

HANDBOOK OF ARTIFICIAL INTELLIGENCE



HI, I'M ARGO

My job is to help you explore
artificial intelligence with
awareness, critical spirit and a
sense of responsibility



A 3D white figure stands on the left side of the image, holding a clipboard in its left arm and pointing with its right hand towards a sign. The sign is a light beige rectangle with a thin border, containing the text 'WHAT IS CHATGPT' in bold, dark brown capital letters. The background is a light blue gradient with large, dark blue curved shapes on the left and right sides.

WHAT IS CHATGPT

ChatGPT is a generative artificial intelligence system developed by OpenAI, designed to interact in natural language and support writing, analysis and problem-solving activities.

As you know, Unibg has purchased ChatGPT licenses that will be distributed to various people within the University.

This handbook is intended to support you while using this tool. To do this, I will explain several key concepts on the correct use of artificial intelligence





GUIDING PRINCIPLES

Let's start with the guiding principles

The guiding principles are:

1. Centrality of the person
2. Human control
3. Transparency
4. Proportionate risk management
5. Non-discrimination and attention to bias
6. Protection of personal data
7. Minimization of personal data
8. Pseudonymization of personal data
9. User Responsibilities

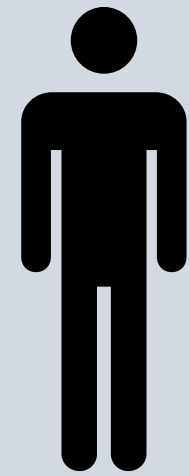


CENTRALITY OF THE PERSON

It uses ChatGPT as an operational support to your service, but it does not replace you. Chat cannot make autonomous decisions. You're in charge



HUMAN CONTROL



ChatGPT is a great tool that can make your job easier, but don't trust it! Always check everything the tool produces. Ricorda: sei sempre responsabile del prodotto finale!



TRANSPARENCY

The use of the tool must be clear, declarable and understandable.





RISK MANAGEMENT

Using artificial intelligence poses possible risks to the privacy and security of the data you enter. For example, using AI to review a draft is less risky than using it in an evaluation or decision-making process. Remember that the greater the impact on people, the greater the risk. Be cautious and supervise every process.

NON-DISCRIMINATION AND ATTENTION TO

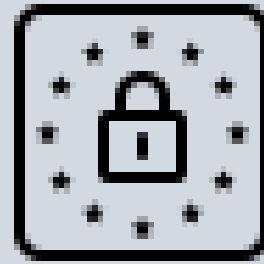


BIAS

AI feeds on data also taken from the web. Given the amount of information he finds on the internet, he could reproduce stereotypes or generate distraught content. Always critically read the outputs and correct any discriminatory or misleading wording. This is how you promote equity and inclusion



PROTECTION OF PERSONAL DATA

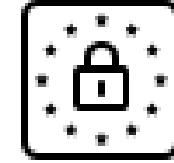


The protection of personal data is a fundamental aspect that you must take into consideration. Always apply the principles of data minimization and pseudonymization.

Let's see how to do it together.



PROTECTION OF PERSONAL DATA



PRINCIPLE OF DATA MINIMIZATION

According to this principle, you must only use the data that is strictly necessary for the specific purpose you are pursuing.

For example, if you want to know how many students have a certain exam in their booklet, you can upload the excel file to ChatGPT but you must be careful to remove all personal references.

I'll show you



PROTECTION OF PERSONAL DATA

PRINCIPLE OF DATA MINIMIZATION

Se hai una tabella Excel che ha un'intestazione simile a questa e ti interessa sapere soltanto il numero di studenti che hanno superato un determinato esame:

A.Y. Enrolment	Student ID number	GENDER	Surname	Name	Teaching	Course Title
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Cdl Enrolment	Cdl Name	Personal Email	E-mal university	Teaching Status
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Date Passed	cfu	AA_FREQUENCY	CURRICULUM	DES_CURRICULUM	YEAR_COURSE
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PROTECTION OF PERSONAL DATA

PRINCIPLE OF DATA MINIMIZATION

You don't need to keep all the data. Make a copy of the file on your computer and delete the data you don't need data such as: Student Number, Name, Surname, Gender, Personal Email, University Email. If you proceed as I have indicated, you will have a table that has a header similar to this:

