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Contents

	Page
Foreword	viii
Introduction	ix
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Abbreviated terms	5
5 Applications	6
5.1 General.....	6
5.2 Application domains.....	6
5.3 Deployment models.....	7
5.4 Examples of AI applications.....	7
6 Use cases	11
6.1 General.....	11
6.2 Acceptable sources of use cases.....	11
6.3 Guidance for submitting use cases.....	11
6.4 Properties.....	11
6.4.1 General information on use case.....	11
6.4.2 References of use case.....	12
6.5 Basic statistics.....	13
6.5.1 Use cases by application domain.....	13
6.5.2 Use cases by status.....	13
6.5.3 Use cases by task.....	14
6.6 Societal concerns.....	15
6.6.1 General.....	15
6.6.2 Impact analysis.....	15
6.7 Use case analysis for standardization opportunities and requirements.....	15
7 Use cases summaries	16
7.1 General.....	16
7.2 Agriculture.....	23
7.2.1 AI to understand adulteration in commonly used food items (use case 19).....	23
7.2.2 bioBotGuard (use case 54).....	24
7.2.3 Ecosystems management from causal relation inference from observational data (use case 96).....	24
7.2.4 Real-time segmentation and prediction of plant growth dynamics using low-power embedded systems equipped with AI (use case 126).....	25
7.3 Digital marketing.....	26
7.3.1 Improving conversion rates and return on investment (RoI) with AI technologies (use case 53).....	26
7.3.2 Logo and trademark detection (use case 56).....	26
7.3.3 Flavorlens (use case 76).....	27
7.4 Education.....	27
7.4.1 VTrain recommendation engine (use case 23).....	27
7.4.2 RAVE (use case 55).....	28
7.4.3 IFLYTEK intelligent marking system (use case 83).....	28
7.4.4 Intelligent educational robot (use case 84).....	29
7.4.5 AI solution to intelligent campus (use case 85).....	29
7.4.6 AI adaptive learning platform for personalized learning (use case 102).....	30
7.4.7 AI adaptive learning mobile app (use case 124).....	31
7.5 Energy.....	31
7.5.1 AI-dispatcher (operator) of large-scale distributed energy system infrastructure (use case 109).....	31
7.6 Fintech.....	32

This is a preview of "ISO/IEC TR 24030:202...". Click here to purchase the full version from the ANSI store.

7.6.1	Detection of frauds based on collusions (use case 20)	32
7.6.2	Credit scoring using KYC data (use case 27)	33
7.6.3	Virtual bank assistant (use case 57)	33
7.6.4	Forecasting prices of commodities (use case 91)	34
7.6.5	Finance advising and asset management with AI (use case 114)	34
7.6.6	Loan in 7 minutes (use case 119)	35
7.7	Healthcare	36
7.7.1	Explainable artificial intelligence for genomic medicine (use case 1)	36
7.7.2	Improve clinical decision-making and risk assessment in mental healthcare (use case 2)	36
7.7.3	Computer-aided diagnosis in medical imaging based on machine learning (use case 6)	37
7.7.4	AI solution to predict post-operative visual acuity for LASIK surgeries (use case 24)	37
7.7.5	Chromosome segmentation and deep classification (use case 44)	38
7.7.6	AI solution for quality control of electronic medical records (EMR) in real time (use case 50)	38
7.7.7	Dialogue-based social care services for people with mental illness, dementia and the elderly living alone (use case 63)	39
7.7.8	Pre-screening of cavity and oral diseases based on 2D digital images (use case 67)	40
7.7.9	Real-time patient support and medical information service applying spoken dialogue system (use case 68)	40
7.7.10	Integrated recommendation solution for prosthodontic treatments (use case 69)	41
7.7.11	Sudden infant death syndrome (SIDS) (use case 74)	41
7.7.12	Discharge summary classifier (use case 79)	42
7.7.13	Generation of clinical pathways (use case 80)	42
7.7.14	Hospital management tools (use case 81)	43
7.7.15	Predicting relapse of a dialysis patient during treatment (use case 87)	43
7.7.16	Instant triaging of wounds (use case 89)	44
7.7.17	Accelerated acquisition of magnetic resonance images (use case 101)	44
7.7.18	AI based text to speech services with personal voices for people with speech impairments (use case 103)	45
7.7.19	AI platform for chest CT-scan analysis (early stage lung cancer detection) (use case 105)	45
7.7.20	AI-based design of pharmacologically relevant targets with target properties (use case 107)	46
7.7.21	AI-based mapping of optical to multi-electrode catheter recordings for atrial fibrillation treatment (use case 108)	47
7.7.22	AI solution for end-to-end processing of cell microscopy images (use case 115)	47
7.7.23	Generation of computer tomography scans from magnetic resonance images (use case 116)	48
7.7.24	Improving the knowledge base of prescriptions for drug and non-drug therapy and its use as a tool in support of medical professionals (use case 117)	49
7.7.25	Neural network formation of 3D-model orthopedic insoles (use case 121)	50
7.7.26	Search for undiagnosed patients (use case 127)	50
7.7.27	Support system for optimization and personalization of drug therapy (use case 129)	51
7.7.28	Syntelly - computer aided organic synthesis (use case 130)	51
7.7.29	WebioMed clinical decision support system (use case 131)	52
7.8	Home/service robotics	53
7.8.1	Robot consciousness (use case 61)	53
7.8.2	Social humanoid technology capable of multi-modal context recognition and expression (use case 65)	54
7.8.3	Application of strong artificial intelligence (use case 111)	54
7.9	ICT	55
7.9.1	Autonomous network and automation level definition (use case 30)	55

