



Artificial Intelligence Policy

Sensitivity: General

Criticality: Low

Primary Type: Policy

Summary

Purpose

This policy establishes governing parameters for the use of artificial intelligence (AI) in the Williamson County technology setting. This enables County employees to engage in the use of AI safely and responsibly.

Scope

All Users who engage with AI tools in carrying out assigned duties.

Definitions

Generative AI

Generative AI is a set of tools that leverage large volumes of data with machine learning techniques to produce content based on inputs from user prompts. The reason for the name is that they create (generate) content based on prompts rather than pulling results from existing sources.

Internal Decision Support

Use of tools to assist in analyzing information, generating insights, or drafting content that supports internal operations and decision making.

User(s)

Any employee, elected official, volunteer, intern, external agency employee, vendor, contractor, or other 3rd party that accesses Williamson County information, information resource(s), or device(s)

Roles and Responsibilities

- All Users of Generative AI are required to adhere to this policy.
- Managers are required to inform all employees of this content and advise them of their responsibility to comply with it.

Policy

A. Overview / Principles

1. Privacy and Security
 - a. General risk categories associated with use of AI tools are:
 - (1) **Low**: Grammar check, text summarization, use as writing coach
 - (2) **Medium**: Internal decision support, image generation. Review content for accuracy and completeness

- (3) **High:** Workflow automation, public-facing content. Extra caution and review should be applied to these products
 - b. Users of AI tools should remain familiar with the following Williamson County policies:
 - (1) Acceptable Use Policy
 - (2) Data Management Policy
 - (3) Data Loss Prevention Standard
2. Generative AI shall be used to support – rather than replace – human activities and decision making
3. Accountability and Attribution
 - a. Users shall be accountable for the use of AI tools and the accuracy and fairness of AI prompts and outputs
 - b. Content generated by AI tools should include an attribution to that effect. (Example statement: “Content (or elements of content) generated by AI tools.”) Consider such attribution in
 - (1) Public communications
 - (2) Reports
 - (3) Presentations
 - (4) Graphics/images/video/audio
4. Users shall review output for:
 - a. Accuracy: All math, references from external sources, language, and intention needs to be reviewed by the user for accuracy
 - b. Completeness: Summaries, documents, images, etc., all need to be reviewed to be sure all prompt instructions were followed before use
 - c. Bias: All models contain bias in the way they review, process, and generate information. Care must be taken to ensure there are no cultural, sampling, confirmation, or historical biases that negatively affect the results generated
 - d. Incorrect Information: Like the humans they mimic, AI models can state incorrect information. Facts need to be checked with reputable sources

B. Approved Tools

1. ITS-Approved Generative AI Systems
 - a. Microsoft Copilot Chat – only when offered by the County (not the personal version)
 - b. ChatGPT Enterprise Account
 - (1) must use County login
 - c. Microsoft Teams AI features including transcription
 - d. Text summarization from PDF and presentations
2. ITS-Approved AI tools
 - a. Grammarly Professional (note: not the free version)
 - b. Other tools already approved by ITS for County use that may have AI capabilities (e.g. Canva Teams or Enterprise, Adobe Photoshop)
3. For consideration of new systems, please contact ITS

C. Approved Uses (examples only, other uses may be allowed)

1. Creation of text or rewriting of text from prompts
2. Graphs and visualizations of data (ensure no sensitive data is uploaded)
3. Translation (verification of accuracy required)
4. Changing the text for different audiences

5. Summarizing text or data
6. Image generation
 - a. For public or internal use, the image must contain attribution that the image is AI-generated (e.g. AI image, Image generated by AI, Image enhanced by AI)
7. Creation and improvement of computer programming code
 - a. Users must understand the components of generated code
 - b. Users are responsible for the effects of running programming code in the Williamson County network environment
8. Suggesting strategies for specific work situations

D. Prohibited AI Solutions

1. Only approved resources shall be used to supplement a user's work products. In the interest of data security, unauthorized platforms and tools are explicitly prohibited from use for county business purposes.
2. No free AI access shall be used. Providers with free accounts could use, sell, or share information without the County's consent.
3. Examples of free services that may sell or share information:
 - a. Free Grammarly
 - b. Free ChatGPT/Grok/Claude
4. For consideration of new systems, please contact ITS

