Authorized Artificial Intelligence (AI) Technologies List

Last Updated: November 6, 2025

In accordance with County Administrative Policy 9-6 Information Technology Artificial Intelligence (AI) Policy, section 7. AI Due Diligence and Compliance Review, The Information Systems Department (ISD) and County Counsel have reviewed the following technologies for security and compliance, to ensure data protection, legal compliance, and adherence to County policies.

Conditions for Use

- All technologies must be used in accordance with Administrative Policy 9-6 Information Technology Artificial Intelligence (AI) Policy.
- All technologies must be used in accordance with any Local Agency/Department policies, standards, guidelines, and procedures (if any exist).
- Users must obtain approval from their Local Agency Department Head/General Manager before using any of these technologies.
- All Requirements for Use noted below for each technology must be followed.
- Any configurations or uses that do not follow all these conditions are not permitted and must be reviewed further by County Counsel.

Although due diligence has been performed on these technologies, the use of AI technologies within each department must still be authorized by the Local Agency Department Head/General Manager, so consult with your Local Agency Department Head/General Manager before using them.

Costs associated with these technologies are the responsibility of each Local Agency/Department, so review the fiscal impact on your agency/department before implementing them.

Approved Technologies

The technologies in this section are approved for use with the following conditions: they may be used via their native app or website only. This approval does not extend to integration with County systems or other third-party systems. Any integrations or additional uses must be reviewed on a case-by-case basis. If approved, such integrations will be noted under the applicable technology below.

Technology	Requirements for Use
Adobe Firefly	- Link to product - https://firefly.adobe.com/ - Adobe Firefly is authorized to be used to generate or edit images, clip art, text effects, videos, audio, and vectors. * - Only Public information is authorized to be entered/uploaded. - No restricted (internal) or confidential information is authorized to be entered/uploaded. - All other use cases must be reviewed by County Counsel. *** Licensing:** Generating basic images and clip art can be done for free, but other features like editing files, generating videos, audio, and vectors require a Creative Cloud license, such as Photoshop or Illustrator. **Disclaimer for Usage:** As a reminder, AI tools may only be used with media that the County owns or is explicitly authorized to use. This includes original content and any third-party material the County has licensed for use. If you intend to edit, modify, or otherwise alter media (e.g., merging media, applying effects, or generating derivative content), you must first ensure that the County owns the content or holds explicit rights or permissions to modify it. Do not upload, input, or alter third-party stock or any external content unless you have verified appropriate permissions from the rights holder. When in doubt, consult with County Counsel.
Adobe AI Assistant	- Link to product - https://www.adobe.com/acrobat/generative-ai-pdf.html - Adobe Acrobat AI Assistant is an AI feature specifically built for PDF workflows by Adobe and is integrated into Acrobat. It uniquely understands document structure and context, making it ideal for extracting insights, generating summaries, and answering questions from complex documents. - Licensing: Adobe AI Assistant comes as standard features for users with Adobe Studio licenses - Use Cases: All Data, except HIPAA and CJI, unless authorized by the HIPAA Privacy and Security Officer and/or the DOJ

ArcGIS AI Assistants	• Link to product - https://trust.arcgis.com/en/trusted-ai
	• ArcGIS AI Assistants are authorized to be used to assist with designing, building, and managing GIS content within ArcGIS Online.
	   ○ Only Public and Internal information is authorized to be entered/uploaded.
	   ○ Confidential information is not authorized to be entered/uploaded.
	   ○ All other use cases must be reviewed by County Counsel.

