

1.17 Use of Generative AI

1.17.1 Generative AI Vision for the City of Augusta

Generative AI is a powerful tool that, when used responsibly, can improve employee output and workflow. Implementation of this technology, where applicable, is intended to empower our workforce, not replace it, ensuring human oversight remains at the core of every process. Through implementation with intent, the City of Augusta can responsibly leverage this technology to offer a high level of service to residents and businesses, positioning our city for long-term success.

1.17.2 Purpose

This policy establishes guidelines on how to safely use generative AI while allowing it in the workplace environments where it is applicable. The Information Technology Department will regularly review and update this policy to align with advances in technology. Elected Officials and Department Directors may establish additional provisions or more restrictive policies as needed, provided they do not conflict with this or any other policy.

1.17.3 Definitions

- **Generative Artificial Intelligence (Gen AI)** – The class of AI models that emulate the structure and characteristics of input data in order to generate derived synthetic content. This can include images, videos, audio, text, and other digital content. ([*National Institute of Standards & Technology, NIST*](#))
- **Confabulation (AI hallucination)**- Refers to a phenomenon in which Generative AI systems generate and confidently present erroneous or false content in response to prompts. Confabulations also include generated outputs that diverge from the prompts or other input or that contradict previously generated statements in the same context. ([*NIST sec. 2.2*](#))

AI bias – Refers to when data used to train the AI model is skewed to a majority. The Generative AI may not present the right answer, but instead the “most likely answer” as defined by its data set. Additionally, this leads the generative AI to often underrepresent minorities in its decision making and output. For example, when prompted to generate images of CEOs, doctors, lawyers, and judges, current text-to-image models underrepresent women and/or racial minorities, and people with disabilities. This bias can also affect the performance of the generative AI with different subgroups and languages (e.g., a Gen AI may perform less well for non-English languages or certain dialects).

Such disparities can contribute to discriminatory decision-making or amplification of existing societal biases. (*NIST sec. 2.6*)

1.17.4 Acceptable Use

Generative AI shall be used for appropriate business use only - that is, for the employee's job-related duties and responsibilities. This policy recognizes the specific definition of appropriate business use may differ among departments based on their mission and functions. Therefore, each department shall define appropriate business use and ensure employees are informed of their guidelines.

Any AI tools to be used on the City's network are subject to review and approval by the Information Technology Department. No AI tools should be procured, downloaded, or used without prior authorization.

Acceptable uses may include but are not limited to:

- General research using publicly available information
- Summarizing publicly available/non-confidential materials
- Brainstorming and idea generation
- Editing and proofreading
- Generating an outline for a document
- Template or formatting assistance

Gen AI applications shall not be used to independently make decisions involving:

- Employment actions
- Disciplinary actions
- Law enforcement actions
- Emergency response prioritization
- Legal determinations
- Judicial decisions
- Technical Implementations
- Financial authorization or budget approvals

1.17.5 Data Protection

Entering confidential data into a gen AI tool (e.g. ChatGPT, Google Gemini, and others) is strictly prohibited and is possibly a violation of local, state, and federal law in certain instances. Public AI tools may store or reuse input data, which can expose sensitive information to unauthorized parties. Additionally, employees shall not upload Augusta documents, data sets, or records into a gen AI platform unless the platform has been approved by the Information Technology Department. Should the city procure a gen AI platform for employee use, all gen AI work should be completed using the selected platform. When using publicly available generative AI models, make sure that all confidential and personally identifiable information (PII), such as employee IDs, Social Security Numbers (SSNs), home addresses, and similar data as identified by law and policy, are removed from the prompts. This prohibition also applies to information related to customers, vendors, and any external partners. Each department shall review its standard operating procedures and current privacy laws to determine what information is classified as confidential and update their policies as needed. Additionally, the use of generative

AI is subject to all prohibitions established in section 1.04.6 of the IT Citywide Policies and Procedures.

Prohibited information includes, but is not limited to:

- Personal records
- Criminal justice information
- Emergence communications data
- Court case records
- Protected health information
- Citizens' personal identifying information
- Financial records
- Social security numbers
- Investigative materials
- Internal Security Procedures
- Confidential county operational data

As a guiding principle, assume that any information entered into a generative AI tool will become publicly accessible.

1.17.6 Data Validation

Data integrity is paramount to city operations. **Therefore, it is essential that all AI-generated content is reviewed and verified by an employee before being submitted, shared, or used in any official capacity.** There are multiple ways AI can generate information that may not be accurate due to hallucinations or biases within its data (see definitions above). These issues may result in the generation of inaccurate, incorrect, or non-existent content, including broken links or fabricated sources. **Employees are ultimately individually responsible for the content they use, share, or publish as a part of their duties, including anything they create with the assistance of generative AI;** it is their responsibility to ensure the accuracy and reliability of the content before use.

1.17.7 AI Dependency

Generative AI shall be used as a support or editing tool to enhance employee work, rather than as the sole author of official documents. Employees are encouraged to use generative AI to assist with tasks such as grammar refinement, summarization, formatting, or improving clarity. However, core content must originate from employees to ensure accuracy, alignment with city policies, and preservation of institutional knowledge. No matter what task the generative AI platform performs, its output must be reviewed by an employee. This inspection is paramount to city operations and prevents generative AI's mistakes from making it into official work.

1.17.8 Transparency

It is best practice for employees to include a citation on any work created with the assistance of generative AI. **This citation should include the following:**

- **AI platform/tool used**
- **Model version**

- **The nature or extent of its use**
- **Date accessed**

This is to keep track of where information comes from, not to ostracize the work created.

Citation Examples:

- Written by John Doe, with the assistance of ChatGPT- 5 (October 13, 2025)
- Images created by Google Gemini 2.5 Flash (09/21/2025)
- Written by Jess Jane, Outline provided by Copilot (08/20/2025)

1.17.9 AI Note Taker Apps

AI notetakers provide a useful summary and transcription of virtual meetings, but the lack of administrative safeguards and data protection pose a serious risk to the security, privacy, and data of the city and its vendors. Due to this, **the use of AI notetaking apps is prohibited for all city meetings**. A primary concern is the autonomous nature of these platforms. Once linked to a user’s email account, the notetaker platform will auto-join all meetings scheduled, even when the user is not in attendance. This opt-out approach leads to the notetakers’ presence going unnoticed until post-meeting summaries are distributed via mass email, leading to the potential exposure of sensitive information.

1.17.10 Enforcement

Any employee found to have violated this policy shall be subject to remedial training. Major violations may result in a suspension of the employee’s network/computer access or other disciplinary action up to and including termination (e.g. entering proprietary information into a web-based generative AI).

1.17.11 Acknowledgements/ Resources

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- **Georgia Artificial Intelligence Responsible Use (SS-23-002)**
<https://gta-psg.georgia.gov/psg/artificial-intelligence-responsible-use-ss-23-002>
- **Artificial Intelligence Risk Management Framework: Generative Artificial Intelligence Profile**
<https://nvlpubs.nist.gov/nistpubs/ai/NIST.AI.600-1.pdf>
- **State of Connecticut Policy AI-01 AI Responsible Use Framework**
<https://portal.ct.gov/-/media/OPM/Fin-General/Policies/CT-Responsible-AI-Policy-Framework-Final-02012024.pdf>