Guidelines for Use of Content Generating AI

Last Updated 11/29/2023

Purpose and Scope

Pursuant to 3 V.S.A. § 5022, the Division of Artificial Intelligence (AI) has reviewed the capabilities of currently-available large language models (LLMs), such as ChatGPT, Bard, Bing Chat, DallE, and LLaMA, which are a form of AI, and is issuing the following guidance for state employees who wish to use LLM in the performance of their official duties. Use of LLMs for official duties is acceptable subject to certain limitations, described below. ADS will update the guidelines as technologies evolve, and Departments or Agencies may issue more restrictive guidelines in their discretion.

LLM Capabilities

LLMs offer assistance in research, generating text and visual content, creating and editing documents, correspondence, and a host of other applications in response to queries input by the user. Many currently available LLMs use a chat interface.

These tools can be powerful in a document/correspondence heavy organization like ours. People around the State are using LLMs for drafting policy and correspondence, summarizing documents, generating and debugging code, creating bespoke stock imagery, and editing written materials. LLMs change the content generation process to focus the user on coming up with ideas and editing content, rather than the mechanics of writing. This can result in better quality content, often with lower overall effort.

1. LLM Usage Guidelines: Employees must use LLMs like ChatGPT, Bard, Bing Chat, and LLaMA in accordance with State Personnel Policy 11.7, the AI Code of Ethics, and these guidelines.
2. Employees must get supervisory approval before using LLMs for official state business. Supervisors may consult with the Director of AI or their ADS IT Lead to help them decide whether a use is acceptable.
3. Employees may not input non-public information into LLMs. All information put into an LLM becomes public. The following is a non-exhaustive list of information that **may not be used** in LLMs:
    a. Confidential or privileged information or communications
    b. Personally identifying information (PII)
    c. Protected health information (PHI)
    d. Code containing passwords/secrets
    e. Information that has the potential to erode trust in Vermont's institutions
4. This policy only enables employees to use LLMs that are available free of charge. Employees may not pay for a LLM services or sign up for services requiring payment. Any purchase of such products must go through the mandated state procurement processes.
5. Employees must ensure the accuracy of the information obtained from LLMs. LLMs may generate content that is incorrect or fictitious. This content may seem reasonable and not be readily distinguishable from factual information. Employees using an LLM must review all

information obtained from the LLM for accuracy, veracity and completeness, as with any other source of information.

6. Employees using LLMs are responsible for their work product, regardless of what portion of it is produced by the LLM, and must be willing to sign their name to it. LLMs have demonstrated biases which can negatively impact groups or individuals and are not in keeping with Vermont's values. The user must review all content for accuracy, completeness, and alignment with Vermont's values. It is not acceptable to blame any deficiencies on the AI.

7. Employees using an LLM for official state business must log in and create an account using their state email address only. Official business may not be conducted using an account established with a personal email address.

8. Do not use LLMs in a way that could cause reputational harm to the state if it were known.

9. While it is acceptable to use LLMs to perform official job duties, it is not acceptable to rely on them to perform those duties. If there is an opportunity to make Generative AI or LLMs a part of a standard work process ADS and the AI Director will assist with procuring and implementing a robust AI-powered solution. Employees should not develop reliance on free LLMs to accomplish their official duties, as they have significant down times. Treat it as an optional enhancement.

10. Employees may not use LLMs in any way that infringes on the intellectual property rights of others

Acceptable use of Generative AI; Citation

The following table is intended to help employees identify when they need to cite generative AI and what depth of use is acceptable. If there are questions about where a particular usecase falls, supervisors and employees can review with their IT Lead or the AI Director. To maintain trust in state government and meet the requirements of transparency set forth in the code of ethics, it is important to appropriately cite the use of AI where required below.

Standard Citation Format:

This content was [drafted, edited, translated] with the assistance of a generative artificial intelligence, [Bard, ChatGPT, LLaMA]. The content has been reviewed and verified to be accurate and complete, and represents the intent of [office, department, the State, or a person's name].

Emergency Translation Citation Format:

This content was translated with the assistance of a generative artificial intelligence [Google Translate, Azure AI]. The content has NOT YET been reviewed and verified but will be as soon as possible. This notice will be updated once the review is complete. For any questions about this content or to report confusing or conflicting text, please contact [office-email@vermont.gov].

✔ No citation needed, usecase needs approval by supervisor.

Cite use one of the citation templates below, usecase needs approval by supervisor.

✘ Use is not acceptable

Breadth of Distribution	Proofreading, Grammar	Brainstorming, First Draft, <25% AI	Collaborative Writing, About 50% AI	Human Edited, >75% AI	100% AI Content
Press release, prepared remarks	✔	cite	✘	✘	✘
Replies to public inquiry	✔	cite	✘	✘	✘
Public facing web content	✔	cite	cite	✘	✘
Memos, broad internal communications	✔	cite	cite	✘	✘
Internal process docs	✔	✔	cite	✘	✘
Source code	✔	✔	cite	✘	✘
Emails	✔	✔	cite	cite	✘
Chat	✔	✔	cite	cite	✘