TOWN OF
GOFFSTOWN
NEW HAMPSHIRE

Policy #: ToG-IT-006
Policy Type: Information Technology
Approved By: Draft
Approved On: Draft
Effective Date: Draft
Last Reviewed: 2/5/2026

POLICY TITLE	WORKPLACE USE OF ARTIFICIAL INTELLIGENCE (AI)

PURPOSE

The purpose of this policy is to provide guidance to Town officials and employees on the acceptable use of artificial intelligence (AI) and large language models (LLMs) in their official duties. This policy aims to encourage the responsible use of AI while ensuring the protection of personally identifiable information (PII) and other sensitive data, preventing the use of unauthorized LLMs, and setting clear expectations for responsible review and training.

SCOPE

The scope of this policy includes all users of the Town's Information Systems, including Town officials, employees, volunteers, and other workers who use AI and LLMs in the course of their official duties. It covers all AI and LLM tools, applications, and systems that are generally available and those that are within the Town's Information Systems.

POLICY

DEFINITIONS

Artificial Intelligence (AI): AI refers to technology that enables machines to perform tasks that typically require human intelligence, such as understanding language, recognizing patterns, and making decisions.

Chatbot (Conversational AI): A chatbot is a software application that uses artificial intelligence (AI) to simulate human-like conversations. It can interact with users through text or voice, typically in real time, to answer questions, provide information, or assist with tasks.

Large Language Models (LLM): LLMs are advanced AI systems that can understand and generate human-like text based on large amounts of data.

Generative AI: Generative AI is a type of AI that can create new content, like text, images, or music, based on what it has learned from existing data.

Personally Identifiable Information (PII): PII is any information that can be used to identify an individual, either on its own or when combined with other information. Examples include names, addresses, phone numbers, email addresses, social security numbers, and biometric data.

Sensitive Data: Sensitive data refers to information that must be protected from unauthorized access to safeguard the privacy or security of an individual or organization.

Users: Users are all Town officials, employees, volunteers, and other workers who utilize AI and LLM tools in the course of their official duties.

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GENERAL USAGE

Users are encouraged to leverage AI and LLMs in routine job-related tasks to enhance efficiency, decision-making, and service delivery. AI tools should be used to complement human judgment, not replace it. All AI and LLM applications must be used in a manner that aligns with the Town's goals and ethical standards. Users should ensure that AI tools are used transparently and that the limitations of these tools are clearly communicated to all stakeholders.

Only AI and LLM tools that have been authorized and approved by the Town's Information Technology Office may be used. Unauthorized AI and LLM tools are strictly prohibited to ensure security and compliance with Town policies and state or federal regulations. The list of approved AI and LLM tools will be maintained by the Information Technology Office and will be available to all Town Information System users on demand through SharePoint. The list will include approval date, status, retention details, applicable URL, and other pertinent notes. Audit logs for AI and LLM tool usage shall be retained for 30 days wherever technically feasible and where not otherwise required by statutory or regulatory mandates. If a user wishes to use and an AI or LLM tool that is NOT on the approved list, they may submit an "AI Tools Usage Review" request through the Help Desk ticketing portal.

Approved AI and LLM tools should be regularly evaluated for accuracy, fairness, and bias to maintain trust and reliability, this is a responsibility of all users using these tools. If an AI or LLM tool is incorporated into existing software that is used to conduct job-related functions, notify the Information Technology Office. The Information Technology Office will verify that the tool is appropriate and safe to use and provide guidance on appropriate use and limitations prior to adding the tool to the approved list. Approved AI and LLM tools approved by the Town are to be used exclusively for official, job-related activities. Any non-official use is prohibited.

TRANSPARENCY

Use and Attribution of AI-Generated Content

AI-generated content, including images, video, text, or other data, that is substantively incorporated into a final, public-facing work product must be clearly attributed to the AI system used. Where applicable, the department or group responsible for reviewing and approving the content prior to publication should also be identified.

Example attribution:

> *"Some material in this brochure was generated using Microsoft Copilot and was reviewed and edited by a member of the Parks & Recreation Department prior to publication."*

Unreviewed AI-Generated Content

For AI-generated content that is delivered directly to the public and cannot be reviewed in advance—such as responses from an AI chatbot—the Town cannot guarantee the accuracy of the information provided. Users should be advised accordingly.

Example disclaimer:

> *"This chatbot uses AI to assist with your questions. The Town has not reviewed the content generated by the chatbot and cannot guarantee its accuracy. For verified information, please contact [email or phone number]."*

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Documentation and Oversight

The Town will maintain comprehensive technical documentation for all AI systems in use. This includes Responsible AI Risk Assessments, whether provided by vendors or developed internally.

DATA PROTECTION

All usage of AI and LLM applications must comply with data protection regulations, including the safeguarding of PII and other sensitive information. Data used by AI systems must be anonymized where possible to protect individual privacy and organizational security.

Additionally, any data collected or processed by AI tools must be securely stored and only accessible to authorized personnel. Users must ensure that data is only used for its intended purpose and that any sharing of data complies with relevant data protection laws and policies. Regular audits and assessments should be conducted to identify and mitigate any potential data security risks.

RESPONSIBLE REVIEW

Output generated by AI and LLMs must be reviewed by a human before being used in official documents or communications. This ensures accuracy and appropriateness of the content. Human review is crucial to identify and correct any errors, biases, or inappropriate content that may be generated by AI tools. Reviewers should be trained to critically assess AI outputs and understand the limitations of AI technology. This process helps maintain the integrity and credibility of the Town's communications and decisions, ensuring that AI-generated content aligns with the town's values and standards.

