

Perception of IPA

Governance

STATEMENT	ID	KEY STATEMENT (eng)	KEY STATEMENT (ov: ger)
AI Ethics is a Central Concern: There's a strong and recurring emphasis on the importance of AI ethics. This includes ensuring responsible AI development and deployment, with attention to potential negative impacts and the need for ethical guidelines.	3.1.1	Personally, I have significant concerns regarding AI ethics because, with the large corporations that could have a substantial impact, I believe AI ethics is not necessarily a top priority. Consequently, I foresee the potential for significant issues. Even for a company like [TECHNOLOGY COMPANY], we observe ourselves that AI ethics is a major topic. I believe greater emphasis needs to be placed on this, both within our organization and, more importantly, across many other companies, particularly perhaps American ones.	Daran angelegt hab ich persönlich große Sorge, was KI-Ethik anbelangt, weil ja, bei den großen Unternehmen, die da einen großen Impact haben könnten, ich glaube, da wird KI-Ethik nicht zwingend ganz groß geschrieben. Und ich glaube, da könnten wir auch in große Probleme kommen. Selbst für so eine [TECHNOLOGIEUNTERNEHMEN], sehen wir ja selber, dass bei uns KI-Ethik ein großes Thema ist. Ich glaube, da muss mehr der Fokus drauf gelegt werden, sowohl bei uns, aber vor allem auch bei vielen anderen, vielleicht auch amerikanischen Unternehmen.
	3.7.14	The most impacted organizations within [TECHNOLOGY COMPANY] are the Business-AI Organization, but also AI ethics teams because the AI-Act has requirements on the safety and responsibility of the AI systems and models.	
	3.7.15	The requirements of the AI-Act also impact our AI ethics policy.	
	3.8.2	Anything that can impact an individual negatively is a red flag.	
	3.8.17	So basically, [the AI Ethics team works on] operationalization of AI ethics principles that we have here at [TECHNOLOGY COMPANY].	
	3.8.24	Even if you are legally compliant but there are some practices that you should incorporate. Those are the things we are working on.	
Data Governance and Security are Critical: Data privacy, security, and governance are consistently highlighted as major challenges and considerations. This involves addressing customer concerns about data location, access, and protection, especially in sensitive sectors like the public sector, finance, and insurance.	3.1.2	A potentially greater challenge, in my view, lies with clients in the public sector. [...] They harbor significant concerns about utilizing AI that stores any kind of data.	Wo ich fast eine größere Schwierigkeit sehe, sind Kunden im Public Bereich. [...] für die kommt es dann natürlich erst recht nicht in Frage. Eine KI zu nutzen, die sich dann irgendwelches, was speichert.
	3.2.2	[Also important is the entire topic of:] What happens [...] with the data? [...] Customers who already have issues migrating to the public cloud [will have the same concerns regarding AI.]	[Wichtig ist auch das ganze Thema:] Was passiert [...] mit den Daten? [...] Kunden, die heute schon Probleme haben, in die Public Cloud zu gehen [werden beim Thema KI dieselben Bedenken haben.]
	3.2.6	[Especially] when it [...] concerns analyzing employee behavior [which is a very sensitive topic in Germany, for example, regarding data protection and the works council].	[Gerade] wenn es [...] darum geht, Mitarbeiterverhalten [zu analysieren - das ist in Deutschland ein ganz sensibles Thema z. B. in Bezug auf Datenschutz und Betriebsrat].
	3.5.4	Regarding the topic of security and compliance [...], the questions customers ask include: who has access to everything? [...] how secure is my data? Do you have any certifications in the area of AI?	Zu dem Thema Sicherheit, Compliance [...] die Kunden Fragen dazu: Wer hat alles darauf Zugriff? [...] wie sicher sind meine Daten? Habt ihr irgendwelche Zertifizierung in dem Bereich AI?
	3.6.2	The [customers] still partly do not want to share their data, also because the great level of security isn't simply there yet.	Die [Kunden] möchten zum Teil immer noch nicht ihre Daten teilen, auch weil einfach noch nicht die große Sicherheit da ist.
	3.6.3	Where is my data located? Privacy, data protection, how secure is all of this? What happens if a cable is cut somewhere? Will my company grind to a halt?	Wo liegen meine Daten? Privacy Datenschutz wie sicher ist das alles? Was ist, wenn irgendwo ein Kabel durchgeschnitten wird? Steht mein Unternehmen still?
Regulatory Landscape is Evolving: The emergence of AI regulations, particularly the EU AI Act, is a significant factor shaping AI governance. There are challenges related to understanding, interpreting, and complying with these regulations, along with a call for clearer guidance and harmonization.	3.7.1	The AI-Act is the first binding worldwide horizontal regulation on AI.	
	3.7.7	Also, we don't know and we don't understand yet because it's not clear by the law how to classify high risk when it comes to more complex AI use cases.	
	3.8.1	So basically the AI-Act talks about a risk based approach.	
	3.8.19	We are in sync with EU-AI-Act itself. Going forward, there are some more articles of the act that would come into picture.	

