Responsible AI: Policies and Guidelines for County Employee Use of Generative AI Tools

Our updated guidelines enable employees to utilize AI tools effectively, while ensuring that their use aligns to County values. Through implementing clear guardrails and training, we can leverage AI to enhance our operations without compromising our commitment to accountability and public trust. Below are the areas the County policy will focus on.

Authorized Tools

Policy: Use only County-approved generative AI tools for work-related tasks.

Guideline: Stay informed about the County-approved AI tools list, regularly updated and maintained by ITD. Access the most current list and related resources at miamidade.gov/technology.

Collaboration

Policy: Engage with ITD and strategically aligned departments for deployment of AI.

Guideline: Collaborate across departments and consult with ITD when using AI tools to maximize benefits and avoid duplication of efforts. This collaboration is imperative to maximizing benefits, aligning efforts with County-wide AI strategy, ensuring data security and cost efficiencies.

Data Protection

Policy: Adhere strictly to data privacy standards and security protocols as managed by the ITD's Cybersecurity division.

Guideline: Never input sensitive County data, personal information, or confidential materials into public AI tools such as ChatGPT, Perplexity.ai, Grammarly, etc. Protect sensitive information and prevent unauthorized access.

Do not post sensitive information that could put County data in jeopardy.

Content Verification

Policy: Ensure that all AI-generated content undergoes thorough human review and validation before finalization, dissemination, or implementation.

Guideline: Always verify, fact-check, and critically evaluate any content generated by AI tools before using it in official communications, documents, decision-making processes, or public services. AI-generated content should be considered a starting point and not a substitute for professional judgment, expertise, or independent verification.

Ethical Use

Policy: Align all AI use with County ethical standards, policies, and guidelines, prioritizing privacy and responsible innovation.

Guideline: Use AI tools to enhance work, not to replace critical thinking or decision-making.

Respect Copyrights

Policy: Ensure full compliance with all applicable intellectual property laws, copyright regulations, and licensing agreements.

Guideline: Be mindful of potential copyright issues when using AI-generated content, especially for public-facing materials. Conduct thorough research and seek legal guidance when in doubt about the copyright status or permissible use of AI-generated content.

Transparency

Policy: Always cite AI generated content.

Guideline: Disclose the use of AI-generated content in the development of public-facing documents, communications, creative materials, or other outputs, as appropriate.

County AI Trainings and Surveys

Policy: Complete all mandatory employee training programs related to AI and provide constructive feedback to enhance the effectiveness of these programs.

Guideline: Actively participate in County-provided training sessions, workshops, and online modules on responsible AI use, data privacy, cybersecurity best practices, and ethical considerations. Share your insights, suggestions, and concerns through Countywide AI surveys and tool evaluations to contribute to the ongoing improvement of our AI strategy.

Continuous Learning

Policy: Stay consistently updated on the capabilities, limitations, evolving functionalities, and potential risks associated with the AI tools you use.

Guideline: Engage in ongoing education, self-directed learning, and professional development activities to stay abreast of the latest AI advancements, emerging trends, and innovative applications in government services. Participate in relevant workshops, conferences, webinars, and online communities to expand your knowledge and expertise.

Reporting

Policy: Immediately report any unexpected, concerning, unethical, or potentially harmful outputs, behaviors, or results generated by AI tools.

Guideline: Promptly report any unexpected or concerning outputs from AI tools to the IT Department. Provide a detailed email of your issue with screenshots and send to the Incident Response Security Team at ITD-INRES@miamidade.gov.

These policies will evolve as these emerging technologies advance. Adhering to these policies and guidelines ensures Miami-Dade County employees can responsibly harness the power of AI to enhance public services, improve efficiency, and create a more responsive government for County residents.