AI transformation governance: how leaders roll out AI without chaos

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Teams will adopt AI tools whether or not the organisation has a plan. Governance gives people a safe, clear way to do it, so the good uses spread and the risky ones are caught.

TL;DR The short version

- Teams will adopt AI tools with or without a plan; governance gives them a safe, clear way to do it.
- Start with a simple policy on approved tools and what data may be entered, and name an owner for each decision-making system.
- Match controls to risk, so a writing assistant and a loan-decision system are treated differently, and train people on failure modes.

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Start with a simple policy

- Which tools are approved and for what.
- What data may and may not be entered.
- What must be reviewed by a person before use.
- Who to ask when unsure.

Assign accountability

Name an owner for AI use in the organisation and for each system that makes or informs a decision. Keep a list of where AI is used.

Manage risk in proportion

A writing assistant and a system that decides on loan applications need different levels of control. Classify uses by impact and apply controls to match.

Build capability

1. Train people on what the tools do and their failure modes.
2. Share examples of good use.
3. Collect incidents and near-misses and learn from them.
4. Review the policy regularly as tools and rules change.

Related credential: Portfolio Technical Practitioner. Explore the exam facts and syllabus.

Sources and further reading

1. NIST. AI Risk Management Framework (AI RMF 1.0). nist.gov/itl/ai-risk-management-framework.

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