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State of New Mexico: Generative AI Use Guidelines Policy Quick Guide

Scenarios and Dos and Don'ts for the use of Generative AI by State Personnel

Below are several example usage scenarios, alongside some do's (best practices) and don'ts (things to avoid) for the use of Generative AI:

Scenario	Do	Don't
Rewrite documents in plain language for better accessibility and readability	-Specify the reading level in the prompt. - Use readability apps to ensure the text is easily understandable and matches the intended reading level. - Review the rewritten documents for biases and inaccuracies.	- Include sensitive or confidential information in the prompt.
Condense longer documents and summarize text	- Read the entire document independently. - Review the summary for biases and inaccuracies.	- Include sensitive or confidential information in the prompt.
Draft documents	- Edit and review the document. - Label the content appropriately (see "disclosure and attribution" above). - Remember that you and the state are responsible and accountable for the impact and consequences of the generated content.	- Include sensitive or confidential information in the prompt. - Use Gen-AI to draft communication materials on sensitive topics that require a human touch.
Aid in coding	- Understand what the code is doing before deploying it in a production environment. - Understand the use of libraries and dependencies.	- Include sensitive or confidential information (including passwords, keys, proprietary information, etc.) in the prompt and code.

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Scenario	Do	Don't
	- Develop familiarity with vulnerabilities and other security considerations associated with the code.	
Aid in generating image, audio, and video content	- Review generated content for biases and inaccuracies. - Engage with your communication department before publicly publishing Gen-AI-generated audiovisual content.	- Include sensitive or confidential information in the prompt.
Automate responses to frequently asked questions from residents (e.g., in resident support chatbots)	- Implement robust measures to protect private data. - Provide mechanisms for constituents to easily escalate a concern or seek human assistance	- Use Gen-AI as a substitute for human interaction. - Assume it will perfectly understand queries.