OIR: 2425/1111

23 September 2024

Tēnā koe ▓▓▓▓ ,

Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of **6 September 2024** requesting the following information:

1. Is the Council currently using any AI applications/tools? If yes, please list:

   a) The name of the application

   - o   Manage Engine
   - o   Mentimeter

   b) The use of the application

   - o   As part of our Service Desk tools suite
   - o   Meeting tool for anonymous collaboration

2. A copy of any policies or procedures Council has relating to the introduction or use of AI applications/tools.

The following guidelines have been provided to staff:

Generative AI tools and apps like ChatGPT use large amounts of information (including personal information) to transform and generate a variety of content, including human-like conversations, writing essays, creating images or videos, and computer code. Because Generative AI models are trained on vast amounts of information, there are risks associated with inputting personal, sensitive or confidential information. Staff have obligations under the Staff Code of Conduct, Privacy Policy and Management of Information Policy, which specify how information you have access to in a work context may be used.

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

Given the increased use of the technology, it is important for Managers to speak to their people about the risks of using generative AI tools in a work context.

A general rule of thumb is that it would not be appropriate to input Council information that is not publicly available into ChatGPT or another technology. If there is a situation where work-related use may be appropriate, we encourage staff to first speak to their manager, a member of the Legal team or Digital Solutions in the first instance.

The Office of the Privacy Commissioner has put out some guidelines on the use of generative AI. This can be viewed at the following link: https://www.privacy.org.nz/publications/guidance-resources/generative-artificial-intelligence/

As well as privacy, the use of such tools like ChatGPT raises cybersecurity concerns for the Council – these issues are currently being considered by our Digital Solutions team.

Further guidance in the use of AI tools will be made available over time and as appropriate, the following principles should be followed:
- you should have a valid business reason for using any AI type tools such as ChatGPT;
- do not, for security reasons, register with your Council user credentials, e.g. user ID and password;
- do not copy any Council data or information into ChatGPT that is not already publicly available;
- treat this as just another tool for obtaining information that must be fact checked for accuracy; and
- you own and have responsibility for any information you produce - do not pass off anything developed by ChatGPT as your own work.

Ngā mihi,

Mark de Haast
Group Manager Corporate Services
Te Kaihautū Ratonga Tōpū