

Information Services Agency IT Policy: Artificial Intelligence (AI)



Artificial Intelligence (AI)

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Artificial Intelligence (AI)

Authority

The Information Technology Board (IT Board) has the following powers and duties pursuant to Section 281-212 of the Revised Code of Indianapolis and Marion County:

- To establish and revise information technology guidelines, standards and benchmark processes for subject agencies and other users; and
- To develop and oversee adherence to standards for security and confidentiality of all data, information, and telecommunication systems.

The City of Indianapolis-Marion County depends on the integrity and availability of information systems and is committed to protecting such. Resolution 18-7 was approved by the IT Board on March 27, 2018. The resolution sets forth an executive mandate to formalize the Enterprise Security Program (ESP). This document supports the ESP.

Purpose

The purpose of this policy is to establish principles and guidelines for the proper development, deployment, and usage of artificial intelligence (AI) within the City-County. This policy is designed to ensure that the use of AI is responsible, ethical, transparent, lawful, and in compliance with all applicable laws, regulations, and city policies.

Scope

The scope of this policy covers all City-County agencies and departments that are major consumers of services and resources provided by the Information Services Agency.

This policy covers all embedded and standalone AI technologies/tools, including, but not limited to:

Machine Learning

Training algorithms to learn patterns and relationships in data, and make predictions or decisions based on that learning. The most common types of machine learning are supervised learning (labeled data -> image recognition, speech recognition, natural language processing), unsupervised learning (unstructured data -> clustering and anomaly detection), and reinforcement learning (reward/punishment system -> gaming, autonomous driving, and robotics).

Natural Language Processing (NLP)

Algorithms focused on understanding and processing human language. Applications include language translation, sentiment analysis, and chatbots (including AI Language Models (AILM) such as ChatGPT or Bard, for example).

Expert Systems

Systems that can provide advice and make decisions in a specific domain using a knowledge base and inference engine for rules-based reasoning. Examples include diagnosis systems and financial planning solutions.

Generative AI

Models that learn the patterns and structure of their input training data and then generate new data that has similar characteristics. Generative AI can generate text, images, video, and other media based on the models on which it was trained.

This policy applies to all employees, contractors, or any other individuals using City-County systems with access to AI solutions, whether through company-owned or BYOD (bring your own device.)

Policy

Employees are authorized to use AI for work-related purposes within the boundaries and guidelines listed below. In using AI, employees must commit to responsible, transparent, lawful, and ethical uses of AI, focusing on the benefits for residents and to promote public trust, while also mitigating potential risks and avoiding unintended consequences. The use of AI should support the work of our workforce to deliver better, safer, more efficient, and equitable services and products to the public.

Transparency and Accountability

AI systems and their decision-making processes must be transparent, and employees must be accountable for their implementation and outcomes.

Transparency

Algorithms and their parameter usage to make decisions must be fully understood and well-documented.

Accountability

Algorithms must be tested on a regular basis for consistency to ensure outcomes are as expected, accurate, fair and ethical.

Accuracy

All information generated by AI must be reviewed and edited for accuracy prior to use.

Disclosure

Content produced via AI must be labeled or footnoted as containing AI-generated information.

Privacy and Data Protection

AI systems must protect individual privacy rights and comply with applicable data protection regulations, ensuring the secure and responsible management of personal information.

Confidentiality

Confidential information must not be entered into an AI tool (such as an AILM tool), where information may enter the public domain. Employees must follow all applicable data privacy laws and city policies when using AI.

Copyright

Employees must adhere to copyright laws when utilizing AI. It is prohibited to use AI to generate content that infringes upon the intellectual property rights of others, including but not limited to, copyrighted material. If an employee is unsure whether a particular use of AI constitutes copyright infringement, they should contact the Office of Corporation Counsel for guidance.

Fair and Ethical Use

Ethical Use

AI must be used ethically and in compliance with all applicable laws, regulations, and City-County policies. Employees must not use AI tools to generate content that is discriminatory, offensive, biased, or inappropriate. If there are any doubts about the appropriateness of using AI in a particular situation, employees should consult with their supervisor and/or the Office of Corporation Counsel.

Fairness

AI systems should be designed to treat all individuals fairly, without discrimination based on age, gender, race, ethnicity, religion, disability, or other protected characteristics.

Malicious Use

AI must not be used for malicious activities, this includes creating or distributing deepfakes, AI-driven phishing attempts, AI-enabled hacking attempts, or other misuse of AI.

Risks

Employees should be aware of the inherent risks of using AI and should perform a risk assessment for potential AI use cases. The results will help determine the level of human involvement needed within decision loops and the frequency with which algorithms must be tested and verified. Risks areas include, but are not limited to:

Confidentiality

Information entered into some AI tools may enter the public domain. This can release non-public information and breach regulatory requirements, customer or vendor contracts, or compromise trade secrets.

Accuracy

AI relies upon algorithms to make decisions and generate content. There is a risk that AI tools may generate inaccurate or unreliable information. Employees should exercise caution when relying on AI-generated content and should always review and edit responses for accuracy before utilizing the content.

Bias

AI may produce biased, discriminatory, or offensive content. Employees should review AI-generated content for bias and use AI tools responsibly and ethically, in compliance with city policies and applicable laws and regulations.

Security

AI solutions within our organization may process and retain sensitive data. As this data is potentially vulnerable to unauthorized access or cyberattacks, we have a duty to ensure its protection. Rigorous cybersecurity measures must be in place and shall not be bypassed, thus minimizing the risk of data breaches, and maintaining the trust and privacy of all involved stakeholders.

External Integration

The integration of AI with third-party solutions must align with the City-County's security standards, ethical guidelines, and privacy norms.

Compliance

Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.


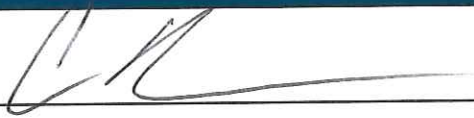
Acknowledgement

This policy is accessible to all employees with the City-County; therefore, by using AI tools, employees acknowledge that they have read and understand this policy and understand the risks associated with the use of AI. Employees also agree to comply with this policy and to report any violations or concerns.

Disclaimer

This policy is subject to change without notice. A current and complete list of ISA policies are maintained on the [ISA Intranet site](#).

Policy Approval

<p>Per Indianapolis Marion County Municipal Code Sec. 281-212.11, <i>the City of Indianapolis/Marion County IT Board has the power and authority to promulgate rules and regulations for the efficient administration of its policies and procedures for users.</i></p> <p>This policy has been reviewed and approved by the IT Board and will be enforced as of the effective date by the Chief Information Officer. It is the responsibility of all City/County IT users to always comply with this policy.</p>	
Policy Sign-off	
	
Joseph O'Connor, IT Board Chair	Collin Hill, Chief Information Officer
Date 11/29/2023	Date 11/29/2023