



G-Cloud 14

Service Definition Document – Wipro Responsible AI
and AI Risk Governance and Management



Table Of Contents

Scope of Services..... 2

Approach..... 3

Assets, Tools & Accelerators..... 6

Contact Us..... 7

Scope of Services

Wipro's Responsible AI and AI Risk Governance and management services are designed to support organizations in the ethical, secure, and effective deployment of Generative AI (GenAI) technologies. Our services encompass a comprehensive suite of solutions tailored to address the multifaceted challenges and opportunities presented by GenAI. We aim to empower our clients to harness the potential of AI while ensuring adherence to legal, ethical, and regulatory frameworks.

Strategic Consulting and Policy Development: We assist organizations in the creation and refinement of AI governance policies that reflect the latest in ethical AI practices and regulatory requirements. Our team of experts works closely with clients to develop policies that are not only compliant with current laws but are also forward-looking to anticipate future developments in the AI landscape.

Risk Assessment and Management: Our services include a thorough risk assessment of GenAI applications, focusing on privacy, data protection, cybersecurity, and intellectual property. We evaluate the potential risks associated with data minimization, fairness, transparency, and accuracy of AI-generated content. By identifying and quantifying these risks, we enable organizations to implement robust risk management strategies.

Security and Confidentiality Solutions: We provide advanced cybersecurity solutions to safeguard against the unique threats posed by GenAI, such as sophisticated malware and phishing schemes. Our approach includes deploying tools and controls to detect and monitor risks to data and intellectual property, ensuring the confidentiality and integrity of our clients' assets.

Ethical AI Frameworks and Fairness Analysis: Wipro is committed to the responsible use of AI, which includes ensuring that AI systems are fair and unbiased. We offer services to analyze and mitigate biases in AI models, ensuring that AI-generated outputs do not perpetuate or exacerbate existing inequalities.

Compliance and Audit Services: Our team conducts comprehensive audits to ensure that the use, deployment, and development of GenAI technologies align with established policies and procedures. We also provide guidance on compliance with intellectual property laws and data privacy regulations.

Training and Awareness Programs: We offer tailored training programs to enhance the understanding of GenAI risks and responsible AI practices among employees and stakeholders. Our programs are designed to foster a culture of critical thinking and ethical decision-making in the use of AI technologies.

Incident Response and Reporting: In the event of a security incident or data breach, our services include incident response planning and support. We guide organizations through the process of reporting and mitigating such incidents, minimizing potential damage and ensuring a swift recovery.

Approach

Wipro's approach to responsible AI is built on a robust framework that ensures ethical, secure, and compliant use of AI technologies. This framework is designed to address the multifaceted risks associated with GenAI, including privacy, cybersecurity, intellectual property, and regulatory compliance.

Ethical Use and Development

Wipro places a strong emphasis on the ethical implications of AI. The company adheres to global standards and frameworks, such as those provided by the OECD and NIST, to guide the development and deployment of GenAI solutions. Wipro's policies ensure that AI systems are transparent, fair, and respect the informational rights of individuals.

Privacy and Data Protection

Wipro recognizes the importance of data privacy and protection in the age of AI. The company's GenAI initiatives are aligned with stringent data protection laws and incorporate privacy by design from the conception stage. Data Protection Impact Assessments are mandatory for any GenAI use case involving personal data, ensuring compliance with global privacy regulations.

Cybersecurity and Risk Management

The deployment of GenAI technologies introduces new cyber threats. Wipro's approach includes deploying cutting-edge cybersecurity solutions and controls to actively detect and mitigate risks to client data and intellectual property. The company's Chief Information Security Officer (CISO) defines security controls to protect GenAI models and associated data against misuse and unauthorized access.

