



# GENERATIVE ARTIFICIAL INTELLIGENCE GUIDELINES FOR GOVERNMENT

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# Introduction

The field of artificial intelligence has witnessed rapid development in generative artificial intelligence services and tools. It is extensively utilized by governments, companies, and individuals worldwide. While this technology offers numerous advantages to its users, entities, and employees must be aware of the associated risks and limitations. They should apply critical thinking methodologies and exercise caution when utilizing the outputs of generative artificial intelligence or when providing information in the form of commands to generative artificial intelligence. Accordingly, government employees should use generative artificial intelligence only in cases where they can adequately identify risks and avoid them or mitigate their severity.

This document provides regulatory guidelines for government employees regarding the use and processing of government data in GenAI tools and includes examples based on common scenarios that entities may address. It also highlights the challenges and considerations associated with the use of generative artificial intelligence, proposes principles for responsible use, and presents recommended practices. The Saudi Data & AI Authority (SDAIA) recognizes the need to keep pace with regulatory and technological changes, given the evolving nature of generative artificial intelligence. Therefore, this document may be updated as needed to keep pace with any changes.

This document aligns with and supports compliance with current regulations and policies in the Kingdom of Saudi Arabia, including regulations and policies related to data governance, privacy, security, intellectual property, and human rights.

# 1. Definitions

For the purposes of this document, the following terms and expressions, wherever they appear in this document, shall have the meanings indicated next to each of them unless the context requires otherwise:

## **Generative Artificial Intelligence**

The generative model is a machine learning model that can create new examples similar to the training dataset. This model is also a sub-part of artificial intelligence that can create new content (including text, images, sounds, icons, videos, etc.) and works by interpreting commands given by users. Generative artificial intelligence can perform tasks that require human cognitive abilities, including responding to and formulating verbal or written commands, “learning,” and “problem-solving.”

## **Government Data**

Government data encompasses all data, irrespective of its form, source, or nature, that is generated or acquired by government entities during the course of their official duties. It also includes data collected by entities responsible for infrastructure, involved in the management, operation, or maintenance of public facilities or national infrastructure, or engaged in public services related to the oversight of such facilities or infrastructure.

## **Government Data Users**

Any person who works on issuing, preparing, dealing with, processing, or storing government data. This also includes employees of government entities, contractors, and others.

## 2. The Scope

This document was created with the objective of promoting the responsible and effective utilization of GenAI tools and services in government transactions. It emphasizes the proper use and processing of government data in adherence to relevant laws and regulations in the Kingdom of Saudi Arabia.

## 3. Generative Artificial Intelligence Guidelines

Government entities are required to adhere to the AI Ethics Principles when engaging with generative artificial intelligence tools across all stages of the tools' life cycle. This involves maximizing their benefits while mitigating associated risks. Achieving this goal necessitates the formulation of tool-specific policies, ethical standards, and professional responsibilities. Government entities must also refrain from using generative artificial intelligence in critical decision-making processes that affect individuals or the vital interests of the Kingdom. All results should be human-reviewed to ensure the integrity of the GenAI output, prevent harm, as well as strictly adhere to accuracy and eliminate bias and discrimination within the algorithms. This approach ensures the reliability of the results and eliminates any negative consequences.

The **AI Ethics Principles**, as outlined by SDAIA, are meant to be applied to individuals across diverse sectors in the Kingdom of Saudi Arabia. This includes, but is not limited to, workers in public, private, and non-profit entities, researchers, employees in both public and private sectors, and consumers. Notably, these principles are intended to be universally applicable, encompassing all artificial intelligence tools used, and are not exclusive to generative artificial intelligence.

Below is a breakdown of the mandatory regulations governing the use of government data in generative artificial intelligence tools:

### 3.1 - Fairness

It is crucial to implement measures to identify groups affected by the system and to prevent or minimize biases, discrimination, or profiling that individuals or groups may encounter due to data or algorithms. This is essential to avoid negative discrimination against specific groups. Generative artificial intelligence tools possess the capability to generate content that may exhibit discriminatory tendencies, lack representation, or contain biases and stereotypes. These biases can be diverse and linked to various intersecting identity factors, such as gender and race. A number of models are trained using vast datasets from the Internet, which is often the source of these biases.

