

Responsible AI & Governance

COURSE CONTENT

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About Multisoft

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About Course

Responsible AI & Governance Training provides a structured approach to understanding how organizations can manage artificial intelligence responsibly while addressing ethical, operational, regulatory, privacy, security, and societal considerations. The course connects Responsible AI principles with practical governance mechanisms, including risk assessments, policies, controls, documentation, human oversight, monitoring, and accountability. Participants gain knowledge that can support organizations in establishing trustworthy and well-governed AI practices across the complete AI lifecycle.

Module 1: Introduction to Responsible AI

- ✓ Understanding Artificial Intelligence in Modern Organizations
- ✓ Evolution of Responsible AI
- ✓ Why Responsible AI Matters
- ✓ Responsible AI vs AI Ethics vs AI Governance
- ✓ Trustworthy AI Concepts
- ✓ Risks Associated with AI Adoption
- ✓ Stakeholders in the AI Ecosystem
- ✓ Organizational Responsibilities for AI Systems
- ✓ Responsible AI Challenges in Enterprise Environments

Module 2: AI Ethics and Responsible AI Principles

- ✓ Foundations of AI Ethics
- ✓ Ethical Considerations in AI Decision-Making
- ✓ Fairness and Non-Discrimination
- ✓ Transparency and Explainability
- ✓ Accountability and Responsibility
- ✓ Privacy and Data Protection
- ✓ Reliability, Safety, and Security
- ✓ Human-Centric AI Principles
- ✓ Inclusiveness and Accessibility
- ✓ Balancing Innovation with Ethical Responsibility
- ✓ Translating Ethical Principles into Operational Controls

Module 3: AI Governance Frameworks and Operating Models

- ✓ Understanding AI Governance
- ✓ Objectives of an AI Governance Program
- ✓ AI Governance Framework Components
- ✓ Governance Policies, Standards, and Procedures
- ✓ Centralized vs Federated Governance Models
- ✓ AI Governance Committees and Oversight Boards
- ✓ Roles and Responsibilities
- ✓ Three Lines Model for AI Governance
- ✓ AI Ownership and Accountability
- ✓ Governance Decision Rights
- ✓ Establishing an AI Governance Operating Model
- ✓ Integrating AI Governance with Enterprise Risk Management
- ✓ Governance Maturity Models

Module 4: AI Risk Identification and Classification

- ✓ Understanding AI Risk
- ✓ Sources of AI Risk
- ✓ Risk-Based Approach to AI Governance
- ✓ AI Use Case Identification
- ✓ AI System Inventory
- ✓ Risk Classification and Tiering
- ✓ Impact and Criticality Assessment
- ✓ Inherent and Residual AI Risk

- ✓ Model Risk Considerations
- ✓ Third-Party AI Risks
- ✓ Generative AI-Specific Risks
- ✓ AI Risk Registers
- ✓ Risk Treatment and Mitigation Strategies
- ✓ Risk Acceptance and Escalation
- ✓ Practical AI Risk Assessment

Module 5: Fairness, Bias, and Non-Discrimination in AI

- ✓ Understanding Bias in AI Systems
- ✓ Sources and Types of AI Bias
- ✓ Data Bias and Sampling Bias
- ✓ Algorithmic and Model Bias
- ✓ Human and Organizational Bias
- ✓ Fairness Concepts and Definitions
- ✓ Fairness Metrics
- ✓ Identifying Disparate Outcomes
- ✓ Bias Detection Approaches
- ✓ Bias Mitigation Strategies
- ✓ Fairness Across the AI Lifecycle
- ✓ Documenting Fairness Assessments
- ✓ Governance Controls for Bias Management

Module 6: Explainability, Transparency, and AI Accountability

- ✓ Importance of AI Transparency
- ✓ Explainability vs Interpretability
- ✓ Understanding Explainable AI
- ✓ Global and Local Explanations
- ✓ Model-Agnostic Explanation Concepts
- ✓ Transparency Requirements for AI Systems
- ✓ Communicating AI Decisions to Stakeholders
- ✓ AI System and Model Documentation
- ✓ Model Cards and System Cards
- ✓ Data and Decision Traceability
- ✓ Audit Trails and Evidence
- ✓ Accountability Structures
- ✓ Assigning Responsibility for AI Outcomes
- ✓ Managing Explainability Expectations for Complex Models

