Claim Your Seat at the AI Governance Table

COLLABORATING ON THE DEVELOPMENT OF POLICY AND STANDARDS

AI+IM GLOBAL SUMMIT

Poll

Have you been using AI to actually carry out IM aspects of your role?

AGENDA

Introduction

Structuring Policy Instruments

Considerations Around AI

Policy Development

Group work: Staking a Claim

Next Steps

Office Manual

The **statute** requires us to bake cookies.

We are **more concerned with taste than size** and **federal regulations** limit the size of each cookie to 10 cm.

Use the recipe from **Procedure #42A.** Don't forget to add cinnamon at the end.

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Office Manual

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Office Manual SOURCES OF CONTENT

What you need to know to do your job.

Decisions made **OUTSIDE** your organization

Decisions made **INSIDE** your organization

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Policy

- household ingredients
- 20 mins prep
- look elegant

Standard

- 4 onions
- 1 cup barley
- ¼ cup olive oil
- 3 cans chick peas

Procedure

- Heat the oven to 350
- sauté the onions in the olive oil for 5 minutes
- Add 1 can of chick peas slowly.

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Instructions

1. Make your bed
2. Put your clothes in the closet
3. Tidy your desk
4. Pick your toys up off the floor.

Standard

Here's what a clean room looks like:

- The bed is made
- Clothes are in the closet
- The surface of the desk is tidy
- The floor is clear of all items except furniture.

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KEY CONSIDERATIONS FOR AI

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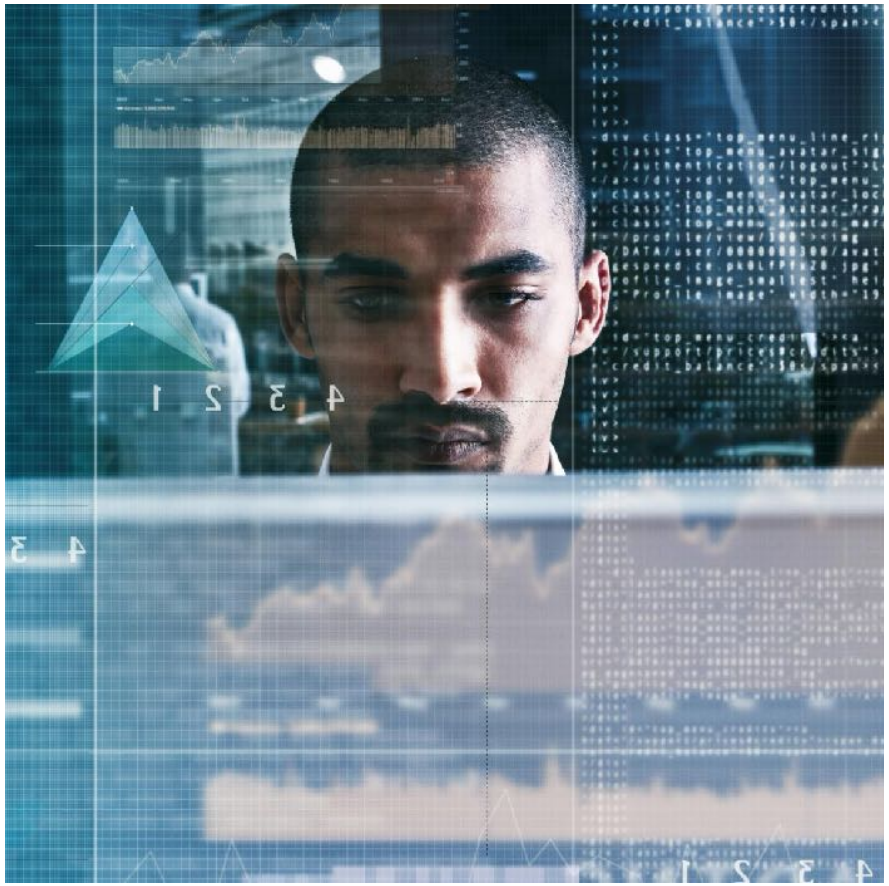
Artificial Intelligence:
Can be a game changer

- Is Artificial Intelligence new?
- Proliferation of Artificial Intelligence
- Risks with this technology
- Importance of a careful approach

Generative AI vs Traditional AI

- Generative AI creates new content
- Examples include text generation, image creation, report or summary information
- Traditional AI focuses on specific tasks & provides insights and model variables are generally focused on specific use cases.



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DEEP LEARNING MODELS IN AI

- Significant role in artificial intelligence
- Capable of processing large amounts of data and millions of variables
- Can simulate the human brain's process and neural networks with complex layers of logic and reasoning
- Enhances the results of machine learning

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Data Processing Capabilities

- Handle vast datasets efficiently
- Improve accuracy and performance of AI systems

Deep Learning Models

- Convolutional neural networks (CNNs) used for image recognition and processing.
- Deep reinforcement learning - is used for robotics & game playing.
- Recurrent neural networks (RNNs) - used for natural language processing and speech recognition.

DEPLOYMENT OPTIONS

- Hosted AI
  - AI services provided by third-party vendors
  - Hosted on third-party servers
  - Is usually connected to provider models & data
- Connected AI
  - AI systems integrated with other systems
  - Connected with various devices
  - May be connected to provider models & data
- On-Prem AI
  - AI solutions deployed on organization's infrastructure

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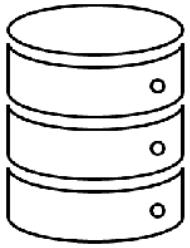

Supervised Models

Trained on labeled data

Used to make predictions

Often called pre-trained models using known good data sets.

