STN	**Informačné technológie** **Strategické vedenie IT** **Dôsledky využitia umelej inteligencie** **organizáciami na strategické vedenie**	**STN** **ISO/IEC 38507** 97 4183

Information technology
Governance of IT
Governance implications of the use of artificial intelligence by organizations

Technologies de l'information
Gouvernance des technologies de l'information
Implications de gouvernance de l'utilisation par des organisations de l'intelligence artificielle

Táto slovenská technická norma obsahuje anglickú verziu medzinárodnej normy ISO/IEC 38507: 2022 a má postavenie oficiálnej verzie.

This Slovak standard includes the English version of the International standard ISO/IEC 38507: 2022 and has the status of the official version.

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Anotácia

Cieľom tohto dokumentu je poskytnúť návod pre riadiaci orgán organizácie, ktorá používa alebo zvažuje použitie umelej inteligencie (AI).

Tento dokument sa zaoberá povahou a mechanizmami AI v rozsahu potrebnom na pochopenie dôsledkov ich používania na strategické vedenie: aké sú ďalšie príležitosti, riziká a povinnosti, ktoré používanie AI prináša? Dôraz sa kladie na spravovanie (ktoré vykonávajú ľudia) používania AI v organizácii a nie na technológie tvoriace akýkoľvek systém AI. Takéto strategické vedenie si však vyžaduje pochopenie dôsledkov technológií.

Rozsah tohto dokumentu sa týka dôsledkov používania AI pre organizáciu. Ako každý výkonný nástroj, aj používanie AI prináša nové riziká a povinnosti, ktoré by mali organizácie, ktoré ho používajú, riešiť. Umelá inteligencia nie je vo svojej podstate „dobrá" alebo „zlá", „spravodlivá" alebo „zaujatá", „etická" alebo „neetická", hoci jej použitie môže byť alebo sa tak môže zdať.

Účel, etika a ďalšie usmernenia organizácie sa odrážajú, či už formálne alebo neformálne, v jej politikách. Tento dokument skúma politiku riadenia a organizácie a ich aplikáciu a poskytuje návod na ich prispôsobenie na používanie AI. Prevádzkové aspekty politík sa implementujú prostredníctvom manažmentu. Tento dokument odkazuje na iné normy, kde nájdete podrobnosti o súvisiacich témach vrátane sociálnej zodpovednosti, dôveryhodnosti (ako je riadenie rizík, riadenie zaujatosti a kvality) a riadenie súladu.

Tento dokument poskytuje návod pre členov riadiaceho orgánu organizácie, aby umožnili a spravovali používanie umelej inteligencie (AI) s cieľom zabezpečiť jej účinné, efektívne a prijateľné používanie v rámci organizácie.

Tento dokument tiež poskytuje usmernenia pre širšiu komunitu, ako sú napr.:

– výkonní manažéri;

– externé spoločnosti alebo technickí špecialisti, ako sú právni alebo účtovní špecialisti, maloobchodné alebo priemyselné združenia alebo profesijné orgány;

– verejné orgány a tvorcovia politiky;

– interní a externí poskytovatelia služieb (vrátane konzultantov);

– hodnotitelia a audítori.

Národný predhovor

Normatívne referenčné dokumenty

Na nasledujúce dokumenty sa odkazuje v texte takým spôsobom, že časť ich obsahu alebo celý obsah predstavuje požiadavky tohto dokumentu. Pri datovaných odkazoch sa používa len citované vydanie. Pri nedatovaných odkazoch sa používa najnovšie vydanie citovaného dokumentu (vrátane akýchkoľvek zmien).

> POZNÁMKA 1. – Ak bola medzinárodná publikácia zmenená spoločnými modifikáciami, čo je indikované označením (mod), použije sa príslušná EN/HD.

> POZNÁMKA 2. – Aktuálne informácie o platných a zrušených STN a TNI možno získať na webovom sídle www.unms.sk.

