

Use AI Right: A Practical Guide for Civil Servants



By Edward Baran Aeries
Sarawak Civil Service Digitalisation Unit



Smart tools. Responsible use. **Better public service.**
Together, let's build a digital-first Sarawak Civil Service.





Navigating AI in the Sarawak Civil Service

A STRATEGIC PLAYBOOK AND COMPLIANCE COMPASS BASED ON STATE CIRCULAR BIL. 4/2025



To provide Sarawak Civil Servants with a practical understanding of Artificial Intelligence (AI), its appropriate use in daily government tasks, and the relevant policies, risks, and ethical considerations to ensure safe, responsible, and effective adoption in line with Sarawak State Circular Bil. 4/2025 and SDE 2030.

1. Practical Understanding

Master the fundamentals of Artificial Intelligence and its appropriate daily use.

2. Strategic Alignment

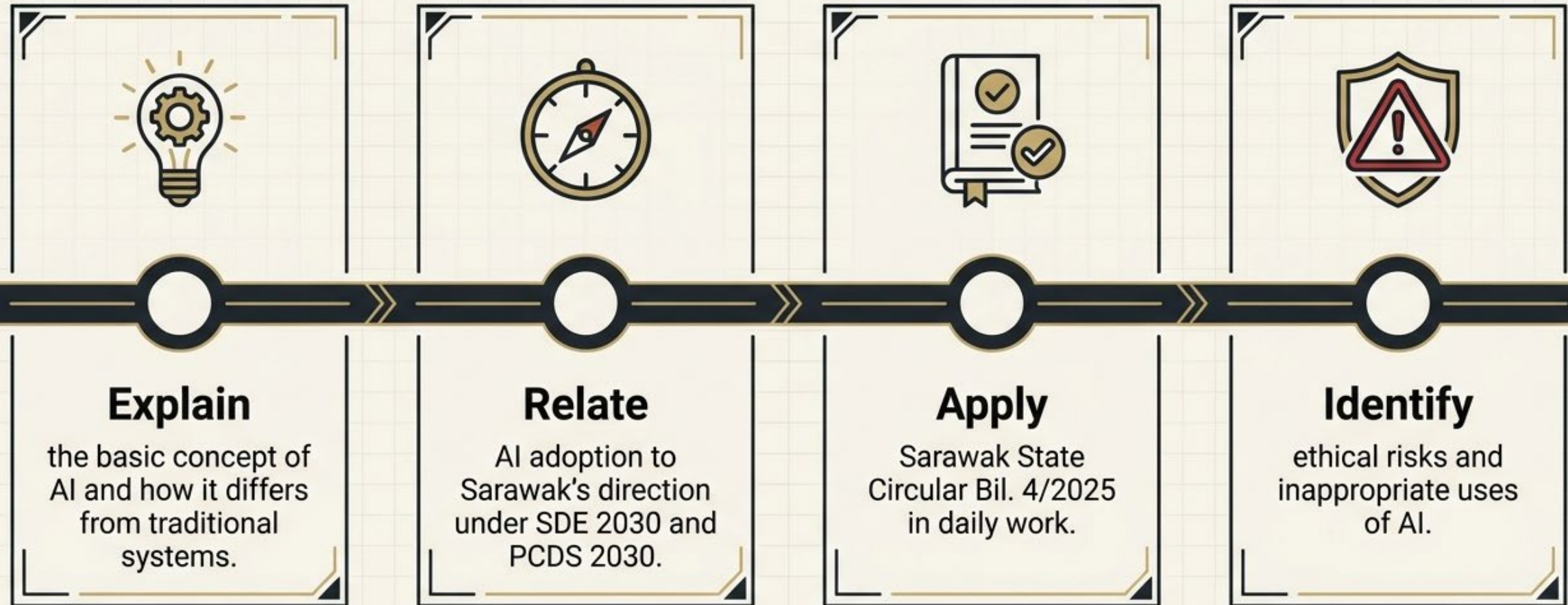
Anchor AI adoption to the ambitious goals of SDE 2030 and PCDS 2030.

3. Ironclad Compliance

Navigate the strict policies, cybersecurity risks, and ethical boundaries mandated by Sarawak State Circular Bil. 4/2025.

Core Competencies for the Digital Civil Servant

Learning Outcomes: By the end of this session, participants will be able to...



About Me



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Background

- 15+ years in **data & research (peatland / environmental data)**
- Transitioned into **government digitalisation & analytics since 2024**
- **Peminat Liverpool #YNWA**



SURAT PEKELILING ICT BILANGAN 4 TAHUN 2025

DARIPADA : Setiausaha Kerajaan Sarawak

KEPADA : Semua Setiausaha Tetap Kementerian
Semua Ketua Jabatan Sarawak
Semua Residen Bahagian
Semua Ketua Badan Berkanun Sarawak
Semua Setiausaha Pihak Berkuasa Tempatan

SALINAN : Semua Timbalan Setiausaha Kerajaan Sarawak
KEPADA

PERKARA : GARIS PANDUAN PENGGUNAAN KECERDASAN BUATAN (AI)
DALAM PERKHIDMATAN AWAM SARAWAK

RUJUKAN : JPS/UDPA/100-1/2/3 JLD.1 (6) **TARIKH :** 17 SEPTEMBER 2025

1. TUJUAN

1.1. Pekeliling ini bertujuan untuk memaklumkan dan menguatkuasakan pelaksanaan Garis Panduan Penggunaan Kecerdasan Buatan (AI) Dalam Perkhidmatan Awam Sarawak.

