

JACK T. KNUEPFER
Administration Building

ARTIFICIAL INTELLIGENCE

Usage Guidelines



DuPage County Government

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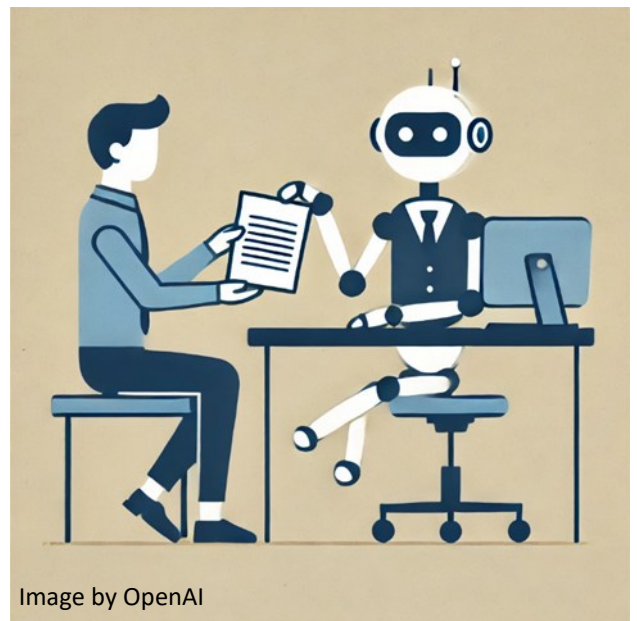
Introduction

These guidelines ensure the ethical, responsible, and secure use of Artificial Intelligence (AI) in government activities. They aim to leverage AI for efficiency while adhering to privacy and security standards. These guidelines are not intended to supersede existing or future DuPage County policies or legal requirements and are subject to modification as circumstances warrant.

AI Examples

Some examples of AI are:

- Generative AI (GenAI) such as chatbots and virtual assistants, image generation, and video creation
- Machine learning and predictive analytics
- Natural language processing, such as speech recognition and translation
- Computer vision, like facial recognition and autonomous vehicles
- Robotics

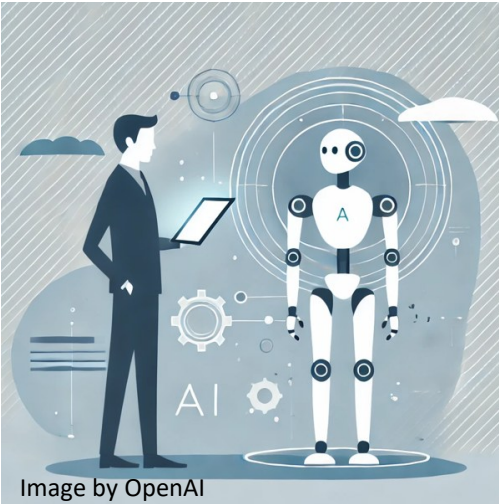


Scope

DuPage County is committed to using all forms of AI responsibly while enjoying the benefits it can provide. These guidelines are applicable to all DuPage County end users utilizing County equipment, networks, and technologies.

Guidelines

IT Clearance for AI Usage



Before implementation, all AI initiatives, including those released as an upgrade to existing software, must be reviewed and cleared by the Information Technology (IT) department. This review ensures compatibility with existing systems, compliance with security protocols, and adherence to ethical standards. AI initiatives encompass all AI-driven activities, including but not limited to information gathering, content creation, and other innovative applications.

To streamline adoption and encourage the responsible use of AI, DuPage County will maintain a list of vetted AI tools and technologies on the Intranet. Any tool featured on this list has undergone thorough evaluation to ensure compliance with organizational standards, including security, privacy, and ethical guidelines. Any usage limitations will be noted with the tool.

Departments may utilize these approved AI tools without additional review or approval from IT. For AI tools not listed, or software that updates or upgrades to deploy an AI option, departments should submit a ticket for approval through ZenDesk.

Prohibited Use of AI

- AI must not be used to process Personally Identifiable Information (PII), Health Insurance Portability and Accountability Act (HIPAA)-related data, For Official Use Only (FOUO), Law Enforcement Sensitive (LES) or any other sensitive personal data unless such use has been previously approved through the vetted AI tools list.
- AI should not be used in a discriminatory manner. If a product is found to be

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discriminatory by an end user, this should be reported to Information technology to be reviewed.

- AI generated images, audio, or video content should not be represented or implied as real-life or authentic content. If the content must be used, then such content must be clearly labelled as artificially generated to avoid confusion, misinformation, or deception.
- Using AI systems on personal devices or accounts to conduct County business.
- Using AI systems on personal devices to circumvent County policies or safeguards.
- Using AI systems to collect biometric identifiers of an individual.

Permitted Use of AI

AI may be used in a variety of forms if the data is not sensitive or protected. Some examples of use include:

- AI may be used for drafting non-sensitive communications.
- AI may be used for data analysis, excluding datasets containing PII or sensitive data.
- AI may be used for non-sensitive data visualization, such as creating interactive dashboards and graphs.
- AI may be used for process automation in non-sensitive workflows.