A.Y. Enrolment	Course	Course Title	Cdl Enrolment	Cdl Name	Teaching Status
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Date Passed	cfu	AA_FREQUENCY	CURRICULUM	DES_CURRICULUM	YEAR_COURSE
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After you have this structure, you can insert the file into ChatGPT

PROTECTION OF PERSONAL DATA

PRINCIPLE OF PSEUDONYMIZATION OF DATA

If you are working on a file that has this structure:

Tax Code	Surname	Name	Declaration Date	Tutoring	Tutoring contact	Consent to data processing	Type of disability
XXXXXXXXXX XXXXXXXX	Rossi	Mario	27/02/2023	xxx	xxx	si	xxx

PROTECTION OF PERSONAL DATA

PRINCIPLE OF PSEUDONYMIZATION OF DATA

You can pseudonymize the data by removing any reference to the natural person and replace the data as this table. Make a copy of your file. Remove direct identifiers, generate a replacement unique code (you can also invent it).

STU_ID	Declaration Date	Consent to data processing	Type of disability
1	23/02/2023	si	xxx

RESPONSIBILITY OF THE USER

Remember that you are responsible for what ChatGPT produces. AI is not an autonomous subject and therefore each product falls under the responsibility of those who present it



CASE USE

Having listed all the guiding principles, let's move on to examples of use that may be appropriate



WARNING

The case uses presented are for **illustrative and illustrative** purposes only.

Their use is aimed at **supporting** the understanding of the possible applications of artificial intelligence tools in administrative contexts.

They do not constitute operating procedures or binding guidelines.

The user is **responsible** for the use of artificial intelligence tools, in compliance with **current legislation**, with particular reference to the protection of personal data and the confidentiality of information.

The University declines all responsibility for non-compliant, improper use or in violation of applicable regulations.



CASE USE - SUPPORT FOR THE DEVELOPMENT OF AN APPLICATION FOR THE AUTOMATION OF THE PRELIMINARY PHASE IN THE SETTLEMENT OF INVOICES

I use chatGPT as a support for the design of the internal application for the automation of the preliminary phase of the invoice settlement procedure.

ISSUES

Entering accounting documents containing personal data

Processing of economic and tax data

Use of administrative documents that are not yet public



CASE USE - SUPPORT FOR THE DEVELOPMENT OF AN APPLICATION FOR THE AUTOMATION OF THE PRELIMINARY PHASE IN THE SETTLEMENT OF INVOICES

In this case, you will surely be dealing with data of this type:

Identification data of natural persons (name and surname of professionals, consultants or VAT holders);

Tax data (tax code, VAT number);

Contact data (address, email, telephone of the supplier or contact person);

Economic and financial data (invoice amount, fees, bank details/IBAN);

Administrative data related to the procedure (CIG, CUP, contractual details, references of the person in charge of the procedure);

Documents attached to the invoice that may contain additional personal data (contracts, estimates, DURC, declarations);



CASE USE - SUPPORT FOR THE DEVELOPMENT OF AN APPLICATION FOR THE AUTOMATION OF THE PRELIMINARY PHASE IN THE SETTLEMENT OF INVOICES

What is the risk when entering this data?

1. Transmit personal data to an external cloud-based service
2. enter information that is not yet public relating to administrative procedures
3. processing economic or tax data of natural persons
4. violate the principle of data minimization provided for in the GDPR



CASE USE - SUPPORT FOR THE DEVELOPMENT OF AN APPLICATION FOR THE AUTOMATION OF THE PRELIMINARY PHASE IN THE SETTLEMENT OF INVOICES

Here's what you should do to fix the issues

1. Do not include complete invoices or full administrative documents in prompts
2. Remove or obscure personal data (name, CF, IBAN, supplier contacts)
3. Use anonymous or simulated data in the testing and development phases of the application
4. Enter only the information strictly necessary for the request (principle of minimization)
5. Do not upload internal documents that are not yet public or contain confidential information