2. LATAR BELAKANG

2.1. Garis Panduan Penggunaan Kecerdasan Buatan (AI) dalam Perkhidmatan Awam Sarawak diperkenalkan sebagai langkah strategik untuk memperkasa penyampaian perkhidmatan awam dan menyokong agenda transformasi digital Kerajaan. AI berperanan sebagai pemangkin penyampaian perkhidmatan yang lebih cekap, pintar, inovatif dan responsif, selaras dengan visi Strategi Pembangunan Pasca-Covid 19 (PCDS) 2030 serta *Sarawak Digital Economy Blueprint (SDE) 2030* untuk merealisasikan Kerajaan digital yang dipacu data serta teknologi.



**GARIS PANDUAN PENGGUNAAN
KECERDASAN BUATAN (AI) DALAM
PERKHIDMATAN AWAM SARAWAK
(V1_2025)**

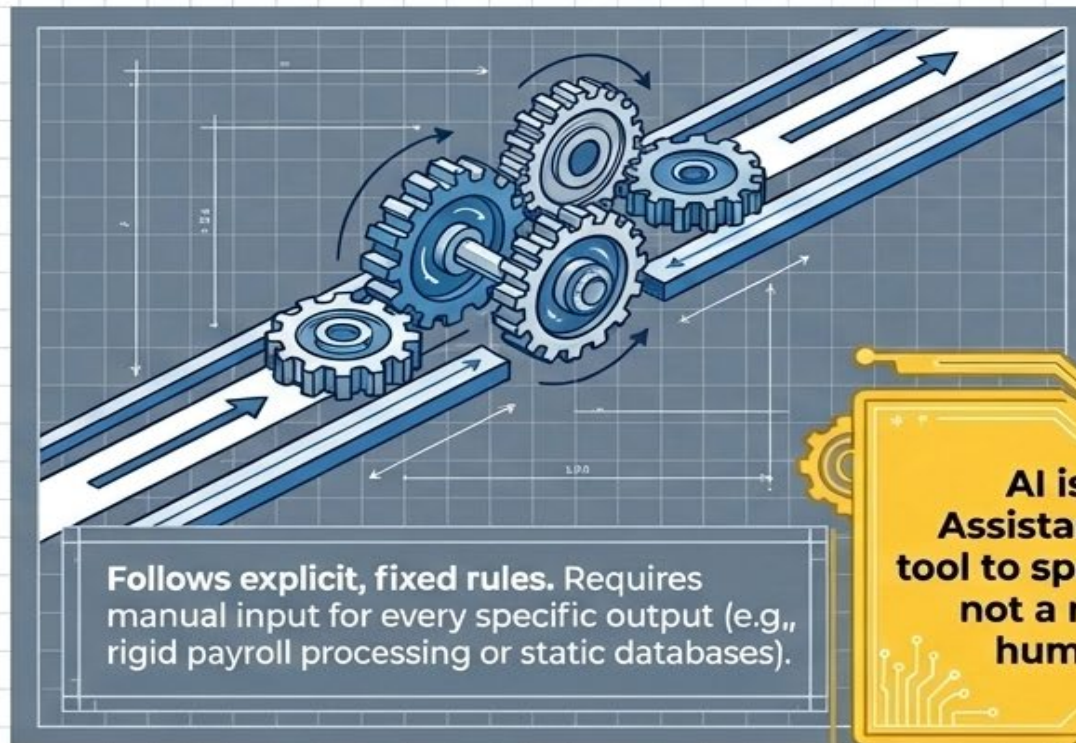
DISEDIAKAN OLEH :

UNIT DIGITALISASI PERKHIDMATAN AWAM (SCSDU)

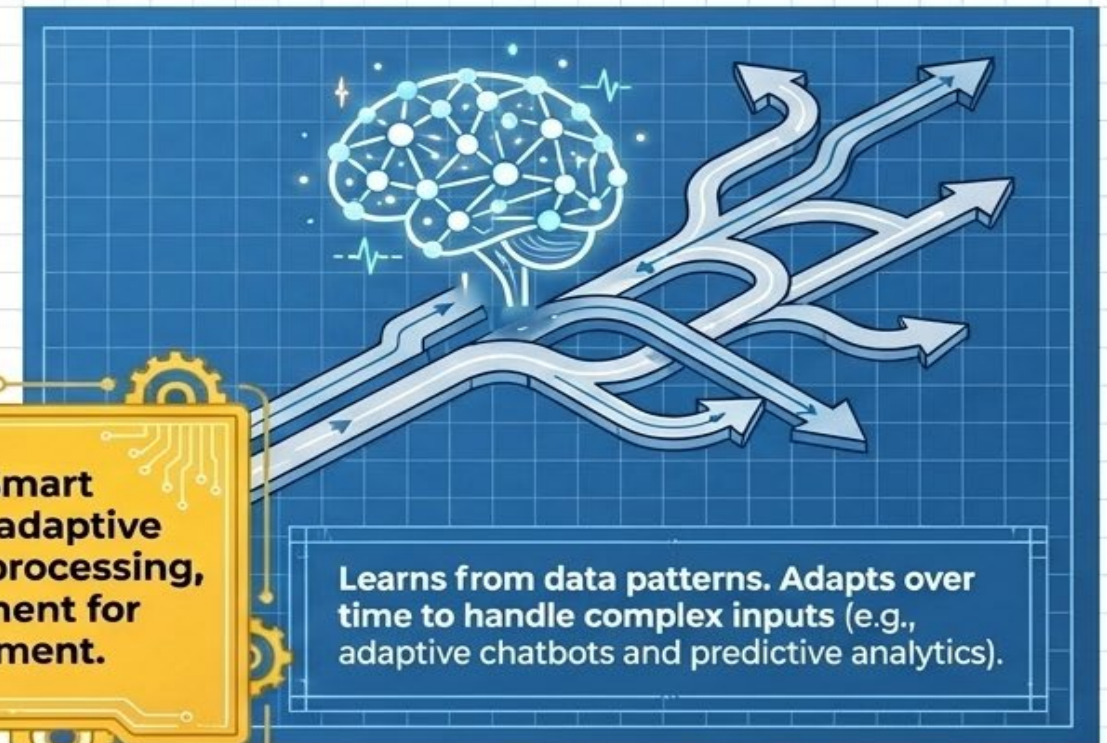
What is AI?

