



# Town of Londonderry, New Hampshire

## Administrative Policies and Procedures

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Policy Title: **Use of Artificial Intelligence**

Policy Number: ADM-417

Original Adoption Date: 8/11/25

Revision Date:

Approved by: Shaun Mulholland

Signed by:  
*Shaun Mulholland*  
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### Section 1.0: Purpose

To establish a framework ensuring the ethical, transparent, and effective use of Artificial Intelligence (AI) by Town employees, aligning with federal guidelines and industry best practices.

### Section 2.0: Scope

Applicable to all Town departments, divisions, employees, contractors, vendors, and consultants utilizing AI tools on behalf of the Town.

### Section 3.0: Definitions

The following definitions apply to this Policy:

- **Artificial Intelligence (AI):** Systems performing tasks requiring human intelligence, such as learning and decision-making.
- **Generative AI:** AI systems creating new content like text, images, or code.
- **Algorithmic Discrimination:** Unjustified differential treatment through automated systems based on protected characteristics.
- **Personally Identifiable Information (PII):** Information identifying an individual.
- **AI Governance Committee (AIGC):** A cross-functional team overseeing AI initiatives, comprising representatives from IT, Legal, HR, and relevant departments.
- **AI Registry:** A publicly available list on the Town's website of the AI tools used by the Town

### Section 4.0: Policy Detail

#### 4.1 Transparency and Accountability

1. **Disclosure:** Significant AI involvement in service delivery or decision-making must be disclosed to the public.
2. **Auditing:** Regular audits by the AIGC to ensure compliance with ethical and operational standards.
3. **Decision-Making:** AI to augment, not replace, human judgment unless approved automation is in place.
4. **Public Engagement:** Solicit resident feedback on significant AI initiatives to maintain public trust.
5. **AI Registry:** AI tools will be listed on the Town's website to create transparency with the public.

#### 4.2 Privacy and Security

1. **Data Protection:** Adherence to laws and policies protecting PII and confidential information.
2. **Risk Mitigation:** Assess AI systems for security vulnerabilities; implement safeguards against unauthorized access.
3. **Incident Reporting:** Immediate reporting of any AI-related breaches or concerns.

#### 4.3 Fairness, Ethics, and Respect

1. **Bias Mitigation:** Design and evaluate AI systems to minimize biases.
2. **Non-Discrimination:** Ensure AI systems do not discriminate based on protected characteristics.
3. **Inclusivity:** Use diverse datasets in AI development to promote fairness.

#### 4.4 Human Oversight and Alternatives

1. **Human Intervention:** Mechanisms to override AI processes when necessary.
2. **Accessibility:** Maintain alternative human channels for AI-enabled services.
3. **Responsibility:** Employees accountable for AI-supported work outcomes.

#### 4.5 Training and Development

1. **Employee Training:** Mandatory training on ethical and effective AI use.
2. **Leadership Responsibility:** Supervisors to promote AI literacy and awareness of risks and opportunities.
3. **Continuous Improvement:** Encourage feedback on AI tools for ongoing enhancement.

#### 4.6 Oversight by AI Governance Committee (AIGC)

1. **Committee Responsibilities:** Oversee AI implementations, conduct risk assessments, approve AI tools, and revise policies as needed.
2. **Policy Review:** Annual review or as required to adapt to emerging AI technologies and regulations.

#### 4.7 Use of AI in Public Communications

1. **Content Disclosure:** AI-generated public communications must disclose AI involvement when substantial.
2. **Review Process:** Human review of AI-generated content for accuracy and appropriateness.

#### 4.8 Enforcement

1. **Compliance:** Non-compliance may result in disciplinary action up to termination.
2. **Reporting Violations:** Encourage reporting of AI policy violations without fear of retaliation.

### Section 5.0: Procedures

Operational procedures for AI procurement, approval, deployment, and monitoring will be developed and maintained by the AIGC.

### Section 6.0: References

1. White House, *Blueprint for an AI Bill of Rights*
2. National Institute of Standards and Technology (NIST), *AI Risk Management Framework* [AI Risk Management Framework | NIST](#)
3. New Hampshire RSA 91-A, *Right-to-Know Law* [Chapter 91-A ACCESS TO GOVERNMENTAL RECORDS AND MEETINGS](#)
4. Town of Londonderry IT and Data Security Policies

- 5. Industry Standards for AI Governance (e.g., ISO/IEC 23894)

### Section 7.0: Policy & Procedure Revision History

Original Adoption Date: 8/11/25		
Section	Description of Revision	Date