

- Summary Version -

Tokyo AI Adoption and Use Guidelines

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Outline

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What is the AI Adoption and Use Guidelines

The guidelines provide practical guidance for promoting AI use across the Tokyo Metropolitan Government.

Based on real use cases, they clarify the adoption process and key considerations, enabling each bureau to use AI effectively and appropriately.

Tokyo AI Strategy

Perspective 1: AI use in Tokyo Metropolitan Government

Perspective 2: Promoting AI use with diverse stakeholders

AI Adoption and Use Guidelines

Generative AI Usage Guidebook



*The illustration is created with generative AI.

Basic Principles for AI Utilization

The AI Strategy sets out five basic principles for advancing AI use across the Tokyo metropolitan administration, with **risk management** as a key priority.



Resident First

The primary goal of AI utilization is to enhance the convenience and quality of life (QOL) for every resident.



A Tool for Policy

AI is a tool to solve challenges and achieve goals, with its introduction not an end in itself.



Human-Centric

AI complements and augments human capabilities, but the final decisions rests with humans.



Risk Management

Understand AI risks, including ethics, bias, safety, privacy, security, and ensure transparency and fairness.



Open Innovation

Collaborate with academia, research institutions, and the private sector to foster a thriving AI ecosystem.

Structure of the Guidelines

Drawing on lessons learned from Tokyo's past initiatives, the guidelines organize —step by step— key considerations for AI use and corresponding responses through to application to specific operations.

Key considerations and responses

Transparency

Privacy

Fairness

Security

Safety

Accountability

Standard review process

Planning

Design &
Development

Retirement

Procurement

Key points for responding by key areas

Resident Services

Resident
Service-Related
Operations

Internal Operations

Key Considerations for AI Use

The guidelines explain how to address each of the 6 key considerations in the AI strategy.

In particular, governments must focus on **transparency** and **fairness**.

The guidelines also outline common measures across the three key areas, as well as measures tailored to each area.

