



# Guidelines for the Acceptable Use of Artificial Intelligence (AI) Tools and Platforms

Last updated: April 15, 2024

The emergence of generative artificial intelligence (AI) tools and platforms has prompted the Maryland Judiciary to develop a set of guidelines for acceptable use of AI by Judiciary personnel. AI is the ability of a digital computer or computer-controlled robot to perform tasks commonly associated with intelligent beings. Generative AI is a type of AI technology that can produce various types of content, including text as well as audio and visual material.

As with all technologies, employees must make a conscious effort to protect the confidentiality, integrity and availability of Judiciary assets. All Judiciary employees, as well as temporary employees and contractors must abide by the following guidelines when using emerging technological tools like generative AI for Judiciary business. For the sake of convenience, when these guidelines refer to an “employee” or “employees,” that includes all Judiciary personnel (whether regular, temporary, or contractual status and regardless of the source of compensation) working on Judiciary matters. This document should be referred to often, as guidance on this subject may change based upon advancements in AI and the enactment of new regulations and legislation.

## Guidelines:

### Be Responsible

- Employees should obtain supervisory approval before using generative AI tools or platforms. Supervisors should be aware of how their reports are using generative AI tools or platforms.
- Only use generative AI tools/platforms that have been approved by Judicial Information Systems (JIS). The currently approved tools/platforms are included in the attached Appendix. JIS approval means that JIS has determined that a generative AI tool/platform is safe to use from a technological perspective, not that it is free from all risks, including (as discussed below) risks relating to confidentiality and privacy, and risks that content generated may be inaccurate, copyrighted, or the product of bias. Even when using approved tools/platforms, users must be aware of the potential risks and take steps to avoid or mitigate them.
  - If an employee wants to use a generative AI tool or platform that is not on the approved list, they must request and obtain approval through Service Now before using that tool or platform.
- Do not put confidential, sensitive or personally identifiable information or other non-public information in the AI chat prompt. Once information is inputted into a generative AI platform, it is no longer under Judiciary control and may become publicly available.
  - **System Developers:** Do not post custom or proprietary code into the chat prompt. Review system code provided by AI searches thoroughly to confirm that it is free of errors and will not introduce malicious content into Judiciary assets.

- Use strong passwords when using AI platforms and do not share your passwords with others. Refer to the Judiciary’s password guidelines when creating passwords for AI platforms. Create AI-specific accounts for Judiciary usage by using your Judiciary email address and never re-use a password that you use anywhere else when using an AI platform. Judiciary-related AI accounts should not be used for personal matters. For guidance generating a password, refer to [Information Security Policy Section 7.4](#) and [JIS Password Construction Guidance](#) for assistance.
- While performing Judiciary work, use generative AI only for Judiciary-related purposes. Be aware of how it affects your work product.
- When available and practical, Judiciary provided AI tools should be used in lieu of externally available tools.

#### Be Accountable

- Fact check and review all content generated by AI. Generative AI systems have been known to “hallucinate,” meaning that they can generate inaccurate or fictitious content.
- Perform due diligence to ensure that no copyrighted material is used in published work product without proper attribution or permissions.
- Exercise discretion and good judgment when submitting queries and/or uploading information to the AI prompt, and when sharing AI generated information publicly.

#### Be Mindful

- There are no guarantees on how information entered into AI platforms will be used or shared to improve searches or other activities. Assume that all information entered into an AI platform will immediately become public.
- Copyrighted material could be provided as part of generated responses without proper copyright permissions.
- AI systems may be trained on material that reflects cultural, economic, and social biases, and content generated as a result may contain unintended or undesirable instances of bias, or potentially offensive or harmful material. It is critical to ensure that any such bias and material not be reflected in any Judiciary work product.
- Members of the public may request production of Judiciary records under the Maryland Rules and, therefore, the use of generative AI may become a matter of public record.
- The use of generative AI by Judiciary employees may implicate Section 3, “Standards of Conduct and Performance” in the [Judiciary Employee Handbook](#).

#### CAUTION:

All employees must take great care when entering content into a generative AI platform as all information uploaded into the platform or generated by the platform is available to AI employees, developers, learners and others. When using a JIS-approved generative AI platform, it remains the obligation of the employee to ensure that the information contained in the employee’s work product is accurate, complies with all applicable laws and regulations (including copyright laws), contains proper attribution, and does not contain material that reflects unintended and/or undesirable bias. There are currently no agreements between the Judiciary and any AI platform that would provide data security and privacy protections in connection with the use of the programming interface. The use of generative AI platforms could expose individual users to potential loss and/or abuse of sensitive confidential or personally identifiable information, when the above guidelines are not followed. If you have any questions or concerns, ask a supervisor or contact JIS before using a generative AI tool/platform.

## **Appendix - AI Tools**

Below is a list of generative AI platforms currently approved by JIS. These platforms are designed to follow a set of internal guidelines to ensure that the platforms use reliable sources and information in generating responses. Generative responses are based on extensive training data and models created and maintained by the AI platforms. Although the platforms listed below claim that they maintain standards of quality, accuracy, and reliability in their responses, discrepancies and disinformation may still exist. As always, use care and good judgment and follow the above Guidelines when using these platforms. Please refer to this list regularly as it is subject to change.

### AI Tools:

- Open AI – ChatGPT
- Anthropic – Claude
- Microsoft – Copilot
- Google – Gemini