

# Staff Report

Presented By: Darren Hill, Manager, Information Technology  
Meeting Date: November 10, 2025  
Subject: IT Acceptable Use Policy Update  
Attachment(s): IT Acceptable Use Policy 2025  
AI Use Guideline Handout

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## **Recommendation**

That Council adopt the Information Technology Acceptable Use Policy.

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## **Report Summary**

The Information Technology (IT) Acceptable Use Policy has been updated for 2025 with section 9, referring specifically to Generative Artificial Intelligence. Updates include guidance on proper use, standardization on Microsoft CoPilot as the primary Gen AI office platform, and references to [Ontario Bill 194](#) which sets guidelines for Municipalities' use of Generative AI including transparency and confidentiality.

## **Background/Analysis**

Generative Artificial Intelligence (Gen AI) is rapidly transforming various sectors, including municipal governments, by enhancing efficiency, innovation, and decision-making processes. For a municipal government in Ontario, incorporating Gen AI into an acceptable use policy is crucial for several reasons:

### **Technological Advancement**

Municipal governments are increasingly leveraging advanced technologies to improve public services, streamline operations, and enhance citizen engagement. Gen AI can assist in automating routine tasks, generating insightful reports, and providing data-driven recommendations, thereby enabling government employees to focus on more strategic and impactful activities.

### **Data Management and Analysis**

Municipal governments handle vast amounts of data related to public services, infrastructure, and community needs. Gen AI can analyze this data to identify patterns, predict trends, and

generate actionable insights. This capability is essential for informed decision-making, resource allocation, and policy development.

### **Ethical and Responsible Use**

The integration of Gen AI into government operations necessitates clear guidelines to ensure ethical and responsible use. The addition to the acceptable use policy outlines the principles for using AI tools, such as maintaining data privacy, avoiding biases, and ensuring transparency. This helps build public trust and ensures that AI applications align with the values and standards of the community.

### **Compliance with Regulations**

Ontario has specific regulations ([Bill 194](#)) and standards for data protection, privacy, and public accountability. Including Gen AI in the acceptable use policy ensures that the use of AI tools aligns with these regulations. It provides a framework for safeguarding sensitive information and maintaining the integrity of government operations.

### **Training and Awareness**

Inclusion of Generative AI in the acceptable use policy can serve as a foundation for training Town employees on the appropriate use of Gen AI tools. It can highlight the potential benefits and risks, provide best practices, and promote a culture of continuous learning and adaptation to new technologies.

### **Linkages**

- Strategic Plan Alignment: Pillar 2: Building the Best Municipal Team
- Business Plan Alignment: Corporate Services Business as Usual

### **Financial Impacts/Source of Funding**

No costs or revenue is associated with this report.

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