

ISO/IEC 38507:2022-04 (E)

Information technology - Governance of IT - Governance implications of the use of artificial intelligence by organizations

| Contents | | Page |
|--|--|-------------|
| Foreword | | iv |
| Introduction | | v |
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 1 |
| 3.1 | Terms related to AI | 2 |
| 3.2 | Terms related to governance | 2 |
| 4 | Governance implications of the organizational use of AI | 2 |
| 4.1 | General | 2 |
| 4.2 | Maintaining governance when introducing AI | 3 |
| 4.3 | Maintaining accountability when introducing AI | 4 |
| 5 | Overview of AI and AI systems | 6 |
| 5.1 | General | 6 |
| 5.2 | How AI systems differ from other information technologies | 6 |
| 5.2.1 | Decision automation | 6 |
| 5.2.2 | Data-driven problem-solving | 7 |
| 5.2.3 | Adaptive systems | 7 |
| 5.3 | AI ecosystem | 8 |
| 5.4 | Benefits of the use of AI | 9 |
| 5.5 | Constraints on the use of AI | 10 |
| 6 | Policies to address use of AI | 11 |
| 6.1 | General | 11 |
| 6.2 | Governance oversight of AI | 12 |
| 6.3 | Governance of decision-making | 13 |
| 6.4 | Governance of data use | 14 |
| 6.5 | Culture and values | 15 |
| 6.6 | Compliance | 16 |
| 6.6.1 | Compliance obligations | 16 |
| 6.6.2 | Compliance management | 17 |
| 6.7 | Risk | 17 |
| 6.7.1 | Risk appetite and management | 17 |
| 6.7.2 | Risk management | 18 |
| 6.7.3 | Objectives | 19 |
| 6.7.4 | Sources of risk | 20 |
| 6.7.5 | Controls | 21 |
| Annex A (normative) Governance and organizational decision-making | | 23 |
| Bibliography | | 27 |