



Date: February 10, 2025

To: Clerk of the Board of Supervisors

From: Michael Makstman
City CIO, Executive Director
Department of Technology

Re: File #240934: Approval of MOU for No-Cost Training Modules on AI Skills from InnovateUS with Anonymous Feedback and Usage Reporting

The Department of Technology is requesting Board of Supervisors approval of this no-cost memorandum of understanding (MOU) with InnovateUS to provide City workers with training that is tailored for government employees on the responsible use generative artificial intelligence (AI) tools.

Why AI Training is Needed

The City currently does not have a formal training on AI (e.g., typical use cases, types of AI, and AI ethics) in the learning catalog. This training is necessary because more than 1,000 City workers are already participating in our ChatGPT pilot program. The first live training session offered by ChatGPT was attended by over 700 City workers demonstrating growing demand from staff for AI training. As DT begins implementing ordinance #288-24 to create an inventory of AI usage in the City, we will likely identify other AI tools used by City staff that require deeper formal training. DT is seeking to partner with InnovateUS on trainings designed for a general audience to support employees who have limited or no prior experience with AI to develop basic competencies and educate them about the risks and limitations of generative AI.

The City does not have the expertise or staff available to create in-depth, engaging training courses on AI. With the City hiring freeze suspending two open positions on our Emerging Technology team, DT currently has only one FTE in this area. The AI Working Group expended significant staff time in creating a six-minute animated video on the City's Generative AI Guidelines. Creating a full training program is far beyond the City's current capabilities.

Selection Process

The City's AI Working Group conducted the process for selecting this training. A list of over twenty AI trainings was reviewed, and InnovateUS was identified as the best fit for the City's needs, based on the following considerations:

- Specifically designed for public sector workers.
- Technology-agnostic training that does not favor a specific AI model

- Vetted by peer governments, including Boston, Miami Dade County, California, Colorado, Oregon, and Maryland. The State of California spent several months working with InnovateUS to implement the trainings.
- InnovateUS would provide files for us to host on our training system, which allows us to track employee participation and avoids directing employees to external web sites.
- Includes modules addressing risks (data privacy, bias, inaccurate information), and societal challenges (copyright, deepfakes, private ownership of AI models).
- The self-paced design accommodates workers' busy schedules, and the approximately two hour-long trainings provide the appropriate level of depth and accessibility, covering key topics without requiring too much time commitment.

Multiple Working Group members reviewed each module, and several completed the entire training. Their feedback was compiled to inform the group decision to select InnovateUS.

InnovateUS Courses

Three key courses will be made available:

1. [Responsible AI for Public Professionals: Using Generative AI at Work](#) – Their “AI 101” course covers foundational knowledge, best practices, and risks and challenges. This training should be significant for the high majority of City workers.
2. [Responsible AI for Public Professionals: Scaling AI in Your Organization](#) – Designed for decision-makers to evaluate potential AI projects and apply an AI Risk Management Framework
3. [What Works: Fast Field Scanning with AI](#) – Focuses on how to use AI for data analysis and evidence-based approaches to public policy problems.

These trainings will be made available through the City Employee Portal. The City and InnovateUS will develop metrics to assess the effectiveness of the training.

Background on InnovateUS

InnovateUS is part of Northeastern University's Burnes Center for Social Change and is focused exclusively on technology training for government employees. Their funding sources include Google, Henry Luce Foundation, Rockefeller Foundation, and Schmidt Futures. InnovateUS has partnered with Google to provide free cohorts of government employees for Google certificate training programs. However, these certification programs are also available on Coursera, which can be accessed for free through many public library memberships.

Details of the MOU

InnovateUS's trainings are licensed under a Creative Commons license and are available for free on their website. InnovateUS offered to make the training files available to us without an MOU, but we prefer an MOU for the added protection it provides the City.

The duration of the MOU is two years, and either party can terminate the MOU at any time. Key terms include:

- **Minimal Data Sharing:** The City will provide aggregate data on the number of employees completing training. No other City data will be transmitted to InnovateUS. The MOU

confirms City ownership of our data and requires the return of all City data upon termination of the MOU.

- Employee Feedback: InnovateUS will conduct voluntary surveys for employees to provide feedback on training effectiveness. All feedback will be anonymized.
- Transparency Measures: Confirms that any records shared between the parties are subject to the Sunshine Ordinance and California Public Records Act.
- Indemnification Protections: At the City's request, InnovateUS agreed to indemnify the City from any legal claims related to their training.
- City Oversight of Public Communications: The City and InnovateUS must mutually agree on any publications, media engagements, or public communication related to the City's use of InnovateUS trainings.

Conclusion

This no-cost MOU is an important first step in preparing our workforce for the responsible use of generative AI technologies. By providing baseline training developed specifically for government workers, we can ensure City employees have the knowledge they need to use these tools safely and effectively while understanding their limitations and risks.

Beyond the important implementation details, this technology raises profound questions on the future of work and society. As DT establishes the City's AI inventory, we will develop a framework for responsible and equitable implementation, which will guide decisions on our future training needs. We look forward to engaging with the Board of Supervisors to ensure our AI aligns with our City's goals and values.

Thank you for your consideration.

Sincerely,



Michael Makstman
City CIO | Executive Director
Department of Technology