

ISO/IEC TR 24028:2020-05 (E)

Information technology - Artificial intelligence - Overview of trustworthiness in artificial intelligence

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Overview	7
5	Existing frameworks applicable to trustworthiness	7
5.1	Background	7
5.2	Recognition of layers of trust	8
5.3	Application of software and data quality standards	8
5.4	Application of risk management	10
5.5	Hardware-assisted approaches	10
6	Stakeholders	11
6.1	General concepts	11
6.2	Types	12
6.3	Assets	12
6.4	Values	13
7	Recognition of high-level concerns	13
7.1	Responsibility, accountability and governance	13
7.2	Safety	14
8	Vulnerabilities, threats and challenges	14
8.1	General	14
8.2	AI specific security threats	15
8.2.1	General	15
8.2.2	Data poisoning	15
8.2.3	Adversarial attacks	15
8.2.4	Model stealing	16
8.2.5	Hardware-focused threats to confidentiality and integrity	16
8.3	AI specific privacy threats	16
8.3.1	General	16
8.3.2	Data acquisition	16
8.3.3	Data pre-processing and modelling	17
8.3.4	Model query	17
8.4	Bias	17
8.5	Unpredictability	17
8.6	Opacity	18
8.7	Challenges related to the specification of AI systems	18
8.8	Challenges related to the implementation of AI systems	19
8.8.1	Data acquisition and preparation	19
8.8.2	Modelling	19
8.8.3	Model updates	21
8.8.4	Software defects	21

8.9	Challenges related to the use of AI systems	21
8.9.1	Human-computer interaction (HCI) factors	21
8.9.2	Misapplication of AI systems that demonstrate realistic human behaviour	22
8.10	System hardware faults	22
9	Mitigation measures	23
9.1	General	23
9.2	Transparency	23
9.3	Explainability	24
9.3.1	General	24
9.3.2	Aims of explanation	24
9.3.3	Ex-ante vs ex-post explanation	24
9.3.4	Approaches to explainability	25
9.3.5	Modes of ex-post explanation	25
9.3.6	Levels of explainability	26
9.3.7	Evaluation of the explanations	27
9.4	Controllability	27
9.4.1	General	27
9.4.2	Human-in-the-loop control points	28
9.5	Strategies for reducing bias	28
9.6	Privacy	28
9.7	Reliability, resilience and robustness	28
9.8	Mitigating system hardware faults	29
9.9	Functional safety	29
9.10	Testing and evaluation	30
9.10.1	General	30
9.10.2	Software validation and verification methods	30
9.10.3	Robustness considerations	32
9.10.4	Privacy-related considerations	33
9.10.5	System predictability considerations	33
9.11	Use and applicability	34
9.11.1	Compliance	34
9.11.2	Managing expectations	34
9.11.3	Product labelling	34
9.11.4	Cognitive science research	34
10	Conclusions	34
	Annex A (informative) Related work on societal issues	36
	Bibliography	37