Artificial Intelligence Use Case

A. Purpose/Problem To Be Solved	Why would AI be used?
1. Business Unit	Identify the Business Unit/Function submitting the Use Case:
2. Purpose	Brief statement describing the AI and purpose for which the institution would deploy AI. For example, would the institution use AI (i) for research analysis (e.g., ChatGPT); as a "personal assistant" (e.g., CoPilot); for code development (e.g., GitHub or OpenAI); or as a decision-maker (e.g., PlotGPT)?:
3. Nature of Use	Check the appropriate box: ☐ Customer-facing ☐ Internal use
4. Human-AI Activity	Select all that apply from Exhibit A (on Page 8).
5. Scenario	Brief statement describing AI deployment, including why AI is materially superior to alternative non-AI methods such as improved data tagging, etc.:
6. Project Team	List all Functional Groups involved:

B. Stakeholders	Identify the internal and external stakeholders that would use and/or be impacted by the deployment of AI
1. Internal Stakeholders	Identify ALL internal stakeholders that would be involved in the use of AI and designate them as "Primary" (e.g., sponsoring unit; HR; Technology, etc.) or "Secondary." *(other units that may be able to use the AI tool for a similar or related purpose).* **Primary Stakeholders:** **Secondary Stakeholders:**
2. External Stakeholders	Identify ALL external stakeholders impacted by the use of AI (e.g., customers; prospective customers; vendors; channel partners; regulators) and designate them as "Direct" or "Indirect." **Direct Stakeholders:** **Indirect Stakeholders:**

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C.	Benefits	Identify all benefits expected from AI usage in the Scenario
1.	**Benefits**	Check all that apply: ☐ Efficiency Gain (Time) ☐ Efficiency Gain (Headcount) ☐ Automation of Manual Control(s) ☐ Risk Reduction/Mitigation ☐ Revenue Enhancement ☐ Branding/Matching Competitive Practices ☐ Other (please specify)

D.	Risks	Indicate all applicable Material Risks
1.	**Compliance Risk**	☐ BSA/AML ☐ Consumer Compliance ☐ CRA ☐ Fair Lending ☐ Other (please specify) Notes:
2.	**Credit Risk**	☐ Commercial Credit ☐ Retail/Consumer Credit ☐ Other (please specify) Notes:
3.	**Market Risk**	☐ Price/Volatility Risk (e.g., Interest Rate, Equities, Foreign Exchange, or Traded Credit Risk) ☐ Liquidity Risk ☐ Other (please specify) Notes:

4. Operational Risk/Non-Financial Risk	☐ Control Failure ☐ Cyber Risk ☐ Data Access/Risk ☐ Fraud (Specify Internal/External) ☐ Operational Resiliency ☐ Natural Disaster ☐ Process Management Failure ☐ Third Party ☐ ESG Risk ☐ Other (please specify) Notes:
5. Legal Risk	☐ Confidentiality of Information/Data ☐ Copyright Infringement ☐ Defamation ☐ Discrimination
6. Model Risk	☐ Bias ☐ Data Quality ☐ Data Ownership ☐ Incorrect/Inappropriate Use ☐ Other (please specify) Notes:
7. Strategic Risk	☐ Products ☐ Services ☐ Markets ☐ Other (please specify) Notes:
8. Reputational Risk	☐ Customer Sentiment ☐ Other Third Party ☐ Other (please specify) Notes:

9.	**Climate-Related Risk**	☐ Physical Risk ☐ Transitional Risk ☐ Other (please specify) Notes:
10.	**Regulatory Risk**	☐ Changing/Evolving Regulatory Policy ☐ Changing/Evolving Enforcement Priorities ☐ Other (please specify) Notes:

E.	**AI Vendor**	**Name:** *(For internally developed Models, write "Internal" above and skip to the next section)*
1.	**Startup/Early Stage**	☐ Yes ☐ No
2.	**Private Company**	☐ Yes ☐ No
3.	**Public Company**	☐ Yes ☐ No
4.	**Based in U.S.**	☐ Yes ☐ No
5.	**Due Diligence**	Is the AI tool cloud-based? ☐ Yes ☐ No
6.		Has the AI Vendor completed the institution's Third Party Risk Management assessment process? ☐ Yes ☐ No
7.		**(a)** If a vendor tool, will the AI model use bank data as an input? ☐ Yes ☐ No **(b)** If Yes, does the vendor have a current SOC Report? ☐ Yes ☐ No
8.	**Operational Resiliency**	Has the AI Vendor submitted its disaster recovery plan? ☐ Yes ☐ No

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F. Data	Identify Data subject to AI *Data used for Model Calibration or "Training;" Data used as Inputs for Specific Calculation/Decision*
1. Input	PII[1] ☐ Yes ☐ No
2. Input	Sensitive Information? ☐ Yes ☐ No
3. Output	Describe:
4. Access	Identify who will have access to the Output:
5. Restrictions	Will there be restrictions on access to the Output? ☐ Yes ☐ No

1 Personally Identifiable Information

Artificial Intelligence Use Case

G.	Implementation	Plan		
1.	**Timeline**	☐ 1 – 3 Months ☐ 3 – 6 Months ☐ 6 – 9 Months ☐ 9 –12 Months ☐ > 12 Months		
2.	**Cost**		**Startup**	**Ongoing**
		Model Acquisition:	$ _____	$ _____
		Data Acquisition:	$ _____	$ _____
		Implementation:	$ _____	$ _____
		Training:	$ _____	$ _____
		Ops, Maintenance & Support:	$ _____	$ _____
		Other:	$ _____	$ _____
		TOTAL:	**$** _____	**$** _____
		Notes:		
3.	**Project Lead**	Insert Name:		
4.	**Project Manager**	Insert Name:		

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H. Material Assumptions	Before & After Implementation
1. Existing State	Describe:
2. Post-Implementation State	Describe:
3. Success Metrics	Describe how and when success will be measured:
4. Key Risk Indicators	List:
5. Resource Constraints	Describe:
6. Ongoing Resources	Describe:

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Exhibit A

	Human-AI Activity	Description
☐	1. **Content Creation**	Generating new artifacts such as video, narrative, software code, synthetic data.
☐	2. **Content Synthesis**	Combining and/or summarizing parts, elements, or concepts into a coherent whole.
☐	3. **Decision Making**	Selecting a course of action from among possible alternatives in order to arrive at a solution.
☐	4. **Detection**	Identifying, by careful search, examination, or probing, the existence or presence of [something].
☐	5. **Digital Assistance**	Acting as a personal agent for understanding and responding to commands and questions, and carrying out requested tasks in a conversational manner.
☐	6. **Discovery**	Finding, recognizing, or unearthing something for the first time.
☐	7. **Image Analysis**	Recognizing attributes within digital images to extract meaningful information.
☐	8. **Information Retrieval/Search**	Finding information about specific topics of interest.
☐	9. **Monitoring**	Observing, checking, and watching over the process, quality, or state of [something] over time to gain insights into how [something] is behaving or performing.
☐	10. **Performance Improvement**	Improving quality and efficiency of the intended outcomes.
☐	11. **Personalization**	Designing and tailoring [something] to meet an individual's characteristics, preferences, or behaviors.
☐	12. **Prediction**	Forecasting the likelihood of a future outcome.
☐	13. **Process Automation**	Performing repetitive tasks, removing bottlenecks, reducing errors and loss of data, and increasing efficiency of a process.
☐	14. **Recommendation**	Suggesting or proposing a manageable set of viable options to aid decision-making.
☐	15. **Robotic Automation**	Using physical machines to automate, improve, and/or optimize a variety of tasks.
☐	16. **Vehicular Automation**	Automating physical transportation of goods, instrumentation, and/or people.