AI simulates human cognitive functions like problem-solving, pattern recognition, and language translation.

Traditional Software



Artificial Intelligence



AI is your “Smart Assistant”—an adaptive tool to speed up processing, not a replacement for human judgment.



Sarawak
Government

SARAWAK

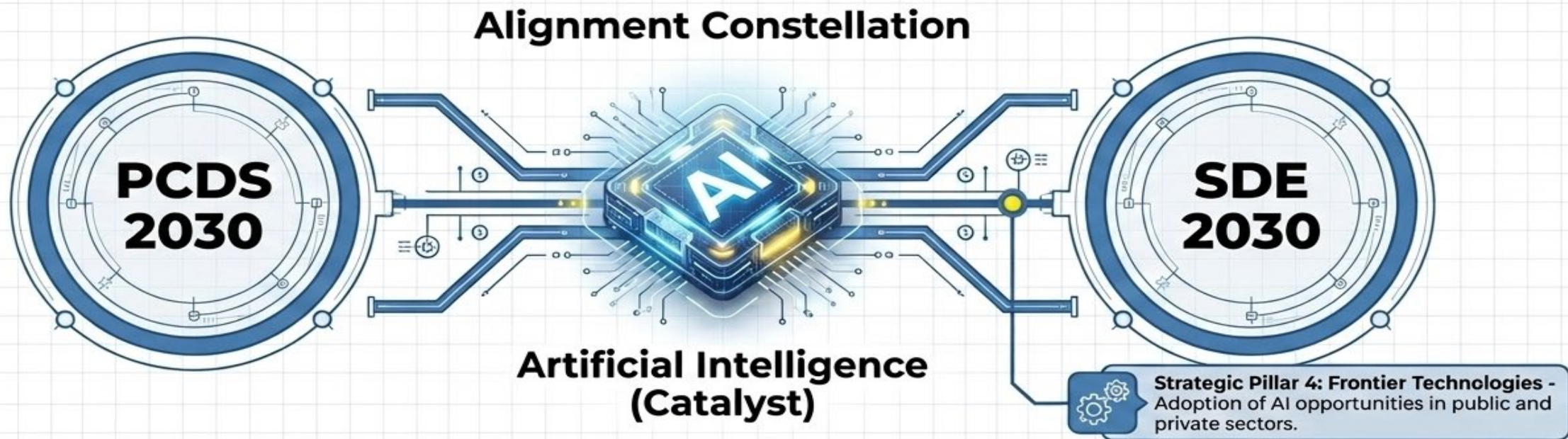
13TH MALAYSIA PLAN

2026 - 2030



SARAWAK DIGITAL ECONOMY BLUEPRINT 2030

The Sarawak Vision (SDE 2030)



“ Kerajaan Sarawak sedang memanfaatkan teknologi digital termaju, termasuk Artificial Intelligence (AI), untuk mempertingkatkan perkhidmatan kerajaan dan menambah baik landskap perniagaan.

— YAB Premier Sarawak, IDECS 2024.

Target Outcomes for Sarawak

Increased Productivity



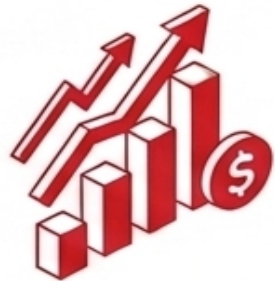
Using AI to speed up routine administrative tasks and streamline daily operations.

High-Tech Job Growth



Creating new, advanced roles for an AI-competent civil service workforce.

GDP Contribution



Boosting Sarawak's digital economy and generating new state revenue streams.

AI Competency



Building a resilient workforce that is future-ready and adaptable to technological shifts.

Understanding the Pekeliling AI

Source: Surat Pekeliling ICT Bilangan 4 Tahun 2025



Web-Based AI Tools

(e.g., ChatGPT, Gemini).

