

Updated UN Guidance on the Use of AI Tools at Work

5 MARCH 2025

Dear colleagues,

This broadcast provides updated guidance on the use of generative artificial intelligence (AI) in our work. Our goal is to harness AI's potential to deliver better on our mandates in responsible ways – as outlined in the [Pact for the Future](#), the [Global Digital Compact](#), the [UN 2.0](#) vision, as well as [General Assembly resolutions](#) issued over the last months.

In the coming weeks, we will make additional options available for the use of AI in our day-to-day work. These tools will transform common tasks – helping to generate faster meeting summaries, craft more effective communications, and enable quicker preliminary analysis, all while maintaining the security of personal data and classified information.

The guidelines below are designed to empower all colleagues in the responsible use of AI, updating the initial broadcast on AI of June 2023 in light of product and contractual improvements. Regular updates, new training and demo opportunities will accompany the roll-out of these options [here](#).

Quick Links



[Pact for the Future](#) | [Global Digital Compact](#) | [UN 2.0](#) |
[General Assembly resolutions](#) | [AI Enablement Portal](#)

Guidance for the use of newly available AI tools with enterprise data protection

1. GPT-4o is now available to all staff via Copilot Chat

- Through [Copilot Chat](#), all staff now have free access to a chatbot with GPT-4o capabilities that ensure the protection of our data in the Microsoft 365 environment, including uploaded files. This offering ensures that all our data from chats and files remains in our IT environment, without flowing to external parties. Start using Copilot Chat now. A list of training courses on how to use Copilot Chat can be found [here](#).
- At this point, Copilot Chat is the only authorized free day-to-day generative AI chat solution for staff. Please do not use any other chat solutions for work-related tasks.



Quick Links

[Copilot Chat](#) | [Copilot training courses](#)

2. Licenses for enhanced Copilot solutions are available as of March 2025

Starting 8 March, UN entities will have the *option* to subscribe to enhanced Copilot solutions through our updated enterprise framework agreements. The supportive guidelines are available on the [Knowledge Gateway](#), and linked below for convenience.

Tools and guidance that are now available include:

- Copilot for Microsoft 365 integration in our standard enterprise word processing, spreadsheet, and messaging solutions at a pay per user license fee in addition to a user's standard M365 account. All entities should carefully consider these costs before placing any requests with OICT.
- Copilot Studio: A low code platform enabling advanced users and teams to create custom AI "Agents," such as chatbots tailored to specific workflows in communications, programmes, and operations – leveraging data and information from enterprise sources. Security controls and features are available and must be applied to ensure adequate levels of protection. Costs for the use of these agents will vary by use and must be covered by entities.
- Guidelines on the use of Copilot for Microsoft 365 can be found [here](#).
- Guidelines on the use of Copilot Studio can be found [here](#).

Request Process



Where funding is available, entities or teams interested in these paid solutions may coordinate with [OICT Business Relationship Managers \(BRMs\)](#), who are assigned to all departments and entities, and may facilitate requests, billing and implementation. See the guidelines above for further details.



Quick Links

[Knowledge Gateway](#) | [Copilot for Microsoft 365 Guidelines](#) | [Copilot Studio Guidelines](#)

3. Data Protection within Microsoft 365

- The use of Copilot solutions is guided by Microsoft's Enterprise Data Protection.
- When users interact with Copilot using their work accounts, their data is protected and not used to train the underlying AI models, thereby adhering to existing privacy and security protocols.

4. Other AI tools will become available over the course of the year

- In a cross-departmental effort, our technology teams are actively working to introduce additional options for the enterprise-wide use AI – including for leveraging open-source models.

- The necessary contractual arrangements will undergo rigorous review to ensure they meet the UN's security and data protection standards. Updates will be shared as we progress on the [AI Enablement Portal](#) here.



Quick Links

[AI Enablement Portal](#)

5. Immediate Steps for You

- Only use [Copilot Chat](#) with your UN.ORG work account as the standard chat solution for any work-related activities. Using work accounts ensures compliance with the organizational policy on the use of ICT resources and data ([ST/SGB/2004/15](#)).
- Ensure that only unclassified and confidential data is used with Copilot Chat. Strictly confidential data should not be entered or uploaded to Copilot Chat, in accordance with [ST/SGB/2007/6](#). Unauthorized disclosure of sensitive information may be considered an incident or misconduct.
- Do not use personal accounts that you may have created in any other publicly available AI platforms for work purposes.
- Never use your professional identity information, such as your work email, professional titles, and other attributes when registering for AI tools for personal use.
- Verify all generated AI outputs very carefully, as references to people, dates, facts, or research in AI-generated content can be fictitious, and pay special attention to the phenomenon known as "AI hallucination". Verification of AI-generated content is essential and is your responsibility as a user or content creator.



You remain accountable

for the outputs from the use of generative AI tools, including, but not limited to, their quality, accuracy, and appropriateness.

In general, we encourage colleagues to learn more about artificial intelligence and large language models. To that end, the [AI Enablement Portal](#) has been established to inform the Secretariat user community of developments, available resources, risks, best practices, training opportunities and access to guidance. The portal will be continually updated so continue to check back periodically. Select the Training drop down menu on the portal to begin learning. The portal provides users an opportunity to fully engage with this technology. Also feel free to access recordings of recent OICT-organized trainings [here](#), watch webinars (e.g., [webinar on ChatGPT and LLMs](#); [webinar on Azure OpenAI](#)), or consult available resources on the [UN Data Strategy Community Hub](#).



Quick Links

[ST/SGB/2004/15](#) | [ST/SGB/2007/6](#) | [AI Enablement Portal](#) |

[OICT-organized trainings](#) | [Webinar on ChatGPT & LLMs](#) | [Webinar on Azure OpenAI](#) | [UN Data Strategy Community Hub](#)