ChatGPT Free
(Consumer Version)
	• Link to product - https://openai.com/chatgpt/overview/
	• ChatGPT is authorized to be used to assist with gathering information and generating and/or fine-tuning content using the ChatGPT website or ChatGPT App.
	   ○ Only Public information is authorized to be entered/uploaded.
	   ○ No restricted (internal) or confidential information is authorized to be entered/uploaded.
	   ○ All other use cases must be reviewed by County Counsel.
	• Users must enable Multi-Factor Authentication (MFA) within the platform.
	• Users must manually Opt-Out of data sharing with the vendor - https://privacy.openai.com/policies?modal=take-control
	   ○ Customer data is used to train the vendor AI by default for all Consumer versions of ChatGPT unless customers Opt-Out.
	• Custom GPTs cannot be created or shared with this version, but if they become available in the future, follow all ChatGPT-Plus requirements.
	• Chat history and Memories should be periodically reviewed and deleted, once they are no longer needed.
	
	ChatGPT is prohibited from integrating with County email, OneDrive, SharePoint, or any other system that is not specifically listed as an approved integration for this version of ChatGPT.

ChatGPT Plus (Consumer Version)	- Link to product - https://openai.com/index/chatgpt-plus/ - ChatGPT is authorized to be used to assist with gathering information and generating and/or fine-tuning content using the ChatGPT website or ChatGPT App. - Only Public information is authorized to be entered/uploaded. - No restricted (internal) or confidential information is authorized to be entered/uploaded. - All other use cases must be reviewed by County Counsel. - Users must enable Multi-Factor Authentication (MFA) within the platform. - Users must manually Opt-Out of data sharing with the vendor - https://privacy.openai.com/policies?modal=take-control - Customer data is used to train the vendor AI by default for all Consumer versions of ChatGPT unless customers Opt-Out. - Custom GPTs must not be used for any purpose. - Although Custom GPTs can be created with this version, they cannot be shared without giving the vendor unrestricted permission to use and share all data/content used to build the GPT and all data/content entered by users of the GPT, so therefore, they must not be used. - Chat history and Memories should be periodically reviewed and deleted, once they are no longer needed.
	ChatGPT is prohibited from integrating with County email, OneDrive, SharePoint, or any other system that is not specifically listed as an approved integration for this version of ChatGPT.

ChatGPT Team	- Link to product - https://openai.com/chatgpt/team/ - Contact the Information Systems Department (ISD) for licensing information. - ChatGPT is authorized to be used to assist with gathering information and generating and/or fine-tuning content using the ChatGPT website or ChatGPT App. - Only Public information is authorized to be entered/uploaded. - No restricted (internal) or confidential information is authorized to be entered/uploaded, unless specific stated under Additional Use Cases below. - All other use cases must be reviewed by County Counsel. - Users must enable Multi-Factor Authentication (MFA) within the platform. - Custom GPTs must not be used for any public facing use. - AI is known for providing inaccurate and biased information and therefore must not be used for this purpose. - Custom GPTs may be created and shared with other ChatGPT users who are part of the same ChatGPT Team subscription only. - GPTs can only be used by those who it is shared with, and those users will have access to all content within the GPT. - GPT output must still be validated as described in Policy 9-6 (accuracy, bias, etc.) - Custom GPTs must not be shared with anyone who is not part of the same ChatGPT Team subscription. - Allowing anyone who is not part of the Team subscription, including those with a separate Team subscription, will give the vendor unrestricted permission to use and share all data/content used to build the GPT and all data/content entered by users of the GPT, so therefore, they must not be used by or shared with anyone outside of the same subscription. - Chat history and Memories should be periodically reviewed and deleted, once they are no longer needed. ***ChatGPT is prohibited from integrating with County email, OneDrive, SharePoint, or any other system that is not specifically listed as an approved integration for this version of ChatGPT.*** Additional Use Cases - Departments with licensed attorneys and staff designated by them are authorized to use ChatGPT Team to support legal research, analysis, and drafting.