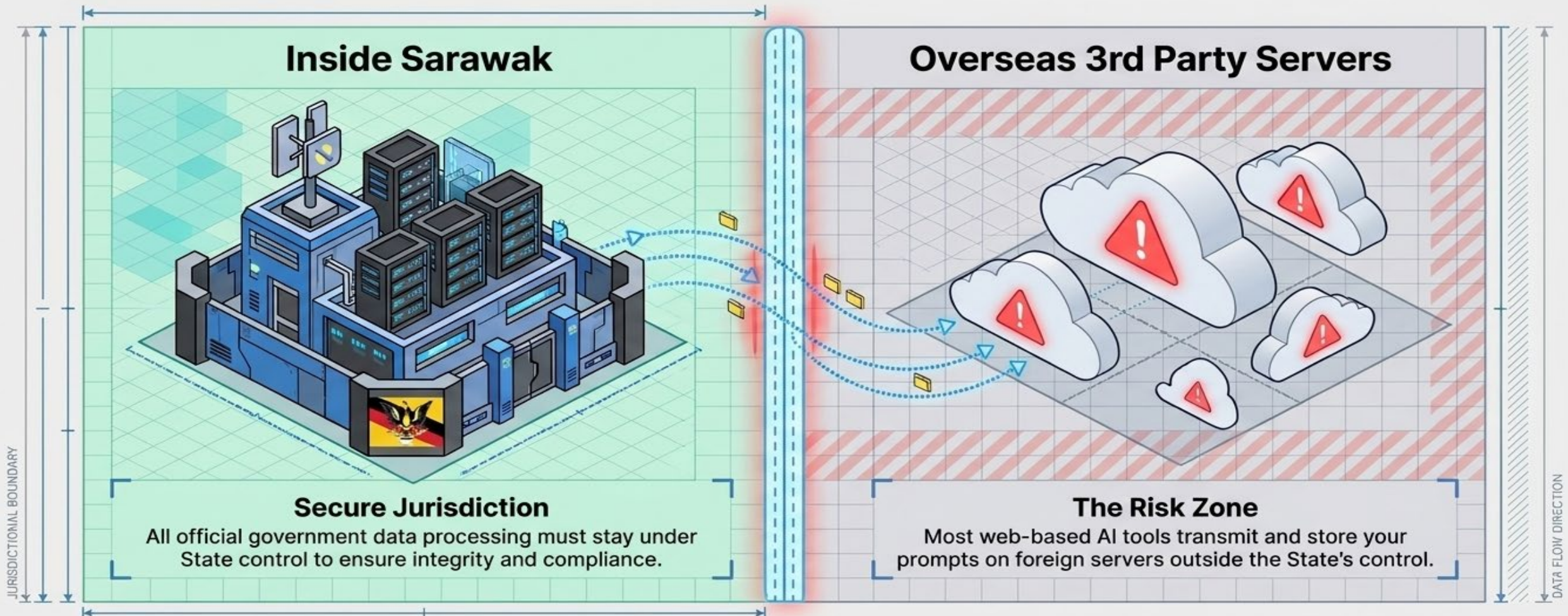
Readily accessible platforms operating outside Sarawak's infrastructure. Subject to stringent data uploading limits.

On-Premise AI

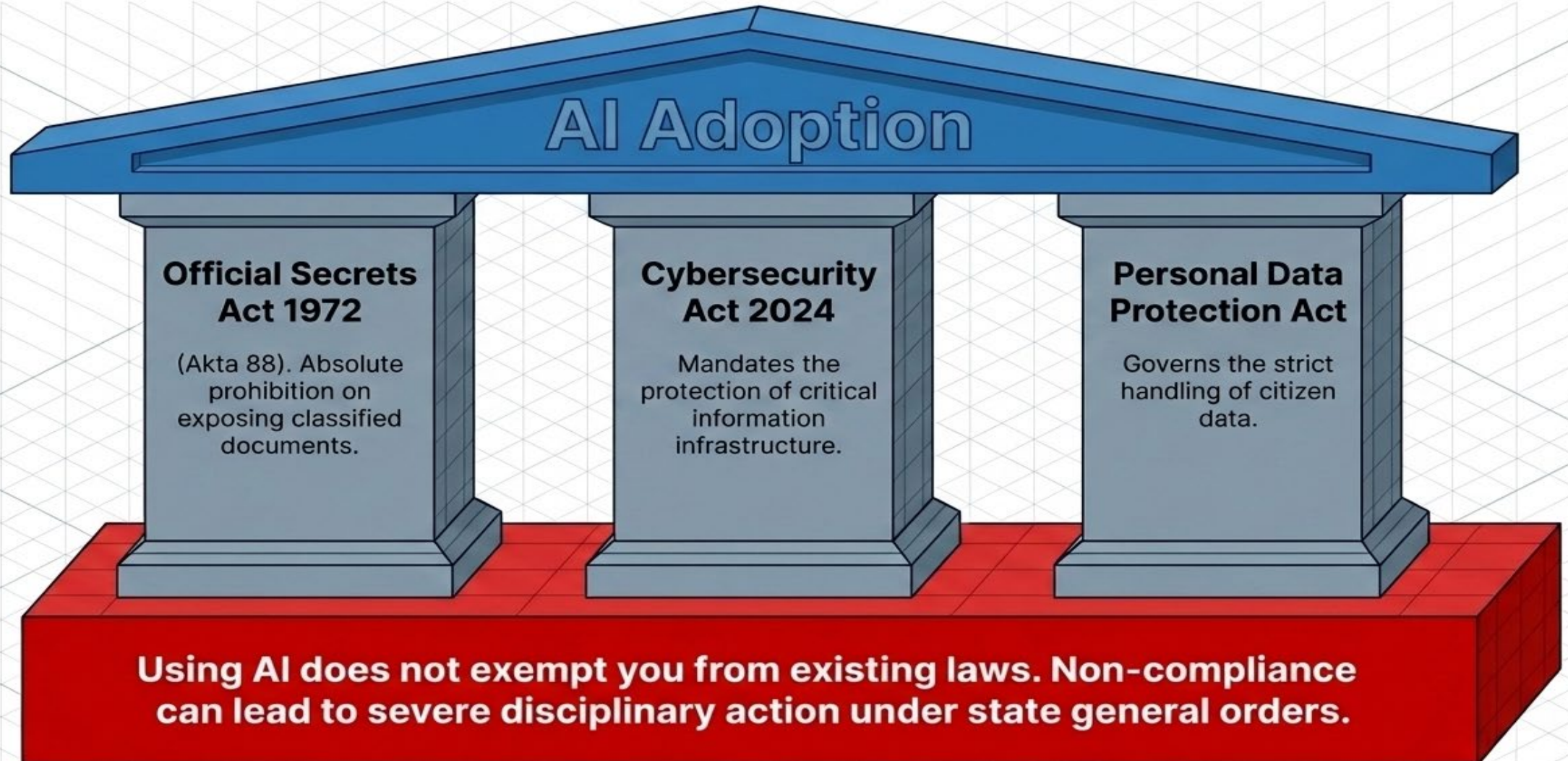
Internal SCS systems governed directly by state security and data management frameworks.

