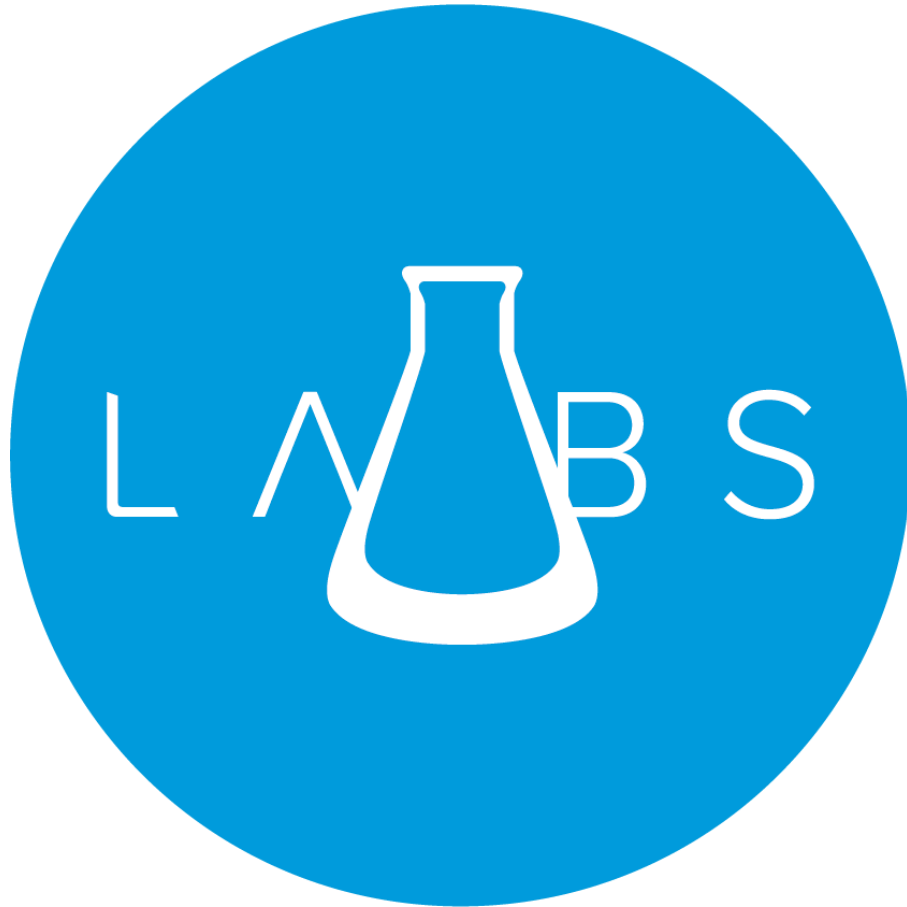


AI Governance App

Set Up and User Guide



Create. Innovate. Educate.

Introduction

Welcome to the AI Governance and Management App, your comprehensive solution for overseeing AI initiatives within your organization. This app is designed to provide a robust framework for documenting, tracking, and managing various aspects of AI development and deployment. With a focus on transparency, compliance, and strategic alignment, this app offers a range of features to support your AI governance needs.

Key features include AI Use Case documentation, where you can capture detailed information about each AI initiative, including an overview, objectives, expected outcomes, and regulatory evaluation considerations. This ensures a thorough understanding of the purpose and impact of each AI project.

The app also facilitates comprehensive data management by allowing you to document and classify data sources, including details on data impact levels, structured formats, and ownership. This supports proper data governance and compliance with regulatory standards.

AI Feature cataloging is another key component, enabling easy tracking and association of AI features with relevant use cases. This helps manage the capabilities and functionalities deployed across various projects.

Additionally, the app provides tools for model and endpoint tracking, where you can store information about AI models, including versions, training data, and risk assessments. It also manages AI endpoints by capturing details like URLs, request limits, and compliance standards.

Risk and stakeholder management features allow you to document potential risks associated with AI Use Cases and maintain a list of stakeholders, linking them to specific data sources and use cases. This ensures that all relevant parties are engaged and that risks are properly evaluated and mitigated.

