

1 "Johnny Hadlock" (2214220544)

00:00:05.688 --> 00:00:22.800

Prince of Nagara happy Thursday and welcome to today's Sponsor solutions series presentation, AI readiness, risk and governance, a practical framework for RIM professionals presented by Nagara contributor sponsor, Access Science Corporation.

2 "Johnny Hadlock" (2214220544)

00:00:22.800 --> 00:00:40.140

Access Sciences corporation. I'm Johnny Hadlock, the executive director of Nagara, and on behalf of our board of directors, we welcome all of you here today. Thanks for joining us. Now, before we begin, there's just a couple of housekeeping items and a couple of announcements to go over.

3 "Johnny Hadlock" (2214220544)

00:00:40.140 --> 00:00:58.680

1st, today's presentation, like all of Nagara's presentations is being recorded. Following this presentation, by tomorrow morning, we'll email you letting you know when this recording and our presenter's PowerPoint is available in the Sponsor Solution Series archive for review and viewing.

4 "Johnny Hadlock" (2214220544)

00:00:58.680 --> 00:01:15.630

Second, if you've got any questions as we go along today, please feel free to enter them into the chat. That's where everyone is currently telling us where they're joining us from. We've got Idaho and Texas and Washington State and many many more. That's where you'll want to enter your questions.

5 "Johnny Hadlock" (2214220544)

00:01:15.630 --> 00:01:31.500

And if our presenter is able to answer questions that pops up during her presentation, she'll get to an answer. And if not, we'll save those for a dedicated question and answer session at the very end. But feel free to be engaged and ask your questions as we go along.

6 "Johnny Hadlock" (2214220544)

00:01:31.500 --> 00:01:51.500

I'd like to acknowledge and thank Nagara's 2026 corporate sponsors whose company logos are shown here on the screen. As many of you know, if you attend these events month after month, we always talk about Nagara's very ambitious mission, and it would be really hard to achieve all that we do on behalf of the government archives, records, and information profession with.

7 "Johnny Hadlock" (2214220544)

00:01:51.500 --> 00:02:07.470

Out the support of our valuable corporate sponsors. So thank you to them in advance. My encouragement and invitation for all of you is when you have a few minutes of time, visit the Nigara website where we have established some company profile pages for each of our corporate sponsors.

8 "Johnny Hadlock" (2214220544)

00:02:07.470 --> 00:02:27.470

There you can learn more about the products and services that they offer you to make your job easier. Thanks again. Also, if we're looking forward to the next upcoming events, we've got two of them listed here on the screen. Next month, our next webinar, actually I think it's two weeks from today on 3 September counting down to zero.

9 "Johnny Hadlock" (2214220544)

00:02:27.470 --> 00:02:50.270

Steps for achieving zero click record keeping and following that, our next sponsor solution series presentation by Kodak Alaris will be held later in the month of September. You can learn more about these upcoming events and many more by visiting nagara.org/events. Also, Nagara's mentorship program is currently accepting applications through the end of this month.

10 "Johnny Hadlock" (2214220544)

00:02:50.270 --> 00:03:18.920

Month 31 August, we would love for all of you to get involved. Whether you are looking to share your expertise as a mentor or gain insights and guidance as a mentee, this is a real fantastic opportunity to connect with Nagara peers for you to grow professionally and to give back to our growing community. Again, the deadline is 31 August. Members may apply by visiting nagara.org/mentorship, and we highly encourage.

11 "Johnny Hadlock" (2214220544)

00:03:18.920 --> 00:03:24.330

To all of you who are interested or even curious to go and learn more and apply.

12 "Johnny Hadlock" (2214220544)

00:03:24.330 --> 00:03:44.330

With those housekeeping items and announcements out of the way, I'm now excited to introduce today's a sponsor and presenter to you. Access Sciences corporation. Their mission is to tame information chaos, and they achieved that by transforming unstructured data into digital assets that are findable, usable.

13 "Johnny Hadlock" (2214220544)

00:03:44.330 --> 00:04:10.820

And valuable for some of the world's largest and most complex state agencies and corporations. Since 1985, access Sciences has established itself as a leading consulting and business process outsourcing firm. As an employee and women owned business

specializing in information governance, technology enablement, and business strategy, they're driven by a dynamic team of experts who are dedicated to solving their clients.

14 "Johnny Hadlock" (2214220544)

00:04:10.820 --> 00:04:29.939

Unique information management challenges. You can discover how they empower state agencies to enhance constituent engagement through self service public information requests with their custom built electronic document management system, which manages excuse me, millions of public records.

15 "Johnny Hadlock" (2214220544)

00:04:29.939 --> 00:04:49.939

And their innovative platform also provides leadership with accept actionable insights that drive policy and operational improvements. This is what they mean when they say taming information chaos. It is making unstructured data digital, findable, usable, and valuable, all.

16 "Johnny Hadlock" (2214220544)

00:04:49.939 --> 00:05:13.309

While ensuring public records accessibility for all. The result has less time spent searching and more time spent acting. You can learn more on their website, access.sciences.com, and presenting on behalf of access sciences. Today we welcome Tina Guyvison. Tina has worked with state agencies and government records through various roles from records analysts.

17 "Johnny Hadlock" (2214220544)

00:05:13.309 --> 00:05:31.739

The project manager for over ten years. She has demonstrated expertise and records life cycle management, procedure and retention scheduling development, as well as training

and change management. Kena now serves as the director of consulting services at Access Sciences corporation.

18 "Johnny Hadlock" (2214220544)

00:05:31.739 --> 00:05:51.739

Working with organizations across a variety of industries to develop sound records and information management programs and implement information governance initiatives. Tina gives back to our local community as a student mentor and adjunct faculty for the LSU School of Information studies, as well as serving on her local arm.

19 "Johnny Hadlock" (2214220544)

00:05:51.739 --> 00:06:02.810

We have a chapter board. We are delighted to have Tina as our presenter of today's presentation and Tina my friend, the rest of this hour is all yours. You may now take it away.

20 "Tina Gibeson" (3091257600)

00:06:02.810 --> 00:06:12.085

Right, thank you very much, Johnny. Let me get situated here and you should be able to see my screen.

21 "Johnny Hadlock" (2214220544)

00:06:12.085 --> 00:06:12.950

Yes, looks great.

22 "Tina Gibeson" (3091257600)

00:06:13.499 --> 00:06:33.499

Awesome. Well, welcome everybody. Thank you so much for joining today. I'm really excited about this topic. This is a topic that grew out of a lot of the conversations that we had as

part of our AI workshop, that we recently also did at the Nagara conference and just really interesting ideas around what AI actually means.

23 "Tina Gibeson" (3091257600)

00:06:33.499 --> 00:06:53.499

For the RIM professional. So I I really want to take this today from the perspective of looking at what defines the seed at the table for the RIM professional, because the consensus that we've heard is really AI is here, we know it is here, we know we're being asked to work on initiatives and we're seeing initiatives.

