AI Governance
Using AI wisely

Core questions for Boards to take forward your use of AI

Artificial Intelligence (AI) is embedded around us, from personalising customer interactions to automating HR processes and streamlining stock control.

At its heart, AI is about finding patterns hidden in large amounts of data and using those patterns to predict, to personalise or to automate aspects of what your organisation does.

AI presents massive opportunities but also can pose harmful threats. Every Board needs to understand the possibilities and pitfalls so working through these questions will help you take forward your use of AI, giving you a solid basis for approaching AI with wisdom and integrity.

Board Development

Does the Board have the knowledge and skills to understand the potential positive and negative impacts of AI on the business? How are you planning to invest in improving the Board's knowledge and skills?

Data

Does the Board have a good overview of the data the organisation has access to internally and externally? Do you understand the limits on how the data can be used? Have you discussed the possible uses of that data in AI applications?

Uses

Are there key business problems that AI could solve? How are your competitors using AI? Could AI fundamentally change your business model or your sector?

Is AI already in your supply chain? How will you manage and monitor the use of AI outside the business?

Risks

How are the new risks which AI may bring being identified and mitigated? Does the Board have oversight of the residual risks? Does the Board have a clear picture of the changing legal and regulatory scene and how that might impact on AI use?

Governance & Ethics

Has the Board established governance structures and processes to make ethical choices transparently? How will diverse inputs and stakeholder feedback be fed in?

Staff & Culture

What implications does increasing use of AI have for your staff? How could it impact on your organisation's culture? Have you made decisions on recruiting skilled staff versus in-house training? How do you plan to continue to invest in staff skills?

For Board development sessions and detailed support on answering these questions contact: sue.turner@aigovernance.co.uk   07858 908046