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Human Oversight — Standard Operating Procedure

Demo Organization - Credit Scoring AI

System: Credit Scoring AI
Oversight Mode: in_the_loop
Generated: 2025-10-22T10:56:55.720969+00:00

Oversight Configuration

Intervention Rules

Standard intervention procedures

Manual Override

- **Enabled:** True
- **Process:** Two-person review → decision documented → audit log updated

Appeals Process

- **Channel:** support@company.com
- **SLA:** 5 days
- **Responsible:** support@company.com

Training and Communication

- **Training Plan:** Standard training procedures
- **Communication Plan:** Standard communication procedures
- **External Disclosure:** False

Ethics Committee

- **Active:** False

Triggers

- Borderline scores (0.45–0.55)
- Low-confidence explanations
- Customer appeals
- High-risk decisions

Process

Two-person review → decision documented → audit log updated.
KPIs: override ratio, appeal turnaround time.

Tools

Explanation viewer; appeals portal; audit log.

Approvals: DPO (DPO) / Contact Person (Governance Lead)