6 Key Considerations

1	Transparency
2	Fairness
3	Safety
4	Privacy
5	Security
6	Accountability



3 Key Areas

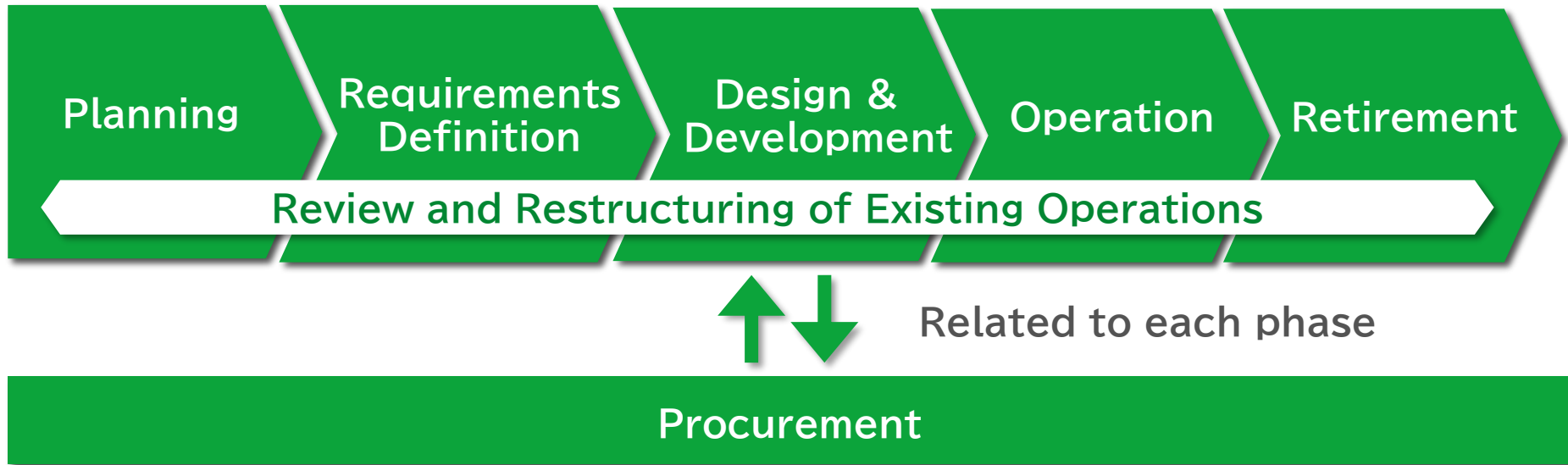
Resident Services

Resident Service-Related
Operations

Internal Operations

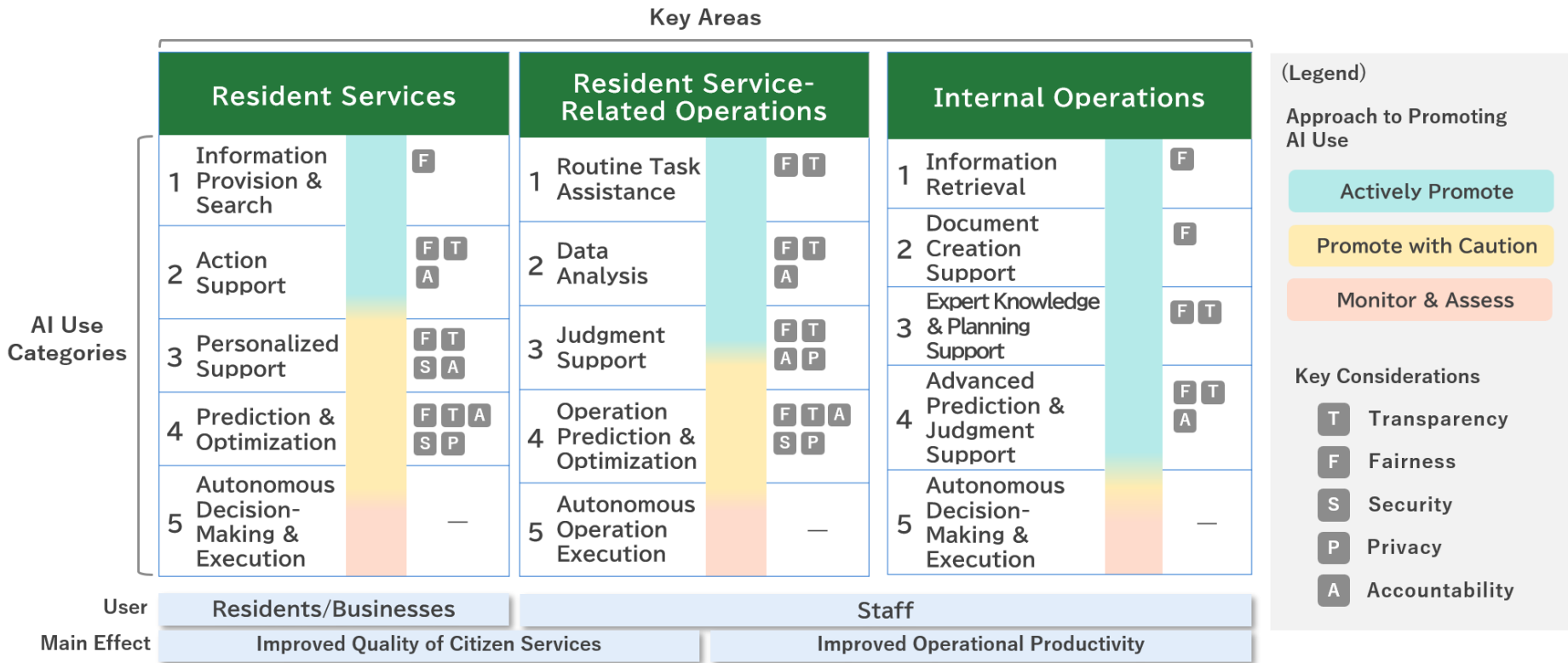
Standard Review Process for AI Adoption

The guidelines clarify key considerations, countermeasures, and the review process, and stress the importance of Business Process Re-engineering (BPR) to maximize AI benefits.



