ADMINISTRATIVE PROCEDURE

SECTION: 600 – Information Technology	**PROCEDURE #:** 607-A
TITLE: Artificial Intelligence Best Practice	**IMPLEMENTS POLICY #:** 607
SPONSORING DEPT/DIV: Department of Information Technology Services (ITS)	
ADOPTED: 9/26/2023	**REVIEWED: 2/12/2026**

OBJECTIVE: The purpose of this document is to provide guidelines and methodologies in support of County Policy No. 607 (Artificial Intelligence (AI) Acceptable Use Policy) on the use of GenAI systems.

PROCEDURE:

1. GenAI solutions must be approved for use. All County workforce members shall follow requirements defined in County Policies No. 606 Cloud Services, No. 605 Acquisition of IT Solutions, No. 602 Information Technology Acceptable Use, No. 208 Management, Preservation, and Storage of Electronic Public Records, and any associated procedures for requesting and using GenAI software.

2. Reduce bias and harm. AI systems can reflect the cultural, economic, and social biases inherent in the source materials used for training, and the algorithms used to parse and process that content can also introduce bias. Employees should carefully review AI-generated content to ensure that unintended or undesirable instances of bias, as well as potentially offensive or harmful material, are corrected or removed.

3. Professional standards. All records, messages, and communications hosted by County GenAI Application/Model Providers should be appropriate, professional, and courteous in tone.

4. Departments will follow the County's design standards where applicable.

5. Sunset Procedure. A GenAI system operated by the County or on its behalf ceases to provide a positive utility to the County's workforce members or community. In that case, using that GenAI system must be halted unless the County Administrator provides

an express exception. If the abrupt cessation of using that algorithmic system would significantly disrupt the delivery of County services, usage of the GenAI system must be gradually phased out over time.

6. Survival Clause. When negotiating a contractual agreement with a GenAI Cloud Service Provider (CSP), the Cloud Service Sponsor (CSS) must ensure that County data in the cloud will be maintained and stored in perpetuity in accordance with Oregon Public Records Law, Intellectual Property, and applicable regulatory information security compliance

PRINCIPLES:

The following guiding principles should be considered when using GenAI to conduct business and create content.

1. **Integrity, Trust, and Transparency**
    a. We embrace the possibilities of technology and community. We acknowledge that we do not have all the answers, nor can we foresee all consequences. But when we act transparently, we build trust and gain the ability to learn collectively.
    b. We also acknowledge that experimentation might have costs and impacts in and of itself, including the usage of power and greenhouse gas emissions. It is essential to be purposeful and accountable for these impacts.

2. **Access and Opportunity**
    a. When raised, the use and development of AI should support the development of work that repairs damage done to racial and ethnic minorities, people of all genders and sexual orientations, people of all ages, people with disabilities, and others. Our work should uplift these communities and connect them more effectively with the resources they need to thrive.
    b. Everything we do, regardless of the tools, reflects on the County and ourselves. We are stewards of the public and will use tools respectfully and responsibly.
    c. In alignment with the above guidelines, the use or development of AI should follow any policies and procedures set forth by the County Office of Access and Opportunity, where applicable.

3. **Accountability and Risk Management**
    a. We understand that technology, particularly new GenAI, offers value, but some risks will not be apparent or fully understood upfront.
    b. We embrace a culture of responsible experimentation, where we maintain control and understanding of using new tools. At the same time, we develop new uses that drive efficiency, civic dialogue, or other outcomes in the service of our residents.

4. **Mission Driven for Public Purpose**

a. The best-known of these new tools has been developed for commercial purposes. While they can be adapted for mission-driven work by public professionals, it is essential to maintain service to the public at the center of our work.

5. **Privacy and Security**

   a. Every technology tool we use impacts the security of our overall environment, privacy, and digital rights of our workforce and the communities we serve.

6. **Process Optimization for the County's Valued Employees**

   a. GenAI should support the work of our workforce in delivering better, safer, more efficient, and equitable services and products to the communities we serve.
   b. We trust our public sector professionals to do the right thing, given the right tools and guidance. You will need to exercise your judgment to ensure we get the benefits of the tools while avoiding the negative impacts on the County and its communities.

