

SOP 26-01
Use of AI Assisted Work
Standard Operating Procedures
Grow Southwest Indiana Region 11
PENDING WDB Approval Date: 06-26-2026

Purpose

To set guidelines for the use of Artificial Intelligence (AI) tools by Indiana Department of Workforce Development (DWD) staff, vendors/contractors, and service providers.

DWD staff, vendors/contractors, and service providers will follow this policy and those established in the *State of Indiana Artificial Intelligence Policy and Guidance* document, the *State of Indiana – Information Technology Resources User Policy and Agreement* (ITR user policy), and DWD Policy 2021-10, Change 3, *Safeguarding Protected Information and DWD User Accounts Management*.

References

- IC 4-13.1-5-1
- DWD Policy 2012-10, Change 3: *Safeguarding Protected Information and DWD User Accounts Management*
- Indiana Management Performance Hub (MPH), *State of Indiana Artificial Intelligence Policy and Guidance*, <https://www.in.gov/mph/AI/>

Definitions

Artificial Intelligence (AI) is computing technology that is capable of simulating human learning, reasoning, and deduction through process such as (list not exhaustive):

- Acquiring and analyzing information for the purpose of improving operational accuracy through improved contextual knowledge
- Identifying patterns in data, and
- Improving operational outcomes by analyzing the results of a previous operation and using the analysis to modify the operation to achieve an improved result.

AI Systems are engineered or machine-based systems that can, for a given set of objectives, generate outputs such as predictions, recommendations, or decisions influencing real or virtual environments. AI systems are designed to operate with varying levels of autonomy. “AI system” includes, but is not limited to, Microsoft CoPilot and CoPilot Chat as well as other agency-approved AI tools. AI software and tools should be assumed to access and retain content from

files, audio, video, emails, discussions, and chats during interactions.

Use of AI systems for research, drafting, or analysis must be conducted in a manner that protects privacy and complies with all applicable data protection laws and workplace policies.

Content

DWD staff, vendors/contractors, and service providers may use Agency approved AI tools in the performance of official DWD work-related tasks. However, users must understand the risks of AI including bias, privacy, and security. **AI cannot be used as a decision-making tool and cannot replace staff critical thinking, judgment, or action.**

Guidelines

The following guidelines apply to DWD staff, vendors/contractors, and service providers (collectively referred to as “users” below) when using AI.

- **Ensure Confidentiality of Information**
 - All privileged and protected information must remain confidential. No confidential information may be handled in the following ways, which includes but is not limited to entering, writing, uploading, storing, recording, copying discussing, or chatting while using an AI tool.
- **Maintain AI Tool Compliance**
 - Users will verify and only use Agency approved AI tools that follow applicable *State of Indiana Artificial Intelligence Policy and Guidance* and may only use AI tools in accordance with permission, restrictions, and security measures.
 - Users must not use personal data, external, public, or unapproved AI tools or environments for professional purposes, All AI use must be inside agency-approved platforms.
 - NOTE: This policy applies to the use of both state-issued and personal devices (e.g., laptops, tablets, mobile phones)
- **Follow DWD and State of Indiana (SOI) AI Policies and Guidelines**
 - Users must follow and comply with all DWD and SOI policies and guidelines while using AI. These rules exist to:
 - Protect human reasoning, training, and decision making, and
 - Ensure the confidentiality of participant and customer information.
- **Prohibit the Use of AI to Produce Falsified or Misleading Information**
 - Users must not use AI to create, modify, or edit information in a way that falsifies, misleads, or provide inaccurate content or information.
- **Maintain Decision Making Skills**
 - Users must analyze information and make decisions based on their judgment, training, applicable law, and best practice. AI may not replace a human reasoning, assessment, or decision-making responsibilities.
- **Prevent Input of Information to Inappropriate Purposes**
 - Users must not use AI in ways that could harm integrity, confidentiality, or legal duties, including attempts to automate tasks that require judgment or involve protected or confidential information.

- **Maintain Responsibility for Accuracy**
 - Users must review all AI generated content prior to utilization. Users remain responsible for ensuring the accuracy of all information in reports, assessments, case notes, written materials, etc., even if an approved AI tool helped create the content.
- **Use AI Only for Approved, Appropriate Purposes**
 - Users may use approved AI tools only for tasks marked as appropriate by DWD, including, but not limited to:
 - Communication and writing
 - ✓ Writing a professional email
 - ✓ Drafting a meeting invite
 - Meetings and Collaboration
 - ✓ Creating a meeting agenda
 - ✓ Summarizing meeting notes
 - ✓ Drafting follow-up emails
 - Organization and Productivity
 - ✓ Documentation of daily duties
 - ✓ Creating a weekly plan
 - ✓ Brainstorming solutions
 - ✓ Writing a project update

Action

All DWD staff, vendors/contractors, and service providers shall be made aware of and agree to adhere to the requirement of this policy. Contents of this policy will be subject to routine monitoring.

Effective Date

Immediately

Ending Date

Upon rescission