CASE USE - SUPPORT FOR THE DEVELOPMENT OF AN APPLICATION FOR THE AUTOMATION OF THE PRELIMINARY PHASE IN THE SETTLEMENT OF INVOICES

For example, if you have an invoice that looks like this:



INVOICE

Issue date: 22/04/2024
Invoice number: 124

Customer:

Giovanni Rossi

Tax code: RSSGVN85D14C88X

VAT number: 01234567890

Via Example, 24 | 30100 Venezia (VE)

+39 333 1234567

giovanni.rossi@example.it

Description	Quantity	Unit price	Total
Professional consulting service	1	2.000,00 €	2.000,00 €

Taxable amount:

2.000,00 €

VAT 22%:

440,00 €

Total (EUR):

2.440,00 €

Bank details:

IT60 X01234 56789 00000012345678901

CASE USE - SUPPORT FOR THE DEVELOPMENT OF AN APPLICATION FOR THE AUTOMATION OF THE PRELIMINARY PHASE IN THE SETTLEMENT OF INVOICES

Before uploading a document to ChatGPT, you need to make sure to obscure:

Customer Name

Tax Code

VAT number

Tax domicile address

Email address and telephone number

Bank details

INVOICE

Issue date: 22/04/2024
Invoice number: 124

Customer:

Description	Quantity	Unit price	Total
Professional consulting service	1	2.000,00 €	2.000,00 €

Taxable amount:

2.000,00 €

VAT 22%:

440,00 €

Total (EUR):

2.440,00 €

Bank details:



CASE USE

Use of ChatGPT as a tool to support the analysis of tender documentation to:

identify the potentially applicable CCNL on the basis of the description of the service;

compare the characteristics of the service with the main collective agreements in the sector;

analyze the labor cost tables presented in the offer;

report deviations, anomalies or critical profiles that require further checks by the administration.



CASE USE - USE OF CHATGPT AS A TOOL TO SUPPORT THE ANALYSIS OF TENDER DOCUMENTATION

ISSUES

1. Entering confidential race data
2. Presence of personal data
3. Risk of disclosure of sensitive information of the procedure
4. Possible over-reliance on the tool
5. Outdated or contextualized regulatory interpretations



CASE USE - USE OF CHATGPT AS A TOOL TO SUPPORT THE ANALYSIS OF TENDER DOCUMENTATION

In this case, you will surely be dealing with data of this type:

Identification data of the economic operator

Company representative data

Data contained in the economic offers

Worker data shown in cost tables

Confidential information of the tender procedure



CASE USE - USE OF CHATGPT AS A TOOL TO SUPPORT THE ANALYSIS OF TENDER DOCUMENTATION

What is the risk when entering this data?



1. Unauthorised disclosure of personal data
2. Disclosure of confidential information of the tender process
3. Exposure of sensitive economic data
4. Possibility of re-identification of subjects

CASE USE - USE OF CHATGPT AS A TOOL TO SUPPORT THE ANALYSIS OF TENDER DOCUMENTATION

Here's what you should do to fix the issues

1. Do not enter complete tender documents
2. Remove or obscure identification data (name, CF, IBAN, supplier contacts)
3. Use generic case descriptions
4. enter only data that is strictly necessary for the analysis
5. Using ChatGPT as a support and not as a decision-making tool



CASE USE - DRAFTING AND UPDATING OF DOCUMENTARY MODELS (REQUEST FOR QUOTE, DECISION TO CONTRACT, CONTRACT)

ChatGPT supports the drafting and updating of document models (request for quote, decision to contract, contract), suggesting regulatory references and consistent formulations.

ISSUES

Insertion of personal data (names, signatures, contacts) in documents

Presence of identification data of companies (company name, VAT number, tax code)

Possible sharing of administrative acts that are not yet final

Risk of entering internal or confidential information

Incorrect or outdated wording possible



CASE USE - DRAFTING AND UPDATING OF DOCUMENTARY MODELS (REQUEST FOR QUOTE, DECISION TO CONTRACT, CONTRACT)

In this case, you will surely be dealing with data of this type:



Identification data of the companies (company name, VAT number, tax code)

Representative data (first name, last name, signature, contact details)

Economic data (estimates, amounts, expenditure commitments)

Internal information related to the administrative procedure

CASE USE - DRAFTING AND UPDATING OF DOCUMENTARY MODELS (REQUEST FOR QUOTE, DECISION TO CONTRACT, CONTRACT)

What is the risk when entering this data?

