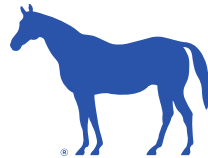


# ARTIFICIAL INTELLIGENCE (AI) POLICY & PRACTICES

*Liz Rodgers, CIO*

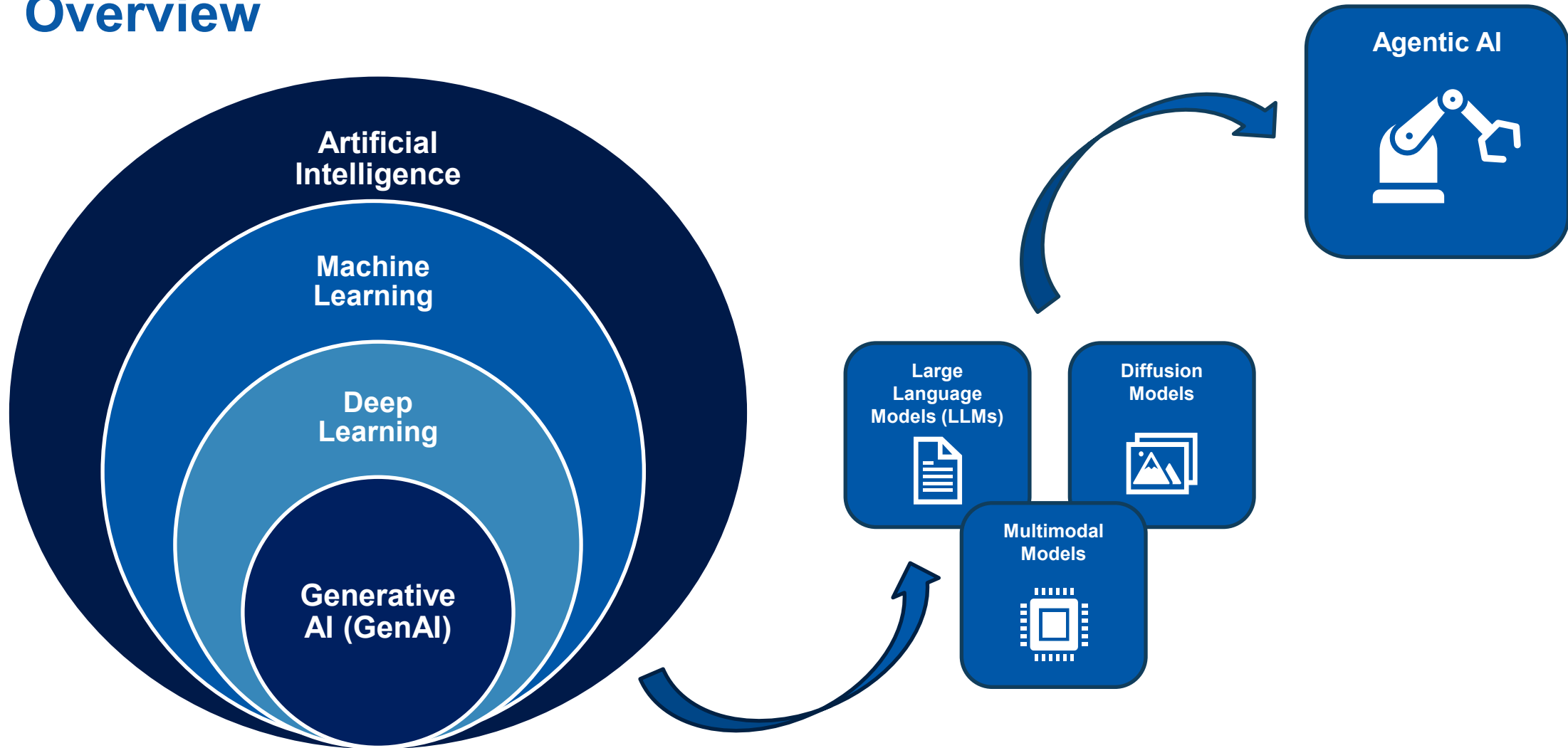
*General Government and Planning Committee*

*June 2, 2026*



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# Overview



## Policy Definitions

**Artificial Intelligence (AI):** Machine learning and related technologies that use data to train statistical models for the purpose of enabling computer systems to perform tasks normally associated with human intelligence or perception.

