

Leveraging ChatGPT Teams in Local Government

From Basics to Bots: Practical AI for Public Service

**Jené Jess, SHRM-CP, CPFO
City of Bondurant**



Agenda

1. Define AI, ChatGPT, and ChatGPT Teams
2. Explain why AI is useful in local government
3. How ChatGPT Teams work
4. What makes up a custom GPT
5. Showcase real GPTs: Employee Services H.A.L., Coding H.A.L.
6. Lessons learned
7. Optional live demo and Q&A

Definitions

AI: Simulation of human intelligence by machines to perform tasks like reasoning, learning, decision-making.

ChatGPT: A large language model trained to understand and generate human-like text.

ChatGPT Teams: Secure collaboration environment for building and sharing custom AI assistants inside organizations.

Visual: Diagram of AI → Machine Learning → Natural Language Processing → ChatGPT

Common ChatGPT & AI Terms You'll Encounter

- Context Window:** The amount of text the model can process at once (e.g., GPT-4-Turbo has ~128k tokens = ~300 pages of content).
- Message Cap:** Daily message limit varies by subscription level; ChatGPT Teams typically has higher or adjustable caps.
- File Uploads:** The ability to drag-and-drop or reference files (up to 20MB each) so GPTs can read and interact with their contents.
- Advanced Data Analysis (Code Interpreter):** A tool in ChatGPT Teams that enables the model to run code for data processing, chart creation, and spreadsheet analysis.
- Plug-ins:** Optional third-party tools that allow ChatGPT to access live data (like search, travel booking, etc.). Teams has access to approved plug-ins or internal custom plug-ins.

Why AI in Local Government?

- Enhance efficiency (automate repetitive tasks)
- Improve service delivery (chatbots, draft generators, data interpreters)
- Support decision-making (summarize data, policies, research)
- Democratize access to expertise (anyone can consult AI)

Choosing Between Free and Teams Versions:

ChatGPT Free (Basic):

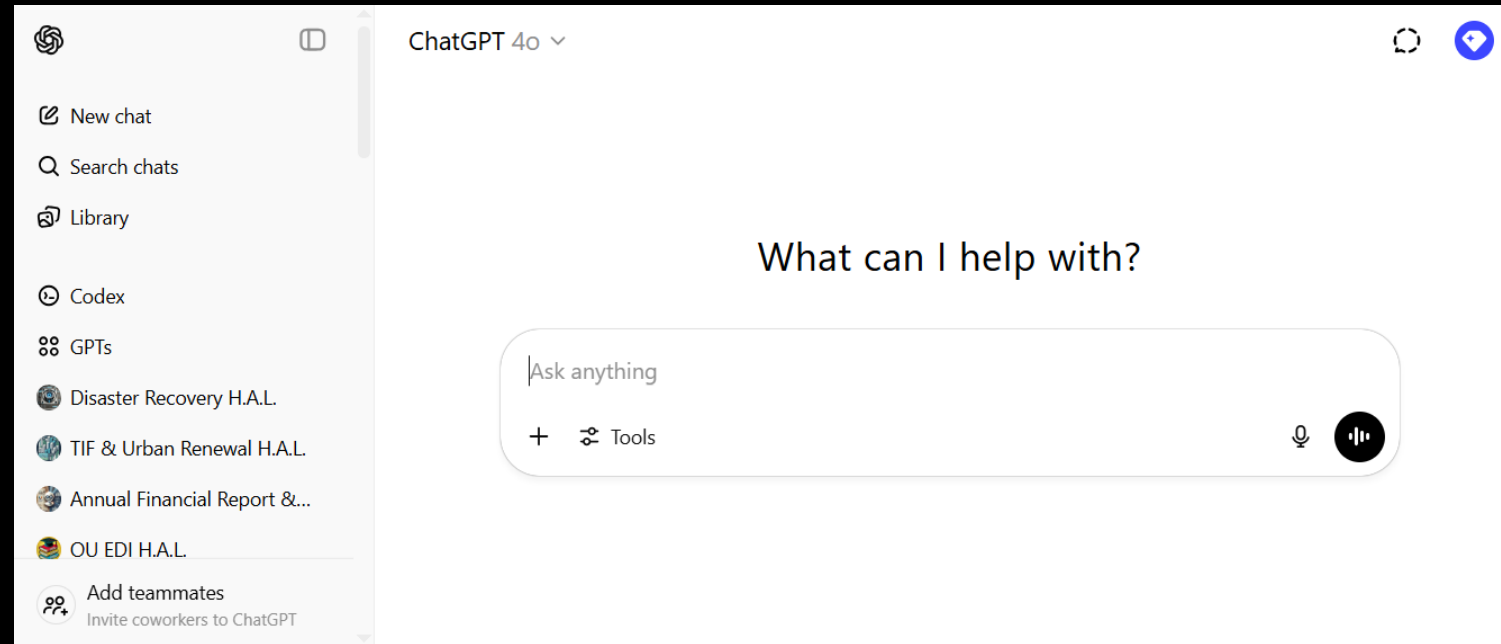
- Uses GPT-3.5 model
- No access to custom GPT creation
- Limited memory and no file uploads
- No access to team collaboration tools or admin controls
- Suitable for casual users or testing basic capabilities

