– Accuracy and error rates of AI-drafted work: not reported; the CTO acknowledges experts have warned of hallucinations.

## Timeline

Dec 2025 Pentagon CTO says about 80,000 people were using AI in the department before the launch [3]

Apr 2026 Officials report more than 1.3 million active users and more than 100,000 user-built agents; Gemini 3.1 Pro added [2]

Jun 2026 CTO reports 1.5 million daily users and 50,000 signed up for training, with a waitlist [3]

Sept 2026 Acting deputy CDAO reports nearly 2 million users; ChatGPT and Grok now on the platform; training offered at no cost [4]

Sept 2026 Deputy under secretary reports 1.7 million of 3 million personnel have used the platform, about half a million regularly [5]

## 2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

### Level of change and impact

Claimed: Not applicable. Grade: D, Task support. Proof: Claimed only. Level of change: Not graded.

Task support (Level 1, band D). Individuals draft and build faster; officials report time saved on individual tasks, but no process or budget change is shown.

Graded D. Wide uptake of an assistant for individual tasks, with officials reporting time saved on drafting and similar work. No budget line, headcount or process change is reported, and no independent check exists, so the marker is Claimed only.

### The SEAM view and lessons learnt

This is among the largest workforce rollouts in the library and the uptake numbers are consistent in direction across four reports, though each uses a different definition of user. Results are reported through anecdotes and not measured savings. The department's stated approach was to give staff access first and learn from use, which fits the uptake but leaves controls and benefits unmeasured. For a larger organisation, the transferable points are to define active use once and to pair access with training capacity.

1. Define active use once and report it the same way.
2. Match training capacity to the pace of rollout.
3. Measure time saved on a sample of tasks, not only users.

### Evidence

Score 1 of 4. Self-reported: figures and examples come from department officials and the vendor, relayed by the press. No independent evaluation was found.

Evaluation method. Self-reported figures: officials' statements at industry events and interviews, reported by Defense One, DefenseScoop, GovCIO and ClearanceJobs.

## 3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/us-dod-genai-mil


[1] GovCIO Media & Research: GenAI.mil Makes Debut as DOW Pushes Commercial AI at Scale
https://govciomedia.com/genai-mil-makes-debut-as-dow-pushes-commercial-ai-at-scale/

[2] Defense One: Pentagon adds Google's latest model to GenAI.mil as usage soars
https://www.defenseone.com/defense-systems/2026/04/pentagon-adds-googles-latest-model-to-genaimil-usage-soars/413126/

[3] DefenseScoop: 1.5M people use GenAI.mil, Pentagon CTO says
https://defensescoop.com/2026/06/12/genai-mil-usage-pentagon-cto-emil-michael/

[4] GovCIO Media & Research: DOW Turns to Training, Access to Drive GenAI.mil Adoption
https://govciomedia.com/dow-turns-to-training-access-to-drive-genai-mil-adoption/

[5] ClearanceJobs: GenAI.mil Reaches 1.7 Million Pentagon Users as AI Moves Into Daily Military Operations
https://news.clearancejobs.com/2026/09/28/genai-mil-reaches-1-7-million-pentagon-users-as-ai-moves-into-daily-military-operations

US Department of Defense (Chief Digital and Artificial Intelligence Office) website: https://www.ai.mil



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