24 "Tina Gibeson" (3091257600)

00:06:53.499 --> 00:07:13.499

Just come down from the top to tell us, hey, we want you to do this. So how do we ensure that we govern this in the way that is responsible and meaningful and aligns with sound methodologies for information management? So for this particular one, the three kind of key messages that I want everyone to kind of keep in mind.

25 "Tina Gibeson" (3091257600)

00:07:13.499 --> 00:07:33.499

Is that AI readiness really isn't an organiz isn't a technology challenge by itself, it really is an organizational challenge. And as records and information professionals, we're the essential partners in responsible AI governance, and the best way to have a structured standards based framework to guide that is through an actual.

26 "Tina Gibeson" (3091257600)

00:07:33.499 --> 00:07:40.649

Assessment of where we are as an organization in terms of AI readiness.

27 "Tina Gibeson" (3091257600)

00:07:40.649 --> 00:08:00.649

So having said that, this is the agenda that we're going to kind of go through today. So I'm gonna spend a little bit of time looking at why AI readiness matters, what that even means to us, and then introducing the foundational piece of what an AI readiness assessment can look like around some very core fundamental information management domains.

28 "Tina Gibeson" (3091257600)

00:08:00.649 --> 00:08:33.229

And then we're gonna go through a couple of practical assessment examples, so I'll give you kind of a chance to test that out and and try it out yourself, and we will have some time for question and answers at the end, so happy to take those then. So getting into this, why AI readiness matters? And I would like to start this with a quote, and in particular a quote that goes all the way back to 1979, you might have seen it circulate around. It's, it's really gaining some steam back. This is attributed to IBM, all the way back in.

29 "Tina Gibeson" (3091257600)

00:08:33.229 --> 00:09:02.939

In 1970 a computer can never be held accountable. Therefore, it must never make a management decision. So that's where it started. And then I want to contrast that with this web comic. I'll give you a second to take this in. Obviously we've come a long way from the initial thoughts of IBM to where we are today, where decisions are, of course.

30 "Tina Gibeson" (3091257600)

00:09:02.939 --> 00:09:22.939

Being made, question marked by an AI agent in the background. We'll see. But in general obviously a lot is happening and I realized that IBM was not talking about AI in their statement, but the the kind of connection is is very interesting because it highlights what to me is a fundamental component of this government.

31 "Tina Gibeson" (3091257600)

00:09:22.939 --> 00:09:42.939

Conversation is, which is the concept of accountability. So who is really responsible for governing overseeing, and addressing AI use, its consequences, its design across the entirety of the AI information life cycle. And I do wanna say is I'm not talking about liability here.

32 "Tina Gibeson" (3091257600)

00:09:42.939 --> 00:10:02.939

Here so who gets sued and then who's responsible for the outcomes if something negative happens but rather in terms of accountability for the frameworks that we're putting in place and the I strategies that we're developing as organizations. And so with that in mind, I want to turn that question over to y'all, so if you'd like to participate, please take a sec.

33 "Tina Gibeson" (3091257600)

00:10:02.939 --> 00:10:34.219

Again pull up the mentee, but I'm really interested in your opinion on if AI gets it wrong today, who do you think is responsible? So I'll give you a second to respond and then I'll bring up the responses for everybody so I'm not flipping back and forth. And the choices that we're having is, is it the AI system itself? Is it the.

34 "Tina Gibeson" (3091257600)

00:10:34.219 --> 00:10:51.959

Developers is it the users? Is it the decision makers, those who tell us what to do with the information, the systems administrators? Or is it everyone?

35 "Tina Gibeson" (3091257600)

00:10:51.959 --> 00:11:11.959

Alright, I'll give it a couple of more responses coming in.

36 "Tina Gibeson" (3091257600)

00:11:19.169 --> 00:11:39.169

And this is kind of where we are, as a snapshot, so very interesting and very, very happy to see the everyone at the end why I'll tell you in a second, but interesting also that, you know, we, we really the users in this case are are front and center because we're the ones that are actually dealing with the information.

37 "Tina Gibeson" (3091257600)

00:11:39.169 --> 00:11:54.929

But we are probably also the ones that have the least control about all the foundational pillars that are implemented around the technology itself. I'm really interested in the one answer on the AI system because that is, that is the the bigger question, but.

38 "Tina Gibeson" (3091257600)

00:11:54.929 --> 00:12:14.929

Yes, I do think it is everyone who has the accountability piece, and in fact, if we're looking at some of the documentation and some of the just general principles that are being put forward by bodies that are looking towards establishing AI governance, it is pretty clear that there is one consensus which.

39 "Tina Gibeson" (3091257600)

00:12:14.929 --> 00:12:34.929

Which is that the responsibility ultimately rests for one with the humans, but then also with literally every participant across the AI information life cycle. So everyone has a part to play in this all the way from the developers who are developing the tool itself to the ones who are deploying it, defining the co.

40 "Tina Gibeson" (3091257600)

00:12:34.929 --> 00:12:54.929

Context in which it operates, the users who are using it during their day to day interactions, who prompted to come up with the outputs that might lead to a decision which then impacts someone at the receiving end of that decision. And of course all the administrative oversight that goes into the system itself as it evolves, as it goes.

41 "Tina Gibeson" (3091257600)

00:12:54.929 --> 00:13:27.649

Within the ecosystem of an organization. So this constant is that there must be some responsibility that is attributed to all those players and that as part of this, we must take it as a given that governance of this process is critical to successful aius across the organization. And if we take that premise, then it should be very clear that records and information management professionals have an integral part to play as part of this because ultimate.

42 "Tina Gibeson" (3091257600)

00:13:27.649 --> 00:13:48.499

AI governance is also information governance is something that we're all very familiarness. And so that is kind of where I'm going to take this and this is why I'm leading it towards the route of an AI assessment strategy because really the goal with this kind of analysis of where our organization is today with AI use and where we want.

43 "Tina Gibeson" (3091257600)

00:13:48.499 --> 00:14:17.629

Want to be at the end is key to having that kind of mechanism to tell us where we are and where we want to be and what we need to do to get there. So we talk a lot about assessments and in consultancy in particular, but really I like to think of it more as a way to understand where we currently are, identify those gaps or identify what's working, identify where we want to be, basically looking at the situation as a combined hole of we want an out.

44 "Tina Gibeson" (3091257600)

00:14:17.629 --> 00:14:37.629

Come and how do we get there in order to either strengthen it, you know, if we have the foundation in place and we're building on it or in some cases building it all the way from the ground up if we don't have anything in place. So that is just kind of the the general approach to this to understand where we are, what's our preparedness level, what are the gaps that.

45 "Tina Gibeson" (3091257600)

00:14:37.629 --> 00:14:44.609

We need to address and then how do we strengthen that particular foundation?

46 "Tina Gibeson" (3091257600)

00:14:44.609 --> 00:15:04.609

And core to this is really the kind of questionnaire that we develop as part of this to really get to the bottom, and so just to give you a couple of examples of what some of those fundamental governance questions might look like, as simple as who owns the aius and its consequence.