	- This includes using ChatGPT Team with internal and confidential information, excluding any Criminal Justice Information (CJI) as defined and regulated by the Department of Justice (DOJ). - CJI is not permitted to be entered into the system and must be removed or redacted from all documents before using ChatGPT Team. - Users must enable Multi-Factor Authentication (MFA) within the platform (as noted above). - Departments that wish to use ChatGPT Team for this purpose are responsible for providing further guidance to their staff on the appropriate use of ChatGPT Team, in accordance with this authorization and County policy. - All provisions of the County's AI Policy must be followed, including validating all AI-generated output, such as legal or case references, and ensuring the tool is not used as a substitute for professional legal judgment or advice. - Any additional use cases, including use by departments without qualified legal staff, must be reviewed and approved by County Counsel.
ChatGPT Enterprise	This technology is currently prohibited due to its high per-user cost and minimum license requirements, but it does meet the County's security and compliance standards. For this reason, third-party products that use ChatGPT Enterprise or ChatGPT API Platform to provide AI functionality may still be considered, but a separate review of each product must be performed, and if approved, each technology will be listed as a separate approved technology within this document (i.e. – see ZLS below).
Deckard Technologies	- Link to product - https://deckard.com/ - Deckard Technologies is authorized for use by the Auditor-Controller-Treasurer-Tax Collector (ACTTC) to support the County's monitoring of short-term rentals for compliance with the Transient Occupancy Tax Ordinance.
Descript	- Link to product - https://www.descript.com/ - Descript is authorized to be used for the following purposes: - Only Public information is authorized to be entered/uploaded. - No restricted (internal) or confidential information is authorized to be entered/uploaded. - Video and Audio Production: Creating and editing original video content, developed for the purpose of public education. - Audio Transcription: Transcribing audio files from videos created by our department or received from contracted vendors, developed for the purpose of public education. - Captioning: Adding captions to videos created by our department or received from contracted vendors.

	o Public Video Repurposing: Downloading, editing, and repurposing publicly available videos hosted on YouTube (created by the County), such as SoCo Chat's Podcast, to create social media posts and other sound bites for public education on our fire prevention programs. o All other use cases must be reviewed by County Counsel.

Freshservice – Freddy AI	• Link to product - https://www.freshworks.com/freshservice/
	• Freddy AI is built into the Freshservice platform to help staff more quickly find solutions to problems by searching through historical ticket data for similar incidents and the solutions what were used to resolve them. Freddy AI also automates routine service tasks and detects patterns that may point to underlying problems before they escalate.
	  o Only Public information is authorized to be entered/uploaded.
	  o No restricted (internal) or confidential information is authorized to be entered/uploaded.
	  o All other use cases must be reviewed by County Counsel.
	• This product is currently used by Sonoma Public Infrastructure (SPI).

Microsoft Teams Premium	• Encompasses Intelligent Recap in Microsoft Teams (no other features utilize Artificial Intelligence at the time of the evaluation) • Contact the Information Systems Department (ISD) for licensing information. • Utilizes Microsoft Azure OpenAI (see below)

Microsoft Azure OpenAI	• Approved Uses:
	  o Microsoft Teams Intelligent Recap
	• Contact the Information Systems Department (ISD) for licensing information.
	  o Additional uses to be reviewed separately by County Counsel and ISD, and will be listed above, once approved.

Copilot Free (Consumer Version)	• The free version of Microsoft Copilot includes access to Microsoft Copilot within Bing Search, Edge, Microsoft Edge, and the Copilot App. • Refer to the applications below for specific instructions when using for County purposes or personal use. • These tools are not required to be used for personal use. The recommendations noted are only being provided as a courtesy to help users protect their personal information, if they choose to use them for personal use.
Copilot Pro (Consumer Version)	• This version of Copilot refers to AI capabilities within the consumers (personal) version of the M365 suite of products, including the web and desktop versions of Outlook, Word, Excel, PowerPoint, Teams, and other M365 apps.