This is a preview of "ISO/IEC TR 24030:2021(E)". Click here to purchase the full version from the ANSI store.

7.9.2	Autonomous network scenarios (use case 31).....	55
7.9.3	A judging support system for gymnastics using 3D sensing (use case 70).....	56
7.9.4	Active antenna array satellite (use case 71).....	56
7.9.5	Carrier interference detection and removal for satellite communication (use case 72).....	57
7.9.6	Ontologies for smart buildings (use case 78).....	58
7.9.7	Product failure prediction for critical IT infrastructure (use case 86).....	58
7.9.8	Data compression with AI techniques (use case 98).....	58
7.9.9	Optimization of software configurations with AI techniques (use case 99).....	59
7.9.10	Better human-computer interaction with advanced language models (use case 100).....	59
7.10	Legal.....	60
7.10.1	Tax rules updates and classification (use case 95).....	60
7.10.2	AI contract management (use case 120).....	60
7.10.3	Semantic analysis of legal documents (use case 128).....	61
7.11	Logistics.....	61
7.11.1	Improving productivity for warehouse operation (use case 41).....	61
7.11.2	AI based dynamic routing SaaS (use case 92).....	62
7.12	Maintenance and support.....	62
7.12.1	Anomaly detection in sensor data using deep learning techniques (use case 45).....	62
7.12.2	Jet engine predictive maintenance service (use case 73).....	63
7.12.3	Detection of fraudulent medical claims (use case 90).....	64
7.12.4	AI virtual assistant for customer support and service (use case 106).....	64
7.13	Manufacturing.....	65
7.13.1	AI solution to calculate amount of contained material from mass spectrometry measurement data (use case 3).....	65
7.13.2	AI solution to quickly identify defects during quality assurance process on wind turbine blades (use case 4).....	65
7.13.3	Solution to detect signs of failures in wind power generation system (use case 5).....	66
7.13.4	Generative design of mechanical parts (use case 15).....	66
7.13.5	Information extraction from hand-marked industrial inspection sheets (use case 21).....	67
7.13.6	Automated defect classification on product surfaces (use case 33).....	67
7.13.7	Robotic task automation: insertion (use case 34).....	68
7.13.8	Powering remote drilling command centre (use case 36).....	69
7.13.9	Leveraging AI to enhance adhesive quality (use case 37).....	69
7.13.10	Machine learning-driven approach to identify weak spots in the manufacturing of circuit breakers (use case 38).....	70
7.13.11	Machine learning-driven analysis of batch process operation data to identify causes for poor batch performance (use case 39).....	70
7.13.12	Empowering autonomous flow meter control – reducing time taken for “proving of meters” (use case 40).....	71
7.13.13	Adaptable factory (use case 46).....	71
7.13.14	Order-controlled production (use case 47).....	72
7.13.15	Value-based service (use case 48).....	72
7.13.16	Improvement of productivity of semiconductor manufacturing (use case 82).....	73
7.13.17	AI decryption of magnetograms (use case 104).....	74
7.13.18	Analysing and predicting acid treatment effectiveness on bottom hole zone (use case 110).....	74
7.13.19	Automatic classification tool for full size core (use case 112).....	75
7.13.20	Intelligent technology to control manual operations via video — “Norma” (use case 118).....	75
7.13.21	Optimization of ferroalloy consumption for a steel production company (use case 123).....	76
7.13.22	Device control using AI consisting of cloud computing and embedded system (use case 132).....	76

This is a preview of "ISO/IEC TR 24030:2021(E)". Click here to purchase the full version from the ANSI store.

