

Zendesk Tech for Good Proposal

Guardian: An Ethical AI & Quantum Technology Chatbot UI for Inclusive Policy Guidance, Education, and Workforce Development

Executive Summary

Guardian is a transformative solution developed to meet the imminent ethical crossroads of our digital future. It delivers real-time evaluation and governance guidance to ensure emerging technologies like AI and quantum computing align with public trust, human rights, and democratic resilience. Without innovative interventions like Guardian, society risks widespread harm, from biased AI systems excluding marginalized communities (ProPublica, 2016) to deepfake technologies undermining elections (Brookings Institution, 2019) and quantum threats endangering cybersecurity and democracy (World Economic Forum, 2022).

Built on patent-pending technologies developed by the Cyber Institute, an international NGO with UN ECOSOC Special Consultative Status, Guardian democratizes access to real-time ethical guidance for all populations, particularly underserved and economically marginalized communities.

Powered by a dynamic AWS AI-driven backend and made publicly accessible through Zendesk's conversational AI interface front end, Guardian will be deployed in the cloud to ensure free, global access. Public engagement will be driven through web forums, partner organizations, educational institutions, and global policy events, leveraging Cyber Institute's direct access to UN platforms and global initiatives to maximize reach and adoption.

Guardian will train over 100 digital ethics and governance users, process thousands of real-time inquiries, and establish a community-driven public infrastructure for ethical innovation. Zendesk's partnership will not only scale Guardian's impact but also build the world's first open governance platform for emerging technologies, ensuring innovation protects rather than erodes public trust.

Full Proposal

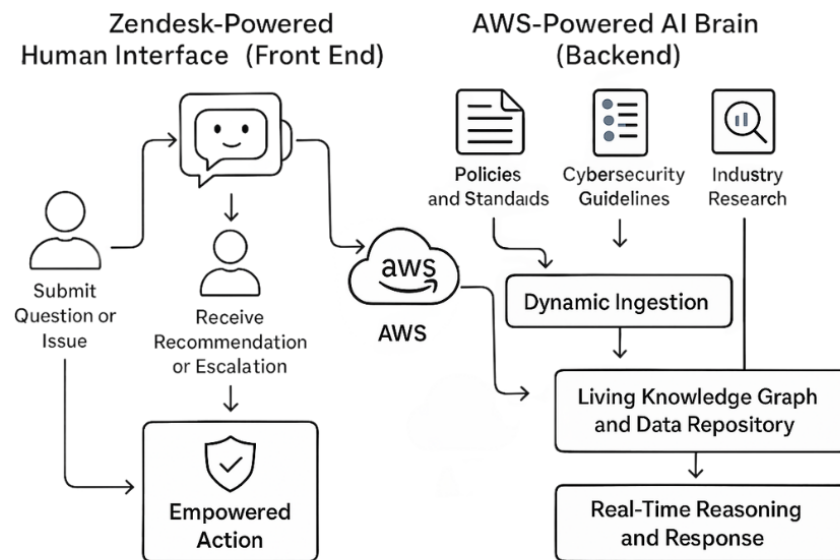
Overview

The Guardian Project is a real-time, AI-powered governance platform that helps organizations and individuals proactively manage emerging technologies' ethical, security, and policy implications.

Developed with planned support from AWS Imagine and Zendesk Tech for Good, Guardian integrates an AWS-powered "AI Brain" that dynamically ingests global policies, cybersecurity

standards, and ethical guidelines. Its Zendesk-powered "Human Interface" translates that intelligence into clear, conversational guidance accessible to frontline users.

At the heart of Guardian is its patent-pending technology (U.S. Patent App. Nos. 19/045,526 and 19/004,435), a continuously updated learning model designed to democratize governance intelligence. Guardian bridges the growing gap between accelerating technology deployment and ethical, community-centered oversight.



Programmatic Fit

Guardian directly advances Zendesk Foundation's Tech for Good focus areas:

- Guardian fosters community empowerment and resilience by providing real-time access to governance and ethical insights through simple, natural-language conversations.
- It proactively addresses the risks of AI/quantum misuse, such as bias, disinformation, and surveillance, that threaten societal trust.
- Through hands-on engagement, Guardian also creates accessible career pathways in customer experience (CX), digital ethics, and AI/quantum governance for underrepresented groups, strengthening workforce development efforts.

Guardian's open-access design ensures its benefits are not limited to elite institutions but reach libraries, community colleges, civic tech hubs, and public-serving organizations at the grassroots level.