#### **Users must:**

1. Carefully evaluate the created content to ensure alignment with the Kingdom of Saudi Arabia's regulations, values, and ethics. This evaluation must also include comprehensive and careful scrutiny of biases or stereotypical associations.
2. Learn to write commands (for GenAI tools) in ways that ensure the creation of correct and free of biased content.
3. Make efforts to obtain a comprehensive understanding of the data used to train the tool, including knowing the source of the data, its contents, and how it is selected and prepared.
4. Enhance users' understanding and awareness of bias, the importance of diversity and inclusion, anti-racism, values and ethics, as this knowledge will contribute to improving their ability to identify biased content.

## 3.2 - Reliability and Safety

A generative artificial intelligence system must ensure adherence to specifications, operating consistently as intended and expected by its designers throughout all stages of its life. Reliability serves as a measure of the credibility and dependability of the system in carrying out its specific functions and achieving intended results. Generative artificial intelligence tools are often susceptible to inaccuracies, as they learn from internet data containing errors and outdated information. While content generated with generative artificial intelligence may initially seem consistent, it frequently lacks the logical consistency or context necessary. Recognizing both strengths and limitations is crucial in the responsible use of generative artificial intelligence within government entities. Ensuring quality necessitates a multi-faceted approach encompassing monitoring, human supervision, and user education to effectively harness the capabilities of generative artificial intelligence and reduce associated risks.

### **Users must:**

1. Identify content generated with generative artificial intelligence to ensure that users are prepared to address potential reliability issues and have the ability to verify content using other sources.
2. Proofread content for factual accuracy and relevance to context to prevent the spread of misinformation.
3. Seek to understand the quality and sources of training data used by a generative artificial intelligence system to enhance content reliability.
4. Encourage supplementing content created with generative artificial intelligence with information from trusted sources to ensure accuracy.

### 3.3 - Transparency and Interpretability

It is crucial to construct generative artificial intelligence tools with a high degree of clarity and interpretability. These tools should incorporate features that allow for the tracking of automated decision-making stages, ensuring transparency and explainability to both those directly and indirectly affected by them.

Transparency is an important consideration when building trust in interactions between humans and generative artificial intelligence in government entities, and alerts help demystify content generated by generative artificial intelligence, helping users distinguish between automated and human responses.

#### **Users must:**

1. Communicate clearly and meaningfully when using generative artificial intelligence to interact with the public.
2. Notify beneficiaries when messages or content are created with generative artificial intelligence.
3. Provide alternative, non-automated communication channels for beneficiaries who prefer human interactions.
4. Use watermarks to help beneficiaries identify content created with generative artificial intelligence..

## 3.4 - Accountability and Responsibility

Designers, developers, users, and evaluators of generative artificial intelligence tools bear ethical responsibility for decisions and actions that may lead to potential risks and negative impacts on individuals and communities.

Adopting a generative artificial intelligence system may carry legal and ethical implications, requiring comprehensive consideration including, but not limited to, the risk of infringement of intellectual property rights, concerns about data protection, and the potential for human rights violations.

### Users must:

1. Consult with relevant legal professionals to assess the risks associated with the use of generative artificial intelligence tools and find a way to avoid or reduce these risks.
2. Comply with relevant legislation, including the Personal Data Protection Law, and protect user rights.
3. Ensure that content created with generative artificial intelligence tools respects intellectual property rights and adheres to copyright legislation.

## 3.5 - Privacy and Security

It is important to develop and use generative artificial intelligence tools in a safe manner, taking into account the relevant regulatory requirements, including the regulatory requirements related to the protection of personal data subjects, the relevant cybersecurity standards issued by the National Cybersecurity Authority, and the Data Classification Policy. With the aim of preventing illegal access to data and the system, which may lead to damage to reputation or psychological, financial, or professional harm, generative artificial intelligence tools are designed using mechanisms and controls that enable managing and monitoring the results throughout the system's life cycle.

