



What is AI?

AI (Artificial Intelligence) involves using computers to do things that traditionally require human judgment. Unlike search engines that retrieve information, **AI creates information** by synthesizing information and learning. It creates images, text, code, and more.

It is trained to create by analyzing large amounts of data. For example, AI can be trained on a text style by sharing examples and writing in similar styles and tones.

AI tools are transforming businesses. There are many AI tools like ChatGPT, Mid Journey, and more.

While these tools present opportunities to increase productivity and improve outputs, they also create risk. It is essential to understand and mitigate the risks of AI.

ChatGPT		
Examples	Capabilities	Limitations
"Explain quantum computing in simple terms" →	Remembers what user said earlier in the conversation	May occasionally generate incorrect information
"Got any creative ideas for a 10 year old's birthday?" →	Allows user to provide follow-up corrections	May occasionally produce harmful instructions or biased content
"How do I make an HTTP request in Javascript?" →	Trained to decline inappropriate requests	Limited knowledge of world and events after 2021

Policy Purpose and Scope

The AI usage policy outlines the best practices for using AI in the workplace. This is a guideline for effectively using AI, especially when it comes to sharing company and customer information.

This policy will ensure that you use AI tools securely, responsibly, and confidentially. The policy includes guidelines to follow when using AI tools.

AI can pose risks to business operations and customers. This policy helps protect the confidentiality, integrity, security, and availability of company and customer data.

Before You Start Using AI

Prior to using AI consider the following questions.

- ☐ Is the AI tool approved for use by the organization?
- ☐ Does your intended use of AI include sharing any customer information?
- ☐ Does your intended use of AI include sharing business information or secrets?
- ☐ Is your manager aware of what you are using AI for?
- ☐ Are you prepared to be transparent about your use of AI?
- ☐ Are there any copyright issues with my intended use?
- ☐ Are there bias issues with my intended use? **This is especially relevant in hiring.**
- ☐ Does my AI use comply with all local laws? Including privacy, intellectual property, data protection, and other relevant legislation.



IMPORTANT POINT: AI-created content copyright laws are still emerging. The consensus in most developed countries is that AI content can't be copyrighted. This means that the AI doesn't own the copyright, nor do you.

Responsible AI Use

Be sure to use AI responsibly. It can be a powerful tool, but understanding the limitations is vital to your success.

Most AI tools popularly used still have several severe limitations, including:

- ☐ **Inconsistent Accuracy** – AI tools aren't always accurate (they usually say this themselves). Don't assume AI is always correct. Minimize this risk by validating assumptions or data.
 - Ask AI to validate the data (What were your sources? How did you arrive at this?).
 - Are there any assumptions in your responses?
- ☐ **Bias** – All humans have bias. AI uses data and information created by humans to generate responses. This means that AI is inherently biased.
- ☐ **Data Recency** – Many AI tools don't have access to up-to-date data. Be sure to check the recency of data used to train your AI tool.

To effectively use AI, you should consider the following before use:

- ☐ **Task Appropriateness** – AI isn't appropriate for all tasks. It struggles with many strategic tasks involving judgment or subject matter expertise.
- ☐ **Training on AI Prompts** – To get great results from AI, you must provide the right inputs. The better your understanding of AI prompts for tools like ChatGPT, the better your outputs will be. Improving the quality of AI results is essential to successfully using it in the workplace.
- ☐ **Transparency** – Given the limitations of AI, it is vital to be transparent about your use of AI. Most of the time, AI is used in conjunction with professional knowledge and judgment. Let your manager, clients, or others know when and how AI is used to create outputs.

AI isn't a substitute for human judgment or professional expertise. It assists and supports. Your professional judgment should always be included.



REMEMBER: Be transparent in how you are using AI in your work. Inform all stakeholders about how it is used in decision-making or content creation.

ChatGPT for Security: Dos and Don'ts When Using the Platform

ChatGPT has many uses and functions. It can complete a wide variety of tasks. Some everyday tasks include:

Dos:

- ☐ Use AI tools approved by your organization. *They should be vetted for security features, terms of service, and privacy policies.*
- ☐ Apply existing security policies to AI.
 - Use strong passwords.
 - Update software.
 - Comply with data retention policy.
 - Comply with existing security policies.
- ☐ Let your manager know how you are using AI.
- ☐ Inform clients or other stakeholders and AI use in work products.
- ☐ Incorporate human oversight into your processes.
- ☐ Use encryption as appropriate.

Don'ts

- ☐ Pass off AI-created work as your own.
- ☐ Use AI as a substitute for your own judgment.
- ☐ Use AI to create harmful, offensive, or discriminatory content.
- ☐ Share confidential company information.
- ☐ Share confidential customer information.
- ☐ Share confidential client information.



Ask yourself: Would I be comfortable sharing this information outside of the company? Is this ok to share publicly? **This includes data you may unwittingly share in prompts.**

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