This is not an inclusive list of permitted uses, only an example.

Data Privacy and Security

AI systems must comply with all data protection laws, acceptable use policies, and information security policies.

- AI systems should be designed or procured with privacy and security by default.

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- AI should not be used to process sensitive data, health information, or Personally Identifiable Information (PII) unless such use was previously approved.
- Departments should determine if they are required to retain AI data to comply with FOIA and applicable data retention laws.
- Elected officials are encouraged to utilize technologies that have been reviewed and approved by DuPage County IT. If an elected official procures their own technology, IT is under no obligation to support, integrate, or maintain such technologies. If integration into existing technologies is required, the new technology will need to be reviewed and approved by IT.

Accountability

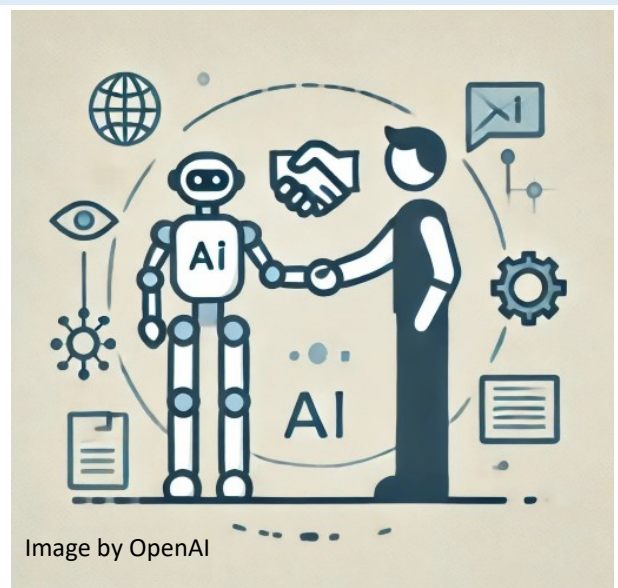
The end user bears full responsibility for any material they create, including documentation, images, videos, and any related content. It is their duty to ensure accuracy, compliance with policies, and appropriate usage.

Training and Awareness

Training in ethical AI usage, data security, and privacy protection is mandatory for relevant staff and will be provided by the Information Technology department.

Awareness programs should inform the end users about responsible AI practices, ensuring they understand both the capabilities and limitations of AI tools.

Specialized training may be provided for key roles or specific AI software if necessary.



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To support AI adoption, a shared community of support will be established to differentiate between platform-related issues and end user-related challenges. Employees should report technical malfunctions or unexpected AI behavior through the IT help desk, while questions related to best practices and responsible AI use can be addressed within the support community.

Conclusion

Strict adherence to these guidelines is essential for safeguarding data and ensuring end user security across all applicable entities within DuPage County. These guidelines will be regularly reviewed and updated to stay aligned with evolving standards and best practices. Questions or concerns about the misuse of AI or these guidelines must be reported promptly. Reports should be directed to ITSecurity@dupagecounty.gov for investigation and resolution.

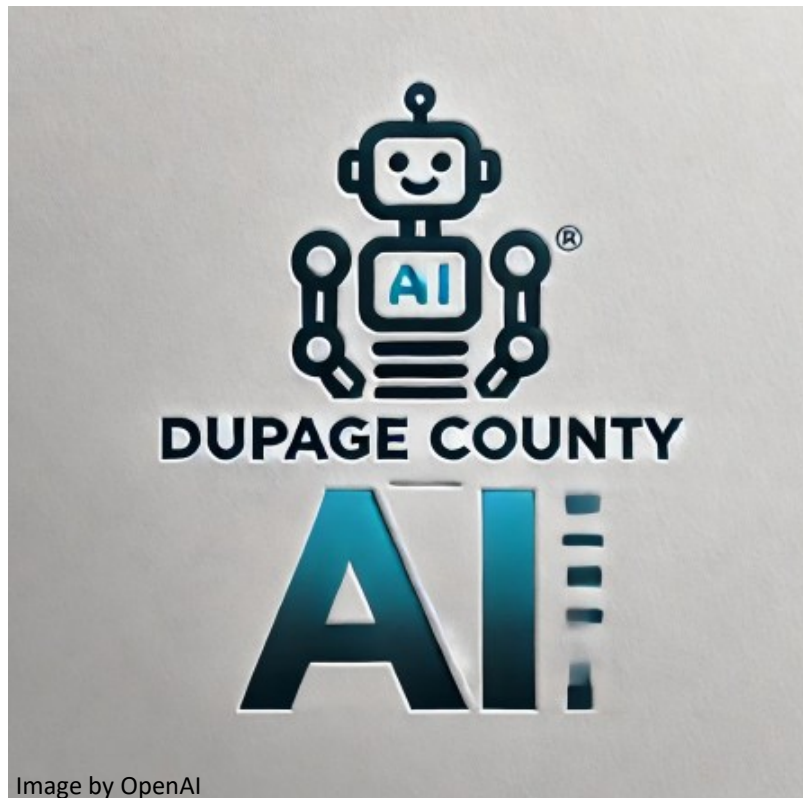


Image by OpenAI