### Users must:

1. Employees in government entities must refrain from entering any data classified as restricted or higher (restricted, secret, and top secret).
2. Implement strict data protection measures in accordance with the provisions of the Personal Data Protection Law.
3. The use of generative artificial intelligence tools should be limited to data classified as “public” data.
4. You should check the privacy policies of these tools, including their disclosure and sharing terms.
5. The risks arising from the use of tools must be taken into account, including data leakage, misinformation, deepfake, bias, and decisions affecting the safety of individuals. It is crucial not to enter any data or information that is not properly classified. Assessing the risks involves estimating and addressing the potential risks resulting from the development or use of generative artificial intelligence tools. Subsequently, the risk levels in the tools are classified at any of the following levels in accordance with the AI Ethics Principles issued by SDAIA.
6. The risks resulting from the use of generative artificial intelligence tools must be assessed in accordance with the AI Ethics Principles:

- **Little or no risk:** There are no restrictions on AI systems that pose little or no risk, such as spam filters but, it is recommended that these systems be ethically compliant.
- **Limited risk:** AI systems that pose limited risks, such as technical programs related to function, development, and performance, are subject to the application of the AI Ethics principles mentioned in this document.
- **High risk:** AI systems that pose “high risks” to basic rights must undergo pre- and post-conformity assessments, and in addition to adhering to ethics, the relevant statutory requirements must be considered.
- **Unacceptable risk:** AI systems that pose an 'unacceptable risk' to people's safety, livelihoods, and rights, such as those related to social profiling, exploitation of children, or distorted behavior, that are likely to occur are not allowed.

### ■ 3.6 - Humanity

It is essential to build and use GenAI tools according to a fair and ethical methodology grounded in human rights and fundamental cultural values. This approach aims to create a positive impact on the involved parties and local communities, contributing to the realization of both short and long-term goals for the benefit and prosperity of humanity. It is necessary to design and use GenAI tools in a manner that avoids deception, manipulation, or the establishment of behavior contrary to the empowerment, enhancement, or augmentation of human skills. Instead, the design and use approach should be centered on providing choices and decision-making capabilities for the benefit of humanity.

### ■ 3.7 - Social and Environmental Benefits

Promote the positive and beneficial impact of social and environmental priorities that are designed to benefit individuals and society as a whole, which focus on sustainable goals and objectives. GenAI tools should not cause or accelerate harm or negatively impact humans but rather should contribute to enabling and complementing technological, social, and environmental advancement while seeking to address the challenges associated with it.

## 4. Roles and Responsibilities within the Entity

This section defines roles and responsibilities to ensure that generative artificial intelligence tools are used responsibly in the Kingdom of Saudi Arabia.

### 4.1 - Data Management Office

The Data Management Office plays a pivotal role in ensuring the ethical and legal use of GenAI tools. It is responsible for approving the tools that are used after reviewing the privacy, disclosure, and data-sharing policies to ensure their compliance with the relevant regulations and policies of the Kingdom of Saudi Arabia. Additionally, it is responsible for ensuring robust data management practices, including obtaining, processing, and maintaining data. This involves verifying the legitimacy of data sources and obtaining necessary approvals. The Data Management Office must conduct audits to evaluate the quality of generative artificial intelligence training data and identify any potential bias. In addition, the Data Management Office has been tasked with liaising with legal experts to address data privacy concerns and ensure compliance with relevant legislation, such as the Personal Data Protection Law and policies issued by the Saudi Data & AI Authority.

### 4.2 - Users

Users of generative artificial intelligence tools in government entities must apply a critical thinking methodology and exercise caution when dealing with content created using these tools. Despite their value, such content is not inherently reliable and should be supplemented with information from trustworthy sources. It is the users' responsibility to inform the government entity about any errors, biases, or inappropriate content generated with generative artificial intelligence tools. Furthermore, staying informed about the latest developments in the capabilities and limitations of generative artificial intelligence tools is crucial for making informed judgments. When utilizing content created with generative artificial intelligence, it is imperative to ensure that relevant individuals are informed, and watermarks may be used when necessary to indicate that.

## 4.3 - Government Entities

It is the responsibility of government entities in the Kingdom of Saudi Arabia to establish clear policies and guidelines for the responsible use of generative artificial intelligence. This involves consulting experts to assess legal risks and ensure compliance with all applicable laws and regulations. Government entities must prioritize transparency by disclosing content created with generative artificial intelligence. They should provide users with easy methods to identify content generated with this technology and offer alternatives to non-automated communication when users prefer human interactions.

Additionally, government entities must actively promote educational initiatives to enhance users' understanding of generative artificial intelligence. This includes imparting knowledge on how to critically evaluate content created with these tools and how to use these tools responsibly.

