GOVERNANCE STRUCTURES FOR HUMAN-CENTERED AI

Ben Shneiderman, October 2020

Reliable Systems Based on Sound Software Engineering Practices for a Team
1. Audit trails and analysis tools
2. Software Engineering Workflows
3. Verification and validation testing
4. Bias testing to enhance fairness
5. Explainable user interfaces

Safety Culture through Business Management Strategies within an Organization
6. Leadership commitment to safety
7. Hiring and training oriented to safety
8. Extensive reporting of failures and near misses
9. Internal review boards for problems and future plans
10. Alignment with industry standard practices

Trustworthy Certification by Independent Oversight for an Industry
11. Government interventions and regulation
12. Accounting firms conduct external audits
13. Insurance companies compensate for AI failures
14. Non-governmental and civil society organizations
15. Professional organizations and research institutes