Artificial Intelligence Adoption Guide for Government Bureaux and Departments

Transformation through AI Technology

Digital Policy Office

June 2025

Call for Action

The rapid advancement of artificial intelligence (AI) technologies presents unprecedented opportunities for the Government to transform traditional processes, enhance efficiency, improve decision-making, and deliver better public services. It is important to adopt AI to stay competitive, responsive, and innovative in a rapidly changing landscape. Bureaux and departments (B/Ds) should view AI as a core strategy for business transformation rather than merely an IT project. By embracing actively adopting a wider range of readily-available AI tools or undertaking business transformation through an "AI+" approach, B/Ds can enhance efficiency, streamline workflows, optimise resource allocation, and foster a more agile, forward-thinking approach to governance, ultimately benefiting citizens and society as a whole.

We call for all B/Ds' action in leveraging AI in establishing a Smart Government.

Key Principles

As we embark on this transformative journey, we recommend B/Ds should follow these key principles:

Adopt more **suitable and cost-effective** AI solutions

Drive more **AI+business processes** to optimise workflows

Be **result-oriented** in meeting clear business objectives

Ensure **safe and ethical adoption** to manage and reduce risks

Adoption Strategy

1 Adopt Readily Available AI Solutions

B/Ds are encouraged to leverage readily available AI solutions from the market to enhance agility and cost-effectiveness. By adopting these solutions, B/Ds can accelerate their AI journey without requiring substantial in-house development resources. Additionally, market solutions often come with robust support and updates, ensuring long-term sustainability.

Examples:

- Hong Kong Generative AI Research and Development Center (HKGAI)'s HKPilot and HKChat
- Digital person, meeting tools, AI document processing, Optical Character Recognition (OCR), presentation generator, etc.

2 Develop In-house AI Applications

For B/Ds with specific business needs and security requirements, customised use of AI with domain specific knowledge may be required. B/Ds can develop and adopt vertical AI models with domain specific knowledge and internal data. In-house applications allow B/Ds to tailor AI solutions to their unique requirements, driving innovation and operational excellence.

Examples:

- B/Ds' knowledge management system and internal chatbot
- Image analytics applications for abnormality detection
- Robotics with AI for inspection and dangerous operations

Supporting Infrastructure:

- Cyberport's AI Supercomputing Centre (AISC)

Safe and Responsible AI Adoption

To realise the benefits and avoid adverse outcomes, B/Ds are required to seek a balanced approach to safeguard public interest and manage the potential risks while facilitating innovation in AI Adoption, by following related guidelines and ethical AI principles:

Ethical Artificial Intelligence Framework

Hong Kong Generative Artificial Intelligence Technical and Application Guideline

Diversity and Inclusion
Human Oversight
Sustainability and Just Transition
Fairness
Transparency and Interpretability
Lawfulness and Compliance
Accountability
Reliability, Robustness and Security
Safety
Beneficial AI
Cooperation and Openness
Data Privacy

AI Adoption Lifecycle

1 **Identifying Opportunities to Adopt AI:** Analyse existing workflows and services to pinpoint areas where AI can drive value and align with strategic goals.

2 **Sourcing Appropriate AI Solutions:** Research and evaluate cost-effective, trustworthy and beneficial AI technologies that meet specific business needs.

3 **Choosing a Solution Provider:** Select a provider with proven expertise, strong commitment to responsible AI, and robust support services to ensure successful implementation.

4 **Testing, Evaluation, and Validation:** Conduct thorough testing, pilot runs to assess performance, gather feedback, and validate results against predefined success criteria.

5 **Deployment, Operations, and Continuous Improvement:** Deploy AI solutions in phases to manage risk, train staff, and establish a maintenance plan for continuous monitoring and improvements.

Guidelines for Using AI by B/Ds

Ensure AI system services comply with relevant laws, regulations, organisational policies, and ethical standards, while adhering to privacy protection, information security, safety standards, and operational procedures.

Monitor, maintain and audit the AI system, including updates, optimisation, security patch, etc., to ensure continuous alignment with service requirements and organisational goals.

Establish clear emergency response procedures to promptly address anomalies, security breaches, or ethical issues.

Designate trained staff as the responsible personnel to oversee the AI system's life cycle.

Mandate staff to review and conduct fact-checking for information generated by AI to ensure its accuracy.

Remind staff that the generated output of AI may contain biases, inaccuracies or discriminatory content, which they must review and correct if deemed necessary.

QUICK TIPS!

Provide staff with practical advice, examples and training on how to use AI safely and appropriately.

Ensure staff understand the capabilities, limitations and risks associated with AI tools. While AI can enhance work efficiency and quality, it remains a supportive tool and does not assume the responsibilities of staff.

DOS and DON'TS for Using Generative AI by End Users

DOS

Verify Accuracy of AI-Generated Content
Always cross-check AI-generated content against official and trusted sources to ensure factual correctness before use.