1. Unauthorised disclosure of personal data
2. Disclosure of Institution Confidential Information
3. Sharing of documents that are not yet final
4. Loss of control over the data entered
5. Processing not in compliance with the GDPR



CASE USE - DRAFTING AND UPDATING OF DOCUMENTARY MODELS (REQUEST FOR QUOTE, DECISION TO CONTRACT, CONTRACT)

Here's what you should do to fix the issues

1. Do not include complete invoices or full administrative documents in prompts
2. Remove or obscure personal data (name, CF, IBAN, supplier contacts)
3. Use anonymous or simulated data in the testing and development phases of the application
4. Enter only the information strictly necessary for the request (principle of minimization)
5. Do not upload internal documents that are not yet public or contain confidential information



CASE USE - DRAFTING AND UPDATING OF DOCUMENTARY MODELS (REQUEST FOR QUOTE, DECISION TO CONTRACT, CONTRACT)

If you want support in the drafting of administrative acts such as a decision to contract:

Do not copy and paste a full draft decision to contract on ChatGPT, containing:

- Names of the supplier
- VAT number and tax code
- Amounts and commitments of expenditure
 - Internal Procedure References



Insert the document by removing all identifying data and use generic or simulated text such as:

- What elements must a decision to contract contain;
- What is the correct structure of a decision to contract?

CASE USE - SUPPORT FOR THE VERIFICATION OF THE COMPLETENESS AND CONFORMITY OF THE MINUTES OF THE SELECTION COMMITTEES IN THE PERSONNEL SELECTION PROCEDURES.

I use ChatGPT as a support in verifying the completeness and compliance of the minutes of the Selection Boards in the personnel selection procedures.

ISSUES

Entering Candidates' Personal Data

Presence of individual assessments and scores

Use of administrative documents that are not yet public



CASE USE - SUPPORT FOR THE VERIFICATION OF THE COMPLETENESS AND CONFORMITY OF THE MINUTES OF THE SELECTION COMMITTEES IN THE PERSONNEL SELECTION PROCEDURES.

In this case, you will surely be dealing with data of this type:

Identification data of the candidates (name, surname)

Data of the members of the Commission

Scores and ratings awarded

About the selection procedure

Contents of the minutes (criteria, results, signatures)



CASE USE - SUPPORT FOR THE VERIFICATION OF THE COMPLETENESS AND CONFORMITY OF THE MINUTES OF THE SELECTION COMMITTEES IN THE PERSONNEL SELECTION PROCEDURES.

What is the risk when entering this data?



1. Unauthorised dissemination of personal data transposing personal data to an external cloud-based service
2. enter information not yet public relating to selection procedures
3. process sensitive data related to individual assessments
4. violate the principle of data minimization provided for in the GDPR

CASE USE - SUPPORT FOR THE VERIFICATION OF THE COMPLETENESS AND CONFORMITY OF THE MINUTES OF THE SELECTION COMMITTEES IN THE PERSONNEL SELECTION PROCEDURES.

Here's what you should do to fix the issues

1. Don't include full minutes in prompts
2. anonymize data (e.g. Candidate A, B, C)
3. Enter only the information that is strictly necessary
4. Use schemas or models without real data
5. Do not upload internal documents that are not yet public



CASE USE - SUPPORT FOR THE VERIFICATION OF THE COMPLETENESS AND CONFORMITY OF THE MINUTES OF THE SELECTION COMMITTEES IN THE PERSONNEL SELECTION PROCEDURES.

For example, if you want to verify that the report is complete and formally correct

DO NOT UPLOAD A COMPLETE REPORT OF THE COMMISSION ON CHATGPT WITH THE REAL NAMES OF THE CANDIDATES AND THE SCORES ASSIGNED (E.G. JOHN SMITH – 28/30)



UPLOAD THE CONTENT OF THE REFORMULATED REPORT TO CHATGPT, INSTEAD OF THE NAME MARIO ROSSI WRITE "CANDIDATE A – 28/30) AND ASK CHATGPT TO VERIFY ONLY THE STRUCTURE OF THE DOCUMENT, THE PRESENCE OF MANDATORY ELEMENTS AND THE CONSISTENCY BETWEEN CRITERIA AND SCORES.