## Appendix 1 - Guidelines for the Use of Generative Artificial Intelligence in Government Entities

### How can government entities benefit from GenAI?

Generative artificial intelligence offers a range of potential benefits to government entities that can be leveraged. However, it is crucial for these entities to ensure that they do not violate the guidelines mentioned in this document.

#### 1. Enhancing Operational Efficiency

Generative artificial intelligence can help government employees complete time-consuming tasks more efficiently, enabling them to redirect their focus toward more complex or strategic activities.

Example: The department manager can request generative artificial intelligence to draft job descriptions for newly created department functions and subsequently edit them, rather than creating the descriptions from scratch.

## 2. Make Informed Decisions

Generative artificial intelligence services can assist users in making informed decisions by processing large amounts of previous data, creating reports, and providing an overview of important information.

Example: In the event of a new disease spreading, generative artificial intelligence can swiftly offer an overview of the most effective measures taken by authorities in different countries previously, which will provide support to guide Saudi Arabia's response.

## 3. Quality of Service and Citizen Support

Citizens' experiences with government services can be enriched by deploying chatbots, for example, generative artificial intelligence can be used to simplify user inquiries and support, as well as to create personalized content and services to meet individual needs.

Example: A government entity can use a chatbot to provide a detailed explanation to users on how to apply for a café license, enabling the user to avoid spending time and effort researching the required legislation.

## 4. Accelerate the Research and Analysis Process

The research process across sectors, including healthcare, economics, and environmental studies, can be accelerated through generative artificial intelligence, as it can help analyze data, create summaries and reports, and streamline searches.

Example: Public Relations employees can leverage generative artificial intelligence to generate summaries of news from media outlets worldwide, to gain insights into how the world perceives Saudi Arabia.

## 5. Crisis Response

During times of crisis or emergency, generative artificial intelligence can process and distribute vital information and help employees allocate resources efficiently.

Example: Generative artificial intelligence can process unstructured data from multiple sources simultaneously, such as weather data, social media feeds, and emergency services reports, to support Crisis Control Center operations.

## 6. Content Creation

Generative artificial intelligence simplifies the complex task of content creation, as the technology can generate high-quality text, audio and video content, as well as reports and summaries, reducing time and effort.

Example: Marketing employees can use generative artificial intelligence to prepare weekly awareness posts about open data.

## 7. Translation

Generative artificial intelligence has the ability to overcome language barriers, facilitating effective communication between diverse groups of people. Unlike basic translation tools, which offer literal translations and often lack nuance, generative artificial intelligence employs advanced natural language processing technologies. This enables it to generate more accurate and fluent translations that consider context and incorporate subtle linguistic details, such as idiomatic expressions. It also reflects differences across cultures, resulting in more accurate and “human-like” output. Additionally, generative artificial intelligence can be leveraged to create audio and video content as well as translation, accurately conveying the tone of voice, personality traits, and intent of the native speaker.

Example: Generative artificial intelligence can automatically create audio and video guides for museums in multiple languages.

## ■ Potential Challenges or Risks Associated with the Use of GenAI

Generative artificial intelligence has the potential to transform government operations when adopted responsibly, empowering employees and delivering high-quality services to citizens. While discovering the benefits of generative artificial intelligence is essential, it is crucial to confront challenges and risks to maximize the benefits from the capabilities of such advanced technology.

### General Challenges and Risks:

- **Political:** The complexities involved in the process of formulating policies, regulations, and international cooperation appropriate for the governance of artificial intelligence technologies, including generative artificial intelligence tools.
- **Economic:** Financial constraints, employment disruptions, and income inequality resulting from the widespread adoption of artificial intelligence technologies.
- **Social:** Social issues, such as public perception, ethical concerns, and societal attitudes toward artificial intelligence, including generative artificial intelligence, affect the level of its acceptance and integration into various aspects of life.
- **Technology:** These include infrastructure constraints, access to cutting-edge research and talent, and cybersecurity risks arising from the advancement and widespread adoption of artificial intelligence and generative artificial intelligence.
- **Environmental:** Coping with the increased energy consumption and e-waste generation due to the computationally intensive requirements of artificial intelligence tools, including generative artificial intelligence tools.
- **Legal:** It includes all laws and regulations in force in the Kingdom of Saudi Arabia, including intellectual property rights, AI Ethics Principles, and data laws and policies, to ensure the responsible use of artificial intelligence technologies in general and generative artificial intelligence in particular.