The AI Application Implementation feature enables you to manage the implementation of AI applications that incorporate multiple use cases, providing a unified view of the integration and deployment of AI technologies within specific applications.

Finally, the app supports feedback and test case management, allowing you to collect and manage feedback and test cases to support continuous improvement and validation of AI models and features.

This app serves as a centralized platform for all your AI governance needs, providing a clear and structured approach to managing AI projects. By consolidating information and streamlining processes, it enables effective oversight, compliance, and strategic decision-making in AI development and deployment.

* [Salesforce Labs provides free, open source solutions to the AppExchange.](#)

System requirements:

Available for use in Enterprise, Unlimited, Force.com, Developer, and Performance Editions of Salesforce.

The AI Governance App is a free solution designed to optimize the user experience with the following Salesforce Products, and thus requires

- Platform License

Installation Guide

*Some Labs developers include a step by step guide of installing your solution from AppExchange. While this is not required, it may be helpful for users who are new to AppExchange.

Login with your trailhead email and navigate to our listing on Appexchange <link>

Select “Get it Now” from the listing and select the org you want to install it in from the drop down

1. Agree to the terms and conditions
2. **Select “Get it Now” from the listing and select the org you want to install it in from the drop down**
3. Agree to the terms and conditions
4. Once you have redirected to the Salesforce login page, input the credentials for the Salesforce org you wish to install the

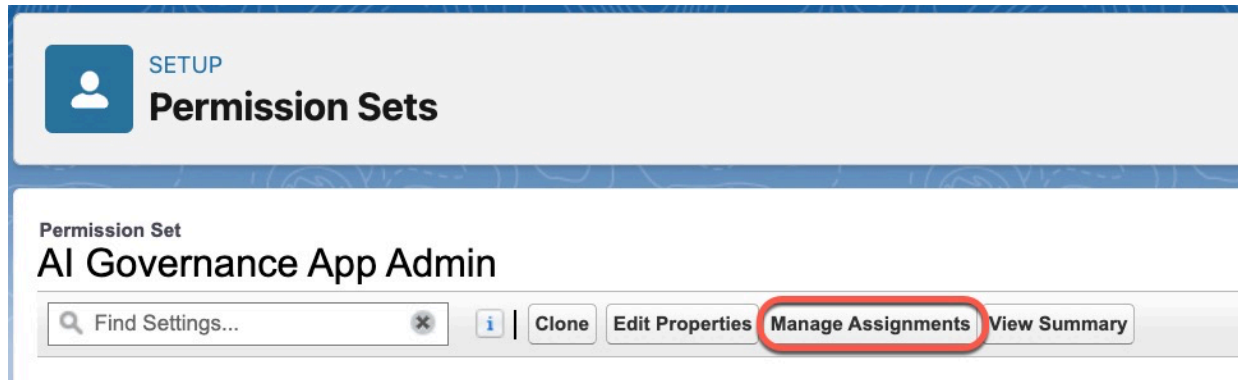
solution in

5. Select the profiles you wish to access the solutions (Admins Only, Everyone, or Specific Profile>)

Set Up Guide

ASSIGN PERMISSION SET

Once the package is installed, provide access to users via the **AI Governance App Admin** permission set.



AI GOVERNANCE APP

On the **Home** page for the **AI Governance App**, begin the configuration by populating the data for:

- AI Models
- AI Data Sources
- AI Endpoints
- AI Features
- AI Stakeholders

AI MODEL

Add the applicable AI Models for your organization. This is designed to store and manage comprehensive information about AI models used within an organization. This object serves as a central repository for details about each AI model, including its identity, version history, training data specifics, and associated risk assessments.

A Risk Scorecard component has been incorporated, which evaluates the potential risks associated with each model. This scorecard is tailored to the organization's unique risk tolerance framework, providing a standardized method to assess and manage the risks inherent in deploying AI technologies. The risk scorecard facilitates informed decision-making by highlighting areas of concern and enabling proactive risk mitigation strategies.

AI Governance AI Models OpenAI GPT-4 | AI ...