ChatGPT Teams (Pro/Enterprise):

- Uses GPT-4-Turbo (faster and smarter)
- Create and deploy Custom GPTs across teams
- File uploads (PDFs, policies, forms) for document-aware AI
- Team admin dashboard: manage permissions, sharing, security
- Shared workspace for AI tools and projects
- Ideal for professional environments and organizational AI deployment

ChatGPT Teams - How It Works

- Organizational domain access (e.g., cityofbondurant.com)
- Admin-managed environment: permissions, collaboration, templates
- Share GPTs across team for common tasks (HR, finance, policy writing)



Anatomy of a Custom GPT (AI Bot)

Key Components:

- **Instructions:** Define tone, function, limitations
- **Files:** Attach references (policy docs, manuals)
- **APIs:** (Optional) connect to databases or tools
- **Conversation starters:** Pre-built prompts

Example 1 - Employee Services H.A.L.

- HR policy reference tool
- Drafts job descriptions, memos, compliance language
- Answers common employee services questions using uploaded policy docs
- Includes templates for organization-wide documents like coaching sessions, temporary leaves of absence, and disciplinary actions
- Users can describe an employee scenario and receive guidance sourced from policy documents, plus a pre-filled, properly formatted form ready to present

Employee Services H.A.L.

Live

Last edited May 29 Updates pending ... Share Update

Create Configure

Welcome back! Is there anything Employee Services H.A.L. should be doing better? Anything you'd like to change?

Ask anything
+  

Preview



Employee Services H.A.L.

Supports HR needs, document creation, and compliance for City of Bondurant.

Generate an FMLA designation letter. What are the City of Bondurant's remote work policies?

Employee Services H.A.L.

Live

Last edited May 29 Updates pending ... Share Update

Create Configure



Name

Employee Services H.A.L.

Description

Supports HR needs, document creation, and compliance for City of Bondurant

Instructions

Employee Services H.A.L. (Hub for Analysis & Logistics) serves as a

Preview



Employee Services H.A.L.

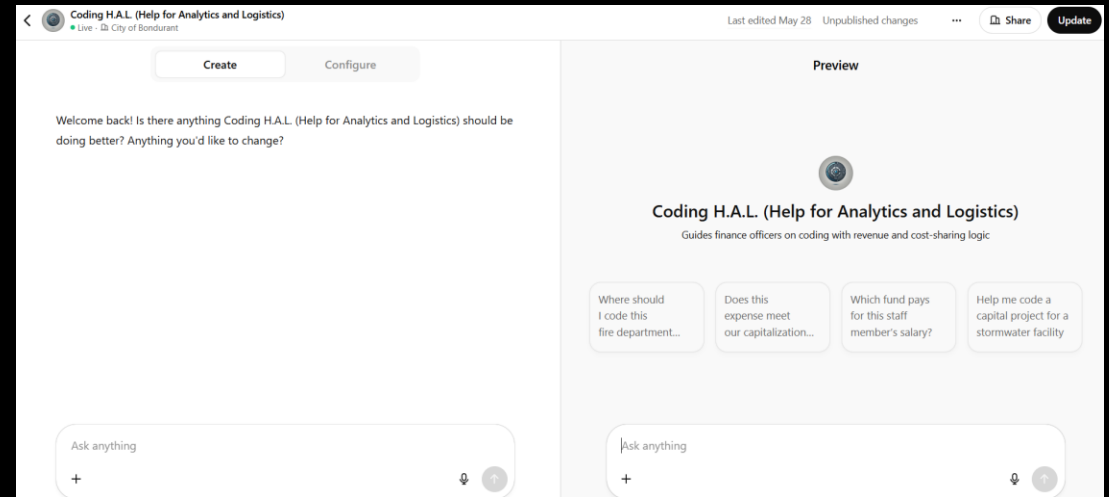
Supports HR needs, document creation, and compliance for City of Bondurant.

Generate an FMLA designation letter. What are the City of Bondurant's remote work policies?

Draft a disciplinary Explain the

Example 2 - Coding H.A.L.

- Helps department heads and staff identify correct general ledger (GL) codes for expenses and revenues
- Users can type in an object, item, or project description, and the bot provides the correct code for accounting purposes
- Prioritizes referencing uploaded budget notes and coding guidance from the City
- When not explicitly found in the budget notes, uses the Iowa League of Cities' chart of accounts PDF to provide logical recommendations



Best Practices & Governance

- Establish naming conventions (e.g., "[Function] H.A.L.")
- Keep source files updated
- Train staff on use & limitations
- Privacy/ethics: no PII or confidential data unless secure APIs are integrated



Jené Nichelle Jess, MPA, ICMA-CM, SHRM-CP, CPFO
**Assistant City Administrator – Administrative Services
Director**

City of Bondurant, Pop 9,393

200 2nd St NE, PO Box 37

Bondurant, IA 50035

515-630-6981 office, 515-967-5732 fax

jn Jess@cityofbondurant.com

www.cityofbondurant.com

[City of Bondurant's transparency page](#)

[LinkedIn](#)

Any Questions?