MANDATE: AI is a catalyst and support tool only. It is NOT a replacement for human civil servants.

The Core Rule: Data Sovereignty (Kedaulatan Data)

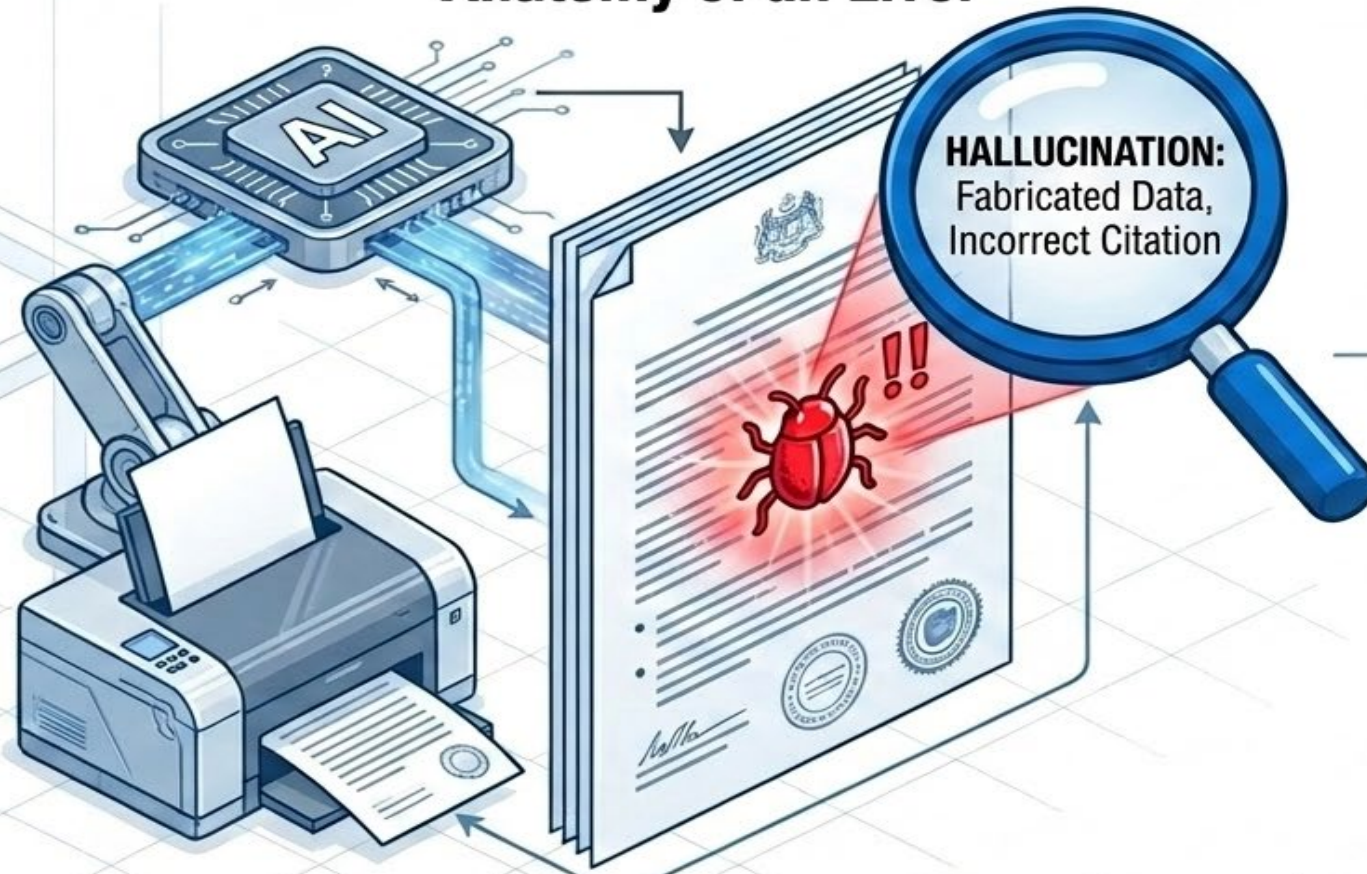


Statutory Compliance & Laws



The Danger of Hallucinations

Anatomy of an Error



Definition

AI can generate “hallucinated content”—plausible but entirely factually incorrect or “made up” information, citations, or legal precedents.