	- Microsoft Copilot Pro is authorized to be used to assist with generating and/or fine-tuning content. - Only Public information is authorized to be entered/uploaded. - No restricted (internal) or confidential information is authorized to be entered/uploaded. - All other use cases must be reviewed by County Counsel. - Although this product is authorized for use, only the web version of these apps can be used on County computers, due to compatibility issues with the County's enterprise M365 products. Personal Use The following recommendations are being provided as a courtesy for users who wish to use this product for personal use on their personal devices: - Enable Multi-Factor Authentication (MFA) on your personal Microsoft account. - Do not enter personal or sensitive information into Microsoft Copilot. - Manually Opt-Out of data sharing with the vendor: - Microsoft accounted that beginning October 2024, will begin using consumer data to train their AI. They will provide the ability to Opt Out, but as of 12/20/2024, they have not provided instructions (this may not be in place in the U.S. yet). Users should Opt Out, as soon as Microsoft provides instructions - https://www.microsoft.com/en-us/edge/copilot/faqs?form=MA13SQ&cs=361911829
Copilot for Bing	- Available for free when using the Bing search engine - Users should sign into Copilot-Bing using their County email address, so Enterprise Data Protection can keep all data and prompts secure. - Copilot-Bing is authorized to be used to assist like a search engine and gathering information. - Only Public information is authorized to be entered/uploaded. - No restricted (internal) or confidential information is authorized to be entered/uploaded. - All other use cases must be reviewed by County Counsel. Personal Use The following recommendations are being provided as a courtesy for users who wish to use this product for personal use on their personal devices: - Enable Multi-Factor Authentication (MFA) on your personal Microsoft account. - Do not enter personal or sensitive information into Microsoft Copilot.

	• Manually Opt-Out of data sharing with the vendor: ◦ Microsoft accounted that beginning October 2024, will begin using consumer data to train their AI. They will provide the ability to Opt Out, but as of 12/20/2024, they have not provided instructions (this may not be in place in the U.S. yet). Users should Opt Out, as soon as Microsoft provides instructions - https://www.microsoft.com/en-us/edge/copilot/faqs?form=MA13SQ&cs=361911829
Copilot for Edge	• This product is not authorized. See Prohibited AI Technologies below. • New features may be coming soon that will allow this app to be used.

M365 Copilot Chat	• Available as part of the County's Microsoft 365 License. This version of Copilot is only available using one of the following methods:
	    ◦ Web: https://copilot.cloud.microsoft/
	        ▪ This website can also be installed as an App (Microsoft 365 Copilot Chat)
	            • Open Microsoft Edge and navigate to https://copilot.cloud.microsoft/
	            • Click on the three-dot menu in the upper-right corner of the browser.
	            • Select "Apps" and then "Install this site as an app."
	            • Follow the prompts to complete the installation.
	    ◦ Microsoft Teams
	        ▪ The Copilot App withing Teams provides limited functionality and does not integrate with County systems or data.
	        ▪ Advanced functionality and full integration requires a M365 Copilot License (see below).
	    ◦ Microsoft Outlook
	        ▪ The Copilot App withing Outlook provides limited functionality and does not integrate with County systems or data.
	        ▪ Advanced functionality and full integration requires a M365 Copilot License (see below).
	• This version of Copilot is not available in the following apps
	    ◦ Microsoft Copilot App (in Windows, Android, iPhone, etc.) – For Personal accounts only
	    ◦ Microsoft 365 Copilot App (in Windows, Android, iPhone, etc.) – Requires M365 Copilot License
	    ◦ M365 Copilot integration with Word, Excel, etc. – Requires a M365 Copilot License
	        ▪ While a free version can be accessed using Teams and Outlook, full integration with these products requires a M365 Copilot License.
	• Users must sign into Copilot using their County email address, so Enterprise Data Protection can keep all data and prompts secure.
	• Copilot is authorized to be used to assist with gathering information and generating and/or fine-tuning content.

