GUIDELINE

Use of Generative Artificial Intelligence

1. Overview

The purpose of this guideline is to provide guidance to employees of the Government of the Northwest Territories (GNWT) on their use of generative artificial intelligence (AI) tools in the course of their employment.

Generative AI tools offer many potential benefits to the GNWT. The GNWT should explore potential uses of generative AI tools for supporting and improving their operations. However, because these tools are evolving, they must be used responsibly, and should not jeopardize sensitive government information or personally identifiable information.

GNWT staff must be cautious and evaluate the risks before they start using generative AI tools in the workplace. The use of these tools should be restricted to instances where risks can be effectively managed.

2. Priorities

Protect Sensitive Information: Employees must not put any confidential information, including personal information, into third-party generative AI tools.

Output Review: Employees who use generative AI tools must review the outputs to ensure that they are factually accurate, complete and up-to-date. Since generative AI tools do not provide sources for content, there may also be copyright or intellectual property considerations. There are known issues with hallucinations, where responses are completely false and misleading, so it is critical to validate and fact-check the information that generative AI has generated.

Standards of inclusion, respect, and style: Employees who use generative AI tools must review and edit text to ensure that the language is inclusive, respectful and in alignment with government style guides and other drafting standards.

3. Principles

1. Accountability

The GNWT should establish clear rules and responsibilities for using and managing generative AI programs so they work properly, are unbiased, and have proper oversight.

Why this is important:

- Effective governance, consistent monitoring, and thorough oversight are key to achieving system objectives and building trust.

Accountability looks like:

- Establishing clear roles and responsibility for generative AI outcomes and impacts
- Monitoring and evaluating generative AI programs continuously to detect and address issues
- Establishing clear guidance around where generative AI cannot be used
- Having human involvement and oversight when using generative AI

2. Safety

The GNWT should put safeguards in place to protect data and generative AI outcomes, and manage risks through ongoing review, testing and monitoring.

The GNWT should continue risk management processes throughout the generative AI program lifecycle, including decommissioning.

Why this is important:

- A data breach would cause harm and erode public trust in generative AI generally, or with respect to specific programs. A breach could compromise government infrastructure.

Safety looks like:

- Analyzing risks related to the generative AI program
- Understanding the risks, including reputational harms, and identifying the best way to manage them
- Using generative AI without compromising data, government information and infrastructure
- Applying privacy and security safeguards set out in policy and legislation, where available

3. Transparency

The GNWT should provide clear information on why, how and when generative AI is used, including the purpose, benefits, and a description of the program.

The GNWT should have a robust and transparent review mechanism in place, so anyone significantly impacted by a generative AI program can ask questions about it.

Why this is important:

- Being transparent about the use of generative AI and establishing a review process fosters trust, supports a good understanding of the system, and allows scrutiny.
- Transparency helps ensure we use generative AI effectively, use data safely and legally, and can easily justify AI-informed outcomes.

Transparency looks like:

- Providing meaningful explanations about generative AI in clear, simple, easy to understand language
- Explaining how data is used to support decision-making
- Establishing review processes to enable correction of data
- Developing a process for questioning and seeking reviews of decisions made or assisted by generative AI
- Noting when and where AI was used to develop content

4. Responsible and Reliable Use

The GNWT should monitor generative AI programs so they continue to meet their intended purpose and produce accurate outputs.

Why this is important:

- Generative AI programs can learn and change over time, altering their performance. For example, unwanted patterns in a system's training data may become amplified and change how the program operates.
- Proactive human oversight allows us to identify and address issues in the generative AI program as needed. This prevents the system from producing results that deviate from its original design and intended purpose.

Reliability looks like:

- Using high-quality data for input
- Monitoring and assessing outputs for accuracy and ensuring unwanted biases or patterns have not inadvertently crept in over time

- Identifying and addressing problems as they emerge after deployment
- Continuous improvement

5. Using AI to Benefit Northerners

The GNWT should use generative AI in cases where it is the most appropriate solution for a problem, delivers the best outcomes for the public, and considers those who may be affected by it.

Why this is important:

- Generative AI can't think or feel like humans. Generative AI should build trust and be used to help people by enhancing accessibility, improving service delivery, and streamlining government operations. This means making sure generative AI is used responsibly, respect rights, and improve outcomes.

Public benefit looks like:

- Delivering clear benefits or insights for the public or government
- Considering alternative solutions before deciding generative AI is the most effective
- Aligning use of generative AI with specific plans and goals
- Considering the institutional and public benefits
- Prioritizing the needs of individuals and communities, including Indigenous peoples

6. Fairness

The GNWT should use and evaluate generative AI to ensure fairness and equity so that no individuals or communities face discrimination or harm.

Why this is important:

- When government prioritizes equity, ethics and fairness throughout the use and maintenance of generative AI programs, it mitigates the risk of biased outcomes and protects human rights.

Fairness looks like:

- Recognizing bias in data inputs and outputs, particularly when using data collected in an environment where there may have been systemic discrimination
- Reviewing and assessing the generative AI program and its output throughout its lifecycle

4. Supporting Documentation and Information

a) Legislation – *Access to Information and Protection of Privacy Act*, SNWT 1994, c20
b) Policy – Management of Electronic Information Policy. 6003.00.20
c) Policy – Recorded Information Management Policy. 6003.00.18
d) Policy – Protection of Privacy Policy. 82.10
e) Government of Canada. "Guide on the Use of Generative Artificial Intelligence." *Canada.ca*, www.canada.ca/en/government/system/digital-government/digital-government-innovations/responsible-use-ai/guide-use-generative-ai.html
f) Government of British Columbia British Columbia. "Draft artificial intelligence responsible use principles." *Digital.gov.bc.ca*, https://digital.gov.bc.ca/policies-standards/ai/draft-responsible-use-principles/

Name	Signature	Date
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