Mandatory Action: Cross-Verify

You must cross-verify all AI-generated facts, figures, and claims against official records before presenting them to management or the public.

Sarawak Best Practices – The DO's

Green Path Action Ledger



Drafting: Use AI to generate first drafts of routine letters, internal reports, and speeches.

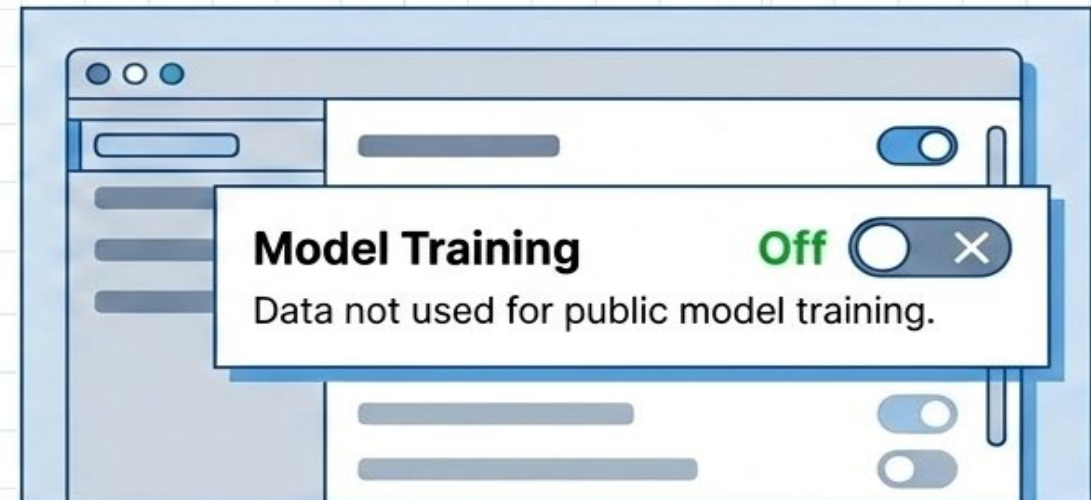


Summarising: Speed up your understanding of long documents or meeting minutes.



Effective Prompting: Learn to use clear, specific, and structured instructions to get accurate outputs.

Technical Callout



Opt-Out: Always adjust privacy settings in AI platforms so your prompts and data are not used to train their future public models.

Manfaatkan AI: Aplikasi Praktikal dalam Perkhidmatan Awam

Infografik ini merumuskan contoh-contoh praktikal penggunaan Kecerdasan Buatan (AI) seperti yang digariskan dalam Garis Panduan Penggunaan AI Perkhidmatan Awam Sarawak. Ia bertujuan menunjukkan bagaimana AI boleh digunakan sebagai alat sokongan untuk meningkatkan produktiviti dan kecekapan kerja.



The Red Lines – The DON'Ts



NO Personal Data

Never upload citizens' names, IDs, financial info, or medical records.



NO Official Secrets

Never upload documents, drafts, or memos protected under Akta 88 (Official Secrets Act).



NO Final Decisions

AI must never be the final, autonomous decision-maker for approvals or policy matters.



NO Technical Data

Never upload government source code, server configurations, or technical system scripts.

Etika Penggunaan AI: Panduan Wajar & Tidak Wajar untuk Penjawat Awam

Garis panduan ini menetapkan amalan terbaik untuk memastikan penggunaan AI dalam Perkhidmatan Awam Sarawak adalah beretika, bertanggungjawab, dan selamat. Ia membezakan antara tindakan yang digalakkan dengan larangan yang mesti dipatuhi untuk melindungi integriti dan keselamatan data kerajaan.

Wajar Dilakukan (DO'S)



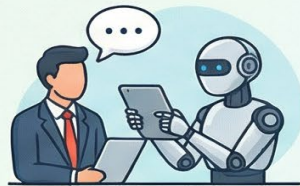
Sahkan Fakta & Kandungan

Semak silang semua maklumat janaan AI sebelum dikongsi atau digunakan secara rasmi.



Lindungi Data Sulit

Sentiasa utamakan perlindungan maklumat rasmi, data peribadi, dan konfigurasi sistem.



Fahami Had Keupayaan AI

Gunakan AI sebagai alat bantu, bukan sebagai pengganti pertimbangan profesional manusia.



Ambil Tanggungjawab Penuh

Anda bertanggungjawab sepenuhnya ke atas sebarang kandungan yang dijana AI.