	- Only Public information is authorized to be entered/uploaded. - No restricted (internal) or confidential information is authorized to be entered/uploaded. - All other use cases must be reviewed by County Counsel. Personal Use The following recommendations are being provided as a courtesy for users who wish to use this product for personal use on their personal devices: - Enable Multi-Factor Authentication (MFA) on your personal Microsoft account. - Do not enter personal or sensitive information into Microsoft Copilot. - Manually Opt-Out of data sharing with the vendor: - Microsoft announced that beginning October 2024, will begin using consumer data to train their AI. They will provide the ability to Opt Out, but as of 12/20/2024, they have not provided instructions (this may not be in place in the U.S. yet). Users should Opt Out, as soon as Microsoft provides instructions - https://www.microsoft.com/en-us/edge/copilot/faqs?form=MA13SQ&cs=361911829
Copilot for M365	- This version of Copilot refers to AI capabilities within the enterprise version of the M365 suite of products, including the web and desktop versions of Outlook, Word, Excel, PowerPoint, Teams, Microsoft 365 Copilot App, and other M365 apps. - The standalone Copilot App will not work with this product, as it is a Consumer version of Copilot (see above) - Microsoft Copilot for M365 is authorized to be used to assist with generating and/or fine-tuning content, and for searching for information or documents within the M365 environment. - Copilot is authorized for use with any data stored within the County's M365 tenant, including data stored in emails, OneDrive, SharePoint, Teams, etc. - As a reminder, users must obtain approval from their Local Agency Department Head/General Manager before using any of these technologies. This is especially important for users with access to non-Public data. - Security controls are in place to limit the data that Copilot can access to only data that each individual licensed user has access to. - Users should report to their supervisor if they discover that they have access to data that they should not have access to. - Copilot does not disclose or grant access to any data that a user does not already have access to. However, it may highlight that a user has access to information they weren't aware of.

Copilot Studio	- Link to product - https://www.microsoft.com/en-us/microsoft-copilot/microsoft-copilot-studio
	- Microsoft Copilot Studio is authorized for creating custom Copilots for internal use only (not for public use).
	  o Users must obtain approval from their Local Agency Department Head/General Manager before developing or using custom Copilots with Department data.
	  o Copilots may integrate with approved M365 services such as SharePoint, OneDrive, Teams, and Dataverse, as long as the data resides within the County's secure M365 tenant.
	  o Only Public or Restricted (internal) data may be used.
	  o No Confidential data is authorized.
	  o All other use cases must be reviewed by County Counsel.
	  o Security and access controls must be implemented to ensure that each Copilot only accesses and shares data that the intended audience is authorized to access.
	    ▪ The Information Systems Department (ISD) should assist with configuring the permissions.
	  o A County Counsel approved disclaimer and user acknowledgement must be added to each Copilot (as a Greeting) to notify users that they must validate all information provided by the Copilot for accuracy, bias, etc.)
	  o Contact ISD for licensing and technical guidance prior to deployment.

OnePlan - Sofia AI	- Link to product - https://oneplan.ai/
	- Sofia AI is AI functionality built into the OnePlan Project Management and Project Portfolio platform that analyzes data, generates insights, and assists with automating tasks.
	- Only Public or Restricted (internal) project related information should be entered into OnePlan.
	  o Only Public information is authorized to be entered/uploaded.
	  o No restricted (internal) or confidential information is authorized to be entered/uploaded.
	  o Contact the Information Systems Department (ISD) for licensing information.

Pluralsight	- Link to product - https://www.pluralsight.com/ - Pluralsight is an IT training platform that offers some courses on AI and has some AI capabilities built into the platform. Use of AI tools and training materials available through Pluralsight is approved for staff development and educational purposes only. AI tools on this platform must not be used to conduct County business, and no content or information generated by these tools may be used in any official County capacity. Additionally, no sensitive, confidential, or personally identifiable information (PII) should be entered into these tools.