47 "Tina Gibeson" (3091257600)

00:15:04.609 --> 00:15:24.609

This is across the organization, meaning who is responsible for making decisions what we're gonna give over to AI, how much we are allowing AI to participate in the decision process, when do we put the human in the loop? Can we even explain what AI is doing for us? Can we trust the information that it's providing the outputs that it's giving, and then.

48 "Tina Gibeson" (3091257600)

00:15:24.609 --> 00:15:44.609

Who is responsible for protecting that information, right? How do we make sure that they're the right access controls in place around sensitive information, e.g.? So it, it really can get very, very granular on the questions itself and really it helps to center them around a core framework, and if you're reading these and some of.

49 "Tina Gibeson" (3091257600)

00:15:44.609 --> 00:16:04.609

They sound very familiar, then good because obviously most of these go along with sound information management strategies and just to drive that point home, I've mapped them here to the principles are my international principles, so these should be very familiar, I'm sure to most of y'all, but it's basically as.

50 "Tina Gibeson" (3091257600)

00:16:04.609 --> 00:16:24.609

Sound pillar of what really sound records management should look like and of course life cycle management, we need to determine what AI content activities must be governed, meaning what is a record, what must be retained, when should we get rid of it? Are we allowed to get rid of it? Managing that whole life cycle of the information universe.

51 "Tina Gibeson" (3091257600)

00:16:24.609 --> 00:16:51.499

And availability, you know, does AI actually have access to the information that it needs? Accountability, do we have that ownership of systems, processes, and oversight that we're looking for? Do we document what decisions AI makes? Why are we avoiding bias? How do we make sure that there are NO ethical concerns, integrity? We need to know the information that it uses and also that that information is in fact sound?

52 "Tina Gibeson" (3091257600)

00:16:51.499 --> 00:17:11.809

And protection, again, the access to that information must be protected via dissensitive or particularly contra subject to legal controls or regulations, and that of course goes into compliance, which means all that use needs to align with the applicable laws regulations, and so on and so forth.

53 "Tina Gibeson" (3091257600)

00:17:13.349 --> 00:17:33.349

So this should hopefully sound extremely familiar and it is of course not the only way to structure this kind of assessment around governance pillars, but it's really a core kind of approach that I think a lot of folks can identify with and then apply it fairly readily.

54 "Tina Gibeson" (3091257600)

00:17:33.349 --> 00:17:53.349

There are of course AI specific frameworks that we can also leverage. There are many and they are very much evolving, so this is, you know, over the last couple of years really, really growing exponentially. So I'll highlight a couple here but feel free to just take a look around. There's, there's a lot out there. The NIST AI risk management framework.

55 "Tina Gibeson" (3091257600)

00:17:53.349 --> 00:18:13.349

Work the National Institute of Standards and technology. This is a really good one because it actually comes with a free tool that you can use an assessment tool that you can use to kind of identify where your governance is across the organization in terms of aius, but it really emphasizes this idea that governance.

56 "Tina Gibeson" (3091257600)

00:18:13.349 --> 00:18:33.349

Discontinues. It's not a one time activity, it's expected to be in place, to evolve with the use of AI, so as the organization grows and its maturity of AI use, so does the framework to govern it. It's really around ideas such as building trustworthiness in the AI system, making sure that their safety.

57 "Tina Gibeson" (3091257600)

00:18:33.349 --> 00:18:53.349

The security science in place. It's not sector specific, it's use case agnostic, so it can be really used for any, use case. And it's really if you're looking to strengthen AI governance in general, it's it's a really great tool to use. There are some very obvious tie ins with what we just talked about in the principles documentation, e.g., plays a huge.

58 "Tina Gibeson" (3091257600)

00:18:53.349 --> 00:19:13.349

Huge role, as does information quality and accountability, and you'll see that a lot through most frameworks, but really those three are, are great hallmarks. And key ideas really are to minimize potential negative impacts that might come as part of the use of AI, and it's those four kind of core functions.

59 "Tina Gibeson" (3091257600)

00:19:13.349 --> 00:19:33.349

Questions again governing AI use, meaning establishing policies, establishing roles, accountability, and a risk appetite, if you will. So what are we willing to accept and what are we not willing to accept as potential outcomes? Mapping, so identifying the context in which AI is used potential impa.

60 "Tina Gibeson" (3091257600)

00:19:33.349 --> 00:19:53.349

Impacts, again, any risks and of course the stakeholders who were involved in this, and then measure how do we assess that AI is doing what it is supposed to be doing, how do we analyze and monitor it? And then how do we manage, meaning how do we prioritize and address any risks that we identify, any potential use cases, and so on and so forth. So it's a very interesting.

61 "Tina Gibeson" (3091257600)

00:19:53.349 --> 00:20:13.349

Interesting framework, it's a little dense, but it really the the assessment tool they have is very nice, so feel free to look that up and and take a look at it. I found it very helpful. Similarly, there is an ISO standard, actually there are several ISO standards around AI in general, but the one that's probably the most relevant to this is the ISO 42001.

62 "Tina Gibeson" (3091257600)

00:20:13.349 --> 00:20:33.349

Which is AI management systems. So this is a operating system for the life cycle of AI. It's really the, that overarching system that you need to have in place to govern AI responsibly. So it addresses all key elements of the AI system life cycle. So again, we have governance, we've got.

63 "Tina Gibeson" (3091257600)

00:20:33.349 --> 00:20:53.349

Roles and responsibilities, we know what the risks are, we know how we manage our data, we know how we monitor and we know how to maintain. So once again, this also very, very strongly emphasizes documentation and actually raises quite a few questions around things like records as evidence, metadata required for.

64 "Tina Gibeson" (3091257600)

00:20:53.349 --> 00:21:13.349

The system and retention of records. So this is a little bit more on the technical side, so generally more for organizations who are already using AI and are looking to put a quality system in place for that particular use. And generally this would require pretty strong leadership support to implement because it is very rigorous. But same thing.

65 "Tina Gibeson" (3091257600)

00:21:13.349 --> 00:21:33.349

The key ideas, you'll you'll see a trend again across all of these, but you know we have a cycle for the organization to use. We need to plan, which is establishing our AI objectives,

the policies, the risks, the impacts and the controls we need to do, which means to implement and operate those, then we need to check.

66 "Tina Gibeson" (3091257600)

00:21:33.349 --> 00:21:53.349

Meaning we need to monitor, measure, audit, and evaluate, and then act we need to address those gaps and continually improve these as we go along. So once again should sound very familiar, but those two I think are probably the most relevant and ones that I would say are worth a second look. There are others, there are many others, so I.

67 "Tina Gibeson" (3091257600)

00:21:53.349 --> 00:22:13.349

Listed a couple here, feel free to check those out at your leisure, but again, the other ISO standard, this is 42005 really about the potential impacts an AI solution might have for an organization and what steps you need to do to assess that as a risk and also mainly what actors are.

