

RAI Case Study



“ We don’t think Banking can work in an environment without trust. Independent certification programs like the one from Responsible AI Institute help technical and business leaders develop the appropriate safeguards for use of data and AI in an ethical and trusted manner.”

—Global CIO, Leading Multi-national Bank

About the Client

A global financial institution that provides personal, business & commercial banking products and services.

Challenges

- Existing policies and governance methods do not address net new AI risks and issues
- Uneven maturity of Ethical AI efforts across the organization, with best practices followed in siloes
- Fragmented Line of Defense policies and processes resulting in slow and expensive AI roll out, control
- Lack of training, communication, workforce capacity related to design, development, deployment, and control of automated decisioning and AI systems

Key Initiatives

- RAI team reviewed internal and external policies, guidelines, and frameworks to identify policy gaps
- Completed four assessments - an organizational maturity assessment and three system-level assessments—to gauge the bank’s ability to responsibly develop and govern AI systems
- Created comprehensive RAI policy framework and cross-Line of Defense reporting requirements
- Recommended appropriate governance for automated systems in context, dependent upon the risk level of each system
- Proposed plans for role-based training and communications to improve responsible AI-related organizational maturity
- Generated initial RAIL Balanced Scorecard on RAI strategy and performance, RAIL Ratings on the target AI System quality, RAIL and Certification of the end-to-end process

Business Impact

- **Cheaper:** Enabled the faster AI deployment, reduced need for tedious, manual, and error-prone reviews
- **Less Risky:** Provided tools and processes to reduce AI model risk and improve risk visibility, mitigation
- **Better:** Improved organization-wide awareness of responsible AI best practices, governance, policy, and processes, thereby improving quality of AI systems

The RAI Value Add

- Using our community expertise, tools, and services such as RAI Collab, RAIL Assessments, RAIL Ratings, and RAIL Certifications, we enabled a safer, fairer, and less-risky adoption of AI powered automated systems.