CASE USE - DRAFTING OF THE FINAL ACTS OF THE SELECTION PROCEDURES

I use ChatGPT to support the official in drafting the final acts of the selection procedures, starting from standard schemes and operational indications.

ISSUES

Entering Candidates' Personal Data into Applications

Presence of rankings and results not yet public

Using drafts containing real data

Risk of disclosure of confidential information

Possible over-reliance on system-generated text



CASE USE - DRAFTING OF THE FINAL ACTS OF THE SELECTION PROCEDURES

In this case, you will surely be dealing with data of this type:

Identification data of the candidates (name, surname)

Results of the tests and rankings

Data of the members of the Commission

About the selection procedure

Contents of the minutes (criteria, results, signatures)



CASE USE - DRAFTING OF THE FINAL ACTS OF THE SELECTION PROCEDURES

What is the risk when entering this data?



1. Transmit personal data to an external cloud-based service
2. enter information not yet public relating to the rankings
3. processing sensitive data related to individual outcomes and assessments
4. violate the principle of data minimization provided for in the GDPR

CASE USE - DRAFTING OF THE FINAL ACTS OF THE SELECTION PROCEDURES

Here's what you should do to fix the issues

1. Do not enter complete documents containing real data
2. use fictitious names (e.g. Candidate A, B, C)
3. Work on models and schemas without personal data
4. Enter only the information that is strictly necessary
5. Do not upload internal documents that are not yet public



CASE USE - DRAFTING OF THE FINAL ACTS OF THE SELECTION PROCEDURES

For example, if you want to verify that the report is complete and formally correct

I have prepared this measure to approve the ranking, can you check it?



I have to draw up a measure approving the ranking, what elements should it contain?

CASE USE - EXTRACTION OF KEY INFORMATION FROM CONVENTIONS AND INSTITUTIONAL AGREEMENTS

I use ChatGPT to support the extraction of key information from institutional conventions and agreements.

ISSUES

Presence of personal data in documents (contact persons, managers)

Insertion of conventions containing sensitive information

Uploading of full documents possible

Risk of errors in automatic extraction

Processing of relevant legal and contractual data



CASE USE - EXTRACTION OF KEY INFORMATION FROM CONVENTIONS AND INSTITUTIONAL AGREEMENTS

In this case, you will surely be dealing with data of this type:

Details of the contracting parties

Contact details (name, surname, role)

Contractual information (subject, duration, obligations)

Economic amounts provided for in the agreements

Clauses and legal content of the agreements



CASE USE - EXTRACTION OF KEY INFORMATION FROM CONVENTIONS AND INSTITUTIONAL AGREEMENTS

What is the risk when entering this data?



1. Transmit personal data to an external cloud-based service
2. insert documents containing confidential legal information
-
3. process personal data without adequate minimization
4. Errors in extraction resulting in incorrect data

CASE USE - EXTRACTION OF KEY INFORMATION FROM CONVENTIONS AND INSTITUTIONAL AGREEMENTS

Here's what you should do to fix the issues

1. Do not upload documents with sensitive data
2. Always check the data extracted from the system
3. manually validate each piece of information
4. Insert only verified data into the database
5. Do not upload internal documents that are not yet public



CASE USE - EXTRACTION OF KEY INFORMATION FROM CONVENTIONS AND INSTITUTIONAL AGREEMENTS

For example, if you want to extract data from conventions and institutional agreements

I upload this complete convention to you, can you extract all the information?



From an institutional agreement, what metadata is useful to extract for cataloguing?