68 "Tina Gibeson" (3091257600)

00:22:13.349 --> 00:22:33.349

Gonna be affected by the AI solution, so who are the stakeholders involved both on the executing end and on the receiving end of the decision? There's a risk management framework and there is the OMB directive specifically for federal agencies, one of the ones other than, you know, advancing AI use is also to as.

69 "Tina Gibeson" (3091257600)

00:22:33.349 --> 00:22:53.349

Establish public trust in the solution and establish this governance piece as a mandate. The OECD and the UNESCO ones are very interesting ethical guidelines on the ethical use of AI and some of the concerns around those. And then of course this is a very, very much evolving landscape, so as you know this.

70 "Tina Gibeson" (3091257600)

00:22:53.349 --> 00:23:05.279

I'm sure will see a lot of just state law executive orders and eventual legislative guidance come out that will inform many of these considerations.

71 "Tina Gibeson" (3091257600)

00:23:05.279 --> 00:23:25.279

And I know that was a lot, so let me interrupt with just another question for you all. So in your, you know, general assessment of your organization, how confident are you that your organization is prepared to actually deal or manage the information created and used and effected by AI?

72 "Tina Gibeson" (3091257600)

00:23:28.199 --> 00:23:47.039

Give it a couple more seconds.

73 "Tina Gibeson" (3091257600)

00:24:16.799 --> 00:24:38.899

Alright, the slider stopped pretty much it was very interesting watching it because it started right at one and then it slowly has been climbing up, but we seem to be coming to a consensus at about a 2.3. So we're, and hopefully we'll see or we're seeing some of those, components that make a governance emerge and identifying with hey.

74 "Tina Gibeson" (3091257600)

00:24:38.899 --> 00:24:55.529

This could be something that we have a real impact on and that will increase that confidence, but really because of this really an organizational wide effort, many

organizations, certainly the ones that said that I talk to feel very unprepared because there's just so many things to consider.

75 "Tina Gibeson" (3091257600)

00:24:55.529 --> 00:25:18.619

So if that's the case, then where do we start? So let's turn to what this AI readiness assessment really is. So the frameworks that we just talked about, whether it's the principles, NIST, ISO, they're extremely valuable, but they can obviously feel very overwhelming because.

76 "Tina Gibeson" (3091257600)

00:25:18.619 --> 00:25:38.619

We really can't implement everything all at once at the same time. So starting usually with just that baseline, like where do we want to be and coming up with reasonable actionable steps to get there is, is what this, this readiness assessment is all about. So it's a reality.

77 "Tina Gibeson" (3091257600)

00:25:38.619 --> 00:26:05.299

To check for many agencies that, you know, they just don't have the the resources to implement all of this and and some of them just don't even know where to start and then others are very mature, but they have such a big use case that it raises a bunch of questions they never had to contend with. And so this provides that approach to just kind of get you from, ok, this is where we starting and here are the concrete things that we need to do to get to this use case, to get to.

78 "Tina Gibeson" (3091257600)

00:26:05.299 --> 00:26:36.769

That governance piece. So it's not one size fits all, it really is specific to the organization where they are today and finding out what it is specifically they need to do for the next step. And so this really helps establish the baseline, identify the strengths, support that actual

improvement piece of AI. What it isn't is a way to point fingers at folks, hey, this isn't working. It's it's really about a positive reinforcement of we've realized we need to do something, we need to bring it to the next level.

79 "Tina Gibeson" (3091257600)

00:26:36.769 --> 00:26:56.769

And most of the the AI centered ones that we do that exercises does, we really focus it around these three core pillars. One of them is just stretch strategy and readiness piece, so this goes to the executive, right? The leaders at the top, do they understand what it takes to implement this.

80 "Tina Gibeson" (3091257600)

00:26:56.769 --> 00:27:16.769

INNOVA initiative, do they know what governance to put in place? Are they aware of what strategy short and long term they're employing and what are the risks associated with that piece? Focusing a lot on developing use cases that are actually specific, so rather than the Oh y'all go use AI. No, it's it's a really specific sitting down.

81 "Tina Gibeson" (3091257600)

00:27:16.769 --> 00:27:36.769

Figuring out where can AI actually help. So AI not for the sake of AI but rather because it is solving a real problem and it is solving something that is going to actually improve the, you know, either workflow, the overall organizational development, something positive in, in the way that it is being used. And then the biggest one.

82 "Tina Gibeson" (3091257600)

00:27:36.769 --> 00:27:57.229

And certainly for me, the most important one is the AI workforce enablement part of this piece. So as records managers, we know that people are critical because it doesn't matter how many policies I put in place if I can't convince people to follow them, it's not gonna do

us any good. So having that people piece front and center, making sure that the skills are there.

83 "Tina Gibeson" (3091257600)

00:27:57.229 --> 00:28:17.229

That adoption is something that is wanted rather than resisted and ultimately how do we responsibly use AI are all really, really core and important pieces that are part of this. And so in the next section, what I want to do is take a closer look at these, but I know that this is, you know, something that.

84 "Tina Gibeson" (3091257600)

00:28:17.229 --> 00:28:37.229

Really needs to be grounded, and so I want to kind of bring together your background and your knowledge of records and information governance best practices with some of the operational experience and the AI governance expertise. And so I combine these into AI readiness domains. So these follow in brief and.

85 "Tina Gibeson" (3091257600)

00:28:37.229 --> 00:28:57.229

Kind of like general outlines, all of the frameworks, but I'm trying to keep it very grounded and actionable things. So if you're developing any a readiness assessment, you'll know what kind of to look at and some of the questions to ask as part of that. So these are the pillars we're going to be taking a look at.

86 "Tina Gibeson" (3091257600)

00:28:57.229 --> 00:29:13.319

So this is governance, which just talked a lot about that, information data readiness, policy and compliance, workforce readiness, risk management, and then operational oversight, meaning what do we do when we actually have deployed the AI solution?

87 "Tina Gibeson" (3091257600)

00:29:13.319 --> 00:29:34.459

So we'll start with governance once again. So this is ensuring that whatever AI use we put in place is actually accountable and traceable and manageable across the information life cycle, meaning it establishes who is responsible for those decisions, who has the.

88 "Tina Gibeson" (3091257600)

00:29:34.459 --> 00:29:54.459

Oversight and ultimately accountability for the use of AI and the organization. And what this looks like is that in an ideal scenario, you have clearly defined roles and responsibilities. So there is some form of collaboration happening across the many different levels of an organization.

89 "Tina Gibeson" (3091257600)

00:29:54.459 --> 00:30:14.459

And whether that's in the form of a governance committee or some sort of oversight body that gets together and collaboratively makes those decisions, you have some form of accountability to each other and you know what your roles are and the roles are defined. That also usually involves some level of executive sponsorship.

90 "Tina Gibeson" (3091257600)

00:30:14.459 --> 00:30:36.959

As we know buyer needs to come from the top as the strategy and this is also something that needs to be documented. So if this is just an informal, hey, it's, you know, I think, you know, over here approves this without clearly documented chains of approval, processes, it is not as sound as it needs to be. So.