BEST PRACTICES:

A. Obtain ITS approval.

If a County workforce member wishes to create an account with a GenAI service or otherwise use GenAI systems to perform functions related to County business, the workforce member must submit a ServiceIT Request for cloud service review, specify the AI service, describe how it will be used, and obtain departmental **approval.**

B. Editorial Review: All AI-generated content, especially if it will be used in public communication or decision-making.

Why: While GenAI can rapidly produce clear prose, the information and content might be inaccurate, outdated, or entirely fictional. All users are responsible for verifying the accuracy of any quotes, references, or other information acquired using GenAI before using that information in any final, published, or production documents. If workforce members are uncertain about the accuracy of the obtained information, they should consult with their supervisor or seek advice from a subject matter expert. If the accuracy cannot be verified, the information in question should not be used.

What to look for:

- Inaccurate information, including links and references to events or facts.
- Bias in the positions or information. We want to make sure that these technologies do not harm vulnerable populations. Think about how racial and ethnic minorities, women, non-binary people, people with disabilities, or others could be portrayed or impacted by the content.

C. **Public records.** AI users should be aware that using a GenAI system may create a public record and must comply with Oregon's Public Records Act.

Disclosure of Use: Users of AI should disclose that AI was used to validate or generate the document.

Why: Even when AI is used minimally, disclosure builds trust through transparency and might help others catch errors. It is recommended that AI users document how models were utilized, including the prompts provided, etc. This could help you and your colleagues better understand how to use these technologies more effectively and safely.

Sample credit line: "This description was generated by Microsoft Copilot Chat and edited by John Smith."

D. **Intellectual Property:** Content produced by GenAI systems may include copyrighted material. AI systems may be "trained" using data (text, images, etc.) from the internet without regard for copyright or licensing terms. It is challenging to determine what content was used to train an AI system, and it isn't easy to verify whether AI-generated content is wholly original or only a slight stylization of existing copyrighted material. Nevertheless, County employees must perform due diligence to ensure that the County publishes no copyrighted material without proper attribution or obtaining proper rights.

Why: Usage of copyrighted material without due authorization and/or attribution can lead to litigation

Suggestions: Using your web search engine of choice, and for any content created by GenAI that you might be concerned about, perform reverse image searches and text block searches inside quotes to ensure the search engine is looking for exact text, not partial or paraphrased text. Carefully review the results to compare them with your content and identify potential areas of copyright infringement. Rewrite or apply attribution accordingly to best fit the situation.

E. **Sensitive or Private Information:**

Do not share restricted or confidential information through AI prompts.

Why: Data, including prompts used in GenAI, might be used by the companies that power these systems. Any personal identifying information about our residents, other public servants, or others could inadvertently be shared with unauthorized individuals. If you don't want to share the information with others or post the prompt in a public place, avoid including the information in the prompt. If you have an application that requires sensitive information to be used with GenAI, contact ITS for an appropriate approved solution for generating content, or request an application review for guidance and help securing the application in question.

F. Drafting Content in Plain Language: GenAI can help you write more straightforward language. You can use the prompt to indicate a text's reading level or audience**.**

Example: Use Microsoft Copilot to write a version of the Declaration of Independence of the United States for an elementary school student.

Example: use tools such as Grammarly AI, Microsoft Copilot, or others to modify a sentence. These tools are like a thesaurus, but for sentences, and often allow you to optimize for the length of the sentence or the audience.

Do:

1. Specify in the prompt if you have a specific audience.
2. Try different prompts or request different versions of the same sentence until you find what works best.
3. You can pass the text's output through an approved readability app (such as Grammarly AI or Microsoft Copilot Chat**)** that can identify challenging sentences and determine the reading level.
4. Expect that output may change significantly with every iteration and must be reviewed even if prior prompts have yielded consistent results.
5. Check for language that could alienate your audience. Review the text to ensure that the language is inclusive and respectful. The models might use language or patterns that appear regularly, but that might exclude some people.