## Common Risks and Challenges

In this section, we explore the challenges or risks that employees of government entities may face. Addressing these issues requires adopting a proactive approach, and the advantages of generative artificial intelligence can be harnessed to mitigate the associated risks through a cautious approach and the adoption of preventive measures.

### Data Leaks Cases

Government employees may unintentionally share restricted information with these services, resulting in data leakage, as generative artificial intelligence services typically store user-provided data to expand their training dataset. These services also pose a risk of unintentional disclosure of classified data to other users.

### Misinformation

Generative artificial intelligence can present misleading information, potentially leading users to be tricked into providing partially or wholly incorrect information (often called a “hallucination”) as a result of the technology.

### Deepfake

Misinformation and hallucinations are among the side effects of generative artificial intelligence, but the most significant threat arises when scammers exploit the technology to generate hyper-realistic yet fake content, often called deepfake. Deepfake can be used to commit financial fraud or disseminate false yet realistic-looking footage intended to manipulate public opinion or tarnish individual or national reputation.

### Prejudice and Injustice

Generative artificial intelligence models trained on biased datasets may produce content that reflects those biases, potentially entrenching stereotypes and leading to discrimination against specific individuals and communities.

### Safety Concerns

Safety risks when using generative artificial intelligence may arise from relying on incorrect or misleading content, leading to adverse consequences. For example: if content generated with generative artificial intelligence is used in critical decision-making processes without proper verification, it could pose significant safety risks.

## ■ Practical Guidelines - with Examples

### ■ Creating Documents or Messages

Generative artificial intelligence can assist government employees in drafting memorandums, letters, job descriptions, and other written materials.

Best practices:

- Provide specific context in command format to receive more relevant and accurate responses.
- Edit and review created content, regardless of its source. The user is responsible for the content used to communicate with the target audience and other stakeholders.
- Ensure compliance with the Data Classification Policy by excluding information classified as restricted or higher from the command format and refrain from using it to establish communications regarding sensitive topics.

Example:

Good command format example: Please write a job description for the Chief Accountant who will be responsible for auditing budgets.

Bad command format example: I work for a government entity and would like to hire 20 new accountants. Please write the job description for these accountants. Keep in mind that they will supervise the audit of budgets.

## Simplifying Content

Generative artificial intelligence can assist in creating simple, straightforward content that is easy to understand. You can provide instructions in command format regarding the target audience and desired reading level of the text.

Best practices:

- Specify if you have a particular audience in mind when writing command format.
- Test different command format or request multiple versions of the same sentence until you achieve the desired result.
- Ensure compliance with the Data Classification Policy by excluding classified information from command format.
- Review the text to ensure it is conveyed into inclusive and respectful language. While models may suggest common linguistic patterns, it's important to be aware that they may also exhibit biases (for example, exclude individuals based on age, race, or gender).

Example:

Good command format example: Simplify agricultural incentive texts published using clear language to be used in social media campaigns for farmers. The target audience is farmers who grow tomato crops within the Kingdom. The objective is to develop a simple awareness campaign on social media.

Bad command format example: Below is a plan outlining undisclosed agricultural incentives. Summarize the internally developed draft of incentives that we can utilize in external communications.

## ■ Summarizing Texts

Generative artificial intelligence excels at summarizing long texts into concise summaries, making it a valuable tool for various tasks. For example, you can summarize a 5-page report in one paragraph.

Best practices:

- Specify the desired format (for example: bulleted list or text).
- Thoroughly review the original document(s) to avoid missing or distorting any important information.
- Ensure compliance with the Data Classification Policy by excluding information classified as restricted and higher from command format.
- Make sure to remove any sensitive data from the notes or entries.

Example:

Good command format example: Summarize the key findings and insights from this published benchmark study on trends in renewable energy adoption. Focus on emerging technologies and potential growth areas, and present the summary in bullet point format for clarity.

Bad command format example: I aim to assess if the budget statement appropriately allocates investments to priority sectors. Please provide a summary and analysis of the main findings from the benchmark study conducted by a public entity on renewable energy adoption trends in the region, and identify the investment opportunities revealed in the budget corresponding to the identified trends.

