Artificial Intelligence (AI)

What is Responsible AI?

Responsible AI is about creating frameworks to evaluate, deploy and monitor AI to create new opportunities for better citizen and mission services. It means building and implementing solutions that put people at the centre.

You could also say that “Responsible AI is any AI which is being used ethically and transparently”. Ethical AI that is implemented without causing any intentional or unintentional harm to anyone is Ethical AI. AI that is easily interpretable and transparent enough to understand by anyone, not just experts in the field could be labelled as Transparent AI. These two aspects, work with other aspects such as Effective Governance, Data compliance, Human-centred competing, Security and Data Privacy, and easy accessibility (AI for all) to make AI ‘Responsible’.

Instances where AI has either failed or been used maliciously or incorrectly.

Examples of bias in AI include sexist hiring algorithms, racist speech detection algorithms, ageist insurance algorithms, racist and homophobic face detection algorithms.

AI chatbots are being used more and more on social media and other websites, one such chatbot deployed by Twitter was designed to have casual , natural conversations in the language typically used by millennials but a group of ‘trolls’ manipulated to chatbot into making very sexist and racist statements and was therefore only lasted a very short amount of time. There was also an instance of a chatbot designed to reduce doctors’ workloads who told a tester patient to kill themselves by agreeing with a sample query.

Implications of when AI fails. There is a specific article in the GDPR Law that covers this, especially with automated decision making. (opt in and out options).

With its main aim as instilling responsible practices for a significant outcome (for example, approving an automatic loan, determining mortgage rates, calculating healthcare or insurance outcomes), Article 22 of the GDPR states that AI - including profiling - cannot be used as the sole decision-maker in choices that can have legal or similar significant impacts on individuals’ rights, freedoms and interests. For instance, an AI model cannot be the only step for deciding whether a borrower is eligible to qualify for a loan. Effective AI does not replace human judgment, especially when livelihoods and health are at stake. Even in more simple tasks like social media monitoring and moderation, AI tools can be extremely helpful and efficient in these cases, but ultimately humans still need to be involved.

What organisations should do to ensure that they are being responsible with AI and the wider use of data in general

Responsible AI is about creating frameworks to evaluate, deploy and monitor AI to create new opportunities for better citizen and mission services. It means building and implementing solutions that put people at the centre. By using design-led thinking, organizations examine core ethical questions in context, evaluate the adequacy of policies and programmes, and create a set of value-driven requirements governing AI solutions.

With technology-led changes accelerating throughout the economy, investing in continuous learning to maintain a qualified workforce needs to be a priority.