

13 September 2024

Sent via email to [REDACTED]

Re: LG24-0220 - Introduction and use of AI

Dear [REDACTED],

REQUEST FOR OFFICIAL INFORMATION – RELEASE OF INFORMATION

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 6 September 2024 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

1. **Is the Council currently using any AI applications/tools? If yes, please list:**
 - i. **The name of the application**
 - ii. **The use of the application**
2. **A copy of any policies or procedures Council has relating to the introduction or use of AI applications/tools.**

QLDC Response

Decision to release information

To address your request, we consulted the QLDC Knowledge Management Team who advised that the Council are currently using AI applications/tools, as follows:

Name of the application/tool	Use of the application/tool
1. Microsoft 365 product suite and Copilot	The Council is about to initiate a proof-of-concept trial with Microsoft Copilot for Microsoft 365
2. ChatGPT	As detailed in the attached guidance
3. HP products (e.g., HPE GreenLake and Infosight)	AI is used in the backend of many products which the Council use, including HPE Nimble, which leverages artificial intelligence for self-management, self-healing, and self-optimization in IT operations

Please note, the enclosed link will expire on 12 October 2024, 1:54 PM.

We trust this response satisfactorily answers your request.

Kind regards,

Democracy Services team

Queenstown Lakes District Council

P: +64 3 441 0499

E: information.request@qldc.govt.nz

ARTIFICIAL INTELLIGENCE

This guidance covers Artificial Intelligence (AI) in general and its use within QLDC, AI is the simulation of human intelligence processes by machines, especially computer systems. AI is already part of our lives and embedded into the software applications we use every day. Think Siri or Alexa or unlocking your device using your face or a robot vacuum/lawnmower.

The Council supports having a curious approach to the use of tools such as ChatGPT in the workplace. There are some opportunities to balance workload if used safely and appropriately, but fully understanding implications of usage will take some time. In the meantime, QLDC recommends the following guidelines are followed.

ChatGPT (<https://chat.openai.com/>) is a product developed by OpenAI and is a form of generative AI. This means ChatGPT uses AI to generate text. The reason ChatGPT has become so popular so quickly (the fastest growing product in history) is that this cutting-edge AI capability is accessed via a free chat interface. Everyone can interact directly with AI using normal written language. This democratisation of AI presents huge opportunities but also risks. For this reason, the following rules have been developed for using ChatGPT (or similar product) at QLDC:

- Do not use a QLDC email address - for security reasons, register with a personal email address. This will help protect QLDC in the unlikely event credentials are leaked on the internet.
- Only input data or information that is publicly available into ChatGPT - consider our privacy obligations. All information inputted will remain indefinitely within ChatGPT and we will have no ability to control how that information can be used.
- Always verify the accuracy of the results before using the information in your work. Explore how ChatGPT can be used as a tool for obtaining information, but don't rely on it for accuracy and facts. It has been known to make things up!
- Always be honest – specify clearly where and when ChatGPT has been used in your work.

If staff follow these rules, the Council can safely start to explore the opportunities ChatGPT may offer us. We will continue to review the success of this guidance as we learn more about the use of AI in the workplace.