

 <div> PA TURNPIKE COMMISSION POLICY <i>This is a statement of official Pennsylvania Turnpike Policy</i> </div>		NUMBER: 8.16 APPROVAL DATE: 07-16-2024 EFFECTIVE DATE: 07-31-2024 REVISED DATE:
POLICY SUBJECT: Acceptable Use Policy for Artificial Intelligence (AI) including Generative AI (GenAI)	RESPONSIBLE DEPARTMENT: Information Technology	

A. PURPOSE:

The purpose of this policy is to inform Pennsylvania Turnpike Commission (“Commission”) Authorized Users of their responsibilities related to the acceptable use of Artificial Intelligence (AI) Tools including generative AI, promote ethical and responsible use of AI Tools, and ensure data privacy and security regarding such activities. This policy provides guidance on best practices for the use of AI Tools in the workplace, especially as it pertains to using sensitive data and proprietary company and customer information in these tools.

B. SCOPE:

The use of AI Tools presents many new challenges, including with respect to ethical use, legal compliance, information security and data protection. The use of AI Tools in the workplace is acceptable only when Commission-provided policies and guidelines are followed.

This policy is a guide for all Authorized Users on how to be safe and secure when using AI Tools, especially when it involves potentially sensitive company and customer information. This policy also outlines the broader expectations for Authorized Users when using AI Tools in the workplace to ensure responsible, ethical, and effective use of AI technologies.

This policy applies to both internal use of AI Tools, and the adoption of vendor AI Tools as part of Commission Computer Systems.

This policy is intended to complement and enhance the overarching goals outlined in the AI Executive Order signed by Pennsylvania Governor Josh Shapiro.¹

¹ Executive Order 2023-19 – Expanding and Governing the Use of Generative Artificial Intelligence Technologies Within the Commonwealth of Pennsylvania (Sept. 20, 2023), https://www.governor.pa.gov/wp-content/uploads/2023/09/20230920_EO-2023-19_AI_Final_Executed.pdf.

C. **GENERAL POLICY:**

- a. **Compliance with Commission Policies.** The Commission recognizes that the use of AI Tools can pose risks to its operations and customers, and is committed to protecting the confidentiality, integrity, and availability of all company and customer data. This policy requires all Authorized Users to use AI Tools in a manner consistent with the Commission's security policies and standards.

The same security and data best practices that have been established at the Commission should be followed when using AI Tools. This includes using strong passwords, not sharing login credentials or other sensitive information with third parties, and following data retention and disposal policies.

- b. **No Use of Confidential Information Except for Pre-Approved AI Tools.** Unless expressly authorized by the Commission for specific pre-approved AI Tools, Authorized Users must not upload or share any data that is confidential, proprietary, or protected by regulation including data related to customers, employees, or Business Partners. This restriction includes any submission of sensitive content queries using in AI Tools, such as:

- Personally Identifiable Information (PII)
- Personal Health Information (PHI)
- Employee, customer, or third-party confidential information
- Intellectual property or trade secrets

- c. **Independent Factual Review:** AI results are not authoritative and not always correct, so AI results should not take the place of human decision-making or review. For example, content generated using Generative AI Tools may look accurate and legitimate, but such tools are known to frequently fabricate content that is partially or entirely outdated, misleading or false. AI results may therefore not be used or relied upon for any Commission-related purposes until they are independently confirmed to be factually accurate, such as by cross-referencing the results with reliable sources.

- d. **Responsible Use:** Authorized Users must use AI Tools responsibly and ethically in accordance with the Commission's Code of Conduct and established principles, and common sense. Authorized Users should not use AI Tools that provide content or other results that are discriminatory, harassing, defamatory, harmful or otherwise inappropriate.

AI Tools are ultimately meant to enhance human work. Evaluate the quality and relevance of information provided by AI Tools and use professional judgment to make informed decisions about what should be included in Commission work.

- e. **No Unapproved Use of AI Tools in Public-facing Production Systems or Activities:** AI Tools should not be implemented within production systems (such as Commission websites, online customer services, chatbots, public content, or other key data systems) without review and approval by the Commission's Information Technology Department. Authorized Users should therefore inform their supervisor if AI Tools will be used in such circumstances to ensure the tools are sufficiently vetted and pre-approved for such use.

- f. **Ownership of Generated Content:** The Commission retains ownership of all AI-generated content and code created by its employees or AI Tools during the course of their employment or engagement in relation to their work for the Commission.
- g. **Compliance with Legal Requirements:** Authorized Users must comply with all applicable laws and regulations when using AI Tools. For example, these tools should not be used in a manner that violates copyright, trademark or other intellectual property laws or other proprietary rights.
- h. **Beware of Terms Governing Third Party AI Tools:** Many AI Tools are subject to specific limitations on use, and Authorized Users are generally not authorized to enter into binding agreements on behalf of the Commission. Authorized Users may therefore not use AI Tools for Commission-related purposes where such use is prohibited by the governing terms. In circumstances where the Commission enters into a commercial agreement for the use of specific AI Tools, it will inform relevant employees accordingly.
- i. **Training:** The Commission will provide suitable training to employees, particularly for those who use AI Tools.
- j. **Consequences for Misuse:** The Commission will investigate suspected misuse of AI Tools, and violations of this policy may result in disciplinary action, up to and including termination of employment.

D. QUESTIONS, REPORTING ISSUES AND SUBMITTING REQUESTS:

Please contact the Commission's Information Technology Service Help Desk

- With any questions regarding the use of AI Tools;
- To report suspected AI issues, errors or concerns; or
- To request approval to use an AI Tool for specific purposes (including for Commission websites, online customer services, chatbots, public content, or other key data systems).

E. DEFINITIONS:

Artificial Intelligence (AI) refers to the simulation of human intelligence in machines that are programmed to think and learn like humans. AI encompasses a broad range of technologies and techniques that enable machines to perform tasks that typically require human intelligence. These tasks include problem-solving, speech recognition, decision-making, language translation, visual perception, and more.

Artificial Intelligence (AI) Tool(s) are software and technologies that enable the development, deployment, and utilization of artificial intelligence applications. These tools encompass a range of functionalities, from natural language processing to data analytics and model deployment. Examples include TensorFlow or PyTorch for general machine learning, OpenCV for computer vision, and Large Language Models (LLMs) like ChatGPT for content generation.

Authorized User refers to any employee who receives compensation from the Commission on an hourly, daily, or annual basis, including employment on a full time, part time, or probationary basis

("Employees"), and Contractors and Independent Consultants who use or have access to Commission Technology Resources

Business Partner(s) refers to any person(s) or entity(ies) doing business with or wishing to do business with the Commission.

Commission Computer Systems - Hardware and software, both on premises and cloud-based that the Commission owns, rents, controls, licenses or uses to perform PTC business functions and activities, including supporting the function of PTC Business Applications. Computer Systems include but are not limited to individual desktop computers, laptops, tablet computers, servers, virtual machines, routers/switches and other networking devices, wired or wireless telephones, cellular phone, smartphones, etc. and further includes use of the internet, electronic mail (email), instant messaging, texting, voice mail, facsimile, copiers, printers or other electronic messaging through Commission facilities, equipment or networks.

This Policy Letter supersedes all previous Policy Letters on this subject.