



Administrative Policies

Artificial Intelligence (AI) Usage Policy

POLICY #:	<i>ADM-3007</i>
EFFECTIVE:	<i>September 3, 2024</i>
SUPERSEDES:	<i>N/A</i>

PURPOSE:

This policy provides direction for the purposeful and responsible use of generative Artificial Intelligence (GenAI) technologies to foster public trust and ensure the ethical, transparent, and accountable implementation of this technology. This policy applies to WorkForce Central's employees, contractors, subrecipients and others who utilize AI technologies in the course of their work on behalf of WorkForce Central.

Recognizing the rapidly evolving nature of GenAI, these guidelines will be periodically reviewed and updated to align with emerging technologies.

BACKGROUND:

Generative Artificial Intelligence (GenAI) is a technology that can create content, including text, images, audio, or video when prompted by a user. Publicly available applications driven by generative artificial intelligence (GenAI) such as chatbots (ChatGTP, Google's Gemini, Microsoft's Copilot) or image generators (DALL-E-2, Midjourney) are gaining in popularity.

WorkForce Central is committed to adopting new technologies to further its mission and also understands the risks and limitations of generative GenAI tools. While these content-generating tools may offer attractive opportunities to streamline work functions and increase efficiency, they come with serious security, accuracy, and intellectual property risks. This policy highlights the unique issues raised by GenAI, helps users understand the guidelines for its acceptable use, and protects WorkForce Central's confidential or sensitive information, intellectual property, workplace culture, commitment to diversity, and brand.

Violations of this policy may result in disciplinary action, up to and including termination of employment or contract, as well as legal consequences depending on the severity of the infraction.

POLICY:

GenAI tools may be useful but are not a substitute for human judgement and creativity. This policy applies to the use of any third-party or publicly available GenAI tools, including those embedded in business applications that mimic human intelligence to generate answers, work product, or perform certain tasks.

GenAI tools may provide false answers, outdated information, or biased responses. GenAI generated content must be reviewed for accuracy, appropriateness, and bias.

Information provided to GenAI must be treated as if it were to go viral on the internet, attributed to the staff providing the information and to WorkForce Central regardless of the settings you have selected within the tool (or the assurances made by its creators).

Acceptable Use of GenAI Technologies

GenAI technologies may be used for brainstorming, generating content ideas, and more, including but not limited to:

- Brainstorming ideas related to projects.
- Creating formulas for Excel spreadsheets or similar programs.
- Gather general content for an email or letters.
- Summarizing online research or to create outlines for content projects to assist in full coverage of a topic.
- Researching content for a report, presentation, or other documents, provided the text is not used without customization. Any data and information must be verified.

Prior to using any AI tools, users must contact WorkForce Central's IT Department at support@workforce-central.org for approval to ensure the tool is safe. Malicious chatbots can be designed to steal information or to convince the user to divulge information.

Unacceptable Use of GenAI Technologies

Use of AI technologies may not include specific WorkForce Central information including company name, confidential or sensitive information or data, intellectual property, workplace culture, commitment to diversity, and brand. Employees are also prohibited from representing work generated by a GenAI tools as their own original work. Examples of unacceptable use of AI include, but are not limited to:

- The name Tacoma-Pierce County Employment and Training Consortium, DBA WorkForce Central.

- Personally identifiable information (PII) and confidential information
- Passwords and other credentials.
- Protected health information.
- Personnel material.
- Information from documents marked “confidential”, “sensitive”, or “proprietary”.
- Any other non-public WorkForce Central information.

Ethical Use

All AI applications must be used in a manner consistent with WorkForce Central’s values, ethical standards, and policies. This includes respecting privacy, active mitigation of bias and discrimination, and striving for fairness and equity in decision-making processes. AI technologies must not be used to create content that is inappropriate, discriminatory, or otherwise harmful to others or the company.

Users of GenAI should demonstrate due diligence in ensuring no copyrighted material is published without appropriate attribution or the acquisition of necessary rights. This includes content generated by AI systems, which could inadvertently infringe upon existing copyrights.

Transparency

Transparency in AI usage is paramount. If AI is used mostly or completely in a final product, users must clearly communicate AI technologies are being utilized, including disclosing any automated decision-making processes to affected individuals when appropriate. Disclosures include but are not limited to:

- Images and videos created by GenAI must be attributed to the appropriate GenAI system.
- If a significant amount of source code generated by an AI system is used in a final software product, or if any amount is used for an important critical function, attribution to the appropriate AI system is required via comments in the source code and in product documentation.
- All attributions should include the name of the AI system used plus an HITL assertion, which should include the department or group who reviewed/edited the content.
 - Example disclosure statements include but are not limited to:
 - *“Some material in this brochure was generated using ChatGPT 4.0 and was reviewed for accuracy by a member of WorkForce Central before publication.”*
 - *“This memo was summarized by Google Bard using the following prompt: “Summarize the following memo: (memo content)”. The summary was reviewed and edited by [insert name(s)].”*

- *“(In the file header comments section) This code was written with the assistance of ChatGPT3.5. The initial code was created using the following prompt: “Write HTML code for an Index.HTML page that says, ‘Hello World’”. The code was then modified, reviewed, and tested by the web development team at WaTech.”*

Data Privacy

AI systems must adhere to strict data privacy standards. Personal data should be collected, processed, and stored in accordance with relevant privacy laws and regulations. AI models and AI supported applications must never be used with customer or other sensitive information when the data is or could be used for model training.

REFERENCES:

This policy was developed using guidance from:

- [Tacoma-Pierce County Chamber’s Artificial Intelligence \(AI\) Usage Policy](#)
- [Washington Technology Solutions-Interim Guidelines for Purposeful and Responsible Use of Generative Artificial Intelligence](#), which incorporated guidance from:
 - [U.S Government Accountability Office Science and Tech Spotlight: Generative AI](#)
 - [NIST AI Risk Framework](#)
 - [City of Seattle](#)
 - [City of Boston](#)

WorkForce Central is an equal opportunity employer/program. Auxiliary aids and services are available upon request for individuals with disabilities. Washington Relay Service – 711.