Customer Adoption Challenges Exist: There are hurdles in getting customers to adopt AI solutions, stemming from concerns about data security, regulatory compliance, lack of clarity on responsibilities, and a mismatch between perceived value and implementation effort.	3.2.1	Insurance companies and banks exhibit relatively less interest in [the deployment of AI], which is naturally linked to data protection regulations, data center considerations, and related factors.	Versicherungen und Banken haben eher weniger Interesse daran [an KI-Einsatz], was natürlich auch mit Datenschutzgründen, Rechenzentren und so weiter zusammenhängt.
	3.2.7	It is a new facet [...] that on the one hand evokes extreme interest, but on the other hand can be equally off-putting.	Es ist eine neue Facette [...] die zwar einerseits extrem Interesse weckt, aber andererseits auch genauso abschreckend wirken kann
	3.4.1	It can be clearly stated that inquiries are currently less frequent, for example, from the public sector [...] relatively few inquiries [regarding AI-powered process automation] are being received at this time.	Ganz klar kann man sagen, dass Anfragen jetzt weniger häufig sind [...] also an der Stelle kommen jetzt wieder relativ wenige Anfragen [zu KI-gestützter Prozessautomation].
	3.5.3	[...] Requirements and effort are not always proportionate. The customer wants something, and it's technically feasible, but it requires a significant amount of capacity [...] However, the customer doesn't see the value in that.	[...] Anforderungen und Aufwand stehen nicht immer im Verhältnis zueinander. Der Kunde möchte etwas, und es ist technisch möglich, aber dafür musst du richtig viel Kapazität [...] in die Hand nehmen [...].Aber das ist es dem Kunden nicht wert.
Documentation and Process Maturity are Key: The importance of proper documentation and mature processes for AI implementation is emphasized. Lack of documentation and ill-defined processes can hinder effective AI deployment and automation.	3.5.1	I had a client who wanted to automate an HR process, and we ultimately used AI to read documents. We then had to [...] start documenting the process, and what's very important: what data flows in, where does it come from, and where should it flow to? And none of that was recorded. [...], if they [the company] had used a BPMN module [...] beforehand [...], there would have already been a 30% time saving simply if it had been reasonably well documented [...].	Ich hatte einen Kunden, der ein HR Prozess automatisiert haben wollte und da haben wir am Ende KI zum Einsatz gebracht, um Dokumente auszulesen, und wir mussten [...] anfangen, den Prozess zu dokumentieren und was ganz wichtig ist: Welche Daten fließen rein und woher kommen die und wohin sollen die abfließen? Und das war alles nicht erfasst. [...], wenn die [das Unternehmen] schon vorher ein BPMN Modul [...] benutzt hätten [...] da wäre schon 30% Zeitersparnis gewesen einfach wenn es halbwegs sauber dokumentiert wäre[...]
	3.5.2	Yes, so documentation, the first stage [towards AI-powered process automation], is where the problems already lie [with customers].	Ja, also Dokumentation, die erste Stufe [zur KI-gestützten Prozessautomation], da hapert es schon [bei Kunden].
	3.8.12	Right now, everyone is doing the same amount of documentation, so that is again an area we need to fine tune a little.	
	3.8.13	The review process needs to be dynamic that if it's a bigger use case, the review process needs to be more involved, while a smaller use case owner should have an easier life.	
	3.8.21	The handbook is a detailed on version of the policy. [...] The handbook helps in implementing those policies.	
Collaboration is Essential: Effective AI governance requires collaboration among various stakeholders, including technology providers, customers, regulators, and AI ethics teams. This collaboration is crucial for addressing ethical concerns, ensuring regulatory compliance, and fostering responsible AI innovation.	3.1.2	Further effort in understanding their specific requirements and exploring ways to support them would, from my perspective, be beneficial.	Und da noch so ein bisschen mehr, deren Anforderungen sich anzuhören und dann zu überlegen wie kann man die auch unterstützen, wäre aus meiner Perspektive sinnvoll.
	3.7.16	So our AI ethics team is taking into consideration all emerging laws applying being applied to AI and also international organizations activities in this respect. For example, United Nations or G7 and the Hiroshima process, OECD as well.	
	3.7.17	[TECHNOLOGY COMPANY] is part of the AI-Pact, which is an initiative by the European Commission of, let's say, goodwill entities that signed the pact promising that they are going to abide with principles and objectives set up in the AI-Act when it comes to safety and ethical use of the AI.	
	3.8.14	There needs to be a more closer collaboration with the government.	
	3.8.15	If the EU-AI-Act comes as just the act itself, and there's no assistance or no discussions, no open forums that happen with the implementation, it's going to be a hurdle.	