Transparent Artificial Intelligence Governance Alliance (TAIGA)

Jon Eichten | Deputy Commissioner

MINNESOTA IT SERVICES

- The <u>Transparent Artificial Intelligence Governance Alliance (TAIGA)</u> is a response to the arrival of LLMs and the transformative potential of AI.

- **Vision**: "MNIT embraces the transformative potential of AI and automation. We will seek to responsibly incorporate these technologies into the fabric of government operations, creating efficient, equitable, and innovative services that benefit every Minnesotan."

    - Maintain guiding principles

    - Develop standards

    - Define governance processes
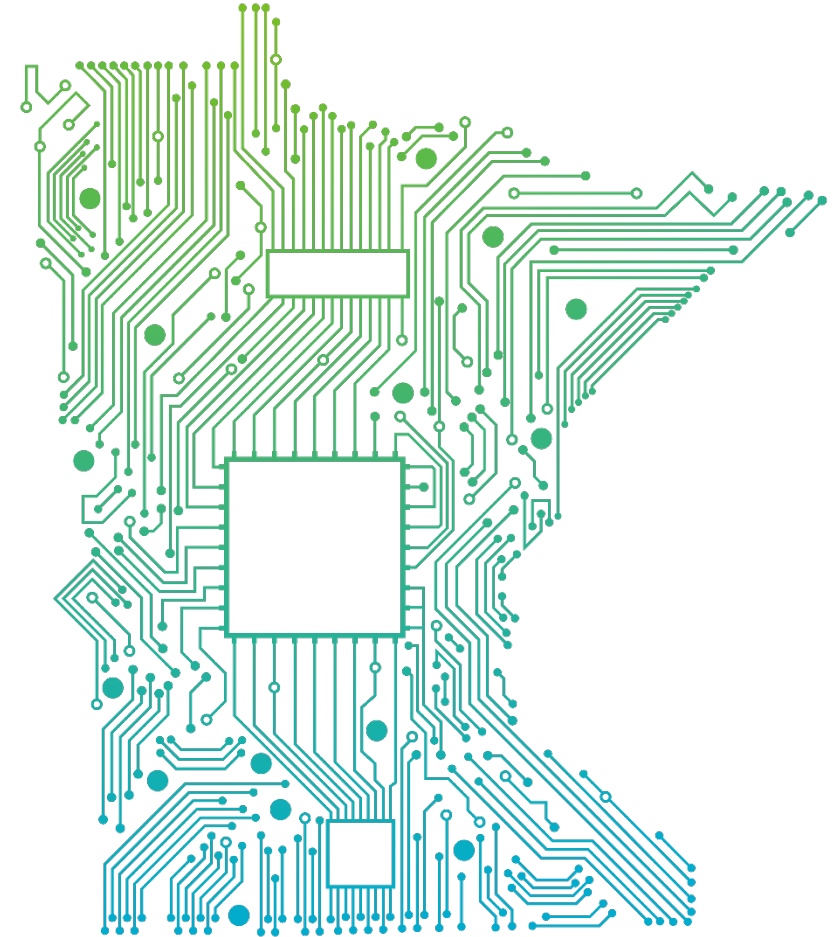
TAIGA Guiding Principles

Accountability, Efficiency, & Transparency	Equity and Inclusivity	Beneficial and User-Centered Services	Adaptability and Innovation
Privacy and Security	Collaboration and Partnership	Workforce Empowerment	Sustainability and Environmental Focus