Users can refer to Appendix A which will highlight the best practices for AI usage.

TRAINING

All users leveraging AI and LLM tools must undergo mandatory training on the ethical use of AI, data protection, and the specific AI tools they will be using. Regular refresher courses will be provided to ensure ongoing compliance and awareness. Training will cover best practices for using AI, understanding its limitations, and recognizing potential biases in AI-generated content.

ENFORCEMENT

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination.

DISTRIBUTION

This policy is to be distributed to all Town of Goffstown employees.

*** *Microsoft Copilot was used to define key terms and to improve general readability of this document. Document was edited by the Information Technology Director and reviewed by the Town Department Heads.* ***

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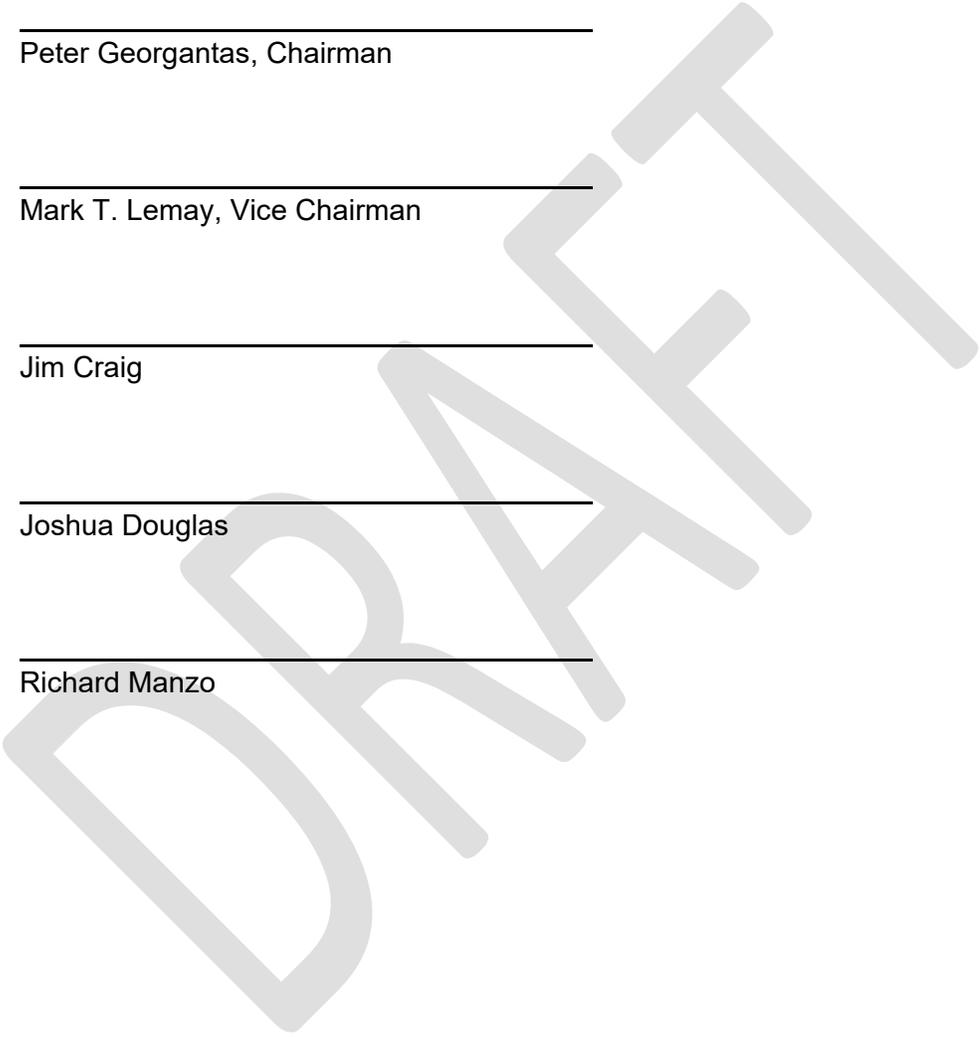## POLICY APPROVAL

Adopted by the Select Board on **THIS DAY**.

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Peter Georgantas, Chairman

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Mark T. Lemay, Vice Chairman

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Jim Craig

_____

Joshua Douglas

_____

Richard Manzo

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APPENDIX A

Artificial Intelligence (AI) tools can significantly enhance productivity and decision-making when used responsibly. To ensure ethical and effective use, employees should follow established best practices that prioritize accuracy, transparency, and security.

- **Use AI for Authorized Purposes Only**
  AI applications should be used strictly for official, job-related activities as approved by the Town. Personal or non-work-related use is prohibited to maintain compliance and protect organizational resources.

- **Verify Accuracy and Maintain Oversight**
  AI-generated outputs should never be accepted at face value. Always review and validate the information for accuracy, relevance, and alignment with Town policies. Human judgment remains essential. AI is a tool, not a decision-maker.

- **Protect Confidential and Sensitive Data**
  Never input confidential, personally identifiable, or sensitive information into AI systems unless explicitly approved and secured. Ensure compliance with data privacy regulations and internal security protocols.

- **Be Transparent and Accountable**
  When using AI to assist in creating reports, communications, or recommendations, disclose its involvement where appropriate. Accountability for final decisions rests with the employee, not the AI system.

- **Stay Informed and Compliant**
  AI technology evolves rapidly. Employees should remain informed about updates to Town policies, legal requirements, and ethical standards related to AI use. If you are in doubt, consult IT staff before proceeding.