

Preparation for Innovation Office Content on AI Initiatives:

Core Idea: Use AI as a complement to—not replacement for—human thinking.

Proposed AI Tool	Alignment with Strategic Goal of Innovation Office and City Priorities
Gov AI – Generative AI Powered Chatbot / Proposed under 2025-26 Budget Functionality: Purpose built chatbot specifically for government organizations. City plans to use the bot for internal employee facing purposes. Gov AI allows for custom AI assistants to be built for purposes specific to a project or department. IVR System to Front End UCC Operations / In the pipeline for 2025-26, Currently Exploring Options Functionality: Capturing call volume without overextending staff – can raise tickets, redirect calls to concerned members, ability to generate SMSs for tickets, and scrape the city website to answer resident questions.	1. Improves service efficiency and modernizes operations – find information more quickly, reduces repetitive work, and frees up time for high value tasks. 2. The internal efficiencies might translate into better external service or more capacity for development – high social returns on Investment at a fraction of the cost of other AI systems.
Ethical and Practical Considerations (mostly for Gov AI) 1. Data Governance and Privacy: Gov AI has a Data Shield to identify and sanitize Personally Identifiable Information (PII), zero user data retention, and is SOC2 Type II compliant. Has an admin accessible dashboard to monitor usage for additional security – this will be managed by ITMD. 2. Training for staff: Will be offered to all staff using the system to prepare them to engage critically with AI, building media literacy, digital literacy, and responsible online behavior. 3. Refinements (if any) to Current AI Policy: Stress testing of the policy will be done to determine any revisions to the policy. Aim is to make it robust to outline compliant and ethical use of AI tools	Alignment with guidelines from Wisconsin State and National League of Cities Wisconsin: Aligns with OCI Bulletin requirements for data privacy, internal controls, and secure system oversight. NLC: Supports recommended practices for public-sector AI tools with built-in privacy, transparency, and administrative control. Wisconsin: Supports state efforts (e.g., AB1068) to prepare government workers for AI adoption through education. NLC: Matches guidance on staff readiness, emphasizing ethical use, limitations awareness, and responsible AI interaction. Wisconsin: Reflects expectations for continuous policy review and governance based on risk and use case sensitivity. NLC: Aligns with recommendations to regularly update AI policies to stay responsive to legal and technological developments.