D2 IT

Expanded AI policies offer long-term relevance & resilience

Challenge:
- Broaden the description of AI in policies to cover use cases, guidance for better output, and human oversight requirements

Approach:
- Leveraged existing policies and researched best practices and standards
- Applied our IT expertise in AI to create separate resources that addressed specific client needs more completely

Results:

Expanded content
to include AI use cases

Designed for durability
& long-term relevance

During an annual technology review, a longtime client with ties to a national service organization identified that they needed updated   AI policies for staff. First and foremost, policies had to safeguard data and comply with legal obligations and best practices. They also had to be tailored to our client. By aligning AI policies with their mission and values, we could promote ethical AI use and address potential biases within the technology.

Our approach

We started by leveraging policies from other regions in the organization and documenting cybersecurity standards set by state legislatures. We also referenced best practices and standards from professional cybersecurity organizations. And finally, we drew from our own previous research and expertise about generative AI and ongoing trends.

Armed with this knowledge, we consulted with our client and determined that **separate resources were needed** to help educate employees. We explained AI tools, strengths, and best practices. The policies addressed potential AI use cases, even beyond generative AI (such as AI embedded within existing software). To ensure AI use aligns with organizational, the policies **demanded human oversight**. This ensured that AI-generated content was factually accurate, appropriate for our client's mission, considered important context that AI may be missing from its training data, and that sensitive information was protected.

The results

Separating the AI policy into multiple documents made it **more substantial** overall, covering AI use cases and focusing on acceptable/unacceptable uses. It also **provided staff with the specific resources** they needed without the larger policy becoming overwhelming. The more comprehensive AI policy is built to adapt to evolving technologies, ensuring long-term relevance and resilience.

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