

# ARTIFICIAL INTELLIGENCE OPERATIONS PROCEDURE

## SCOPE

This procedure applies to all Monash staff, students and associates, and to members of the Monash University Council and its standing committees.

For the purpose of this procedure:

- References to 'Monash' include Monash University Australia, Monash University Malaysia, Monash University Indonesia, Monash Suzhou, Monash College, the Monash University Prato Centre, and World Mosquito Program Ltd (and its subsidiaries) unless indicated otherwise; and
- Staff and associates are collectively referred to as 'staff' unless explicitly stated otherwise.

This procedure will operate in jurisdictions outside Australia to the extent permitted by both the law and to related government policy of those jurisdictions, and will be revised as those laws may be amended. In relation to Monash campuses or other operations outside Australia, a reference below to 'law' is a reference to the law governing that campus or those operations.

## PROCEDURE STATEMENT

Monash is committed to integrity, ethics, and transparency in procuring, developing, deploying, and using Artificial Intelligence (AI) applications and tools, including generative artificial intelligence (GenAI) technologies, collectively referred to as 'AI systems'. This commitment involves educating and upskilling staff and students to develop, deploy and utilise AI responsibly as it becomes more ubiquitous, evaluating both individual and Monash-wide risk impact to ensure AI use is aligned with organisational goals, minimising risks, and complying with laws and additional terms of use.

This procedure should be read in conjunction with the [IT Acceptable Use Procedure](#), which details the expected conduct for users within Monash's IT environments, including usage expectations and restrictions to ensure user safety and IT security.

### 1. Responsible Use of Artificial Intelligence

- 1.1. Monash is committed to ensuring the responsible use of AI systems by its staff and students and will provide resources to enable responsible use.
  - 1.1.1. All staff and students share responsibility for utilising AI responsibly and working to ensure AI use meets Monash's commitment as set out in this procedure.
- 1.2. Staff must remain aware of their obligations related to AI implementation and use under this policy suite and comply as needed with applicable laws (including existing intellectual property and privacy laws), regulations, ethical guidelines, and any funding body requirements that govern the use of AI technologies - noting that these are likely to change rapidly.

#### Decision-making

- 1.3. Use of AI to assist in making a decision that could affect the rights or interests of an individual is only permitted where the proposed decision is reviewed and finalised by a Monash staff member. That staff member is accountable for the decision. Such decisions include those pertaining to employment, student recruitment and admissions, assessment marking and feedback, and/or governance reporting and analysis.
  - 1.3.1. Decision-making can only be supported by Monash-procured AI systems. Non-Monash AI systems must not be used to assist in decision-making.

- 1.4. When AI is used to assist in decision-making of the kind described at clause 1.3, the relevant staff member must create and retain a local record as evidence of the steps taken and any supporting information that influenced such a decision, including:
  - 1.4.1. clearly acknowledging the identified AI system(s) used to assist the making of the decision and any key inputs or criteria utilised;
  - 1.4.2. documenting the role of the accountable staff member in the making of the decision, including the stage(s) of the decision-making process at which the staff was involved; and
  - 1.4.3. ensure all AI-generated content follows appropriate data retention and disposal criteria for the type of information produced. Refer to the [Retention and Disposal Authority](#) for further information.
- 1.5. Exceptions to the activities listed at clause 1.4 must be approved by the Chief Operating Officer or nominee for operational matters and the Provost or nominee for academic matters.
  - 1.5.1. Where the Chief Operating Officer or Provost seeks an exception to the activities listed at clause 1.5, this must be approved by the Vice-Chancellor.

## 2. Educational resources

- 2.1. Monash will develop and maintain educational resources and awareness programs to build stakeholder capability and confidence to utilise AI responsibly and effectively as part of education, research and operational activities.
  - 2.1.1. Academic staff must teach their students to utilise AI responsibly and effectively, and understand and practice the obligations set out in this procedure.
- 2.2. The educational resources and awareness programs will raise overall awareness about the obligations as set out in this policy suite, impacts of AI and ensure Monash's community has the knowledge to interpret and work responsibly with AI systems.
- 2.3. The Deputy Vice-Chancellor (Education) and the Chief People Officer will oversee the development and ongoing management of these programs, and will update them as needed to incorporate stakeholder feedback, new and updated use cases, and evolving best practices.