TAIGA Website

Balance benefits and risk

Consult subject matter experts

Protect not public information
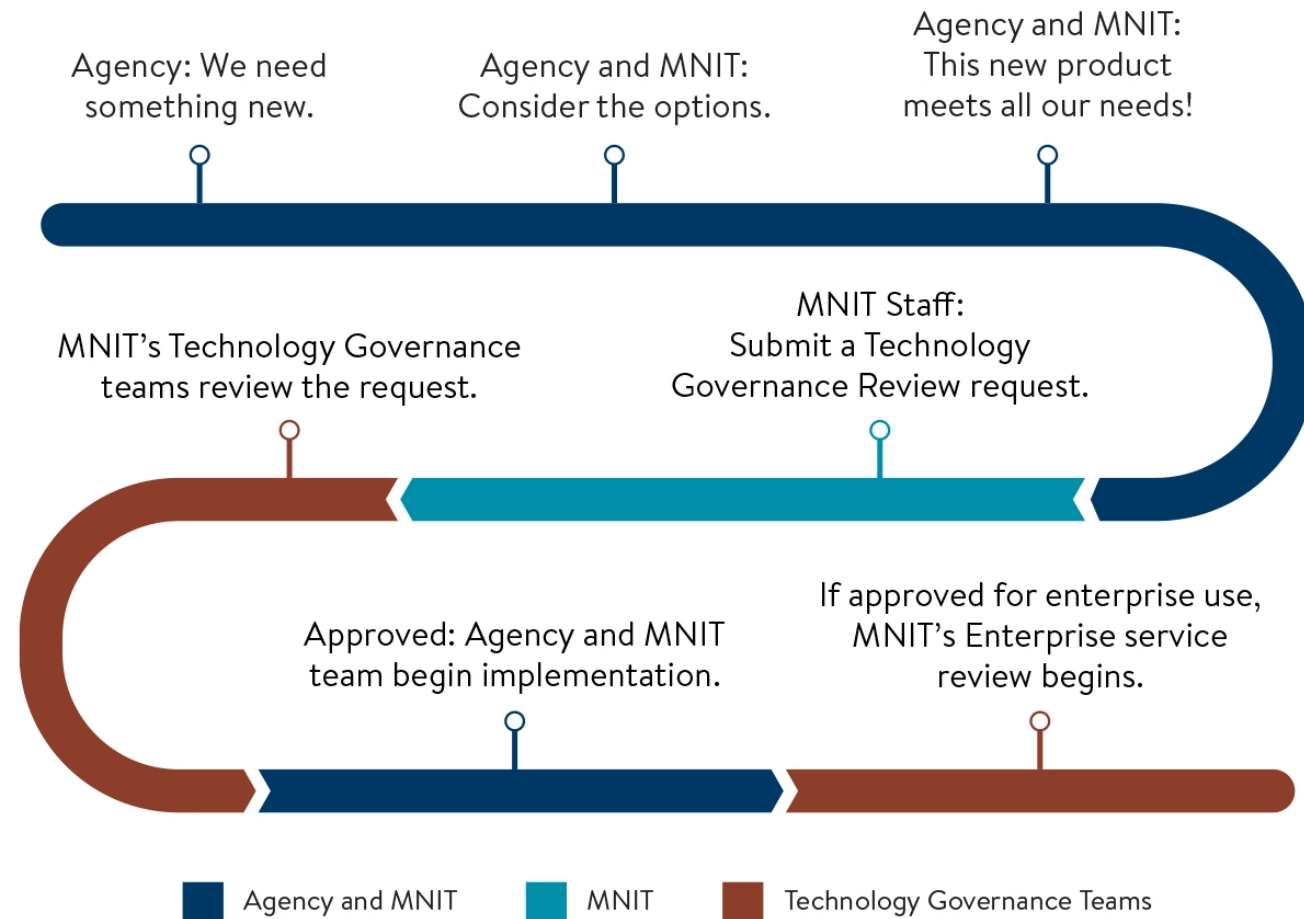
Sample use cases

Compliance with applicable laws

Roles and responsibilities

MINNESOTA IT SERVICES

Public Artificial Intelligence Services Security Standard

From the Office of the Chief Information Officer, State of Minnesota

Version:	1.0		
Effective Date:	10/18/2023		
Approval Signature:		Date:	10/18/2023

John Israel, Chief Information Security Officer

Purpose

The purpose of this standard is to provide requirements and establish a framework for the responsible use of public web services enhanced by Artificial Intelligence (AI) (referred to in this standard as AI-enhanced services) for individual work tasks by State of Minnesota employees, volunteers, and contractors. It aims to guide employees, volunteers, and contractors on how to use publicly available AI-enhanced services such as Bing, Bard, and ChatGPT responsibly in a manner that:

- adheres to legal and regulatory requirements,
- balances confidence and skepticism,
- delivers value and benefits to Minnesotans, and
- secures protected information and data.

This document does not cover standards being developed to guide the acquisition, creation, or use of AI tools beyond individual work tasks like writing, editing, researching, or other duties that improve employee productivity. Information on those standards will be made available later.

Background

AI refers to the simulation of human intelligence processes by computer systems. If an application can independently perform tasks that would otherwise require human intelligence, such as understanding natural language, recognizing patterns, making decisions, or interpreting complex data, it likely uses AI.

AI-enhanced services have been used by organizations for many years. However, new large language model (LLM) AI-enhanced services that are on the Internet and embedded into tools such as Microsoft 365, and GitHub, create the need for new governance to use these tools responsibly. This standard refers primarily to these new services.

Artificial Intelligence Personal Productivity Security Standard   1

Applies to publicly-available AI tools.

MNIT Technology Acquisition Governance

Agency: We need something new.

Agency and MNIT: Consider the options.

Agency and MNIT: This new product meets all our needs!

MNIT Staff: Submit a Technology Governance Review request.

MNIT's Technology Governance teams review the request.

If approved for enterprise use, MNIT's Enterprise service review begins.

Approved: Agency and MNIT team begin implementation.

Legend:
- Agency and MNIT
- MNIT
- Technology Governance Teams

- Partner with <u>AI Leads</u> within agencies to understand business needs.

- Detect AI-related activities in procurement, projects, and ongoing development.

- Understand the risks associated with new AI-related work.