Human-Centric AI

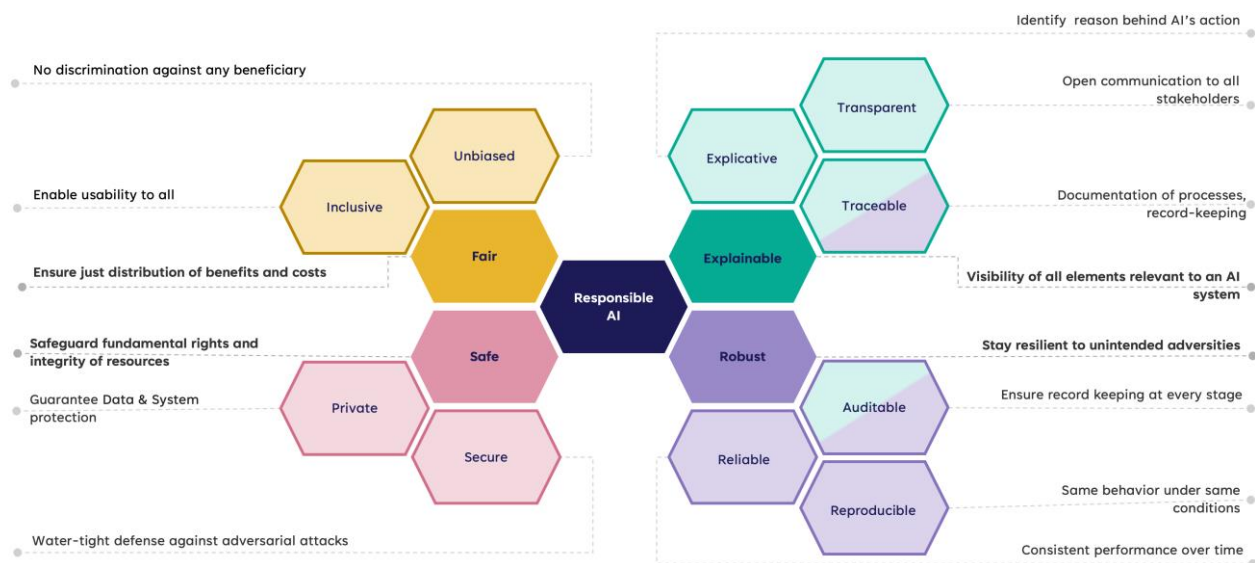
Wipro's human-centric approach to AI ensures that technology augments human capabilities without replacing them. The company fosters a culture where employees adopt a critical mindset, validating outcomes and ensuring that GenAI tools are used to enhance, not detract from, human decision-making.

Wipro collaborates closely with clients to integrate GenAI solutions into their operations. This involves:

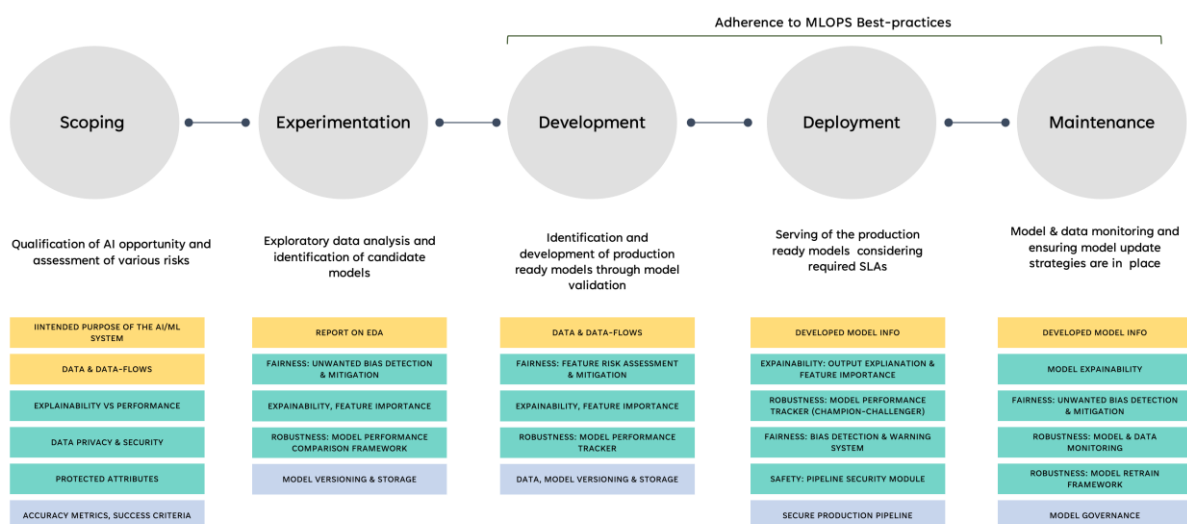
- Conducting comprehensive evaluations to identify security vulnerabilities, bias, and ethical concerns before deploying GenAI tools in production environments.
- Ensuring that GenAI tools are used in client projects only with explicit approval and in compliance with contractual agreements.
- Providing thought leadership and advisory services through Wipro's CTO and Lab45 to guide clients on the best practices in GenAI technology.