91 "Tina Gibeson" (3091257600)

00:30:36.959 --> 00:30:56.959

Some of the questions that we might ask here, is as simple as, oh, if we have an AI initiative that we want to do, who's the one that approves this? Or, you know, if we put this in place, who would actually be accountable to this? Or, you know, I sit in records, do I know what my responsibility.

92 "Tina Gibeson" (3091257600)

00:30:56.959 --> 00:31:16.959

Sorry I sit in IT, do I know what my responsibilities are? Or as basic as do we even know what's being used across our organization? Shadow AI is a word that you'll hear a lot, basically meaning that someone is out there using an AI solution, you have NO idea, but it's already being, being done. So as simple as do we have an inventory of what the AI process.

93 "Tina Gibeson" (3091257600)

00:31:16.959 --> 00:31:43.609

This we have running. So these all go towards the government piece. And then I want to, or rather I added thinking about this, one additional component here to this and I added it to the other pillars too, and this came out of one person who was in our AI workshop at Nagara and you know they they came up and they said, you know, everything you said sounds great, but I really don't think, you know, Brim has avoid.

94 "Tina Gibeson" (3091257600)

00:31:43.609 --> 00:32:03.609

Is here and I also don't know because I I know nothing about AI. And so to me, this is, I think the pivotal thing to take away from this, which is yes, Rim absolutely needs to have a voice at this AI conversation table, and more importantly, we don't need to understand.

95 "Tina Gibeson" (3091257600)

00:32:03.609 --> 00:32:23.609

And every technology aspect of what AI, whether it's generative AI or it's something, you know, machine learning, who knows it that is not what my expertise is. My expertise is on

the information management piece and I bring to the table sound information management strategies, I know what to look for, I know what policies to put in place.

96 "Tina Gibeson" (3091257600)

00:32:23.609 --> 00:32:43.609

So that's what we're looking for and that's why I want to make sure that if nothing else, you take this away as some of the things that gives you confidence to know like, oh actually I do know these things. I can contribute to the conversation and more importantly you kind of know where to go and contribute. So for governance in particular.

97 "Tina Gibeson" (3091257600)

00:32:43.609 --> 00:33:03.609

The very obvious 1st one, information life cycle. We understand it, we've handled it for years, it defines what information is a record, what needs to be captured, what can we retain, what can we dispose? That is fundamentally something that we need to be participating in. That goes to accountability and evidence.

98 "Tina Gibeson" (3091257600)

00:33:03.609 --> 00:33:23.609

We need to know what documentation we need to maintain. We need to be able to show that we used AI responsively. Great. How do we do that? What kind of documentation, what kind of logs, what kind of audit information? What do we need to retain? What do we need to govern, what do we need to put on our retention schedules? And of course.

99 "Tina Gibeson" (3091257600)

00:33:23.609 --> 00:33:43.609

Towards the information risk, right? So we know that certain information is private, there are certain laws and regulations around information across our organizational landscape. How do we make sure that becomes, you know, appropriate for AI to use and is protected from any misuse? So those are three key areas, and you'll see some of the.

100 "Tina Gibeson" (3091257600)

00:33:43.609 --> 00:34:10.069

Please repeat so again I want to kind of reemphasize that yes, absolutely we need to have a voice here. And then information and data readiness, I think everyone will relate to that one. It is really true that AI is only as useful as the information it can actually get to, understand trust. It does not help us if AI is trying to get to information that is only existing in paper format or in a database that's in the.

101 "Tina Gibeson" (3091257600)

00:34:10.069 --> 00:34:30.069

Basement running on C plus because NO one's ever looked at it again. So we need to be able to say that AI can get you the information it really needs to provide a meaningful solution, whatever it is it's trying to do. So it can access the information, it is authorized to access the information, so we don't want it to be drawing from things that are.

102 "Tina Gibeson" (3091257600)

00:34:30.069 --> 00:34:50.069

We don't want it to scrape over chat conversations with HR and an employee, so we want to make sure we have those things defined. And then basic information things, right? Do we make sure that it can access the most recent version? How do we know it's the most recent version? Do we have sound metadata attached to it?

103 "Tina Gibeson" (3091257600)

00:34:50.069 --> 00:35:10.069

Do we have all kinds of dysfunct duplicative or just not really record content lying around that it might possibly be drawing from and providing misinformation. So managing the data side, the information side of the things that are being accessed is a critical component, and then the information.

104 "Tina Gibeson" (3091257600)

00:35:10.069 --> 00:35:36.439

Information obviously needs to be appropriate for the use that we're asking AI to do in this case. So some questions you might ask there, do we trust the information that we're feeding AI into? Is the metadata that we have attached to the records up to date? Do we know if they're obsolete records leading around or, you know, what information can AI access? These are fairly, I hope straightforward. And again, from the room perspective.

105 "Tina Gibeson" (3091257600)

00:35:36.439 --> 00:35:56.439

You know, we usually tend to know at least if we've done a file plan or we've got a retention schedule, where the majority of the information lives in what form it exists, so is it paper? Is it electronic, is it audio visual? Like what what is actually what we're trying to capture here? And then who can or should be able to access it?

106 "Tina Gibeson" (3091257600)

00:35:56.439 --> 00:36:16.439

Are there any privacy or confidentiality constraints? We generally have an idea of what the quality is of the shared drives of our organizations so how many files do we have laying around that are duplicative, that are outdated, where are our gaps, where are our inconsistencies? And then again the information based that comes with that, right? So how do we make.

107 "Tina Gibeson" (3091257600)

00:36:16.439 --> 00:36:23.519

Make sure that we're bringing information that is ready to be sampled at that level.

108 "Tina Gibeson" (3091257600)

00:36:23.519 --> 00:36:43.519

And ideally, of course, this all rolls up into policy and compliance, and this is really around, you know, putting up those guardrails for responsible and compliant AI use. Again, if it's not documented is just a thought. So it really needs to be a actual policy that's articulated specifically for the use of AI.

109 "Tina Gibeson" (3091257600)

00:36:43.519 --> 00:37:04.129

And then this really just formalizes whatever the expectations are for the human review that's being done for the accountability piece and also the documentation that is necessary to be maintained, whether it's incident reports, logs, and so on and so forth. And then also that those policies are then communicated, that they.

110 "Tina Gibeson" (3091257600)

00:37:04.129 --> 00:37:24.129

We are understood that we're providing training and that we're regularly reviewing these. Again, this is a very rapidly evolving piece, so we want to have a, a probably much more frequent review than we might normally do for a policy just to make sure it's keeping pace with what is going on. So questions here, the 1st one, do we even have a.

111 "Tina Gibeson" (3091257600)

00:37:24.129 --> 00:37:44.129

The policy that addresses responsible AI use. As an organization, have we set down and defined what it means for us? And then if we've done that, do we know what parts of those outputs or that information that's being produced is considered a record and how are we managing those? How do we manage prompts? How do we manage interactions?