Module 7: Data Governance, Privacy, and Responsible Data Use

- ✓ Relationship Between Data Governance and AI Governance
- ✓ Responsible Data Collection and Usage
- ✓ Data Quality and Data Integrity
- ✓ Data Lineage and Provenance
- ✓ Training, Validation, and Testing Data
- ✓ Sensitive and Personal Data Considerations

- ✓ Privacy-by-Design Principles
- ✓ Data Minimization
- ✓ Consent and Purpose Limitation
- ✓ Data Retention Considerations
- ✓ Data Access and Authorization
- ✓ Synthetic Data Governance
- ✓ Data Considerations for Generative AI
- ✓ Responsible Use of External and Third-Party Data
- ✓ Governance Controls for AI Data

Module 8: AI Security, Safety, and Model Robustness

- ✓ AI Security and Safety Fundamentals
- ✓ AI Threat Landscape
- ✓ Data and Model Security Risks
- ✓ Adversarial AI Concepts
- ✓ Data Poisoning and Manipulation Risks
- ✓ Model Integrity
- ✓ Prompt Injection and GenAI Security Risks
- ✓ Sensitive Information Leakage
- ✓ AI Hallucination and Reliability Risks
- ✓ Model Robustness and Resilience
- ✓ Secure AI Deployment Considerations
- ✓ Testing AI Systems for Safety
- ✓ Incident Management for AI Systems
- ✓ AI Security Governance Controls

Module 9: Human Oversight and AI Decision Governance

- ✓ Role of Humans in AI Governance
- ✓ Human-in-the-Loop
- ✓ Human-on-the-Loop
- ✓ Human-out-of-the-Loop Considerations
- ✓ Determining Appropriate Levels of Human Oversight
- ✓ AI-Assisted vs Automated Decisions
- ✓ High-Impact Decision Governance
- ✓ Human Review and Intervention
- ✓ Override and Escalation Mechanisms
- ✓ Preventing Automation Bias
- ✓ User Awareness and Training
- ✓ Accountability for Human-AI Decisions
- ✓ Designing Effective Oversight Controls

Module 10: AI Regulations, Standards, and Compliance

- ✓ AI Regulatory Landscape
- ✓ Risk-Based Regulatory Approaches
- ✓ Overview of the EU AI Act
- ✓ AI Risk Categories and Governance Implications
- ✓ Prohibited and High-Risk AI Considerations
- ✓ Transparency Obligations
- ✓ General-Purpose AI Governance Considerations
- ✓ NIST AI Risk Management Framework Concepts
- ✓ ISO/IEC 42001 AI Management System Overview

- ✓ ISO/IEC 23894 AI Risk Management Concepts
- ✓ Relationship with Privacy and Data Protection Requirements
- ✓ Industry-Specific AI Governance Considerations
- ✓ Regulatory Mapping and Control Alignment
- ✓ Maintaining AI Compliance Evidence
- ✓ Preparing for AI Governance Assessments and Audits

Module 11: Responsible AI Lifecycle, Monitoring, and Practical Governance

AI Governance Across the Lifecycle

- ✓ AI Ideation and Use Case Intake
- ✓ Initial Risk Screening
- ✓ Design and Development Governance
- ✓ Data and Model Review
- ✓ Validation and Testing
- ✓ Pre-Deployment Governance Review
- ✓ Approval and Release Controls
- ✓ Production Monitoring
- ✓ Change and Version Governance
- ✓ AI System Retirement

Continuous Monitoring

- ✓ Performance Monitoring
- ✓ Bias and Fairness Monitoring
- ✓ Model Drift and Data Drift

- ✓ Safety and Reliability Monitoring
- ✓ Monitoring Generative AI Outputs
- ✓ Thresholds and Governance Triggers
- ✓ Periodic Risk Reassessment

AI Governance Documentation

- ✓ AI System Inventory
- ✓ Risk Assessment Records
- ✓ Model and System Documentation
- ✓ Approval Records
- ✓ Control Evidence
- ✓ Monitoring Reports
- ✓ Exception Management

Responsible AI Governance in Practice

- ✓ Designing an AI Governance Workflow
- ✓ Establishing Governance Checkpoints
- ✓ Defining Roles and Approval Authorities
- ✓ Creating an AI Risk and Control Matrix
- ✓ Evaluating an AI Use Case
- ✓ Governance Scenario Analysis
- ✓ Responsible AI Implementation Roadmap