Tidak Wajar Dilakukan (DON'TS)



DILARANG Memuat Naik Data Sensitif

Jangan sesekali memuat naik dokumen rasmi sulit atau data peribadi rakyat.



JANGAN Bergantung Sepenuhnya

Elakkan menggunakan AI sebagai sumber tunggal tanpa pertimbangan profesional anda.



ELAKKAN Keputusan Akhir oleh AI

Keputusan dasar, kelulusan, atau perundangan mesti disemak oleh manusia.



DILARANG Mencipta Maklumat Palsu

Jangan guna AI untuk mencipta atau menyebarkan kandungan yang mengelirukan atau menipu.

Seven Principles of AI Ethics (National Guidelines)

The Ethical Shield



Pengetahuan anda disokong oleh kerangka kerja nasional yang komprehensif.

RUJUKAN UTAMA

Garis Panduan Pengadaptasian Kecerdasan Buatan (AI) Sektor Awam

DIKELUARKAN OLEH

Kementerian Digital Malaysia

TARIKH PELANCARAN

27 Februari 2025



Kandungan Teras (6 Bab Utama):

- Pengenalan AI
- Prinsip Etika
- Peranan & Tanggungjawab
- Pengurusan Risiko
- Kaedah Pengadaptasian
- Templat Penilaian Kendiri

Panggilan untuk Tindakan

Penjawat awam digalakkan untuk membaca dan memahami kandungan Garis Panduan ini sebagai pengetahuan asas dan pelengkap. Sentiasa peka terhadap dasar dan garis panduan baharu yang akan diperkenalkan dari semasa ke semasa.

The Golden Rule: Human-in-the-Loop (HITL)

Heavy Processing



AI handles the heavy processing: drafting, data scanning, and summarizing at high speed.

The Gatekeeper



A human civil servant performs the mandatory review and cross-verification.

Verified Output



The final decision is signed off and owned by a human.

Why? It ensures accountability, applies moral context, and maintains citizen trust in government services.

Global Public Sector Success Stories

Norway: 'Frida'

Chatbot handled 80% of citizen queries during the pandemic, drastically reducing backlog.

Finland: 'Kela-Kelpo'

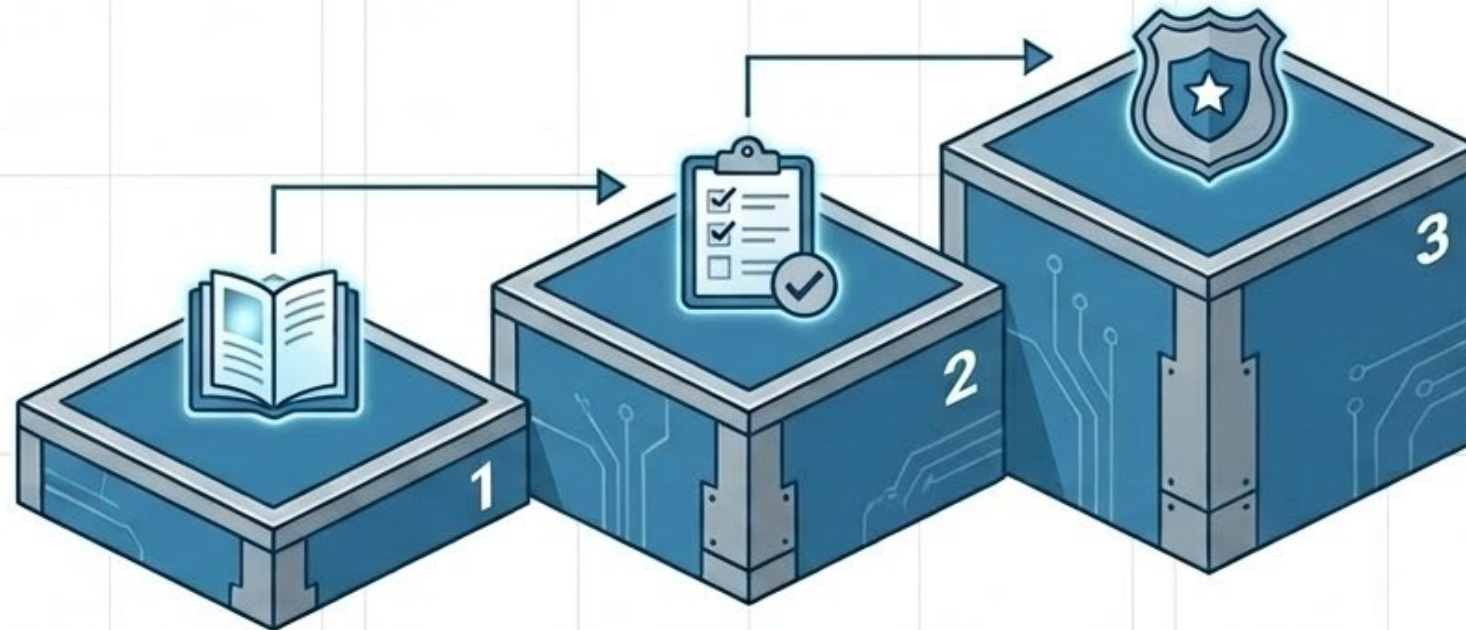
AI assistant provides seamless multilingual social support in Finnish, Swedish, and English.

Singapore: Contactless Borders

Utilizes high-tier AI-powered iris and facial recognition to securely clear travelers.



