

AI Ethics & Governance:

Building Trustworthily Systems

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AGENDA

1. Why AI Ethics Matters in Government

Public trust, accountability, and impact on communities

2. Defining Trustworthy AI

Core principles: transparency, fairness, accountability, privacy, reliability

3. The Role of Technical Support

Frontline of AI trust, incident detection, and user experience

4. Key AI Risk Areas

Bias, explainability, privacy, and over-reliance

5. Operationalizing AI Governance

Intake, escalation, knowledge, and feedback loops

6. Policies & Controls (Government Lens)

Standards, auditability, and vendor accountability

7. Building a Culture of Trust

Psychological safety, training, and ethical responsibility

8. Measuring Trust in AI

Metrics, trends, and continuous validation

9. Delivering Trustworthy AI: Trust but Verify

Leadership responsibility and closing perspective

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- Building Trustworthy Systems
- Technical Support Perspective
- City / Public Sector Focus



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Why AI Ethics Matters

- Public trust is critical
- Impacts citizens and communities
- Higher accountability in government
- Support teams deliver the experience

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Defining Trustworthy AI

- Transparency (Explainable)
- Accountability (Ownership)
- Fairness (Equity)
- Privacy (Protection)
- Reliability (Consistency)

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Technical Support Role

- Front line for AI issues
- Detect errors and bias
- Manage user experience
- Provide feedback loops



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AI Risk Areas

- Bias and inequity
- Lack of explainability
- Data privacy concerns
- Over-reliance on AI

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Governance Model

- Intake and classification
- Defined escalation paths
- Knowledge management
- Feedback to engineering



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Policies & Controls

- AI acceptable use policy
- Data governance standards
- Audit logging
- Vendor accountability

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Culture of Trust

- Encourage reporting
- No-blame environment
- Train staff on AI ethics
- Promote transparency

Algorithm Register in the city of Amsterdam



Website



Procedural

Uploaded on May 22, 2023



The Algorithm Register is an overview of the artificial intelligence systems and algorithms used by the City of Amsterdam. Through the register, you can get acquainted with the quick overviews of the city's algorithmic systems or examine their more detailed information based on your own interests. You can also give feedback and thus participate in building human-centered algorithms in Amsterdam. The register is still under development.

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Measuring Trust

- AI incident volume
- Bias escalation trends
- Resolution times
- User satisfaction

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Closing

- AI is a public trust contract
- Support teams bridge AI and people
- Trust is delivered through service

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Summarize

1. Design with Ethics from the Start Embed fairness, transparency, and accountability into system design
2. Implement Strong Governance & Controls Clear policies, auditability, and defined ownership
3. Enable Human Oversight Keep humans in the loop for critical decisions and validation
4. Operationalize Through Technical Support Detect issues early, manage incidents, and drive feedback loops
5. Measure, Monitor, and Continuously Improve Use metrics, trends, and real-world feedback to validate outcomes

Thank You

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