COUNTY OF DANE

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Artificial Intelligence (AI) Policy

1. **PURPOSE**

   Artificial Intelligence (AI) has become increasingly available, incorporated into the daily lives of many Dane County staff. With this increased availability comes many benefits, but also opportunities for misuse and unintended exposure. This policy outlines various uses of AI so employees can better understand available AI tools and how best to use them without exposing data privacy. Additionally, this policy sets forth expectations and procedures for utilizing these tools to support the mission of providing the best service to Dane County residents.

2. **Background and Identifying Artificial Intelligence**

   This policy is related to the use of **Generative AI** – AI that creates content based on data that it has been trained on. There are two different types of Generative AI that employees may encounter in their regular working day: AI that requires input from the user, such as a chatbot, and Software Programs that have AI tools built into them.

3. **Input specific AI**

   3.1. Input-specific AI is most commonly thought of when discussing AI. This is the use of programs such as Microsoft Co-Pilot, GovAI, ChatGPT or Gemini to name a few. With these tools you can ask the AI to answer questions, provide examples, and even upload documents for it to review and summarize. This type of AI can be found on multiple platforms, such as web browsers and smartphone apps.

   3.2. Most of these AI platforms provide multiple tiers of use: some free, some various levels of paid subscriptions. Depending on the tier or subscription level you may unlock more advanced responses, allow more requests per time period, or tie into various programs to make your responses more advanced.

   3.3. While some paid AI subscriptions specifically do not use your conversation history to help build better responses for all users of that platform, you are still providing the data to companies that own these platforms. It is essential to be aware of what information you are entering into these systems.

   3.4. Many departments are bound by specific laws or compliance guidelines that protect the data of those that we serve. By uploading this data into an AI chatbot, you may be breaking the protection of this data.

   3.5. **Always verify the accuracy of the AI output provided to you**. These potentially powerful programs are often riddled with mistakes.

4. **AI Enhanced Software**
    4.1.   Developers are integrating AI in most new software programs moving forward to help provide enhanced productivity. However, this can come with drawbacks.
        4.1.1.   Many employees are familiar with Spell Check and Grammar check in Office products – in a very broad sense, these are very early adoptions of AI Enhanced Software. Similar in scope, many new products utilize AI not just to help you check a word you may have spelled wrong but can also read and analyze your document or data to provide additional content suggestions and even generate changes to those documents or data proactively.
        4.1.2.   AI-enhanced meeting platforms such as Zoom and Microsoft Teams may include the option to automatically listen to your meeting and then dictate meeting notes after the meeting ends. This type of AI enhancement to a meeting may provide decent notes and follow-up bullet points after the meeting has ended but can also limit the privacy of those attending the meeting.
        4.1.3.   Mapping programs will use AI to identify items quickly, database programs will use AI to help sort and filter items, scanned documents will use AI to read through text and redact personal information – it is reasonable to assume that AI will be integrated in all programs that Dane County users work in daily within the next few years. **While AI is a powerful tool, it is important that Dane County users still understand that, at its core, it is just a tool – one they must continue to check for accuracy before publishing its results.**

5. **AI Policies and Procedures**
    5.1.   Dane County Information Management (DCIM) supports the use of GovAI for all employees as the default artificial intelligence platform. Employees can find useful training documentation **here.**
    5.2.   Departments may elect to also provide Microsoft Co-Pilot as an additional artificial intelligence platform for employees based on their job duties. Microsoft Co-Pilot walks the line between AI enhanced software and also an input specific AI – it's a useful tool for some employees but most all can get a similar experience for their needs through the GovAI platform which does not include additional costs for a department.
    5.3.   The normal suite of products that Dane County end users have access to that include AI enhancements will be made available at the organizational level when approved by DCIM.
        5.3.1.   For example, if you are utilizing Adobe Acrobat or Zoom and notice that AI functionality is available after a recent update, it is because DCIM has approved the AI policies included in that software package for use for the Dane County organization.
    5.4.   Departments may elect to request additional AI platforms for their employee's usage - DCIM will review and approve the use of AI tools based on the normal security and purchasing requirements for departments. Departments that wish to utilize other input-specific or software-enhanced generative AI products shall create a departmental AI policy prior to the official use or procurement of that AI platform. The department's AI policy shall include information on the AI platforms they would like to utilize and the rationale for how this will help improve productivity for their department. It shall include costs and data types that the AI platform will ingest, as well as who in their department will be utilizing this platform. This written policy shall be submitted to DCIM via an email to the helpdesk or, if any costs are involved, through the standard IT Purchase Request form on DCINet. DCIM will review and provide feedback to the department and then submit it to Corporation Counsel and Risk Management before final approval. An example template of this type of form can be found **here**.
    5.5.   DCIM will block access by default to AI platforms aside from GovAI and Microsoft Co-Pilot starting in January 2026. Employees that have been approved for use of other AI platforms by their department will have access to those platforms restored on an individual basis. Employees shall not use other methods of accessing these AI platforms if blocked for their usage on the Dane County network.

5.6. Dane County users shall not use personal credentials for any official county business while interacting with AI technology. Dane County users shall use their county credentials, such as a county email address, when signing up for AI platforms. Dane County users shall not conduct personal business within these AI platforms and shall be aware that any input or output maybe subject to open records requests.

5.7. A Dane County employee shall never input non-public information into an AI platform without prior written approval from their department. This can be in the form of a department's specific AI policy.

    5.7.1. Non-public data could include but is not limited to:

        5.7.1.1. Data protected by standards such as CJIS or HIPAA, Personal Protected Information (PPI) including social security numbers, addresses, health information or other information stored within an employee's personnel file.

        5.7.1.2. Proprietary information such as internal project details, design specifications related to new or redesigns of office buildings that have not been posted publicly.

        5.7.1.3. Usernames, Passwords, Security codes.

        5.7.1.4. Employee data within an organization chart (while the organization chart with positions is publicly available, those individuals who occupy the positions is not generally available to the public and may provide concern if improperly released).

        5.7.1.5. Any other data that is protected from general public release.

    5.7.2. Uploading of any non-public data could have significant legal or personal consequences for the county, an individual Dane County user, and a resident of Dane County. Avoid uploading confidential data into these platforms and, in many cases, creating "fake" data to upload can still provide relevant results that can be used after reinserting the real data later.

5.8. **Employees are expected to always double-check the output from an AI platform. At its core, AI is simply an advanced search or generative tool and is bound to make mistakes. Relying solely on an AI tool without double-checking the output could negatively impact Dane County.**

5.9. Employees will notate when AI is being used in any output provided.

5.10. DCIM will host a monthly AI governance and usage meeting that comprises of members from Risk Management, Employee Relations, Finance, and Corporation Counsel starting in January of 2026. DCIM Departmental Security Contacts are encouraged to submit suggestions on AI related topics to the Dane County CIO for discussion at these monthly meetings.

5.11. Employees made aware of any AI related misuses or incidents shall report them to their DCIM Departmental Security Contact and the Dane County helpdesk as soon as possible to avoid potential issues related to data privacy or security.

5.12. The use of AI must comply with all County, State, and Federal Regulations.

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