

Responsible AI Guidance for the Public Service: GenAI

Key Themes of this Guidance to Consider Throughout the AI Life Cycle



Maintain Trust and Confidence

Everyone has a role to play in helping to maintain the trust and confidence of the public service. Consider carefully how to safely, responsibly and transparently adopt emerging technologies like GenAI.



Build by Design

Incorporate from the earliest design and planning stages key aspects of GenAI, such as privacy, security, and accessibility, to ensure they are embedded in the foundations of the tool.



Engage Early

Work with key stakeholders, partners, teams and end users to ensure their needs and concerns are met when using GenAI.



Strong Foundations

GenAI involves new ways of working. Invest in training, people, architecture and information management. Feed in good data to generate reliable and useful results.



Right Tool for the Task

GenAI is an exciting tool – test and prototype to confirm it is the right tool for the desired outcomes before any significant investment.



Usual Rules Apply

When considering a GenAI tool for your organisation, refer to existing guidance outlining your obligations as part of the public service, such as NZISM and Public Records Act.



Keep Humans in the Loop

Involve humans at all stages of designing, training, testing, evaluating and moderating GenAI tools and their outputs. This helps enhance accuracy, improve processes and ensure appropriate oversight of processes and outputs generated.



Don't go it Alone

GenAI is in use across the public service. Connect with others using GenAI in similar ways to share approaches, patterns, and solutions.

The AI Lifecycle

Plan & Design

Understand the scope and set key objectives and direction for the implementation. Consider key foundations including privacy, security, and accessibility.

Collect & Process Data

Ensure good quality data. This includes sensitivity labels and ensuring accurate metadata. Consider if there is any personal information and robustly assess potential risks and benefits.

Build & Use Model

Identify and train your preferred model or algorithm. Consider iterating the model and the review the data and prompts used to improve accuracy.

Verify & Validate

Test your model and evaluate its outputs to assess performance across a range of scenarios and prompts. Consider if it is performing as intended or if further iteration is required.

Deploy

Move into a production environment. Consider how GenAI works with other systems, staff are trained to use it, being transparent about your use, and seek ongoing feedback.

Operate & Continue to Monitor

Continually assess GenAI use, including intended and unintended impacts. Consider if you need to go back to an earlier stage and iterate to produce trustworthy and useful results.

We strongly recommend publishing AI use for transparency

OECD AI Lifecycle
<https://oecd.ai/en/accountability>



Refer to the full guidance for more information, links, top tips and scenarios that illustrate how you can safely use GenAI tools in your organisation



What is AI and GenAI?

AI: a machine-based system that infers from inputs and generate outputs for explicit or implicit objectives.

Machine/Deep Learning: ML trains machines to make decisions. DL is more specialised, typically involving more complex data and decisions.

GenAI: uses prompts and models to create and generate outputs closely resembling human-created content.

Opportunities for the Public Service to use GenAI



Enhancing customer experience of government services: including automatic transcription that helps teams focus on delivering great customer service and resolving queries.



Streamlining modernisation of legacy systems: including using GenAI to interrogate existing codes, patterns and architectures to map new digital systems while maintaining existing services.



Boosting productivity and cost effectiveness: including meeting summaries and enhanced search and retrieval, reducing team administration so your team can get on with core work and delivery.