Artificial Intelligence (AI)

An intelligent behaviour is the ability to do the right thing at the right time. According to Legg and Hutter (2006), when defining intelligence, three features comes to mind. Firstly, intelligence is a property that an agent has as it relates with its environment. Secondly, intelligence is related to the agent’s ability to succeed with respect to a given objective. Lastly, intelligence depends on how the agent responds to objectives and its environment.

Artificial Intelligence (AI) refers to systems that exhibit intelligent behaviour by analysing their surroundings and acting autonomously to achieve certain goals (European Commission, 2018a). However, it is important to further define what an intelligent behaviour is.

What is Responsible Artificial Intelligence?

Responsible AI is a governance framework that outlines how a specific organisation is tackling the ethical and legal issues around artificial intelligence (AI) (Gills, 2018). For artificial intelligence to be responsible, AI must be comprehensive, explainable, ethical, and efficient (Gills, 2018). Understanding these basic principles, helps in resolving problems when something goes wrong in different artificial intelligence initiatives.

Failures in Artificial Intelligence

According the EU Commission’s definition of AI, when an AI system fails to meet these criteria, it is deemed failed AI. There have been instances where AI has failed.

1. In Las Vegas (2019) due to omission errors in design, a driverless shuttle bus stopped but failed to sound the horn to alert the driver of a delivery truck which eventually resulted in an accident.
2. *iPhone’s* face ID (2019) which is used to confirms if a person’s face is a real face and not a masked or someone wearing a prosthetics, was defeated with glasses and tape.
3. In 2018 Amazon’s *Rekognition tool* was more likely to misidentify a black person’s face matching it with mugshots of persons arrested on suspicion of criminal conduct.
4. In 2018 due to commission error in design, *Amazon Echo* took an unrequested action by the end-user/owner. Amazon Echo listened to a couple’s conversation about hardwood floors and sent the recording to someone in their contact list without the couples’ knowledge.

Implications When Artificial Intelligence Fails

AI applications cuts across myriad of disciplines. In other words, a vast major of fields such as healthcare, engineering, law, finance, and businesses depends on AI. When AI fails, the resulting events are usually huge in losses in terms of finances and data. For instance, in autonomous vehicles (AVs) which are capable of sensing their environment with little to no input from a human driver, there are some features such as the autopilot function in some *Tesla Models* which have not been subjected to Independent Safety certification may pose a risk to drivers and other road users.

Responsibilities of Organisation to Artificial Intelligence

Given the vast roles of AI, organisations should be responsible when applying AI in the frontline, in terms of making moral judgements that drives rewards and punishment for humans. Furthermore, organisations can be responsible with AI by recognizing trade-off. For instance, driverless vehicles tend to be jerkier when the AI system pays more attention to greater number of threats and slams the brake until the threat goes away.

Reference

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