

Frequently asked questions: Acceptable Use of Natural Language Generators

The Government of Alberta has developed an [Acceptable Use of Third-Party Natural Language Generators Directive](#) and [Guideline](#) to establish usage requirements and provide clarity to staff when using NLGs. This document provides answers to questions staff may have for the acceptable use of third-party NLGs within the Government of Alberta and applicable agencies, boards, and commissions.

What is an NLG?

NLGs are automated computer systems that produce outputs mimicking the way humans write and/or speak. ChatGPT is a well known NLG, but other companies like Google, Amazon, and Microsoft also have applications in this space.

Why did the GoA develop this directive and guideline?

Artificial intelligence continues to demonstrate immense potential for public bodies, which includes NLGs. As third-party NLGs continue to evolve, it is essential to recognize their capabilities and inherent risks. To ensure government information and systems are protected, staff must be aware of risks and how to navigate them effectively.

What are NLGs capable of?

NLG capabilities are increasing rapidly. Some of the current common uses include: helping to write and debug computer programs, generating and editing writing.

What are the risks associated with using an NLG?

The risks of using third-party NLGs varies based on the specific platform. Risks that pertain to what goes into an NLG (inputs) include privacy and security, as inputs may become part of the tool's knowledge base and used for additional purposes for other users and/or organizations.

Risks that pertain to what comes out of an NLG (outputs) include accuracy (NLGs rarely provide sources, and they are known to fabricate their own), bias, public perception, copyright infringement, and sometimes legality.

What type of content can be an input for an NLG?

The Directive establishes that only content that is publicly accessible can be used as an input for third-party NLGs, unless a business area has completed the necessary steps to integrate an NLG. Content that is classified as public does not mean it is publicly accessible.

Can my business area integrate a third-party NLG into our processes?

Integration of an NLG requires the development of a business case and collaborating with the Cybersecurity Division, Privacy Services, legal counsel and content management experts, to complete a Security and Threat Risk Assessment. For additional detail, please consult the [guideline](#).

How can I use a third-party NLG at work?

NLGs may be used for summarizing information, brainstorming or translations. The guideline provides practical applications of NLGs for work along with helpful tips about best practices, ethical considerations, and data privacy. Following the guidelines can help ensure responsible and effective NLG use, enhancing productivity and maintaining the organization's reputation.

Is training available?

Additional information on AI, including events, training, etc. can be found on websites such as [AltaML](#), [Alberta Machine Intelligence Institute \(amii\)](#), and [Canada School of Public Service](#).