

Guideline for Responsible and Innovative Use of AI

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	Revision Date: December 9, 2024

1. Overview

A. Purpose

Artificial Intelligence (AI) can improve municipal services and help staff in their daily tasks. However, there are new risks with AI, like the accuracy of AI-generated output. This guideline aims to encourage innovative use of AI while ensuring it is used responsibly, appropriately, and securely.

B. Scope

This Guideline applies to all employees, contractors, vendors, personnel affiliated with any third party, and any other individuals granted access to the City’s information systems and network; referred to in the guideline as Users.

This Guideline will form part of a broader AI Policy, to guide AI at the City.

C. Compliance

This Guideline encourages the productive use of AI while assuring the security of City information. Part of that security relies on the user responsibilities listed below. Failure to comply with these responsibilities may result in disciplinary action.


2. Increasing Awareness:

One goal of this guideline is to help users understand AI. This guide is one way to do that, along with training sessions for approved AI tools.

What is AI?

AI is technology that allows machines to do tasks that usually need human intelligence. This includes understanding language, recognizing patterns, solving problems, and making decisions. AI helps computers learn from data and get better over time, making our work and daily tasks easier and more efficient.

How to Get Started

The Microsoft AI CoPilot chat (CoPilot) computer application is available to users. You can access CoPilot by clicking the icon  which opens a screen with a message box for data entry. Here are some examples of what you can do:

- Post a request in the message box, and CoPilot will act like a research assistant to compile an answer. For example, you could ask, “Rank Canadian cities by mining revenue.”

- Paste the text of an email into the message box and ask CoPilot to check the grammar and convert the text to a grade 9 level. That was done for this guideline.

3. Responsibilities of Users

Another goal of this guideline is to clearly state user responsibilities when using AI.

A. Employee / User Responsibilities

Users are responsible for

- **The output of results:** Users are solely responsible for any content they produce using AI. AI-generated content must be reviewed and edited for:
 - Accuracy,
 - Verification of information sources,
 - Compliance with City standards, including inclusivity and non-discrimination.
- **The privacy of information:** Users may not enter **any** information created or collected as part of working for the City, into any AI application except CoPilot or other AI application(s) as permitted by Corporate IT Governance.
- **The acceptable use of technology:** The “Acceptable Use of Technology Policy” applies when using AI applications.
- **For AI requirements not covered by this guideline or for permission to use an AI application other than CoPilot:** Contact the IT Service Desk.

4. Frequently Asked Questions and Answers

Here are questions and answers to assist in the productive and secure use of AI.

- **Question 1:**

Why am I restricted to only entering city created or collected information into CoPilot?

Answer: Copilot is set up so that information you enter is not added to the public CoPilot knowledge base, and it ensures this information is not shared outside of the City. Other available AI applications, like the free version of ChatGPT may add the information you enter, into their publicly available knowledge base, allowing it to be accessed by users outside the City.

- **Question 2:**

Can I use an AI application other than CoPilot?

Answer: This is a two-part answer.

First, CoPilot is the recommended AI application. Unlike free tools, it is part of a suite of applications provided on City computers, it has more features and the City provides

training for it. Also, it protects you from releasing any city created or collected information. So, in most cases it is the best AI tool to use.

Second, you can use other AI applications if you comply with the responsibilities listed above. A key one is, don't enter **any** city created or collected information into them. So, do not enter an email or a report into these applications to ask for suggested grammar changes. Restrict your use to asking a question and getting back a response.

- **Question 3:**

What if I want a different AI application to help with City collected or created information?

Answer: Send a request to the IT Service Desk or your IT business partner. This will start an assessment that balances realizing opportunities and managing risk. The decision to adopt new AI applications is made by the City's Corporate IT Governance process.

5. Review and Revision

This Guideline will be reviewed annually to ensure its effectiveness and relevance. Updates will be communicated to all users and made available via the Citylinks intranet.

Revision	Date	Description of Changes	Approval
1.0	December 9, 2024	Initial version	ITGT