Why Zendesk is the Ideal UI for Guardian

Zendesk's powerful AI chatbot, ticketing, and support tools make it the perfect public interface for Guardian's mission. Zendesk enables users to engage directly with Guardian's real-time

policy engine, ask complex governance questions in simple language, receive clear, actionable guidance, or escalate more complicated issues to subject-matter experts.

Real-world use cases include a parent assessing the risks of an AI-powered social media platform for their child, a rural hospital evaluating AI diagnostic tools, a school system checking chatbot compliance for student services, and a public utility ensuring quantum encryption standards for critical infrastructure.



Zendesk's intuitive design ensures that ethical governance guidance meets people where they are, through chat, mobile, and web, turning technology ethics into an accessible, everyday reality.

Impact

Short-Term Outcomes (by December 2025):

Guardian will deploy across five pilot sites, engage over 5,000 users, and process thousands of ethical governance inquiries. Over 100 individuals will be trained in CX, governance literacy, and digital ethics, creating immediate capacity for community-centered technology oversight.

Long-Term Outcomes (2026 and Beyond):

Guardian will help build a digitally literate, ethics-savvy next-generation workforce. It will scale to over 25 organizations nationally, launch multilingual versions to expand global access, and support the creation of Cyber Civil Defense Fellows to train future governance leaders.

Guardian will help build a digitally literate, ethics-savvy next-generation workforce. In partnership with the University of the Virgin Islands (UVI), Blekinge Institute of Technology (Sweden), and Kharkiv National University of Radio Electronics (Ukraine), Guardian will be piloted as part of permanent digital ethics and governance programs integrated into emerging

technology development curricula. These pilots will create sustained academic adoption pathways and scale Guardian's influence into future technology innovation pipelines globally.

Guardian's expansion will directly align with global initiatives such as the UN's 2024 AI Ethics Report and the UN's 2025 International Year of Quantum Science and Technology, where Cyber Institute will leverage its consultative status to amplify reach and policy impact.

Scalability

Guardian's modular, open-source design allows rapid localization for legal frameworks and community needs. Its multilingual capability, powered by Zendesk, ensures inclusive global access.

Through university partners, Guardian's deployment will be institutionalized in educational settings, enabling future engineers, policymakers, and technologists to embed ethics and governance directly into product development practices from the earliest stages. Challenges such as digital access gaps or user experience hurdles will be addressed through targeted co-design sprints with youth leaders, librarians, and civic organizations, combined with continuous platform iteration using Zendesk's support tools.

Zendesk's multilingual capabilities and scalable infrastructure ensure Guardian's accessibility across both civic and academic environments.

Technology Readiness

Guardian's prototype has demonstrated success using GPT-based LLMs, curated governance datasets, and strategic partnerships with universities and think tanks for model validation and technical refinement.

Planned pilots at UVI, Blekinge, and KNURE will support the integration of Guardian into technology development curricula, strengthening long-term adoption and reinforcing ethics-by-design principles at the educational core.

With Zendesk's partnership, Guardian will fully integrate its conversational UI, deploy onboarding toolkits for community partners, and launch governance monitoring dashboards to ensure long-term success.

Key Roles

- Implementation Lead: Andrew Vance, Strategic Projects Lead (Ph.D. Emerging Technologies, M.S. Electrical and Systems Engineering)
- Community CX Trainer: Project partners leading partner onboarding and digital ethics education (Industry collaboration).
- AI Policy and Governance Editor: Project partners maintaining global regulatory alignment (Academia collaboration).

Timeline

- June–August 2025: Complete Zendesk chatbot integration and team onboarding.
- September 2025: Launch pilots at five community organizations; begin real-time feedback collection.
- October–December 2025: Graduate the first cohort of trainees; refine UX design.
- 2026 and beyond: Scale to 25+ organizations; expand multilingual support; launch Cyber Civil Defense Fellowships.

Conclusion

Guardian is not just a platform; it is a vital public infrastructure for the ethical governance of emerging technologies. It is built not to serve corporations but communities. It ensures that powerful tools like AI and quantum computing advance democracy, not undermine it.

With Zendesk’s visionary support, we can scale Guardian into the first truly global, open-access governance system, empowering millions to demand, design, and defend responsible technology.

Together, we have a once-in-a-generation opportunity to redefine how innovation serves society.

Thank you for considering this partnership to build a more ethical, resilient, and just digital future.

Point of Contact

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