112 "Tina Gibeson" (3091257600)

00:37:44.129 --> 00:38:04.129

And what legal requirements apply, right? Do I have to produce chat logs or prompt logs for you know public records requests? So what is the legal landscape, what are the risks

associated with keeping one or the other and not having it documented? And then as our vendors, as our software providers or whoever is, you know, also.

113 "Tina Gibeson" (3091257600)

00:38:04.129 --> 00:38:23.340

So advancing their own software and using AI to do whatever, do we know what that is, right? Do we know what they do with our information that we might have in that software system? So it's all around that piece of how do we document what's acceptable for us and then what is the compliance requirement that we have as part of that?

114 "Tina Gibeson" (3091257600)

00:38:23.340 --> 00:38:43.340

And this hopefully will start to sound a little repetitive. So again, rim brings to the table a deep understanding of what records requirements actually are relative to the law statutes regulations and our organizational information landscape, so we can help determine what.

115 "Tina Gibeson" (3091257600)

00:38:43.340 --> 00:39:03.340

That we need to keep for whichever purpose. We know what documentation requirements we should be putting in place if we do make those decisions to formalize them to make them defensible, and then of course how we're going to connect those AI policies with our existing information management policies across the organization.

116 "Tina Gibeson" (3091257600)

00:39:03.340 --> 00:39:20.040

Okay, so putting it back to you, based on the three that we just covered, where do you think that Rim can make the most influence to influence AI readiness?

117 "Tina Gibeson" (3091257600)

00:39:50.880 --> 00:40:10.880

Okay, so we're getting a pretty clear consensus over here, but yes, I I absolutely think all three is, is the answer here. Yes, there are certain ones that will feel very comfortable about talking, but really, again, keep in mind that with all of these there's.

118 "Tina Gibeson" (3091257600)

00:40:10.880 --> 00:40:20.340

Something that we're bringing to the table that we absolutely want to be part of the conversation. So I'm very glad to see that. Excellent.

119 "Tina Gibeson" (3091257600)

00:40:20.340 --> 00:40:40.340

All right, so moving on to workforce readiness, and then this really is one where I can go on forever, but it cannot be understated that any adoption, and it doesn't matter if it's AI, if it's anything that we're rolling out where we need the buy in from the organizational employees, it, it hinges on us reaching those who need to actually.

120 "Tina Gibeson" (3091257600)

00:40:40.340 --> 00:41:00.340

Work with whatever it is we're putting in place. So AI adoption as everything else succeeds or fails fails based on the people and their involvement in the process. So for readiness, what that looks like, we are providing AI training, right? We're not just saying we're giving you some training, but we're really providing the specific training.

121 "Tina Gibeson" (3091257600)

00:41:00.340 --> 00:41:20.340

And that is needed based on the role of the person, based on the task that the eye is trying to do that is specific for them to feel comfortable, that they know what's expected of them, what's responsible to use, what isn't, what they need to escalate to a manager or supervisor, but generally how to deal with the.

122 "Tina Gibeson" (3091257600)

00:41:20.340 --> 00:41:36.600

System and what it means for them. So those clear expectations, the change management that comes along with this, this is a very rapidly evolving tool on the technology side, so this requires a lot of responsiveness to technology with which can be a challenge.

123 "Tina Gibeson" (3091257600)

00:41:36.600 --> 00:41:56.600

So what change management pieces do we need to put in place? And then how do we work across the departments, right? So if I'm doing a presentation for IT, it will be very different than if I'm doing a presentation for someone who's working with records on a daily basis. So I want to be able to reach them at the particular intersect of where their knowledge meets the AI solution.

124 "Tina Gibeson" (3091257600)

00:41:56.600 --> 00:42:23.090

So some questions there again if you're trying to assess this, it's really, you know, do we even do training? Simple as that? Or more to the nuances, ok, if we do training, does that mean I'm getting my managers enough to identify when something is a problem within my team? So is there specialized role based training that we can do to advance our whatever AI solution we're putting in place? And then if there are.

125 "Tina Gibeson" (3091257600)

00:42:23.090 --> 00:42:43.090

Our concerns, is there a safe way to raise those? This is a conversation piece that the more we can acknowledge the fact that there are going to be diverging viewpoints on whatever it is we're doing, we're going to have some really early adapters, they're extremely excited, we're gonna have some very, very long term hesitant people we need to see it play out in, in practice 1st.

126 "Tina Gibeson" (3091257600)

00:42:43.090 --> 00:43:12.500

So, are we accounting for all of those facets and are we addressing it with the resources we're providing? And then another question, do we as an organization actually understand the concerns? So a follow up might be, you know, what concerns have been raised? What, what's the general topic of those concerns? So just getting a baseline of are we providing a means to hear feedback, and then also are we providing a means to addressing that feedback across the organization is.

127 "Tina Gibeson" (3091257600)

00:43:12.500 --> 00:43:32.500

Fairly critical on this. And once again, you know, we are very much on the information that we see front, we provide training and records and this is NO different, right? So we're trying to get them to understand what information quality looks like, what appropriate contexts are, what do we need to do to make information.

128 "Tina Gibeson" (3091257600)

00:43:32.500 --> 00:43:52.500

Reliable and also how do we use it responsibly? So what information can we put in an AI tool? What can we not put in an AI tool? And then of course we're going to incorporate those pieces into our own training. So we're already reaching through whether it's an annual fresher training and onboarding training on the event.

129 "Tina Gibeson" (3091257600)

00:43:52.500 --> 00:44:17.510

Chris front, this would be one additional piece that we would want to incorporate. Alright, risk management, this is one of those topics that it just, it's it's always there in the background. Every time you introduce an AI initiative, there's going to be different levels of organizational risk based on what specific function that particular.

130 "Tina Gibeson" (3091257600)

00:44:17.510 --> 00:44:37.510

Really tool that particular tool addresses. So you want to be sure you do your risk assessment, you want to have plans to deal with any risks that you identify and you want to do some periodic reassessment of that risk. And this in particular is also pretty straightforward, you know, who could we possibly affect.

131 "Tina Gibeson" (3091257600)

00:44:37.510 --> 00:44:57.510

Act with that decision. That is a very critical piece of information in the EU frameworks that are emerging in terms of legal considerations for aijs, but you know if we use this AI tool and it makes a decision who is impacted by this, and then what controls can we put in place to reduce that risk? And once again, if.

132 "Tina Gibeson" (3091257600)

00:44:57.510 --> 00:45:15.570

Information risk, we are very familiar with it. We note and determine what records we need to have to demonstrate compliance and then whatever tools we need to provide legal, to support whatever it is, whether it's an investigation, audit or just some sort of incident response, we can certainly assist with that.

133 "Tina Gibeson" (3091257600)

00:45:15.570 --> 00:45:35.570

And last but not least, the operational oversight piece, so once you put it in place, it does not end there. We need to actually make sure that AI is doing what it is supposed to be doing. So we need to have a monitoring process, performance metrics in place, some sort of audit logging going on and then a step where the human steps in and reviews. So it's.