Given the fast-evolving nature of AI technologies, Wipro maintains a living policy document that is regularly updated to reflect the latest developments. The company invests in continuous learning and development programs to keep its workforce and clients informed about responsible AI practices.

Dimensions of Responsible AI



Responsible AI by Design



Wipro's approach to providing responsible AI and AI risk governance services is comprehensive, ethical and client-focused. The company's commitment to responsible innovation ensures that GenAI technologies are deployed in a manner that maximizes benefits while minimizing risks.

Assets, Tools & Accelerators

In the pursuit of responsible use and development of Generative AI (GenAI) technology, Wipro has established a robust framework comprising various assets, tools, and accelerators to provide comprehensive services while mitigating associated risks. The following outlines the key components of this framework:

- **GenAI Risk Assessment Framework:** Wipro has developed a proprietary GenAI risk assessment framework to systematically evaluate the potential risks associated with the deployment and development of Generative AI tools. This framework encompasses privacy, cybersecurity, intellectual property, legal compliance, and regulatory considerations to ensure a holistic risk assessment approach.
- **GenAI Compliance Accelerators:** Wipro has developed compliance accelerators tailored to address the specific regulatory requirements and legal obligations related to Generative AI. These accelerators provide comprehensive guidance on adhering to privacy laws, data protection regulations, intellectual property rights, and contractual obligations, thereby enabling clients to navigate the complex landscape of GenAI compliance seamlessly.
- **Security and Confidentiality Tools:** To mitigate security and confidentiality risks inherent in Generative AI, Wipro leverages advanced security tools and technologies. These tools encompass secure coding practices, data anonymization techniques, encryption standards, and regular security assessments to identify and address vulnerabilities in GenAI systems effectively.
- **GenAI Deployment Advisory Services:** Wipro offers specialized advisory services through its GenAI taskforce, providing expert guidance on the deployment and development of Generative AI tools in client engagements. This advisory service ensures that GenAI deployment aligns with client requirements, contractual agreements, and regulatory mandates, thereby fostering responsible and compliant usage of GenAI.
- **Intellectual Property Management Solutions:** Wipro has established robust controls and processes to identify and mitigate risks to intellectual property arising from the usage, deployment, and development of Generative AI. These solutions encompass comprehensive IP risk assessments, adherence to copyright standards, and compliance with EU AI Act provisions, ensuring that GenAI initiatives uphold intellectual property rights.
- **Third-Party GenAI Services Evaluation Tools:** Wipro employs thorough due diligence tools to assess the credibility, security measures, and regulatory compliance of third-party Generative AI service providers. These evaluation tools enable Wipro to select reliable partners, incorporate robust contractual clauses addressing data privacy and intellectual property rights, and conduct regular audits to ensure adherence to enterprise standards.

Wipro have also developed several accelerators for responsible AI and AI risk governance:

- Pre-model development
 - Risk assessment checklist
 - Data stability measures

- Feature fairness analyser
- Model development
 - Model evaluation
 - Model comparison
 - Champion challenger framework
 - Model explainer
- Post model development
 - Feature fairness monitor
 - Data drift monitor
 - Concept drift monitor

Contact Us

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About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 250,000 employees and business partners across more than 60 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.

