Procedure: 3.5.2p
Artificial Intelligence Responsible Use

Revised:

Last Reviewed:

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I. PURPOSE:
In making decisions regarding use of Artificial Intelligence (AI) technology, The Technical College System of Georgia (TCSG) considers its stated educational mission, goals, and objectives. As AI technology evolves and further integrates into daily business operations, it is imperative for TCSG to utilize AI in an ethical, trustworthy, and responsible manner.

II. RELATED AUTHORITY:
O.C.G.A. § 20-4-11 – Powers of Board
O.C.G.A. § 20-4-14 – TCSG Established; Powers and Duties
O.C.G.A. § 50-25-4(a)(8)- State Government, Georgia Technology, and General Powers
O.C.G.A. § 50-25-4(a)(10)- State Government, Georgia Technology, and General Powers
O.C.G.A. § 50-25-4(a)(20)- State Government, Georgia Technology, and General Powers
TCSG State Board Policy 3.5.2.- Artificial Intelligence Responsible Use

III. APPLICABILITY:
All Technical Colleges and work units associated with the Technical College System of Georgia.

IV. DEFINITIONS:
AI Ethics: The principles and practices that guide the development and use of artificial intelligence to ensure fairness, transparency, accountability, and respect for human rights and societal values.

AI Models: Computer systems or algorithms designed to process data, learn from patterns, and make predictions or decisions based on that data.

Algorithmic Bias: When an AI system perpetuates societal stereotypes, often due to biased training data or flawed design.

Artificial Intelligence (AI): The simulation of human intelligence processes by machines, especially computer systems, to perform tasks such as learning, problem-solving, and decision-making.

Bias Audit: Independent evaluation of algorithms or processes to identify and mitigate potential biases that may lead to unfair, discriminatory, or inaccurate outcomes.

Explainable AI: The ability of artificial intelligence systems to provide clear and understandable explanations for their decisions and actions to users and stakeholders.

Generative AI: Artificial intelligence designed to create new content, such as text, images, audio, or video, based on patterns learned from existing data.

Human-in-the-Loop System: An AI system that requires human input and oversight, allowing humans to guide, refine, or make decisions during key stages of the process.

Large Language Models (LLM): Advanced AI systems trained on vast amounts of text data to understand and generate human-like language, enabling tasks such as text completion, translation, and summarization. Examples include ChatGPT.

Machine Learning (ML): A type of artificial intelligence where computers learn patterns and make decisions or predictions from data without being explicitly programmed.

Natural Language Processes: A type of artificial intelligence that enables computers to understand, interpret, and generate human language in a meaningful way.

Phishing: A fraudulent practice where attackers impersonate a trustworthy entity to deceive individuals into revealing sensitive information, such as passwords, credit card details, or personal data, typically via email, messages, or fake websites.

V. ATTACHMENTS: N/A

VI. PROCEDURE:

A. Responsible Use of AI Tools within the Agency

TCSG harnesses the potential of these technologies to enhance services, improve efficiency, and drive innovation. The responsible use of AI tools including Generative AI is rooted in the principles of ethics, accountability, transparency, and user protection.

B. Procuring AI Solutions

Colleges shall submit a Business Solutions Review (BSR) Request form to TCSG prior to procurement if they believe a new AI tool could be advantageous to business operations.

TCSG shall submit a Business Solutions Review (BSR) Request form to GTA (gta.psg@gta.ga.gov) prior to procurement if they believe a new AI tool could be advantageous to business operations. GTA will assess the tool for safety, privacy, and compliance. The State CIO will provide a response to the senior executive of the requesting agency.

C. AI Development and External Collaboration

When developing AI tools and engaging with external collaborators, the following guidelines shall be adhered to:

a. Collaboration agreements must clearly disclose the manner and use of AI technology; define the roles, responsibilities, and expectations of all parties involved; and address ownership and usage rights of AI models and data.

b. All AI development and collaboration must be carried out in alignment with this procedure, as well as other applicable policies and guidelines of TCSG.

c. AI development shall prioritize safety, privacy, and ethical considerations.

d. The development process shall include measures to address potential biases in AI systems, such as conducting regular bias audits, seeking diverse input, and using fair and unbiased data for modeling training.

e. All external collaborators shall commit to upholding the principles of transparency, accountability, and respect for privacy as outlined in this procedure.

f. Prior to deployment, AI systems shall undergo rigorous testing to ensure their safety, accuracy, and reliability. They shall also be reviewed for potential ethical, legal, and societal implications.

g. AI development shall include a plan for ongoing monitoring and maintenance to ensure that the system continues to operate safely and effectively and that any new issues or concerns are promptly addressed.

h. Any potential risks or ethical concerns related to AI development or collaboration shall be reported to the College's designated officer and TCSG's CIO.