CASE USE - ANALYZE ALREADY STRUCTURED DATA RELATING TO CONVENTIONS AND AGREEMENTS

I use ChatGPT to analyze already structured data related to conventions and agreements. The system processes queries on the database, produces summaries and visualizations, supports transversal analysis (deadlines, partners, geographical distribution) while the manager interprets the data and makes strategic decisions

ISSUES

Use of aggregated data but derived from real information

Possible presence of indirectly identifying data

High risk of hallucinations

Presentation of strategic information of the University



CASE USE - ANALYZE ALREADY STRUCTURED DATA RELATING TO CONVENTIONS AND AGREEMENTS

In this case, you will surely be dealing with data of this type:

Data on active conventions and agreements

Information on institutional partners

Geographical data and territorial distribution

Contract deadlines

Aggregated information on activities and collaborations



CASE USE - ANALYZE ALREADY STRUCTURED DATA RELATING TO CONVENTIONS AND AGREEMENTS

What is the risk when entering this data?



1. Indirect reconstruction of sensitive information
2. Exposure of strategic and organizational data
3. Misuse of aggregated data for incorrect decisions
4. loss of control over the analyzed information

CASE USE - ANALYZE ALREADY STRUCTURED DATA RELATING TO CONVENTIONS AND AGREEMENTS

Here's what you should do to fix the issues

1. use aggregated data that cannot be traced back to individual subjects
2. avoid overly granular queries
3. Always check the analyses produced
4. Use the system as a support, not as a decision-maker
5. Limit the ingestion of sensitive strategic information



CASE USE - ANALYZE ALREADY STRUCTURED DATA RELATING TO CONVENTIONS AND AGREEMENTS

For example, if you want to verify that the report is complete and formally correct

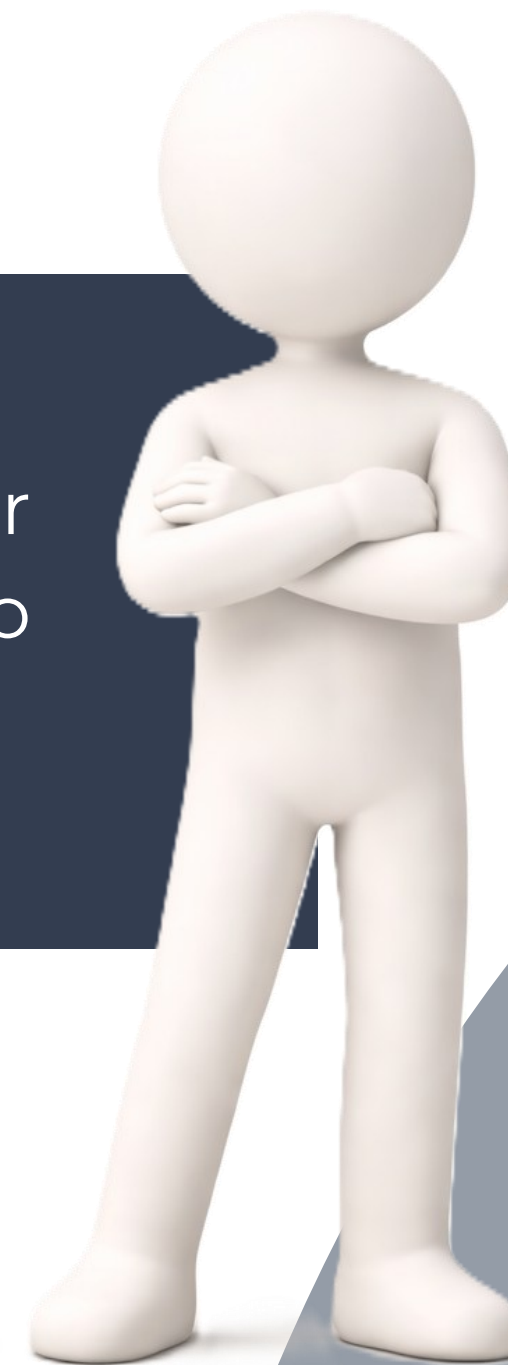
I upload the complete database with all partners and agreements, tell me who is better to continue with



What indicators can I use to analyze the distribution of conventions?

HANDBOOK OF ARTIFICIAL INTELLIGENCE

The handbook was created as a tool to support your activities with ChatGPT, if you still have doubts write to taskforceia@unibg.it



THANK YOU FOR YOUR COOPERATION
