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Information technology — Governance of IT — Governance implications of the use of artificial intelligence by organizations

*Technologies de l'Information — Gouvernance des technologies de
l'information — Implications de gouvernance de l'utilisation par des
organisations de l'intelligence artificielle*



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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

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Introduction

The objective of this document is to provide guidance for the governing body of an organization that is using, or is considering the use of, artificial intelligence (AI).

This document provides guidance on the role of a governing body with regard to the use of AI within their organization and encourages organizations to use appropriate standards to underpin their governance of the use of AI.

This document addresses the nature and mechanisms of AI to the extent necessary to understand the governance implications of their use: what are the additional opportunities, risks and responsibilities that the use of AI brings? The emphasis is on governance (which is done by humans) of the organization's use of AI and not on the technologies making up any AI system. However, such governance requires an understanding of the implications of the technologies.

Artificial intelligence (AI)

AI embraces a family of technologies that bring together computing power, scalability, networking, connected devices and interfaces, together with vast amounts of data. Reference to 'AI' in this document is intended to be understood to refer to a whole family of technologies and methods, and not to any specific technology, method or application. For AI concepts and terminology, see ISO/IEC 22989:—¹⁾.

Use of AI

"Use of AI" is defined in this document in the broadest sense as developing or applying an AI system through any part of its life cycle to fulfil objectives and create value for the organization. This includes relationships with any party providing or using such systems.

Governance implications of the use of AI

The scope of this document is concerned with the implications for an organization of the use of AI. As with any powerful tool, the use of AI brings new risks and responsibilities that should be addressed by organizations that use it. AI is not inherently 'good' or 'evil', 'fair' or 'biased', 'ethical' or 'unethical' although its use can be or can seem to be so.

The organization's purpose, ethics and other guidelines are reflected, either formally or informally, in its policies. This document examines both governance and organizational policies and their application and provides guidance to adapt these for the use of AI. The operational aspects of the policies are implemented through management. This document refers to other standards for details on related topics including social responsibility, trustworthiness (such as risk management, management of bias, and quality) and compliance management.

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