Artificial Intelligence (AI) Technologies and Recordkeeping
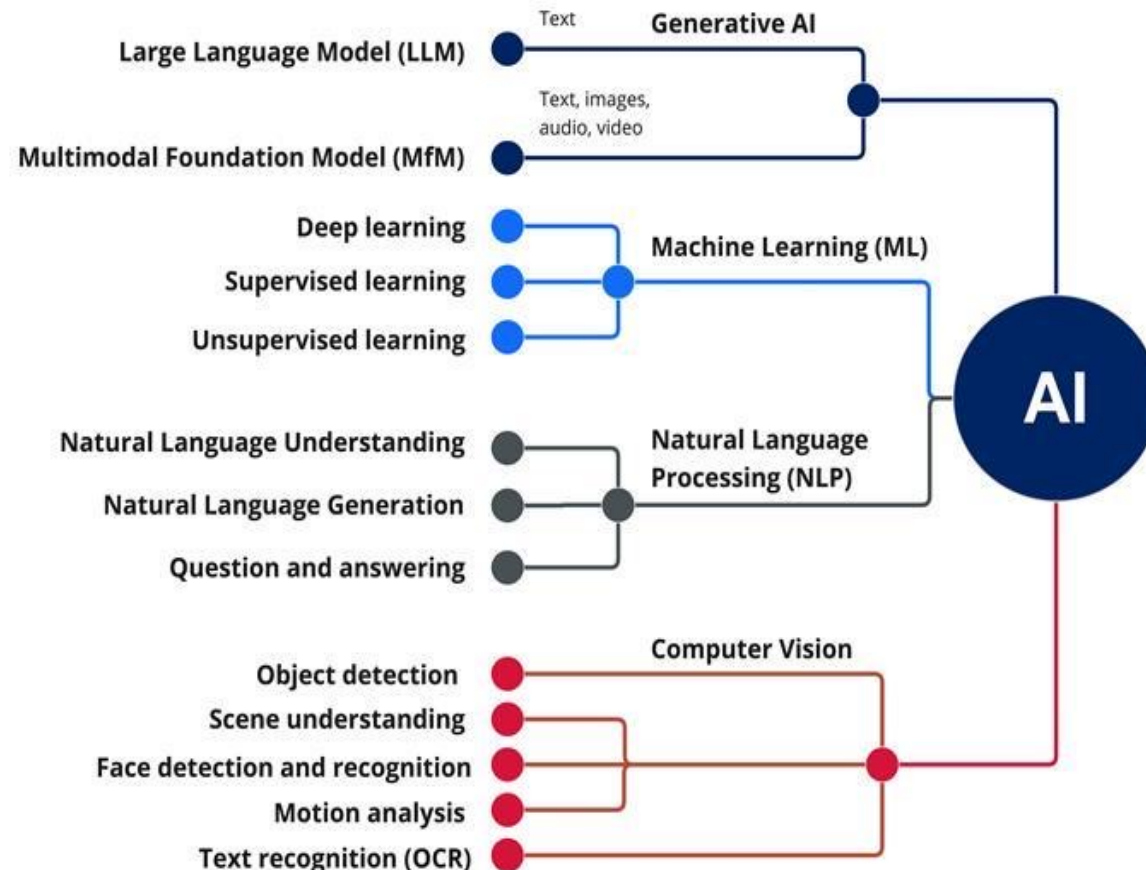
Justine Heazlewood, Keeper of Public Records and Director PROV

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What is a Public Record?

