

# Use cases for AI Risk Bootcamp – Copilot Session

## Group 1

Use cases	Expected benefits
<b>Improve and standardize job descriptions</b>	Reduction in time spent creating job descriptions.
	Ensures consistency in job descriptions across departments.
	Enhances job postings for clarity and attractiveness to candidates.
	Reduces bias and subjectivity in role definitions.
<b>Generate tailored interview questions</b>	Enhances interview quality by targeting critical competencies.
	Supports fair and unbiased hiring practices.
	Improvement in candidate evaluation accuracy.
	Reduction in interview preparation time.
	Higher satisfaction scores from hiring managers.
<b>Summarize (OHI) survey results</b>	Identification of key employee sentiment trends.
	Support for data-driven strategic HR decisions.
	Time saved in analyzing survey responses.
<b>Document and summarize exit interviews</b>	Standardized reporting of reasons for departure.
	Data-driven insights into employee retention strategies.
	Faster identification of trends affecting turnover.
	Reduction in manual time spent compiling exit reports.
<b>Analyze Individual Development Plan and Performance Management data (700+ employees) for QA purposes and to understand trends</b>	Rapid synthesis of insights from large datasets.
	Consistent approach rather than different interpretations.
	Actionable feedback and trends analysis which inform training opportunities for staff.
<b>Create step-by-step guides for HR tasks and workflows</b>	Standardized workflows ensure consistency.
	Reduced training time for HR staff.
	Enhanced compliance with HR policies.
	Improved accuracy in HR task execution.
<b>Generate automatic email notifications related to employee movements and onboarding</b>	Timely communication enhances employee onboarding.
	Reduces administrative burden in HR processes.
	Improves employee experience during transitions.
	Faster processing of employee movements.

## Group 2

CAS believes Copilot will allow them to perform more comprehensive, higher-quality audits with greater efficiency and clearer audit reports. The tool may also be used to review, update, and improve central CAS standards and methodology and to further improve reports to the Managing Board and Audit Committee. Copilot will allow us to assess the tools effectiveness before considering a broader rollout.

CAS performs 400-450 audits per year, all following the below 3 phases. Copilot has the potential to improve audit work in all three phases:

- **Planning Stage** - CP could be used to analyse financial and non-financial data, summarize laws, regulations, ING policies, and internal audit standards and highlight emerging risks and industry trends. It may extract concise and relevant information from previous audits, risk-reports, and regulatory findings, helping auditors to identify the highest risk areas and to set the right focus in audits. CP can assist in drafting tailor-made audit work programs ensuring alignment with the underlying risk assessment, standard audit guidance, CAS methodology and regulatory expectations. It can structure emails, meeting materials and meeting summaries.
- **Fieldwork Stage** – CP can summarize ING policies, business specific -control frameworks, - process documentation and work instructions reducing manual review time. Potentially these summaries can be reviewed via CP against the audit work program to Test the Design of controls. It may further assist in writing work papers, structuring audit documentation and identifying potential issues. The tool can be used to compose interim meeting reports, summarize key discussions, and audit findings for interim meetings with auditees. It may also support faster documentation in audit files, allowing better tracking of progress, smoother cooperation, and shorter end-to-end FW phases with reduced administrative workload.
- **Reporting Stage** – CP can improve clarity and consistency in audit reports and potential pre-fill tables, reducing time spend on drafting. It may enhance issue descriptions and recommendations, making them more precise, to the point and actionable. The tool can support even clearer key messaging in audit opinions using insightful summaries for senior management, underlying root causes for issues, necessary actions, and a clear justification for audit ratings.

CAS is a global organization with teams present in many countries and performing audits in all countries where the bank operates.