## 3. Risk Management

### Development, Deployment and Use

- 3.1. Staff and students must identify and mitigate the risks of developing, deploying and using GenAI in their work and studies where possible.
- 3.2. Staff and students must consider the kind of information and degree of detail they wish to supply to an AI system prior to uploading information. Staff and students must hold data privacy paramount and seek to de-identify personal and sensitive information where possible and not upload commercially sensitive information. Refer to the [AI at Monash website](#) for further information.
  - 3.2.1. As an example, staff and students should follow the procedures as set out in Monash policy and guidance documents to protect personal and sensitive information, and seek guidance to ensure cybersecurity measures are in place as part of engaging with AI in their daily activities.
- 3.3. Staff may be required to complete a [Privacy Impact Assessment \(PIA\) and/or Information Security Risk Assessment \(ISRA\)](#) prior to utilising or deploying a new AI system that accesses or generates personal and sensitive information being implemented into the Monash IT environment. Refer to the [Data Protection and Privacy Procedure](#), [Data Protection and Privacy Schedule Monash University Indonesia](#) and the [Information Security and Classification Management Procedure](#) for further information.
  - 3.3.1. Staff should utilise Monash's provided tools and guidelines to determine what assessments must be undertaken prior to utilisation and possible risk mitigations to facilitate safe and responsible use of AI.

### Procurement

- 3.4. Procurement staff responsible for the procurement of an enterprise-wide or specific, portfolio or discipline-based AI system(s) must ensure that in addition to the requirements of the [Procurement Policy](#), the product assessment also consider the vendor's:
  - 3.4.1. transparency of its AI systems, machine learning decision-making processes and the location of its large language model/database;

- 3.4.2. mechanisms for identifying and timely reporting of AI issues to its customers, including cyber attacks or data breaches, and confirm that the vendor provides documentation on incident response procedures;
- 3.4.3. compliance with relevant Australian regulatory requirements, the [Data Protection and Privacy Procedure](#) and [Data Protection and Privacy Schedule Monash University Indonesia](#), AI Ethics Framework (Department of Industry Science and Resources) or equivalent international regulations and evidence of such compliance; and
- 3.4.4. alignment with Monash's values and expectations regarding data protection, privacy, and responsible use principles.

## 4. Monitoring and Evaluation

- 4.1. Monash will monitor staff and student usage of Monash procured AI systems and provide regular data analysis as part of reporting to the University Audit and Risk Committee and the AI Steering Committee.
- 4.2. Monash will monitor the impact of the deployment of AI systems upon its workforce to inform its obligations under the principle of fairness, and other related workplace legislation and enterprise agreements.