Do not:

1. Do not include confidential information in the prompt.

G. Drafting Content in Other Languages: An approved GenAn AI solution can help you draft communications in another language. The extent to which Microsoft Copilot and other models can utilize languages other than English is poorly documented. Still, users report that over 50 languages are available for Microsoft Copilot, including some native American languages.

Example: Use Microsoft Copilot to translate these guidelines into Spanish and French. Just ask "translate [your text] into Spanish and French."

Do:

1. Try different languages. Microsoft Copilot, Gemini, and other models were trained using text from many languages.
2. You can also ask GenAI to perform tasks similar to those in this document in other languages, such as summarizing text, etc.
3. Use the prompt to get regional diction. Regional dialects impact what language is understood. Do not assume that all speakers of that language will easily understand GenAI-generated language.

Do not:

1. Do not include confidential information in the prompt.
2. Do not use content generated in a language you do not understand before consulting someone with proficiency in the language. You still need to verify accuracy, bias, and other factors.

H. Summarizing Text: GenAI does a great job of summarizing longer text into summaries. If you have a few pages that you want to condense into a few bullet points, or you have struggled with converting a long set of notes into a paragraph, these tools could be very helpful.

Example: Copy notes taken from a meeting to generate a summary of the meeting.

Example: Summarize community member comments in response to an engagement

Example: Write a paragraph summary of a 5-page report.

Do not:

1. Do not include confidential information in the prompt: make sure you have deleted confidential information from your notes or other inputs.
2. If you decide based on the summary, you should read the entire document(s) to ensure you did not mischaracterize the original document.
3. Be aware that the resulting summary might have biases, as it will tend to present more frequent language in the data used to train the model. You can enhance the results by suggesting that the consequence incorporate perspectives from marginalized groups. Even better, you can engage with individuals in these communities to gain a deeper understanding of their perspectives on the generated text.

I. Images, Audio, and Video: GenAI can produce images, audio, and videos based on prompts. This can support the creation of appealing or insightful communication resources.

Example: Create an image in a specific art style featuring residents utilizing public library resources to produce appealing assets for a digital equity campaign.

Example: Provide a script for a training video that walks residents through scheduling a bulky-item pickup.

Do:

1. Images, audio, and video communication can be powerful tools for communicating with others and getting across a message. GenAI can empower you to use these tools beyond your artistic skills. Use GenAI to create drafts or mockups that allow you to communicate more effectively with graphic designers, videographers, and other creative workers. Contact your department or the county

public information officer before publishing or using the image, audio, or video. They have expertise in best practices for accessibility, branding, and more.

Engage with community members or organizations representing groups that might be referenced or impacted by this content. Respectfully obtaining their perspective can help you identify when content might be hurtful, discriminatory, or misinterpreted.

Do not:

1. Do not include confidential information in the prompt: ensure you have deleted confidential information from your notes or other inputs. Some confidential Information could include people's faces, voices, identifications, license plates, etc., particularly those without consent.

2. Make sure the outputs of the GenAI will not be offensive or harmful towards people, particularly vulnerable residents who are susceptible to harm, including ethnic and racial groups, diverse gender individuals, and others.

J. Coding/Programming: GenAI can be great at producing snippets or even help you build more complex code components by providing exact code based on a natural language prompt or guiding programming language usage through natural language queries. GenAI can also refactor existing code to simplify a code base that has undergone iterative changes or convert between various programming languages.

Example: Convert legacy COBOL code for an aging software platform into Java or Python to extend the software's life and utility or generate a macro for an Excel workbook.

Do:

1. Explore new languages and libraries, but you should understand the code and read the documentation of the relevant components before using them.
2. To make the AI model's suggestions work, you might have to adjust parameters and your environment. GenAI can help you get started, but you will often need to edit the code before it works.

Do not:

1. Do not include confidential information in the prompt. As in development best practices, do not include passwords, confidential keys, or other proprietary information in your code or the prompts.
2. You should understand what the code is doing before using it in production.
3. You should understand the use of new libraries and dependencies and become familiar with vulnerabilities and other security considerations of using a language or a library**.**

Do not expect GenAI tools to generate perfect code. If you usually do so, the code should continue to be personally and peer reviewed.