Protect Sensitive and Classified Information
Don't input classified or personal data into external or public AI platforms. When working with sensitive data, remove or mask identifiable details before using AI tools.

Understand Terms of Use and Privacy Policies
Read and understand the terms of use and privacy policies of AI tools to ensure awareness of the data handling practices and user obligations.

Manage Data Privacy Proactively
Regularly review and delete chat histories or stored data in the AI tools to minimise privacy risks and data exposure.

Comply with Government Regulations and Guidelines
Adhere strictly to Personal Data (Privacy) Ordinance, regulations and guidelines on information security and AI ethics to maintain legal and ethical use of AI tools.

DON'TS

Don't Instruct AI to Generate Copyright-Infringing Content
Avoid using AI to reproduce or create content that may infringe on copyrighted materials or intellectual property rights.

Don't Use AI for Unethical or Illegal Purposes
Do not use AI to create content that is discriminatory, offensive, or violates government codes of conduct and laws.
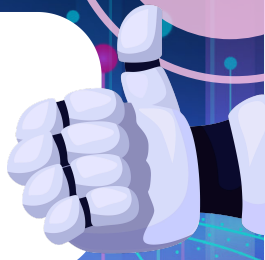
Don't Rely Solely on AI for Critical Decisions
Never depend exclusively on AI outputs without human review when making important decisions, especially for policy development, legal matters, or critical operations.

AI Prompt Writing Tips

Why Good Prompts Matter?

Clear and effective prompts help generative AI tools deliver accurate, relevant, and useful responses. Think of it like giving clear instructions to a colleague! Consider the following tips for crafting effective prompts.

1. Be Specific	**Clearly state what you need.** ❌ *"Tell me about cybersecurity."* ✅ *"List the top 5 cybersecurity best practices for remote work by civil servants".*
2. Provide Context	**Include relevant details (e.g. audience, scope, background, tasks).** ❌ *"Draft a privacy policy."* ✅ *"Draft a 1-page privacy policy for a citizen-facing mobile app collecting citizen health data."*
3. Assign a Role	**Direct the AI to act as an expert.** *Example: "As a legal advisor, summarise the data privacy implications for a government department sharing data with NGOs."* Note: Role assignment is not applicable for reasoning models as it may affect its reasoning logic.
4. Use Step-by-Step	**Break down complex requests into steps.** *Example: "First, identify risks of public cloud adoption by the Government. Then, suggest mitigation strategies."*
5. Define Format	**Specify word count and format.** *Example: "Provide a comparison of three international AI ethics frameworks, including the Mainland, the US and the UK, in a 4-column table (country/economy, approach, Pros, Cons)."*
6. Keep Trying	**If the output is not satisfactory, try to refine your prompts or provide more context to ask AI to re-generate its output, specifying clearly the areas to improve.** *Example: "Add a brief conclusion and adopt a formal tone. Limit to 500 words."*

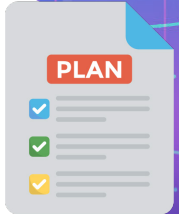# AI Prompt Writing Tips
Usage Examples

Role   **Format**   **Context**   **Steps**

1

Draft an action plan for implementing a city-wide recycling initiative

As a senior environmental protection officer, write a one-page step-by-step action plan (in bullet points) for government staff to implement a city-wide recycling initiative. Include stages such as community engagement, resource allocation, and monitoring progress. The plan should be concise and practical.

2

Draft a procedure for handling suspected phishing email

As a government IT security officer, create a one-page step-by-step procedure (numbered list) for department staff to securely handle and report a suspected phishing email. Include instructions on identification, immediate actions, reporting channels, and follow-up measures. The procedure should be concise and suitable for employees with basic IT knowledge to follow.

Facilitation Measures

AI Applications and Solutions

智慧政府創新實驗室
Smart Government Innovation LAB

- AI Solution Catalogue
- AI+Civil Services

Hong Kong Generative AI Research and Development Center (HKGAI)

- Locally-developed "HKGAI V1" model based on DeepSeek technology
- A range of tools, e.g. HKPilot, HKChat, etc.

Implementation Services

SOA-QPS

- IT service term contract for procurement of service for in-house AI application development

Infrastructures

AISC
Supercomputing Centre

Application Hosting
- Cyberport's AI Supercomputing Centre (AISC)

Consented Data Exchange Gateway

Data Exchange
- Consented Data Exchange Gateway (CDEG)

Data

開放數據平台
DATA.GOV.HK

- Open Data Portal
- Departmental Data Catalogue

Guidelines for Safe and Responsible Use of AI

Guidelines

- Ethical Artificial Intelligence Framework
- Hong Kong Generative Artificial Intelligence Technical and Application Guideline