AI Model
OpenAI GPT-4

Edit Clone Delete

Related Details

Model Information

AI Model Name	OpenAI GPT-4	Training Data As Of	9/1/2021
Version	gpt-4-0613	Status	Evaluating for Use

Considerations

Suggested Use

GPT-4 outperforms both previous large language models and as of 2023, most state-of-the-art systems (which often have benchmark-specific training or hand-engineering). GPT-4 is optimized for chat but works well for traditional completions tasks using the Chat Completions API.

Ethical Considerations

Inaccurate outputs from GPT-4 could contribute to the spread of misinformation, perpetuating biased narratives and reinforcing harmful stereotypes. Addressing biases in training data becomes crucial to mitigate these potential downsides

Risk Scorecard

Data Privacy Risk

High

Model Bias Risk

Moderate

Regulatory Compliance Risk

Moderate

External Risk Scorecard URL

Provider Information

Provider

OpenAI

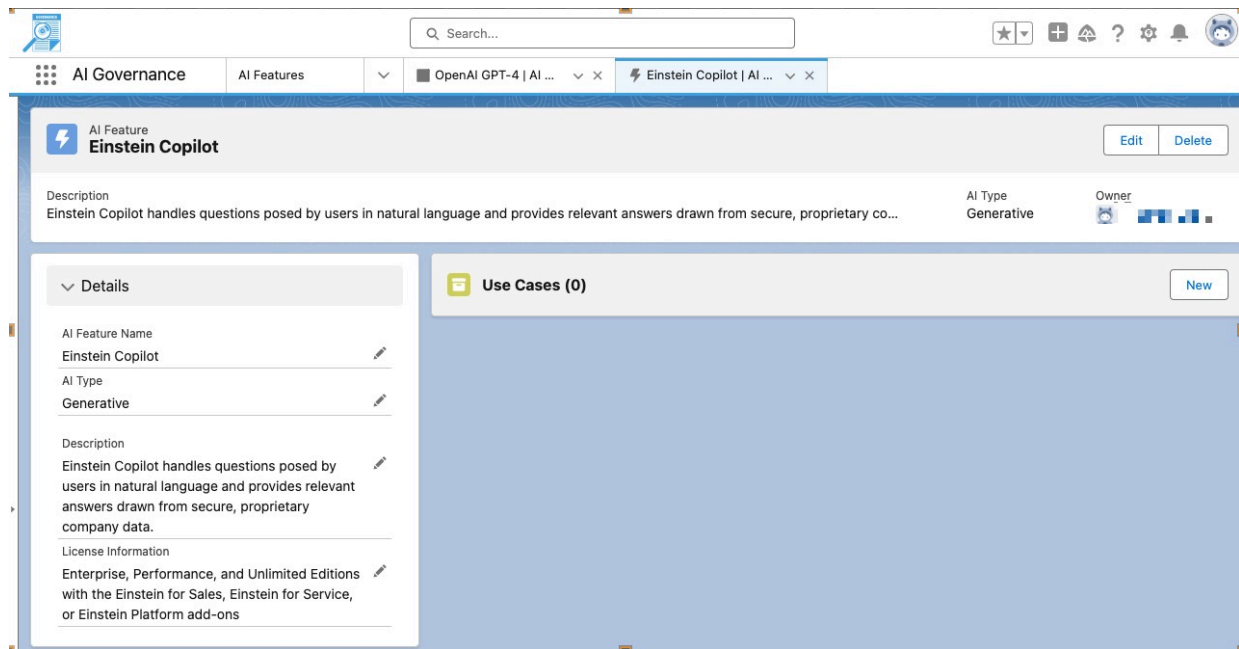
Provider Site

<https://openai.com/>

Additionally, you can create a workflow to route approvals for various models. When selecting a model for an AI Use Case, only those models with the status of 'Evaluating for Use' or 'Approved for Use' will be available for display.

AI FEATURE

AI Features are designed to catalog and document individual features of AI systems. It serves as a comprehensive repository for AI features that can be associated with various AI Use Cases. This object enables organizations to track, manage, and analyze AI capabilities across different projects and applications.