Rev	- Link to product - https://www.rev.com - Rev is authorized to be used for the following purposes: - This technology may be used to transcribe audio and video recordings. - The platform must be configured to use Single Sign-On (SSO) for user authentication. - The platform must be configured to Opt Out of using County supplied data to train the ASR speech-to-text and other artificial intelligence (AI) models. - Departments that use this technology are responsible for providing guidance to their staff on the types of audio and video recordings, as well as the sensitivity and confidentiality levels, that are appropriate for use with this technology within their department. - All other use cases must be reviewed by County Counsel, including the use of this technology by other departments.
Senzing	- Link to Product - https://senzing.com/ - Senzing is authorized to be used for use as entity resolution software within the Integrated Justice System (IJS) - All other use cases must be reviewed by County Counsel
Timekettle	- Link to Product - https://www.timekettle.co/ - Timekettle Earbuds Translator and Handheld Translator products are authorized for use when needed to assist with translating conversations in real-time to help overcome language barriers, with the following exceptions: - Timekettle products should not be used for highly sensitive conversations or official County communications. - All official County translations and communications must be validated by a human translator. - All other use cases must be reviewed by County Counsel.
ZLS	- Link to product - https://zls.app/ - ZLS uses ChatGPT Enterprise and Whisper to generate, analyze, fine-tune, and search for content, and transcribe audio and video recordings. - The Public Defender's Office may use this technology for these purposes. - The platform must be configured to use Single Sign-On (SSO) for user authentication. - The Public Defender is responsible for providing guidance to their staff on the types of audio and video recordings, as well as the sensitivity and confidentiality levels, that are appropriate for use with this technology within their department.

	• All other use cases or changes in AI providers or capabilities must be reviewed by County Counsel, including the use of this technology by other departments. *(The vendor is obligated to notify the County if they change AI providers, so the County can vet the new technology before it is utilized with County data)*

Zoom AI Companion	• Link to product - https://www.zoom.com/en/ai-assistant/
	• Contact the Information Systems Department (ISD) for licensing information.
	• Zoom AI Companion is authorized to be used with the following Zoom products only:
	   ○ Zoom Meetings
	   ○ Zoom Team Chat
	   ○ Zoom Doc
	   ○ Each department is responsible for establishing guidance on sensitivity and confidentiality levels of conversations, documents, and information discussed within the Zoom platform.
	• All other uses and features are prohibited (See Prohibited AI Technologies below)
	• Users must enable Multi-Factor Authentication (MFA) within the platform.

Technologies Currently Being Reviewed (Not Yet Approved)

Technology	*The technologies in this section are not yet approved for use, but they are currently being reviewed.*
Apple Intelligence	• AI capabilities that Apple is adding to iPhones, iPads, and Macs
Gemini	• Assist with gathering information and generating and/or fine-tuning content.

Prohibited AI Technologies

Technology	The technologies in this section are prohibited from being used.
AI Chatbots for County supplied services	AI chatbots are not permitted on public facing County websites or for public use in delivering County services, as AI-generated responses can be inaccurate or misleading.
DeepSeek AI	https://www.deepseek.com/
Grammarly AI – Free, Pro, and Business Versions	The free, Pro, and Business versions of Grammarly AI are not permitted. Microsoft Copilot Chat (free with the County's M365 subscription) or Copilot for M365 (paid version of Copilot) should be used as an alternative. Grammarly AI Enterprise was not evaluated, but Copilot is still recommended over these products. https://www.grammarly.com/
Microsoft Copilot – Microsoft Edge	This refers to a feature that can be enabled within the Microsoft Edge web browser to allow Copilot to interact with content on web pages that users visit - https://learn.microsoft.com/en-us/copilot/edge
Otter.ai	https://otter.ai/
Zoom AI Companion	All Zoom products/features not listed under the Authorized Technologies section are prohibited, including but not limited to: • Zoom Mail & Calendars • Zoom Phone • Integrations with the County's Microsoft 365 environment, such as Outlook, OneDrive, Teams, SharePoint, etc.