Unsupervised Models

Identify patterns in unlabeled data

Discover relationships within data

Often trained on actual user data with a bias towards that data set.

TRAINING AND LEARNING MODELS

Continuous Learning AI Systems

AI systems that continuously learn and adapt from new data as it is ingested or scanned

Managed Training-Based Machine Learning

AI models trained on a specific dataset at specific times

Do not change after deployment unless the model is retrained or additional training is completed

Which one is better for IM and Classification?

PERFORMANCE METRICS

Accuracy

- Proportion of correct predictions made by the model

Precision & Recall

- Metrics to evaluate the performance of classification models

False Positive Tuning Capabilities

- Ability to adjust the model to reduce false positives

PROVIDER CONCERNS

Support Availability

- Technical support from the AI provider

Vendor Data Access

- Policies on provider's access to organization's data

Reporting Feedback

- Mechanisms for feedback on AI system's performance and accuracy

IM concerns?

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DATA CONSIDERATIONS

Trained on Your Data

- AI models trained on the organization's own data

Shared Data

- Data shared between multiple organizations for training AI models

Open Source Data Sets

- Publicly available datasets used for training AI models

Privacy

Ensuring the protection of sensitive data

Rights & Copyrights to Data Sets

- Legal considerations regarding the use of data

Organizational data is often biased and targeted sets may take the bias further

AUTOMATION, REPORTING & ALERTS

These are essential benefits of AI… they need transparency and configuration options and retention policies on the output

Automation

- Make sure you aware of the AI automation tasks and processes (Auto delete, label or classification)

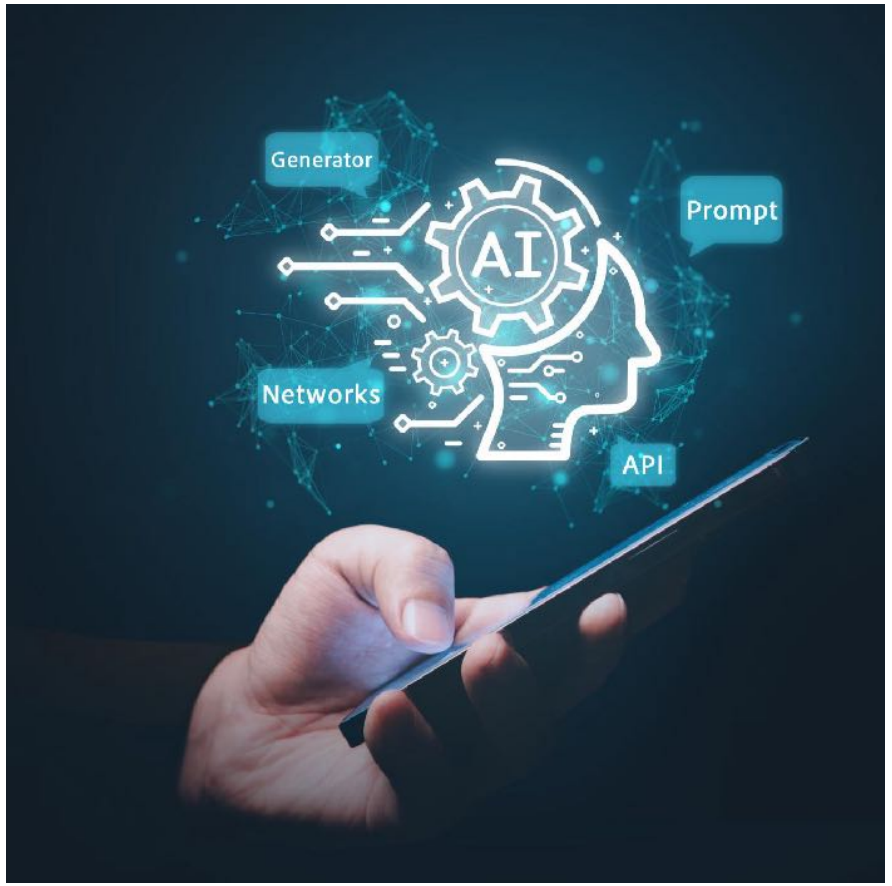
Reporting

- Creating reports or new information based on AI-driven analysis is essential.

Alerts

- AI systems can trigger notifications or actions based on specific conditions found. How do they work and get managed? Are their actions monitored?

Who configures, owns, QC's & sets retention on these?



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Deploying AI is Complicated …

What's your strategy?


Office Manual SOURCES OF CONTENT
What you need to know to do your job.
Decisions made OUTSIDE your organization
Decisions made INSIDE your organization
EXTERNAL AUTHORITIES
Statutes
Regulations
Court Cases
Governing Bodies
FOUNDATIONAL DOCUMENTS
Mission | Vision | Values
Principles | Strategies
Governance
Lexicon
INTERNAL AUTHORITIES
Policies
Standards
Procedures
Forms
OTHER SOURCES
International Standards
Technical Limitations
Science
Facts
EXPERTISE
Analysis
Instruction
Illustrations
Advice
Your Company Manual
Home
Dashboard
Policy Manual
Resources
Links
Other references
Warnings
Checklists
Office Manual
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LEWIS EISEN
Drafting Perfect Policies™

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AI POLICY

Interpretation

"Information" includes both structured and unstructured data and metadata in all formats

and includes the output of AI systems.

AI Policy

1. The organization commits to the responsible and ethical use of AI technologies.

2. The CDIO has the authority to approve standards and procedures for AI applications related to:

- life-cycling the input and output text
- parameters around training
- procedures for validation and quality assurance

Which of the considerations discussed today are the most relevant for IM professionals in an environment implementing generative AI?

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THANK YOU!

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