E. Prohibited Generative AI Uses

1. Engineering (e.g., Structural or Infrastructure)
2. Legal Advice: Generative AI tools may reference fictional works and cases and may not make a clear distinction between fiction and non-fiction
 - a. Case law
 - b. Statutes
 - c. Legal precedents
3. Elections: AI within the scope of this policy is not available for the conduct of elections or voter registration purposes.
4. Criminal investigations: No generative AI may be used in investigations of criminal offenses that lead to charges against individuals. Non-generative AI tools may be used to aid investigations, such as image enhancement tools, however.
5. Note-taking and meeting recording bots (except Microsoft Teams transcription)
6. Medical treatment advice or recommendations
7. Hiring, Promotion, or other Employment Decisions: AI tools shall not be used when making hiring, promotion, or other employment decisions regarding individuals.
8. Protected Information
The following data types shall not be entered to any generative AI prompts:
 - a. Personally Identifiable Information (PII) (neither employee nor non-employee)
 - b. Criminal Justice Information Systems (CJIS) data
 - c. Health Insurance Privacy and Accountability Act (HIPAA) data
 - d. Health Information Technology for Economic and Clinical Health (HITECH) data
 - e. Payment Card (PCI) data
 - f. Federal Educational Rights and Privacy Act (FERPA) information
 - g. Sensitive data related to ongoing investigations or litigation where disclosures to 3rd parties is prohibited or detrimental to the public interest
 - h. Other legally confidential information

9. Illegal Activity: No county tools shall be used to engage in any type of illegal activity
10. Generation of intentionally misleading images, audio, or text
11. Users should adopt a, “When in doubt, leave it out” approach to use of generative AI in general
12. Any other use prohibited by another County policy and any department directive or policy

Exceptions

Exceptions to technology policies, standards, and procedures must be documented via the Policy Exception Process and approved by management of Williamson County Information Technology Services.

Violations

Violations of this policy may result in loss of county data or exposure of protected classes of data. Such loss or exposure could result in sanctions to the County. Violations of this policy may result in Civil or Criminal charges and may also result in corrective action by the County. Violations of this policy may result in personnel reprimand, civil penalties by the Texas State Office of Attorney General (under TRAIGA-see related statutes below), loss of access to network resources, or termination of employment.

Related Statutes, Policies, and Authorities

Acceptable Use Policy

Data Management Policy

Data Loss Prevention Standard

Texas Responsible Artificial Intelligence Governance Act (TRAIGA, Texas HB 149)

Administrative Revisions

This Policy may be revised by the Responsible Office or Department (see Administrative Notes) as necessary to add, delete, and modify procedural or administrative elements, as well as typographical corrections, without reapproval from the Commissioners Court. Additionally, the list of approved or prohibited tools may be updated as necessary by ITS without reapproval from the Commissioners Court. All material changes to Policy scope, responsibilities, roles, intent, or other substantive changes must be formally approved by the Commissioners Court. Any type of changes to this Policy must be posted to the County’s Policy Management System and notes must be added to the Revision History section of this Policy.

Contact Office

Except as otherwise stated herein, the contact for questions or clarifications pertaining to this policy may be directed to a User’s department leadership. Department leadership should contact the ITS Service Desk for appropriate routing. ITS Service Desk hours are 0500 – 2000 on county working days.

Employee Portal: [ServiceNow](#)

Email: servicedesk@wilco.org

Phone: 512-943-1456

Administrative Notes

Policy Class: Resource Management

Policy Family: Data Management

Policy: Artificial Intelligence Policy

Control Reference(s):

Williamson County
Artificial Intelligence Policy

Responsible: CIO
Accountable: CIO
Consulted: Human Resources, County Manager
Informed: All Users

Revision History

Version	Date	Description
1.0	02/2026	Adoption by Commissioners Court
0.1	09/29/2025	First draft