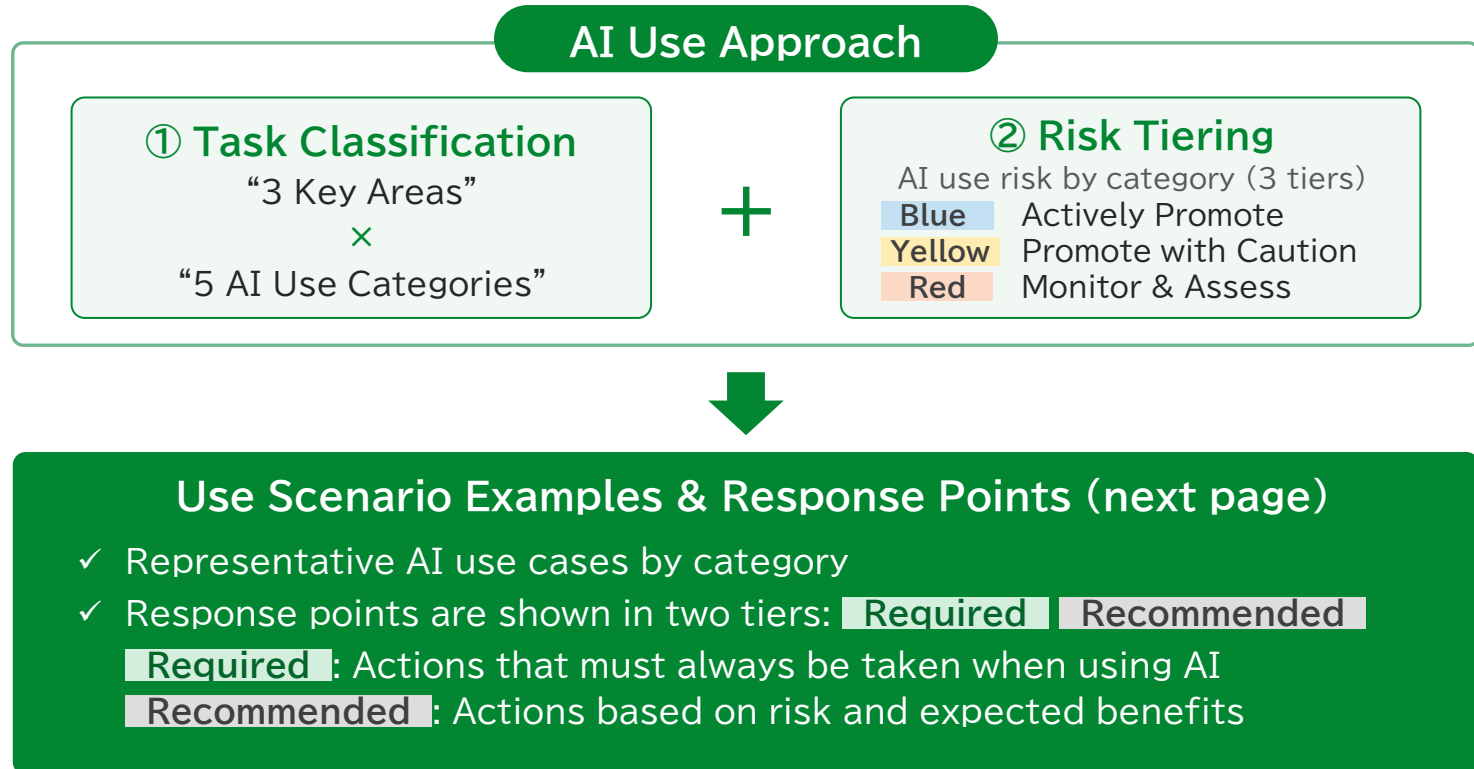
Approach to AI Use

Operations are organized into 3 key areas × 5 AI use categories.
Approach to promoting AI use is presented in 3 levels:
Blue(Actively Promote)/Yellow(Promote with Caution)/Red(Monitor & Assess)



Key Response Points for Common AI Use Scenarios

Based on the AI Use Approach, this section presents examples of common AI use cases and the key response points for each.



Example of Key Considerations for Common AI Use Cases

Case: “Resident Services” – “Personalized Support”

Personalized Support

Provide personalized, relevant information and support next actions based on individual needs and circumstances.

Yellow

- It is characterized by providing personalized support using individual attributes and behavioral data.
- AI can proactively deliver relevant information to users, without waiting for active searches.

General usage scenarios

- Push notifications in support apps: Provide timely notifications about nearby events based on users’ locations.
- Matching: Analyze user attributes and past search history to prioritize relevant opportunities.

Key Considerations & Response Points

Planning

[Required] Setting appropriate objectives

- ✓ Clearly define the intended outcomes of AI use, rather than treating adoption itself as the goal.

[Required] Selecting AI effectively for use

- ✓ Compare multiple off-the-shelf AI solutions in terms of cost, security, and performance before selection.

[Required] Risk assessment

- ✓ Test the intended AI to assess risks such as bias and security impacts.
- ✓ Define security measures according to data sensitivity and relevant policies.

[Recommended] Review and restructuring of existing operations

- ✓ Review existing workflows from both operational and AI-expertise perspectives.
- ✓ Restructure operations as needed to maximize the impact of AI.