

Worksheet Packet

Non-Technical AI Onramp · 14-Day Printable Series

CivicOS · One worksheet per day

No coding required · 45–60 minutes per session

NAME

START DATE

FACILITATOR (OPTIONAL)

How to Use This Packet

- ✓ Spend 45–60 minutes each day
- ✓ Complete each section in plain language — no jargon required
- ✓ Keep answers short and clear
- ✓ Bring Day 7 and Day 14 outputs to your review session

DAY 1

What AI Is (and Isn't)

1. In one sentence, what is AI?

2. In one sentence, what AI is not?

3. List 3 places you already encounter AI in daily life.

Reflection (3 lines):

DAY 2

How AI Learns

1. What is "training data"?

2. Why does data quality matter?

3. Give one bad-data example and describe the likely outcome.

Analogy exercise: Explain model training using cooking, sports, or driving.

DAY 3

Model Types at a Glance

Match each task with its type: Classification / Regression / Generation

- | | | | |
|----------------------------|-------|--------------------------|-------|
| ■ Detect spam email: | _____ | ■ Flag fraud risk: | _____ |
| ■ Predict monthly cost: | _____ | ■ Estimate waiting time: | _____ |
| ■ Draft an email response: | _____ | ■ Summarize a report: | _____ |

Notes / Reasoning:

DAY 4

Accuracy vs Impact

1. What is a false positive?

2. What is a false negative?

3. In benefits eligibility, which error could hurt more — and why?

Short answer:

DAY 5

Bias and Fairness

List 3 ways bias can enter an AI system:

1.

2.

3.

4. What is one fairness check you would require before launch?

Notes:

DAY 6

Explainability and Transparency

1. Why can "black box" systems be risky in government?

2. What explanation should a citizen receive after a denied decision?

Write a plain-language explanation template (4–5 lines):

DAY 7

Human Oversight ★ Checkpoint

Mark where human review is mandatory:

Statement	Y / N
Permit approvals	Y / N
Benefits denial	Y / N
Fraud scoring	Y / N
Public safety alerts	Y / N

Define one override rule:

"If _____ occurs, a human must
_____."

Additional notes:

DAY 8

Government Use Case Map

Choose one use case (permits, benefits, case triage, etc.) and complete each field.

Intended benefit

Primary risk

Affected people

Audit requirement

DAY 9

Procurement Questions

Write 5 questions an agency must ask vendors. Include audit rights, portability, and lock-in concerns.

1.

2.

3.

4.

5.

DAY 10

Governance Controls ★ Checkpoint

Minimum control checklist — mark each Y (in place) or N (missing):

Statement	Y / N
Decision logs retained	Y / N
Appeal process documented	Y / N
Human escalation path defined	Y / N
Performance monitoring cadence set	Y / N
Public explanation standard published	Y / N
Incident response protocol in place	Y / N

Notes:

DAY 11

Privacy and Security

List 3 non-negotiable privacy rules:

1.

2.

3.

4. What data should never be exposed to broad model access?

DAY 12

Reliability and Verification

Create a "trust but verify" process:

Step 1:

Step 2:

Step 3:

Step 4:

What outputs require mandatory verification before action?

DAY 14 **Readiness Review ★ Checkpoint**

Self-rating (1 = low · 5 = high):

I can explain AI basics	■ 1 ■ 2 ■ 3 ■ 4 ■ 5
I can identify AI risk	■ 1 ■ 2 ■ 3 ■ 4 ■ 5
I can ask governance questions	■ 1 ■ 2 ■ 3 ■ 4 ■ 5
I can spot weak accountability	■ 1 ■ 2 ■ 3 ■ 4 ■ 5
I'm ready for the technical onramp	■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Top 3 next steps for my 30-day plan:

1.

2.

3.

FACILITATOR NOTES

- Review Day 7 for oversight maturity
- Review Day 10 for control completeness
- Review Day 14 for transition readiness
- Promote plain language over jargon