ISO/IEC 22989: 2022 prijatá ako STN EN ISO/IEC 22989: 2023 Informačné technológie. Umelá inteligencia. Pojmy a terminológia umelej inteligencie (ISO/IEC 22989: 2022) (97 4163)

ISO/IEC 38500: 2015 zrušená a nahradená ISO/IEC 38500: 2024 prijatá ako STN ISO/IEC 38500: 2024 Informačné technológie. Strategické vedenie IT pre organizáciu (97 4186)

Vypracovanie slovenskej technickej normy

Spracovateľ: Úrad pre normalizáciu, metrológiu a skúšobníctvo SR, Bratislava

Technická komisia: TK 37 Informačné technológie

Contents

Page

ISO/IEC 38507:2022(E)

Foreword

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This document was prepared jointly by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittees SC40, *IT service management and IT governance* and SC 42, *Artificial intelligence*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

The objective of this document is to provide guidance for the governing body of an organization that is using, or is considering the use of, artificial intelligence (AI).

This document provides guidance on the role of a governing body with regard to the use of AI within their organization and encourages organizations to use appropriate standards to underpin their governance of the use of AI.

This document addresses the nature and mechanisms of AI to the extent necessary to understand the governance implications of their use: what are the additional opportunities, risks and responsibilities that the use of AI brings? The emphasis is on governance (which is done by humans) of the organization's use of AI and not on the technologies making up any AI system. However, such governance requires an understanding of the implications of the technologies.

Artificial intelligence (AI)

AI embraces a family of technologies that bring together computing power, scalability, networking, connected devices and interfaces, together with vast amounts of data. Reference to 'AI' in this document is intended to be understood to refer to a whole family of technologies and methods, and not to any specific technology, method or application. For AI concepts and terminology, see ISO/IEC 22989:—[1].

Use of AI

"Use of AI" is defined in this document in the broadest sense as developing or applying an AI system through any part of its life cycle to fulfil objectives and create value for the organization. This includes relationships with any party providing or using such systems.

Governance implications of the use of AI

The scope of this document is concerned with the implications for an organization of the use of AI. As with any powerful tool, the use of AI brings new risks and responsibilities that should be addressed by organizations that use it. AI is not inherently 'good' or 'evil', 'fair' or 'biased', 'ethical' or 'unethical' although its use can be or can seem to be so.

The organization's purpose, ethics and other guidelines are reflected, either formally or informally, in its policies. This document examines both governance and organizational policies and their application and provides guidance to adapt these for the use of AI. The operational aspects of the policies are implemented through management. This document refers to other standards for details on related topics including social responsibility, trustworthiness (such as risk management, management of bias, and quality) and compliance management.

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1) Under preparation. Stage at the time of publication: ISO/IEC FDIS 22989:2022.

INTERNATIONAL STANDARD   **ISO/IEC 38507:2022(E)**

Information technology — Governance of IT — Governance implications of the use of artificial intelligence by organizations

1 Scope

This document provides guidance for members of the governing body of an organization to enable and govern the use of Artificial Intelligence (AI), in order to ensure its effective, efficient and acceptable use within the organization.

This document also provides guidance to a wider community, including:

— executive managers;

— external businesses or technical specialists, such as legal or accounting specialists, retail or industrial associations, or professional bodies;

— public authorities and policymakers;

— internal and external service providers (including consultants);

— assessors and auditors.

This document is applicable to the governance of current and future uses of AI as well as the implications of such use for the organization itself.

This document is applicable to any organization, including public and private companies, government entities and not-for-profit organizations. This document is applicable to an organization of any size irrespective of their dependence on data or information technologies.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitute requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 22989:—[2)], *Information technology — Artificial intelligence —Artificial intelligence concepts and terminology*

ISO/IEC 38500:2015, *Information technology — Governance of IT for the organization*

koniec náhľadu – text ďalej pokračuje v platenej verzii STN

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2) Under preparation. Stage at the time of publication: ISO/IEC FDIS 22989:2022.