134 "Tina Gibeson" (3091257600)

00:45:35.570 --> 00:45:55.570

A continuous process, once it, once the AI solution is deployed, we have clear things that we measure and we have clear guardrails to know when something is going wrong and when it needs input. So same thing with questions, you know, how do we know it's performing correctly? We should have some clear metrics who reviews those AI outputs, who's in charge of.

135 "Tina Gibeson" (3091257600)

00:45:55.570 --> 00:46:15.570

Of looking at the logs, are we documenting our decisions and what are we using to document them? And hopefully this will be extremely clear at this point. So we do life cycle management, we can assist with that. We know when to start, when to monitor, when to retain, and when to dispose. We know how to create records that show.

136 "Tina Gibeson" (3091257600)

00:46:15.570 --> 00:46:35.570

No compliance that demonstrate auditability or information that is critical to showing that something happened based on how we said it would happen. And then we do put the change management piece so we know what information management gaps we need to prevent when we're dealing with an ongoing system.

137 "Tina Gibeson" (3091257600)

00:46:35.570 --> 00:46:55.670

So those are the pillars, and I know that's a lot to take in, so I want to leave it with just a practical example and I'll kind of leave it to you to self score this as we go through, but I'm gonna give you a couple of statements. They're based on the pillars we just went through and select the best.

138 "Tina Gibeson" (3091257600)

00:46:55.670 --> 00:47:14.910

Response and then depending on which response, give yourself that number of points. This is fairly judgment free zone, so it doesn't matter where you end up, but basically it'll show kind of a question like this and if you say that, ok, my team is comfortable, it's kind of developing, I'll give it a three. There'll be three points for that particular answer.

139 "Tina Gibeson" (3091257600)

00:47:14.910 --> 00:47:34.910

So for this 1st one, just a simple question and don't overthink these. I know there's a lot of text there, but it's really your gut reaction. So if I ask you today, do you have someone who's responsible for approving AI use cases who you would say owns AI decisions for your organization?

140 "Tina Gibeson" (3091257600)

00:47:34.910 --> 00:47:56.910

Do you have such as someone? So one would be NO we really don't have anybody or I think we are starting to get somebody. We, we actually have someone in place. Oh yeah, I know exactly who to go to or yes, absolutely we have this process all the way to find from bottom to top.

141 "Tina Gibeson" (3091257600)

00:47:56.910 --> 00:48:19.260

So record your score there. Second question, can AI access the information it needs? So if I put something in place at your organization today, would the information address from be organized and trustworthy? What's your gut reaction of where that is for your organization?

142 "Tina Gibeson" (3091257600)

00:48:19.260 --> 00:48:39.260

Alright, and question three. This is policy and compliance, so you know what I'm gonna ask, which is do we have any AI.

143 "Tina Gibeson" (3091257600)

00:48:39.260 --> 00:48:51.690

Policy and does that policy address responsible use and information handling?

144 "Tina Gibeson" (3091257600)

00:48:51.690 --> 00:49:11.690

And I do think that shades of having had discussions around policy, at least is a good indicator therefore two or three rating because it is something that's very much coming up and question four, are we providing our employees with training or guiding.

145 "Tina Gibeson" (3091257600)

00:49:11.690 --> 00:49:30.060

Guidance on responsible aius. So is there a training that we're doing? Is it more of the ad hoc type of guidance or do we have a real vigorous training program in place? You know, we, we do it every quarter so we really know what we're what we're bringing home and what the gaps are that we're trying to address.

146 "Tina Gibeson" (3091257600)

00:49:30.060 --> 00:49:51.060

In question five, do we actually address risks before implementing AI use cases? So at any point when someone says, hey, we're rolling out copilot to the organization, has anyone paused to ask?

147 "Tina Gibeson" (3091257600)

00:49:51.060 --> 00:50:11.060

What could possibly go wrong? What could be the risk here? And how do we mitigate that risk when it, when it arrives? So again gap reaction is fine.

148 "Tina Gibeson" (3091257600)

00:50:11.060 --> 00:50:28.890

And last question, do we have a process for monitoring and documenting aius? So is there anything in place that tells us how AI is doing an org our organization? Do we know? Do we do, are we even aware that something is being done at the backend?

149 "Tina Gibeson" (3091257600)

00:50:28.890 --> 00:50:50.280

Alright, so those are the questions. Take a second to tally those and then if you would like to share where you scored on this, be very interested to see where, where everyone kind of falls.

150 "Tina Gibeson" (3091257600)

00:51:10.280 --> 00:51:31.650

I'm give it a few more seconds.

151 "Tina Gibeson" (3091257600)

00:51:31.650 --> 00:51:54.680

Alright, so it looks like a good chunk is in that zone where we're actually starting to develop and where we're starting to really think critically about what we need to govern AI within the organization, and that's really great. And with any scoring system, the things that I want to emphasize.

152 "Tina Gibeson" (3091257600)

00:51:54.680 --> 00:52:14.680

Is that, NO, it, it really doesn't mean we're all gonna all of a sudden be at a level five. You know we're not gonna all of a sudden be superstars and that isn't the goal, right? We wanna be where that star is. We wanna be in that space where we're developing our governance processes, where we're defining what they need to look like. We've recognized that they're.

153 "Tina Gibeson" (3091257600)

00:52:14.680 --> 00:52:34.680

Important and that we need to actually start identifying which areas, so whether it's the governance piece, whether it's the workforce piece, whether it's the information quality piece, where do we need to close a gap and out of those gaps, which ones to us as the organization is the most important.

154 "Tina Gibeson" (3091257600)

00:52:34.680 --> 00:52:56.641

To get to wherever we want to be ultimately and how we're evolving our organizational responsibility and governance of the AI program. And that is everything I have for y'all, so I am happy to talk through any questions if there are any. If not, I'll give it back to Johnny.

155 "Johnny Hadlock" (2214220544)

00:52:56.641 --> 00:53:16.350

Hey, thanks Tina so much. Great job. And to all of you who are here, if you've got questions for Tina, let's go ahead and enter those now into the chat box. That's the bottom right hand side of Webex. I'm gonna open mine as well. Okay I've got it here. Feel free to answer enter any questions that you have here.

156 "Johnny Hadlock" (2214220544)

00:53:16.350 --> 00:53:38.300

I'm gonna start and enter a question just since I've been curious as I listened to all of these webinars from different organizations, from Webinara. What AI system do you think.

157 "Johnny Hadlock" (2214220544)

00:53:38.300 --> 00:53:43.824

Is better than another. There's several out there now. What do you think captures? Oh, which one.

158 "Tina Gibeson" (3091257600)

00:53:43.824 --> 00:53:50.027

What are you talking are you talking like generative AI, like, like chat GPT, those.

159 "Johnny Hadlock" (2214220544)

00:53:50.027 --> 00:53:52.249

Yeah, chat.

160 "Tina Gibeson" (3091257600)

00:53:52.249 --> 00:54:21.280

You know, and that's the other thing, I realize I'm using AI very much as a like general thing, right? Not anyone specific thing. So I would say it very much depends on the use case. A colleague of mine recently did a very interesting comparison across all the AI tools to generate different things. And I think they're all at the same level of baseline. Depending on what specifics you're looking for, I think each has their strength and we.