- anything on which there is writing
- anything on which there are marks, figures, symbols or perforations having a meaning for persons qualified to interpret them
- anything from which sounds, images or writings can be reproduced with or without the aid of anything else
- a map, plan, drawing or photograph

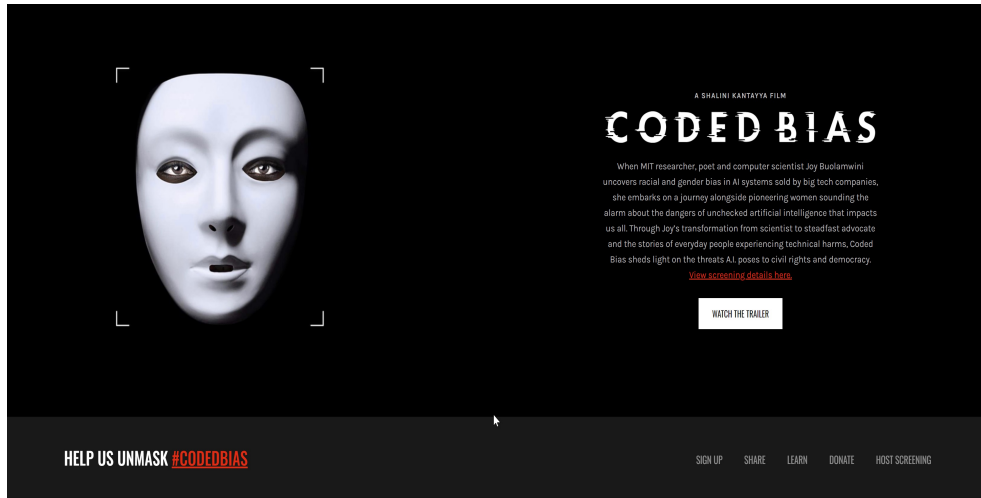# What are Artificial Intelligence (AI) Technologies?

AI solutions can:

- Undertake tasks in line with directives
- Make decisions based on criteria
- Learn from past interactions to predict future ones
- Search large amounts of data and provide or create content that meets designated criteria

https://www.digital.nsw.gov.au/policy/artificial-intelligence/a-common-understanding-simplified-ai-definitions-from-leading

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Challenges of AI

https://www.ajl.org

- AI technologies don't determine right and wrong

  - If there is bias in the data / algorithm there will continue to be bias (eg *Weapons of Math Destruction* by Cathy O'Neil)

- AI technologies are designed to be convincing

  - they don't check for accuracy (eg Roberto Meta vs Avianca Inc)

- Malicious activity can be assisted by AI technologies

  - they don't check your motive for doing something

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The concept of Trustworthy AI places it in an ethical framework

(from Australian Ethical AI Framework)

Accountability

- People responsible for the different phases of the AI system lifecycle should be identifiable and accountable for the outcomes of the AI systems, and human oversight of AI systems should be enabled.

Transparency and 'Explainability'

- There should be transparency and responsible disclosure so people can understand when they are being significantly impacted by AI, and can find out when an AI system is engaging with them.

Records enable these principles

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AI and Approval Processes

From PROV Approval Process Policy

Where automation or machine learning is used to make decisions as part of an approval process, documentation should cover:

- the points at which an approval decision or action should be undertaken by a human being, including how this is determined, justified, and designed into the approval process

- details regarding a program of regular monitoring and auditing of the automated process by a human being, including how this is designed, documented, and implemented.

AI Technologies and Recordkeeping Policy

From the PROV AI Technologies and Recordkeeping Policy

Documentation to be kept, including:

- why and how the AI technology is being used
- what types of records come from it
- location of source information
- what is to be excluded
- a risk assessment

Processes to check and confirm accuracy

Alignment with the *Public Records Act* (responsibility, disposal &c)

AI Topic Page

Contains guidance on:

- Types of AI and what records may need to cover
- Risks associated with AI and what records may need to address
- Steps to consider when incorporating AI technologies into recordkeeping programs
- Ethical principles and records that may support them
- An assortment of tools from across the globe that may help with documenting or explaining AI use

https://prov.vic.gov.au/recordkeeping-government/a-z-topics/AI

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Questions?

For more information visit prov.vic.gov.au/recordkeeping-government/a-z-topics/AI

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