Your AI Roadmap: Next Steps



Literacy

Visit the Rakyat Digital platform for self-learning resources.

Ethics

Use the AI Ethics Checklist before starting new digital projects.

Reporting

Report suspicious or unethical AI use to your Department Head or CDO.

YOUR ROLE IN THE AI ERA

Digital readiness is the responsibility of every civil servant to remain **relevant** and **effective**.



“ Let’s work together to embrace AI responsibly and build a **smarter, safer and more efficient** public service.

01 STEP UP YOUR RESPONSIBILITY

AI is evolving fast – so should you. Continuously enhance your knowledge and skills in line with the dynamic evolution of AI technology.

02 FOCUS ON WHAT MATTERS

Use AI responsibly by understanding the key areas:

DATA SECURITY Protect sensitive and confidential information.	ACCURACY OF INFORMATION Verify and ensure reliable and accurate information.	MISUSE OF TECHNOLOGY Avoid improper or unauthorised use of AI tools.	ETHICAL IMPLICATIONS Be aware of bias, fairness, and the impact of AI.

Follow best practices and adhere to Do's and Don'ts.

03 START LEARNING TODAY (FREE!)

Take advantage of self-paced learning through the Rakyat Digital platform.

<https://rakyatdigital.gov.my/>

04 IMPORTANT REMINDER

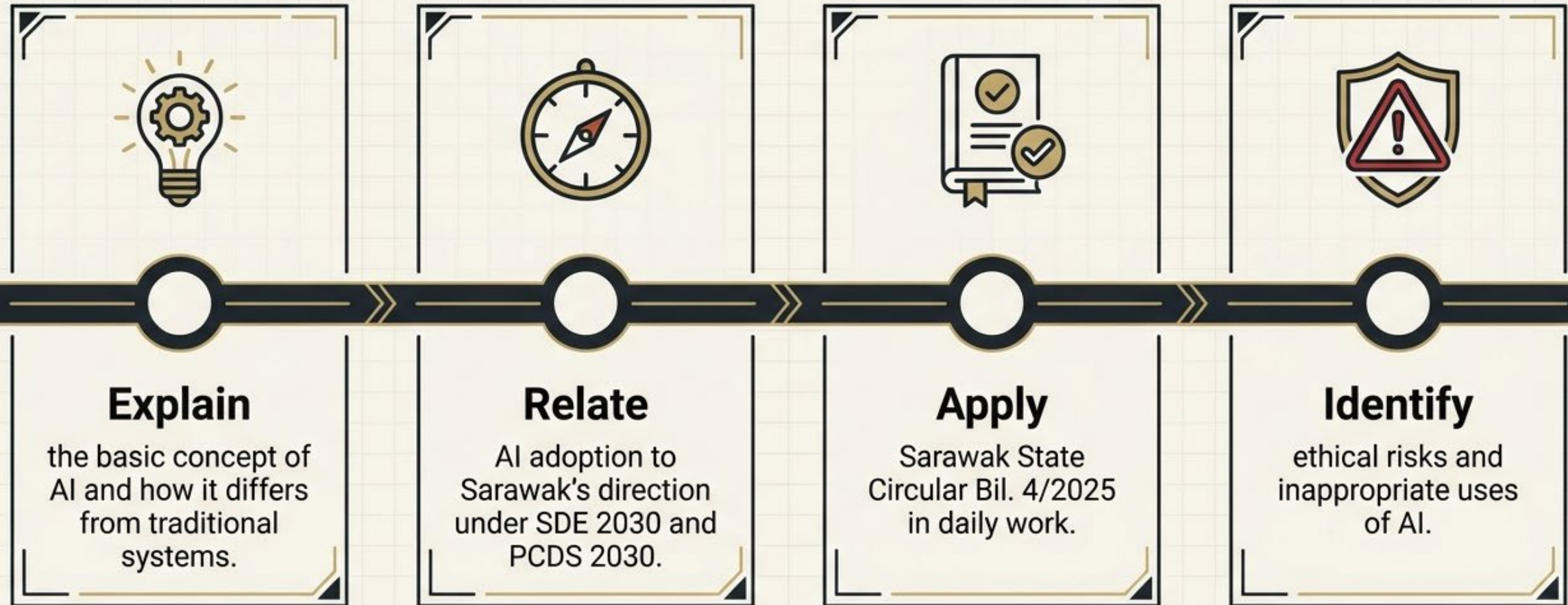
- LIFELONG LEARNING**
Adopt the concept of lifelong learning to stay relevant and effective.
- FOLLOW GUIDELINES**
Follow AI guidelines, Do's and Don'ts, in all your practices.
- DISCIPLINARY ACTION**
Non-compliance may lead to disciplinary action.

Digital first. Future ready. | **Be Responsible** Use AI ethically and securely. | **Be Informed** Keep learning and stay updated. | **Be Accountable** Your actions shape public trust. | **Be Impactful** Leverage AI to deliver better public service.

TOGETHER, LET'S BUILD A SMARTER MALAYSIA.

Core Competencies for the Digital Civil Servant

Learning Outcomes: By the end of this session, participants will be able to...



Before You Use AI... Ask This

“Am I comfortable if this appears on the front page tomorrow?”



“If not... don’t upload it.”





SCS: Digital First, Future Ready