- Apply appropriate level of resources and review based on risk.
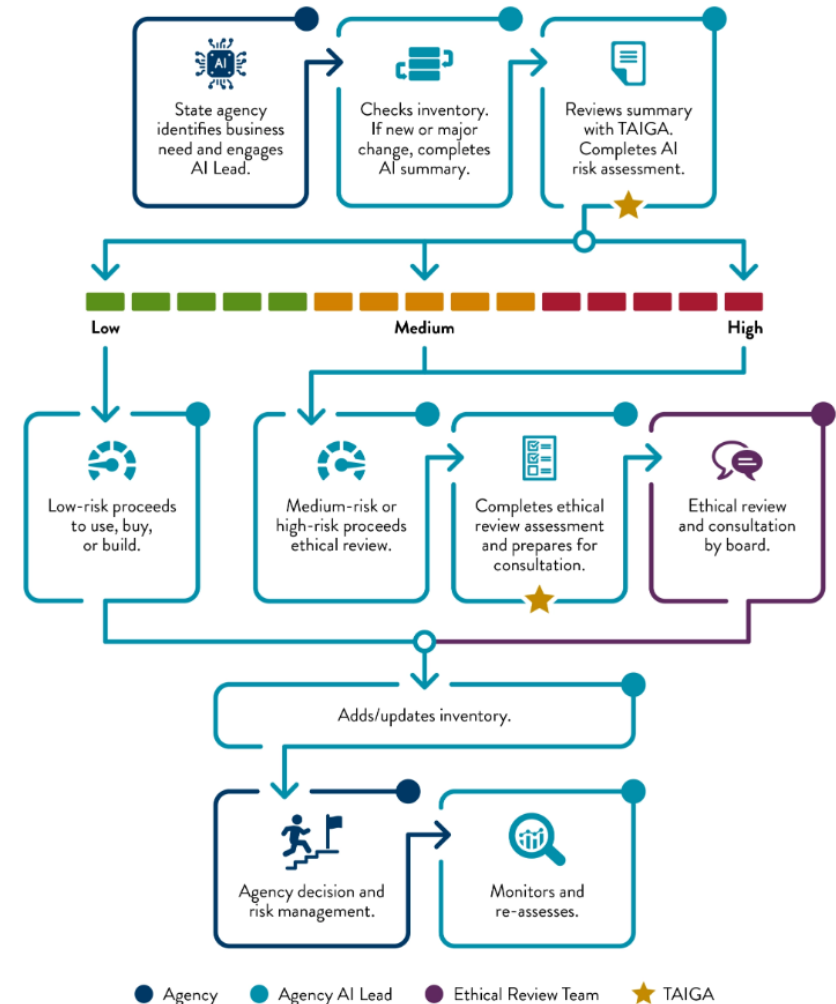
✓ **<u>Level of AI Automation</u>**

How much of what would have been previously done by a human in the process will be done by AI?

✓ **<u>Role of Humans and AI</u>**

How will humans interact with and direct the AI in its use?

✓ **<u>AI Task Complexity</u>**

What is the complexity of the task AI will be completing or involved in completing?

✓ **<u>AI Technical Readiness</u>**

What is the level of technical readiness of the AI solution and/or the team implementing and supporting it?

✓ **<u>AI Process Testing and Validation</u>**

How will the AI process be tested and validated? How will you know that the AI is generating the desired and/or correct outputs for the intended implementation?

Assessing AI Risk Level

	AI-Enabled Systems	Examples	Risk Levels
Level 1 Basic	People **access** basic AI assistance tools that provide simple suggestions and automation.	Customer service chatbots, voice assistants, basic translations, automated scheduling tools	**Low**
Level 2 Partial	People **collaborate** with AI-enabled services that provide complex responses and automation suggestions. People have full responsibility for decision-making.	Content-specific AI services (coding, legal, images, music, etc.) drafting documents, complex translations, email filtering, meeting summarization, enhanced search	
Level 3 Conditional	People **supervise** semi-autonomous AI services operating within predefined parameters. Person is responsible for overseeing proper operation.	Automated document processing, custom chatbots and search tools, email autoresponders, smart security cameras, fraud detection	**Medium**
Level 4 High	People **allow** AI tools to make decisions and execute tasks. User only intervenes when events are outside normal operating conditions.	Real-time traffic management, public health monitoring, pollution level tracking, benefits approval processes	**High**
Level 5 Full	People **trust** AI systems to operate without oversight or need for intervention.	Automated financial transactions, driverless transport systems, smart grid energy management	

- AI classes available in statewide Learning Management system

Technology Advisory Council (TAC) recommendations

Transparent Artificial Intelligence Governance Alliance (TAIGA) actions

Report of the
TECHNOLOGY ADVISORY COUNCIL
January 23, 2025

MINNESOTA
TECHNOLOGY
ADVISORY COUNCIL

Policy & Standards

Guiding Principles & Guardrails

TAIGA Governance Framework

Governance & Partnership

Information Technology for Minnesota Government | mn.gov/mnit

Thank You!

Jon Eichten

jon.eichten@state.mn.us