AI ENDPOINT

Designed to catalog and manage details about the endpoints through which AI models are accessed and utilized. This object provides a comprehensive overview of each AI endpoint, including its operational status, associated AI model, and technical specifications. It captures essential information such as the endpoint URL, monitoring URL, request limitations, and data format requirements for both input and output. Additionally, the object includes details about the authentication standards and compliance requirements that must be met when interacting with the endpoint.

A vital resource for developers, system integrators, and compliance officers, ensuring that all necessary technical and regulatory aspects are documented and accessible. By maintaining a clear and detailed record of each AI endpoint, this object supports efficient integration, monitoring, and management of AI services within an organization's IT infrastructure.

AI Governance

AI Endpoints

Sentiment Analysis ...

AI Endpoint
Sentiment Analysis Model v2.1

Endpoint URL

https://api.example.com/ai/sentiment-analysis

AI Model

OpenAI GPT-4

Status

Approved

Related

Details

AI Endpoint Name

Sentiment Analysis Model v2.1

Status

Approved

Description

This endpoint provides sentiment analysis capabilities, allowing users to determine the sentiment (positive, neutral, or negative) of a given text input. It supports various languages and is optimized for high accuracy in social media text.

AI Model

OpenAI GPT-4

Endpoint URL

https://api.example.com/ai/sentiment-analysis

Monitoring URL

https://monitoring.example.com/ai/sentiment-analysis

Limits

Request Limit

10,000 requests per hour

Maximum Request Size

500 KB

Data Formats

Input Formats

JSON (JavaScript Object Notation);XML (eXtensible Markup Language)

Output Formats

JSON (JavaScript Object Notation)

Auth/Compliance

Authentication Methods

OAuth 2.0

Compliance Standards

ISO/IEC 27001

AI STAKEHOLDER

Designed to manage and document the stakeholders involved in AI projects, specifically those related to data sources and use cases. This object captures their association with either a Salesforce contact (from the standard Contact object) or a Salesforce user. It serves as a centralized record of all individuals or entities that have a vested interest in the AI initiatives within the organization.

AI Stakeholder
Bryan Wise

Related

Details

Information

AI Stakeholder Name

Bryan Wise

Owner

Jen McClure

Contact

User

Bryan Wise

AI DATA SOURCE

Serves as a comprehensive repository for information related to the data sources utilized in AI models and applications. This object captures key details about each data source, including its classification, data impact level, type, and origin. It specifies

whether the data is structured or unstructured and provides the relevant object/table and field/column details for structured data.

AI Data Source

Customer Transaction Data

Edit

Clone

Delete

Data Impact Level

Low

Classification

Restricted

Related

Details

▼ Data Source Information

Data Source Name

Customer Transaction Data

Type

Structured

Origin

Internal

Classification

Restricted

Data Impact Level

Low

▼ Data Format Details

Structured Format

Database

Object/Table

Customer

Field/Column

▼ Data Source Owner

Data Owner

AI USE CASE

The setup is now complete, and you can begin documenting the **AI Use Cases**. This section provides a structured framework for capturing comprehensive information about each AI Use Case, including an overview, detailed description, objectives, expected outcomes, and regulatory evaluation considerations.

For each AI Use Case, you can link multiple related components, such as AI Features, Data Sources, AI Models, Endpoints, Risks, Stakeholders, Test cases, and Feedback. This comprehensive documentation helps in understanding the scope, impact, and compliance requirements of each use case.

By maintaining detailed records of all aspects of an AI Use Case, this section supports effective governance, strategic alignment, and adherence to regulatory standards. It also facilitates collaboration and communication among various stakeholders, ensuring a cohesive and coordinated approach to AI development and deployment.

AI APPLICATION IMPLEMENTATION

The AI Application Implementation section is designed to manage and document the implementation of AI applications that incorporate multiple AI Use Cases. Each implementation can encompass several AI Use Cases, providing a unified view of how various AI functionalities are brought together within a single application. This setup facilitates the management of complex AI systems, ensuring that all components are effectively integrated and aligned with the application's overall goals.