7.14	Media and entertainment.....	77
7.14.1	Predictive analytics for the behaviour and psycho-emotional conditions of eSports players using heterogeneous data and artificial intelligence (use case 125).....	77
7.15	Mobility.....	78
7.15.1	Autonomous apron truck (use case 12).....	78
7.15.2	AI solution to help mobile phones to have better picture effect (use case 32).....	79
7.16	Public sector.....	79
7.16.1	AI ideally matches children to day-care centres (use case 7).....	79
7.16.2	AI sign language interpretation system for people with hearing impairment (use case 62).....	80
7.16.3	AI situation explanation service for people with visual impairments (use case 64).....	81
7.16.4	Predictive maintenance of public housing lifts (use case 94).....	81
7.17	Retail.....	82
7.17.1	Emotion-sensitive AI customer service (use case 42).....	82
7.17.2	Deep learning-based user intent recognition (use case 43).....	82
7.18	Security.....	83
7.18.1	Behavioural and sentiment analytics (use case 14).....	83
7.18.2	AI (swarm intelligence) solution for attack detection in IoT environment (use case 22).....	83
7.18.3	Use of robotic solution for traffic policing and control (use case 25).....	84
7.18.4	Robotic solution for replacing human labour in hazardous conditions (use case 26).....	85
7.18.5	Non-intrusive detection of malware (use case 93).....	85
7.19	Social infrastructure.....	86
7.19.1	Deep learning technology combined with topological data analysis successfully estimates degree of internal damage to bridge infrastructure (use case 8).....	86
7.19.2	Water crystal mapping (use case 77).....	86
7.19.3	System for real-time earthquake simulation with data assimilation (use case 97).....	87
7.20	Transportation.....	87
7.20.1	AI components for vehicle platooning on public roads (use case 9).....	87
7.20.2	Self-driving aircraft towing vehicle (use case 10).....	88
7.20.3	Unstaffed protective vehicle for road works on motorways (use case 11).....	89
7.20.4	Enhancing traffic management efficiency and infraction detection accuracy with AI technologies (use case 29).....	89
7.20.5	AI solution for traffic signal optimization based on multi-source data fusion (use case 49).....	90
7.20.6	Automated travel pattern recognition using mobile network data for applications to mobility as a service (use case 52).....	90
7.20.7	Autonomous trains [unattended train operation (UTO)] (use case 113).....	91
7.21	Work and life.....	92
7.21.1	Robotic prehension of objects (use case 16).....	92
7.21.2	Robotic vision – scene awareness (use case 17).....	92
7.21.3	Recommendation algorithm for improving member experience and discoverability of resorts in the booking portal of a hotel chain (use case 28).....	93
7.21.4	Cooking recipes without border (CRWB) recommendation benchmark (use case 75).....	94
7.21.5	Improving the quality of online interaction (use case 88).....	94
7.22	Others.....	95
7.22.1	AI solution to automatically identify false positives from a specific check for “untranslated target segments” by an automated quality assurance tool (use case 13).....	95
7.22.2	AI solution for car damage classification (use case 18).....	95
7.22.3	Causality-based thermal prediction for data centre (use case 35).....	96
7.22.4	Machine learning tools in support of transformer diagnostics (use case 51).....	96

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7.22.5	Video on demand publishing intelligence platform (use case 58)	97
7.22.6	Predictive testing (use case 59)	98
7.22.7	Predictive data quality (use case 60)	98
7.22.8	Expansion of AI training dataset and contents using artificial intelligence techniques (use case 66)	99
7.22.9	Open spatial dataset for developing AI algorithms based on remote sensing (satellite, drone, aerial imagery) data (use case 122)	99
Annex A (informative) Impact analysis items		101
Annex B (informative) Use case template		102
Annex C (informative) In-depth analysis of machine learning tools in support of transformer diagnostics use case		105
Bibliography		108

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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Introduction

This document provides a collection of use cases of artificial intelligence (AI) applications in a variety of domains.

In total, 132 AI use cases were submitted by experts between July 2018 and the end of November 2019. In this document, the term “use cases” means “collection of submitted use cases”.

The rationale for this document is as follows:

- illustrating the applicability of the AI standardization work across a variety of application domains;
- input to and reference for AI standardization work;
- sharing the collected use cases in support of AI standardization work with external organizations and internal entities to foster collaboration;
- reach out to new stakeholders interested in AI applicability;
- establishment of liaison organizations to collect requirements for AI via use cases;
- by investigating use cases, it is possible to find the new technical requirements (standardized demand) from the market, accelerating the transformation of science and technology achievements.

While a bottom-up approach was used to collect use cases, a top-down approach is used in this document to identify AI applications, and their deployment models, and their application domains, which is shown in [Clause 5](#).

The first step taken to collect use cases was to identify application domains of AI systems (described in [Clause 5](#)) and to provide a use case template (described in [6.4](#) and [Annex B](#)). Contributors were requested to submit use cases using the provided template.

For improving the quality of use cases, a guidance was provided for contributors. The guidance included identified acceptable sources (described in [6.3](#)) and AI characteristics (described in [6.4](#)) for preparing use cases.

In this document, [subclause 6.5](#) includes basic statistics of use cases. [Subclause 6.6](#) and [Annex C](#) describe the findings from use case analysis.

The use cases were grouped and categorized according to the identified application domains. In this document, use cases are summarized and grouped according to the application domains in [Clause 7](#). Readers of this document can find use cases of specific application domains and their original submissions at <https://standards.iso.org/iso-iec/tr/24030/ed-1/en>.

AI is an emerging field with use cases and solutions with a wide range of maturity and success. The descriptions are given for the convenience of users of this document and does not constitute an endorsement by ISO.