
DWD Policy 2025-12: Use of AI Assisted Work

To: Indiana's Workforce System
From: Indiana Department of Workforce Development (DWD)
Date: May 20, 2026

PURPOSE

This policy sets guidelines for the use of Artificial Intelligence (AI) tools by Indiana Department of Workforce Development (DWD) staff, vendors/contractors, and service providers.

DWD staff, vendors/contractors, and service providers will follow this policy and those established in the *State of Indiana Artificial Intelligence Policy and Guidance* document, the *State of Indiana – Information Technology Resources User Policy and Agreement* (ITR User Policy), and DWD Policy 2021-10, Change 3: *Safeguarding Protected Information and DWD User Accounts Management*.

REFERENCES

- IC 4-13.1-5-1
- DWD Policy 2021-10, Change 3: *Safeguarding Protected Information and DWD User Accounts Management*
- Indiana Management Performance Hub (MPH), *State of Indiana Artificial Intelligence Policy and Guidance*¹

DEFINITIONS

Artificial intelligence (AI)² - is computing technology that is capable of simulating human learning, reasoning, and deduction through processes such as (list not exhaustive):

- Acquiring and analyzing information for the purpose of improving operational accuracy through improved contextual knowledge;
- Identifying patterns in data; and
- Improving operational outcomes by analyzing the results of a previous operation and using the analysis to modify the operation to achieve an improved result.

AI Systems - are engineered or machine-based systems that can, for a given set of objectives, generate outputs such as predictions, recommendations, or decisions influencing real or virtual environments. AI Systems are designed to operate with varying levels of autonomy.³ "AI system" includes, but is not limited to, Microsoft CoPilot and CoPilot Chat as well as other

¹ <https://www.in.gov/mph/AI/>.

² IC 4-13.1-5-1.

³ State of Indiana Policy: *Artificial Intelligence*.

agency-approved AI tools. AI software and tools should be assumed to access and retain content from files, audio, video, emails, discussions, and chats during interactions.

Use of AI systems for research, drafting, or analysis must be conducted in a manner that protects privacy and complies with all applicable data protection laws and workplace policies.

CONTENT

DWD staff, vendors/contractors, and service providers may use Agency approved AI tools in the performance of official DWD work-related tasks. However, users must understand the risks of AI including bias, privacy, and security. AI cannot be used as a decision-making tool and cannot replace staff critical thinking, judgment, or action.

Guidelines

The following guidelines apply to DWD staff, vendors/contractors, and service providers (collectively referred to as “users” below) when using AI:

Ensure Confidentiality of Information⁴

All privileged and protected information must remain confidential. No confidential information may be handled in the following ways, which includes but is not limited to, entering, writing, uploading, storing, recording, copying, discussing, or chatting, while using an AI tool.

Maintain AI Tool Compliance

Users will verify and only use Agency approved AI tools that follow applicable *State of Indiana Artificial Intelligence Policy and Guidance* and may only use AI tools in accordance with permissions, restrictions, and security measures.

Users must not use personal, external, public, or unapproved AI tools or environments for professional purposes. All AI use must be inside agency-approved platforms.

Note: This policy applies to the use of both state-issued and personal devices (e.g., laptops, tablets, mobile phones).

Follow DWD and State of Indiana (SOI) AI Policies and Guidelines

Users must follow and comply with all DWD and SOI policies and guidelines while using AI. These rules exist to:

- Protect human reasoning, training, and decision making, and
- Ensure the confidentiality of participant and customer information.

⁴ See DWD’s *Safeguarding Protected Information and DWD User Accounts Management policy* definitions of “privileged” and “protected” information and for guidelines on system/platform use.

Prohibit the Use of AI to Produce Falsified or Misleading Information

Users must not use AI to create, modify, or edit information in a way that falsifies, misleads, or provides inaccurate content or information.

Maintain Decision Making Skills

Users must analyze information and make decisions based on their judgment, training, applicable laws, and best practice. AI may not replace human reasoning, assessment, or decision-making responsibilities.

Prevent Input of Information for Inappropriate Purposes

Users must not use AI in ways that could harm integrity, confidentiality, or legal duties, including attempts to automate tasks that require judgment or involve protected or confidential information.

Maintaining Responsibility for Accuracy

Users must review all AI generated content prior to utilization. Users remain responsible for ensuring the accuracy of all information in reports, assessments, case notes, written materials, etc., even if an approved AI tool helped create the content.

Use AI Only for Approved, Appropriate Purposes

Users may use approved AI tools **only** for tasks marked as appropriate by DWD, including but not limited to:

- Communication and Writing
 - Writing a professional email
 - Drafting a meeting invite
- Meetings and Collaboration⁵
 - Creating a meeting agenda
 - Summarizing meeting notes
 - Drafting follow-up emails
- Organization and Productivity
 - Documentation of daily duties
 - Creating a weekly plan
 - Brainstorming solutions
 - Writing a project update

ACTION

All DWD staff, vendors/contractors, and service providers shall be made aware of and agree to adhere to the requirements of this policy. Contents of this policy will be subject to routine monitoring.

⁵ NOTE: DWD staff, vendors/contractors, and service providers are prohibited from recording and/or transcribing meetings during which protected information is discussed. For any meeting, consent to record and/or transcribe from all attendees is required.

EFFECTIVE DATE

Immediately.

ENDING DATE

Upon rescission.

ADDITIONAL INFORMATION

Questions regarding the content of this publication should be directed to policy@dwd.in.gov.