D. Identifying and Mitigating Bias in AI-Generated Outputs

To identify and mitigate potential biases in AI-generated outputs, Colleges and work units shall:

a. Be aware of common biases that may be present in AI systems, such as data bias, algorithmic bias and confirmation bias.

b. Regularly review and evaluate AI-generated outputs for potential biases, seeking input from diverse perspectives and stakeholder groups.

c. Use AI tools with transparent methodologies and documentation to better understand their decision-making processes.

d. Collaborate with AI vendors and developers to improve AI systems and address identified biases, reporting any issue and working together to develop solutions.

E. Ensuring Accuracy and Appropriateness of AI-Generated Outputs

To ensure that AI-generated outputs are accurate and appropriate, Colleges and work units shall:

a. Ensure that AI systems employ a human-in-the-loop, especially for decision-making processes.

b. Verify accuracy of AI-generated outputs by cross-checking reliable sources, human judgement, and other relevant methods.

c. Review AI-generated outputs for appropriateness, taking into account the context, audience, and potential impact of the content.

d. Establish a system of checks and balances involving multiple reviewers to minimize the risk or errors or inappropriate content.

e. Ensure that AI-generated content is properly reviewed and approved by designated personnel before it is published or used for decision-making.

f. Develop and implement guidelines for the responsible use of AI-generated outputs in different contexts and situations, tailored to the specific needs and requirements of the agency.

g. Be aware of risks present when using AI tools such as hallucinations, prompt injections and vulnerabilities, copyright and intellectual property infringements.

h. Maintain a record of AI tools usage, including purposes, inputs, outputs, and any actions taken based on the AI-generated results.

F. Data Protection, Safety, and Privacy

When using AI tools, all confidential information or sensitive personal data must be authorized for use in the manner proposed and be anonymized, encrypted, or otherwise protected, including:

a. Implementing sufficient security measures to protect data from unauthorized access, modification, or detection.

b. Obtaining appropriate consent from data subjects when necessary.

c. Reporting any data breaches or incidents involving AI systems to the designated authority at TCSG Office of Information Technology and Data Resources.

G. Training and Awareness

All users of AI systems shall undergo appropriate training to ensure the responsible and ethical use of these tools, including:

a. Being familiarized with this AI Procedure and any other relevant policies, guidelines, and best practices.

b. Participating in regular training sessions and workshops to stay updated on AI-related developments, risks, and mitigation strategies.

H. Reporting Misuse and Unintentional Use of AI

Each College shall designate a staff member who shall be responsible for ensuring full compliance with this standard and the requirements set forth herein.

Colleges shall report suspected misuse of AI systems, whether intentional or unintentional, to TCSG Chief Information Officer (CIO).

If the CIO determines that further investigation is warranted, the College shall comply and report additional findings. The CIO may recommend corrective action, and the College must submit documentation of compliance.

Misuse of AI

a. AI-based fraud: AI systems used to manipulate or cheat unsuspecting individuals or organizations through phishing scams, identity theft, or fraudulent behavior such as fraudulently issuing loans.

b. Discrimination: AI systems that have exhibited bias and perpetuated discrimination, resulting in unequal treatment.

c. Invasion of Privacy: AI systems used to gather personal data without the consent of individuals, leading to violation of privacy rights.

d. Malicious Use: AI systems used for cyberattacks, such as phishing attempts, social engineering, and vulnerability identification and exploitation.

e. Spreading Misinformation: AI systems used to create and/or distribute false or misleading information.

Unintentional Use of AI

a. Bias and Discrimination: AI systems that have inadvertently reinforced existing biases or discriminatory patterns leading to unfair treatment of certain groups or individuals.

b. Privacy Violations: Unintentional exposure of sensitive or personal information through AI systems, either by providing the AI with restricted data or by failing to anonymize or encrypt the data properly before use.

c. Inaccurate or Misleading Information: AI-generated outputs that are incorrect, outdated, or misleading, and have led to poor decision-making, financial losses, or reputational damage for TCSG, affiliated work units, or associated Colleges.

d. Inappropriate Content: AI systems that have generated content that is offensive, politically biased, or otherwise inappropriate for the intended audience or context.

e. Over-Reliance on AI: Colleges or the System Office may unintentionally rely too heavily on AI systems, neglecting to apply their own judgement, expertise, or common sense. This could lead to the adoption of suboptimal solutions, overlooking valuable human insights, or exacerbating existing issues.

I. AI Tool Termination and Business Continuity

TCSG's CIO may order the termination of use of any AI tool that has been found to generate outputs that cause a risk to data privacy and security, reputational damage to Colleges or the System Office, or malicious consequences.

To minimize disruption in service resulting from an immediate decommission, Colleges shall develop and maintain, in accordance with enterprise standard SS-08-045 Contingency planning, a contingency plan for business operations and functions utilizing AI tools.

J. Violations

Any employee, contractor or vendor found to violate this procedure will be subjected to disciplinary action, including but not limited to, termination of employment, contract, or agreement.

K. Audit and Monitoring

Colleges shall maintain and make available to TCSG upon request, records of the College's AI tools determined to be out of compliance with this procedure.

VII. RECORD RETENTION:

Record retention is based on the retention schedule outlined in 1.1p. Development, Approval, and Review of TCSG Policies and Procedures.