**Generative AI:** An artificial intelligence system that is capable of producing and used to produce synthetic content, including audio, images, text, and videos based on its manufacturer's training and its consumers' activities.

**Agentic AI:** AI systems capable of taking action or making decisions with limited or no human involvement, such as sending messages, executing code or performing tasks on behalf of users.

## Policy Outline

### **Purpose:**

Ensure AI is used to improve productivity and decision-making without exposing LFUCG to unmanaged legal, privacy, or security risks.

### **Scope:**

Anyone using AI in connection with LFUCG's data, systems, or business processes:

- Employees, contractors, consultants, interns, vendors
- Activity on any device, network, system

### **Directives:**

- Approach must address risks: accuracy, completeness, bias, privacy, cybersecurity, reputational harm.
- AI technology is a means, not an end. Work product remains the responsibility of employee users.
- “Acceptable” does not imply “appropriate.” Use cases must be evaluated, not just tools.

## Acceptable Uses

### **Authorized AI tools may be appropriate for tasks such as:**

- Drafting and content support (writing assistants)
- Process and workflow efficiency (organize, format, summarize materials)
- Data analysis and research support (extract patterns, assist with research)
- Employee training and enablement (learning experiences or simulations)

### **Conditions:**

- Human accountability: output must be reviewed for accuracy, completeness, appropriateness, bias, compliance (“human in the loop”).
- Data protection: no sensitive or customer-specific data shall be uploaded, used to prompt, or otherwise input.
- External communication: output intended for residents, regulators or external audiences must be reviewed and approved pursuant to applicable policies or procedures prior to release.
- Disclosure: policies regarding labeling or disclosing AI-assisted content shall be adhered.

## Prohibited Uses

- Use of public or unapproved AI tools for work-related activities.
- Inputting or prompting with sensitive or customer-specific data.
- Autonomous action without direct human oversight (e.g., approving or executing actions, making decisions impacting residents, performing tasks on behalf of LFUCG staff)
- Impersonation or misrepresentation in any format, including written, visual, audio or synthetic media.
- Production of unsafe, noncompliant or misleading output, or output that could otherwise cause harm to LFUCG, its employees, residents, or third parties.
- Bypassing corporate controls to circumvent LFUCG policies or restrictions on AI tool usage.

## Technical Controls

- Activity on managed tools, accounts, devices or networks is monitored and logged:
  - Includes prompts, outputs, user identifiers, timestamps.
  - Use of sensitive data is subject to additional scrutiny.
  - All activity is attributable and auditable.
- Failure to comply, whether through intentional misuse, negligence, or unauthorized experimentation shall result in disciplinary action and revocation of tool access.
- Violations involving legal, regulatory or third-party impact may lead to legal proceedings, mandatory external reporting, or financial penalties.
- Exceptions may be requested and approved by the Office of the CIO:
  - Identify desired tool, vendor/implementer, impacted datasets, and proposed use case(s).
  - Depending on magnitude, share additional details on roles and permissions, safeguards, quality assurance, and success criteria.

## Operational & Management Controls

- Existing business processes
  - Budgeting, procurement workflows
  - IT review of technology agreements
- Adoption enablement
  - “Copilot Flight School” and targeted learning for key user groups
  - Analysis and prioritization of use cases
- Guiding Principles for Responsible Use (DRAFT status)
  - Foundational values to guide decision-making
- Advice from experts, partners, peers
  - IANS, GovAI Coalition, Knight/Harvard Responsive Cities Network, etc.

## Current State

### Approved products and use cases include:

- Language interpretation for printed documents (Lexmark Translation Assistant)
- Writing assistant for web content (Magic Rewrite)
- Redaction of sensitive information from public records (JustFOIA)
- Web-based AI chat for Microsoft 365 users (Copilot Chat)
- Computer vision for aluminum container capture (planned pilot)

### Use cases under review:

- Validation of planning/permitting documents and AI-assisted plan review
- Knowledge and/or voice agents for assisting with resident requests
- Live language interpretation for voice calls
- Computer vision for object detection and analysis (multiple applications)

# Questions?



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