

Ontario's Auditor General Exposes Shadow AI and Governance Gaps Across the Public Service

AI in the Public Sector · Good practice · Canada

Quality score: 73/100

Evidence strength: Observational / pre–post

Summary

A May 2026 audit found roughly 12,000 Ontario public servants visited unsecured AI websites, only 3% completed AI training, and hospital AI transcription tools 'hallucinated' — a rare quantified, independent look at how a major government's AI rollout performs in practice.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	3/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-31

[Office of the Auditor General of Ontario / Ontario Ministry of Public and Business Service Delivery and Procurement](#) — accessed 2026-07-31

[Official Auditor General report](#) — accessed 2026-07-31

[CP24/CTV News coverage](#) — accessed 2026-07-31

[CBC News coverage of AI Scribe hallucinations](#) — accessed 2026-07-31

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