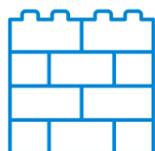


An Overview of How Governments Can Apply Responsible Principles to Artificial Intelligence for Public Service Delivery

Building Blocks for Responsible AI Use



Data: High-quality data is fundamental to successful and responsible artificial intelligence tools. Organizations with a rigorous, holistic approach to cleaning and storing data will be better positioned to use AI. Data quality includes factors such as cleanliness, consistency and elimination or mitigation of any inherent biases.

Talent: Whether agencies are building their own AI tools or acquiring them from outside vendors, they should ensure they have sufficient expertise to evaluate and operate those systems.

Governance Structures: Before beginning AI initiatives, organizations should be sure they have processes in place that enable collaborative decision-making and agility.

CONSIDERATION	BUILDING/BUYING	IMPLEMENTATION	USE/MONITORING
<p>When considering using AI for a program, leaders should:</p> <p>Clearly define the problem they are hoping to solve. Framing the problem as a specific question can help leaders more clearly evaluate whether they have the data they need to answer that question using AI.</p> <p>Explore a range of possible solutions, including those with and without artificial intelligence. An AI tool may end up being the right fit, but leaders should not exclude other types of solutions during the exploratory phase.</p> <p>Solicit input and buy-in from a range of perspectives. Leaders should regularly consult technical and legal colleagues, frontline employees and members of the public who would be affected.</p> <p>Understand the data available and its suitability. In evaluating the data available for AI use, leaders should pay particular attention to the data's origins, quality, consistency and inherent biases.</p>	<p>When contracting for or building an AI tool, leaders should:</p> <p>Define clear objectives for the AI system and metrics that will be used to evaluate it. Leaders should set out parameters for what the AI system should be capable of, as well as a set of technical and responsible AI metrics by which it will be evaluated.</p> <p>Recognize the unique context of public service delivery. In some cases, an AI tool built by government may be a better fit. In others, an off-the-shelf system may be the right choice, but leaders still must be mindful that there may be a need to adapt it to the public sector.</p> <p>Understand and develop the organization's ability to build or evaluate AI systems. Whether building or contracting for an AI tool, agencies need the talent to be able to do so. Building an AI tool requires data science and machine learning talent, but contracting for an AI tool also requires acquisition professionals who can conduct evaluations.</p>	<p>When implementing an AI solution in a public service program, leaders should:</p> <p>Create mechanisms for transparency and public communication about the AI system. The appropriate level of transparency is highly dependent on the tool and the context in which it is operating.</p> <p>Develop due process mechanisms for those impacted by the AI decisions. To build public trust, agencies should provide due process mechanisms for people to appeal or contest decisions made by or reliant on AI.</p> <p>Ensure data used to train and operate the AI system is suitable and high-quality. Leaders should ensure that the data used to train the AI tool is appropriate given the data that will be used to operate it, and that the operational data are ready to feed into the model.</p> <p>Establish clear metrics of success. These metrics should include technical and responsible AI considerations to evaluate the performance of the tool.</p>	<p>When routinely using AI to deliver public services, leaders should:</p> <p>Regularly audit data inputs and model outputs to ensure consistency. Regular audits allow needed adjustments to be made so that AI tools can operate consistently and achieve their intended purpose.</p> <p>Evaluate the system's performance against established metrics of success. Leaders should regularly evaluate, and publicly document, how the tool is performing against the measures established for its success.</p> <p>Understand when an AI system is no longer serving its purpose and upgrade or retire it accordingly. Based on regular evaluations, leaders should recognize when AI tools are no longer working as intended, and then make needed changes or remove the tool from use.</p>

Read more about how governments can apply responsible AI principles to artificial intelligence for public service delivery in the Partnership for Public Service and Microsoft's [In the Public AI research brief](#).