161 "Tina Gibeson" (3091257600)

00:54:21.280 --> 00:54:49.310

This is the biggest concern is can you make it a private enterprise governed instance, right? So if you're dealing with proprietary information, most of the time you're gonna be dealing within a Microsoft like M 3605 environment. So copilot is one of the the tools that you'll be using. Or in some cases, I've seen some contract analysis with chat CPT that was done.

162 "Tina Gibeson" (3091257600)

00:54:49.310 --> 00:54:59.728

On a private instance for the organization that was very successful. So it's very, very hard to pick one or the other. It really depends on the use case. Good answer.

163 "Johnny Hadlock" (2214220544)

00:54:59.728 --> 00:55:14.925

My is kind of what I hear from other people as well. Jennifer asks a question in the chat. What kinds of AI management systems are identified in ISO IEC 42001?

164 "Tina Gibeson" (3091257600)

00:55:14.925 --> 00:55:34.700

So it's not so much that there are separate ones in it. It's more that it is an entire management system in and of itself and it talks through what the components need to be of that particular management system. So if you're familiar with, e.g., the ISO 9000 kind of quality management system certification, it has all kinds of.

165 "Tina Gibeson" (3091257600)

00:55:34.700 --> 00:55:54.700

Different components to it. So this particular one, is more about how do we govern AI, so remember that act, do, check, plan, those kind of things. It goes into what components you need to have in place to successfully govern or to establish that kind of government so.

166 "Tina Gibeson" (3091257600)

00:55:54.700 --> 00:55:56.591

System.

167 "Johnny Hadlock" (2214220544)

00:55:56.591 --> 00:56:10.573

Thanks, and Tori asked a really good one. Hi, Toriy, good to hear from you in the chat. What's one AI related records issue that you think most records manager haven't started thinking about yet but probably should?

168 "Tina Gibeson" (3091257600)

00:56:10.573 --> 00:56:35.800

Oh, one that I think connects to Jennifer's questions, which is the, are there components common and off the shelf type of system? And I think that is actually the answer there because yes, there are, but do you know what those are? So as I was mentioning, you know, obviously AI is being developed by a lot of different folks, whether it's software vendors, whether it's, you know, the people working in the background.

169 "Tina Gibeson" (3091257600)

00:56:35.800 --> 00:56:55.800

On Microsoft, you know, any of the tools that we use across an organization, they are going to at some level content with integrating AI into their products. So we need to be aware of what is being done. So e.g., if we have a repository vendor where we upload all of our documents there and then they're using this to train their AI model.

170 "Tina Gibeson" (3091257600)

00:56:55.800 --> 00:57:15.800

Are we ok with that? Do we know that is happening, right? Do we have, a clear vendor agreement that outlines what the responsibilities of that information management piece are in terms of what we're allowing them to do and what we don't. So I would say that if you haven't taken a look at some of the critical applications you're working with and what their AI capabilities.

171 "Tina Gibeson" (3091257600)

00:57:15.800 --> 00:57:19.628

This were, that's a good place to start.

172 "Johnny Hadlock" (2214220544)

00:57:19.628 --> 00:57:29.209

Great, and then Jennifer had a follow up to your other question. Here we are talking about components and she wants to know, are the components common in off the shelf types of systems?

173 "Tina Gibeson" (3091257600)

00:57:29.209 --> 00:57:33.630

I would think so. Yeah, these days, for sure.

174 "Johnny Hadlock" (2214220544)

00:57:33.630 --> 00:57:51.351

Francesca asks, I've heard that some cities have considered creating a disclaimer for staff to put on staff reports when reports have been processed through AI. What are your thoughts on that level of transparency with the public?

175 "Tina Gibeson" (3091257600)

00:57:51.351 --> 00:58:07.940

You know that this could be a whole entire conversation on, on ethics and then actually we've we've had that conversation internally as well, you know, like how do we, if we're using it to respond to a proposal, do we, you know, is it called out? So I I do think.

176 "Tina Gibeson" (3091257600)

00:58:07.940 --> 00:58:27.940

Think that this goes to the overall governance strategy. So your organization needs to be comfortable with what it is using AI for, and I think that will dictate in terms of who's impacted, what kind of information, again, is there a decision piece that impacts humans?

177 "Tina Gibeson" (3091257600)

00:58:27.940 --> 00:58:47.940

Or in terms of, you know, are we just using a chatbot that's pulling from a very small curated set of information? So I think this is also a very much organizational challenge. So depending on where you are and what your state is showing in terms of regulation and laws that are being.

178 "Tina Gibeson" (3091257600)

00:58:47.940 --> 00:59:14.480

Being considered, so keep an eye on the bills that are emerging because I'll I'll answer some of that is where you need to want to kind of focus your attention. The other half of that is the executive example that is being set there, right? So what is the level of transparency that is being demonstrated from the top down in terms of the processes that we're using and what we're making available to.

179 "Tina Gibeson" (3091257600)

00:59:14.480 --> 00:59:29.390

Of the public. So I'm very much on the, you know, we want to be transparent, we want to be open with, with whatever we're using with the ifront, but that is very much a emerging field, and I think one that we'll see a lot of legislation around eventually.

180 "Johnny Hadlock" (2214220544)

00:59:29.390 --> 00:59:42.892

Great, thanks. Follow up from Tori or maybe not. I haven't read the question yet, but there she is. Are agencies budgeting for AI before budgeting for the IG needed to support it? What risks might that crease.

181 "Tina Gibeson" (3091257600)

00:59:42.892 --> 01:00:03.470

Yeah, I would say absolutely, right? I mean everyone's read their executive mandate, hey, we're gonna use AI, good luck, and yeah, that's I think kind of the overall point of of my talk really is that if we're, if we're not part of those executive conversations now, if we haven't raised the profile of information governance of of records and information management.

182 "Tina Gibeson" (3091257600)

01:00:03.470 --> 01:00:21.227

As an integral part of those solutions and we absolutely must account for them as part of any initiative and any budget that we're putting in place, we absolutely should, because otherwise we we risk not having reliable information to draw from.

183 "Johnny Hadlock" (2214220544)

01:00:21.227 --> 01:00:39.230

Thank you. Thanks Tina. I'm looking in the chat for any other questions. Have I missed anything here? Let me scroll up. Let me scroll down. Okay, not seeing any other questions and noting that we are right at time, I think with that we will say tutori.

184 "Johnny Hadlock" (2214220544)

01:00:39.230 --> 01:00:58.110

Excuse me, to Tina, thank you so much for today's presentation. Thanks to access sciences for your support as a contributor sponsor of Nagara, and thanks to all of you who joined us for today's sponsor solutions series presentation. Until next time everyone be safe and be well.

185 "Johnny Hadlock" (2214220544)

01:00:58.110 --> 01:01:00.352

Thanks everyone. Thank you, everyone.