## Creating Content in a Different Language

Generative artificial intelligence can assist in creating communications in languages other than Arabic, for example: you can use ChatGPT to translate this document into French or Spanish.

Best practices:

- Try different languages: ChatGPT, Bard, and other generative artificial intelligence models may have been trained on texts focused on a specific language or languages.
- Ensure the accuracy of the content by performing a back translation on the output of the translated text.
- Ensure compliance with the Data Classification Policy by excluding information classified as restricted and higher from the command format.
- Avoid using content created in a language you do not understand without first consulting someone fluent in that language.
- Use command format to specify regional dialects when needed.

Example:

Good command format example: Translate these instructions from Arabic to English or French, ensuring that the translated text is clear and accurately conveys the original message.

Bad command format example: Translate these instructions for Americans to understand.

## Using Generative Artificial Intelligence for Project Planning

Generative artificial intelligence can be leveraged to create a basic project plan presentation that can later be refined. For example, Government employees can obtain a project plan template through the use of generative artificial intelligence.

Best practices:

- Avoid entering specific project details, such as project name, authority, budget, system names, employee names, or any classified data.
- Manually customize and refine the plan to meet the specific needs of your project.
- Ensure that the created project plan aligns with your organization's overall goals and strategies.
- Review the plan to ensure it aligns with applicable legal and regulatory requirements for compliance.

Example:

Good command format example: Provide a general project plan template for developing a budget for a public entity, including templates for tracking actual and planned expenses.

Bad command format example: Develop a planning model for a new public entity project, where four consultants will be appointed for a period of six months to work on allocating the national budget for the next year.

## Using Generative Artificial Intelligence to Analyze Data

Generative artificial intelligence offers the capability to perform numerical analysis on datasets; however, ethical and legal considerations must be adhered to when engaging in data analysis.

Best practices:

- Restrict the data analysis by generative artificial intelligence to datasets classified as public or open data.
- Ensure that data analysis using generative artificial intelligence complies with relevant provisions, controls, and policies.
- Obtain explicit consent from the data subject before utilizing generative artificial intelligence to analyze the data (unless the data is made available under an open data license.)
- Maintain a clear record of the data analysis process.
- Implement data anonymization techniques before uploading data to the tool to ensure adherence to privacy principles.
- Respect the principles of data ownership and seek consent when possible.
- Prioritize data security measures to prevent unauthorized access or breaches.

Example:

Good command format example: Analyze trends in customer purchasing behavior for the past year.

Bad command format example: As part of the public entity's ongoing work, there is an effort to develop incentives for companies responsible for selling popular products in the Kingdom at the present time. Below is the collected data, which includes information on purchases from shopping centers including the name and credit card number. The data is not anonymized, each customer's best-selling product is analyzed and identified.

## Appendix 2 - Checklist for Utilizing Generative Artificial Intelligence Tools

### Legal and Ethical Compliance

- The generative artificial intelligence tool adheres to the Kingdom's current regulations and policies, the Personal Data Protection Law, and the AI Ethics Principles.

### Data Processing and Policies

- The use of government data in generative artificial intelligence tools is consistent with the entity's policies, including privacy, data classification, data sharing, and relevant terms and conditions.
- Establishing and adhering to standards and controls for the use of generative artificial intelligence tools in contracts and procurement.

### Training and Education

- Employees undergo continuous training courses aimed at enhancing awareness of both the potential benefits and risks associated with using generative artificial intelligence tools.
- Employees undergo training to review and comprehend policies and procedures for using tools related to data collection, processing, and protection, enabling them to make informed recommendations.
- Employees undergo training courses covering the technical aspects of generative artificial intelligence tools to enhance workflow efficiency.

## ■ Disclosure

- Limit the utilization of the generative artificial intelligence tool within the government entity to authorized personnel.
- Detailed records of employee use of the tool are kept to evaluate its impact on workflow.

## ■ Outputs

- Users leveraging generative artificial intelligence tools acknowledge that the output generated by the tools may be subject to inaccuracy, contain outdated information, be biased, or have misleading content.
- Users consistently verify the validity and accuracy of these outputs, particularly when preparing official reports and legal documents.
- Users are notified that the results may not adhere to intellectual property protection regulations and understand the necessity for continuous verification.
- Verify the accuracy of the generated code before using and executing it.