## DEFINITIONS

<b>Artificial Intelligence (AI)</b>	The science and technology of creating machines or systems that can perform tasks that normally require human intelligence, such as understanding language, recognising images, or assisting in decision-making in line with Monash's Principles for the Responsible Use of Artificial Intelligence. Further information on Monash's use of AI can be found at <a href="#">AI at Monash website</a> and <a href="#">Teach HQ</a> .
<b>Artificial Intelligence (AI) Systems</b>	Innovative advancements encompassing AI technologies used in computer software, programs, applications and tools, including Generative Artificial Intelligence (GenAI).
<b>Associates</b>	For the purposes of this procedure, 'associates' are defined as contractors, conjoint appointments, affiliates and adjunct appointees.
<b>Generative Artificial Intelligence (GenAI)</b>	Artificial Intelligence that possesses the ability to autonomously create or generate new content, data, or information, often based on learned patterns and examples from existing datasets and using <a href="#">transformer or diffusion AI models</a> . Further information on Monash's use of AI can be found at <a href="#">AI at Monash website</a> and <a href="#">Teach HQ</a> .
<b>IT environments</b>	For the purpose of this procedure, 'IT environments' includes all IT infrastructure including electronic devices, hardware, software, networks, websites, systems and services owned or controlled by Monash, or a Monash controlled or associated entity.
<b>Personal and sensitive information</b>	<p>Personal information or an opinion (including information or an opinion forming part of a database), that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the Health Records Act 2001 applies.</p> <p>Sensitive information is a subcategory of personal information which receives additional protection under privacy legislation. Sensitive information is personal information about an individual's:</p> <ul style="list-style-type: none"> <li>● racial or ethnic origin;</li> <li>● political opinions;</li> <li>● membership of a political association;</li> <li>● religious beliefs or affiliations;</li> <li>● philosophical beliefs;</li> <li>● membership of a professional or trade association;</li> <li>● membership of a trade union;</li> <li>● sexual preferences or practices; or</li> <li>● criminal record.</li> </ul>
<b>Shared responsibility</b>	The collective effort of all stakeholders, guided by Monash's shared values and applying to both students and staff across the Monash Group, to ensure that AI systems are used ethically, safely, and effectively across education, research and operational activities.

## GOVERNANCE

Parent policy	<a href="#">Artificial Intelligence Operations Policy</a>
Supporting schedules	<a href="#">Data Protection and Privacy Schedule Monash University Indonesia</a>
Related procedure	<a href="#">Assessment Regime Procedure</a> <a href="#">Data Protection and Privacy Procedure</a> <a href="#">Graduate Research Thesis Examinations Procedure</a> <a href="#">Student Academic Integrity Procedure</a>
Associated policies	<a href="#">Assessment and Academic Integrity Policy</a> <a href="#">Copyright Compliance Policy</a> <a href="#">Equity, Diversity and Anti-Discrimination Policy</a> <a href="#">Ethics Statement Policy</a> <a href="#">Group Risk Management and Compliance Policy</a> <a href="#">Integrity &amp; Respect Policy</a> <a href="#">Responsible Conduct of Research Policy</a> <a href="#">Student Code of Conduct</a>
Related legislation	<p><i>Australia</i></p> <a href="#">Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010) (Cth)</a> <a href="#">Copyright Act 1968 (Cth)</a> <a href="#">Corporations Act 2001 (Cth)</a> <a href="#">Equal Opportunity Act 2010 (Vic)</a> <a href="#">Freedom of Information Act 1982 (Vic)</a> <a href="#">General Data Protection Regulation 2016/679</a> <a href="#">Patents Act 1995 (Cth)</a> <a href="#">Privacy Act 1988 (Cth)</a> <a href="#">Privacy and Data Protection Act 2014 (Vic)</a> <a href="#">Public Interest Disclosure Act 2012 (Vic)</a> <a href="#">Public Records Act 1973 (Vic)</a>
	<p><i>China</i></p> <a href="#">Copyright Law 2010</a> <a href="#">Patent Law 1984</a> <a href="#">Personal Information Protection Law 2021</a>
	<p><i>Indonesia</i></p> <a href="#">Copyright Act No. 28/2014</a> <a href="#">Patent Law No. 13/2016</a> <a href="#">Personal Data Protection Law No. 27/2022</a>
	<p><i>Italy</i></p> <a href="#">European Union Artificial Intelligence Act</a> <a href="#">General Data Protection Regulation 2016/679</a> <a href="#">Protection of Copyright and Neighboring Rights Law 1941/633</a>
	<p><i>Malaysia</i></p> <a href="#">Copyright Act 1987</a> <a href="#">Malaysian Qualifications Framework</a>

	<a href="#">Malaysian Qualifications Agency Act 2007</a> <a href="#">Patents Act 1983</a> <a href="#">Personal Data Protection Act 2010</a> (as amended)
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