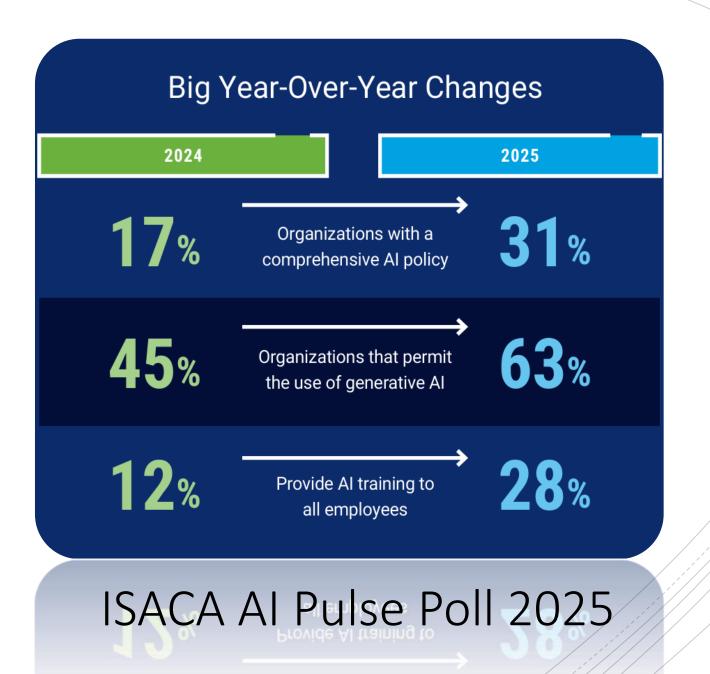
# Creating Confidence in Al

Mona de Boer, Gülnur Orpak

Are we where we need to be?









worried that generative AI will be **EXPLOITED** by bad actors.



believe organizations are adequately addressing ETHICAL CONCERNS in AI deployment, such as data privacy, bias and accountability.

(Confident) Al Adoption: where are we at? ISACA Al Pulse Poll 2025

#### April 2025

# **Enterprise generative AI application landscape**

Mapping 530 real world projects across 68 common business activities

XX% = Share of GenAl projects that support the respective activity

IT/technology	Software develop.*	15%	IT support	8%	Cybersecurity	5%	Network mgmt.	2%		///
R&D	Product design	8%	Prototyping	8%	Feasibility studies	8%	Collaboration	2%	IP management	11 <b>P.</b> 1
Legal/compliance	Regulatory compl.*	5%	Contract drafting	3%	Risk assessment	2%	Litigation mgmt.	<1%	IP protection	<1%
Human resources	Recruitment	3%	Onboarding	3%	Engagement	3%	Training	2%	Performance mgmt.	2%
Corporate strategy	Growth planning	3%	Competitive analysis	2%	Market expansion	1%	Partnership develop	·<1%	M&A	( <del>)</del>
Finance/account.*	Financial reporting	3%	Accounts mgmt.	<1%	Tax compliance	<1%	Payroll	<1%	Budgeting	Y
Procurement	Sourcing	<1%	Supplier relationship	<1%	Contract negotiatio	n<1%	Supplier selection	5	Purchase processing	•
Facility mgmt.*	Safety management	<1%	Energy management	<1%	Building maintenan	ice -	Security systems	-	Space planning	-
Supply chain  Demand forecasting 2%  Order fulfillment	Operations/mfg.  Process optimization  Resource planning	11%	Marketing Content creation Digital mar	0 0000000000000000000000000000000000000	Sales Lead generation 7% Account managem		Customer suppo Issue resolution 2% Inquiry ha	35%	Maintenance/FS Inspections Preventive maintenance	<1%
Inventory management	Quality		<1% Market	research			<1% Post-sa	le suppo	Word	order
Transportation management	<1% Production scheduling	<	1% Campaign planning		4% Pipeline managem	nent	<1% Feedback c	ollection	7% Reporting	<1%
Warehouse management	//	/	Marketing analytics	3%/	Forecasting	<1%	SLA managemen	nt <1%	Asset managem	ent -

Our next destination requires even more confidence...

# Al represents a shift in how business value is created

How leading organizations are responding to complexity and opportunity in an AI-powered world:

AI Governance/Security
Platforms

AI-Native Development
Platforms

AI Supercomputing Platforms

Why these matter now:

Not just technical shifts: strategic imperatives

Align digital strategy with enterprise goals

Scale AI securely and responsibly

No single capability is enough

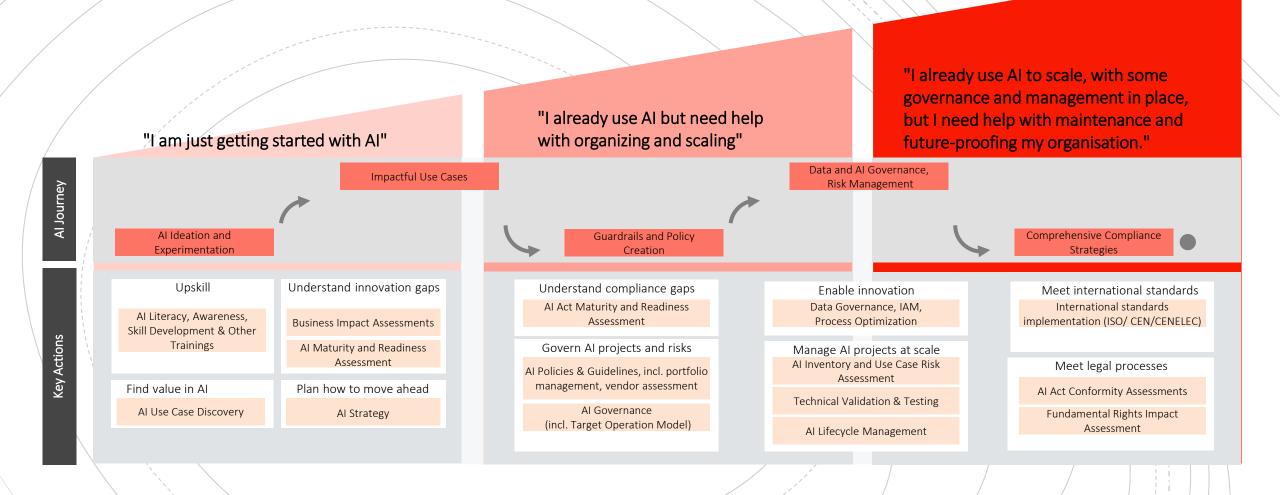
Innovate

**Compete** 

**Protect Value** 

Gartner Top Strategic
Technology Trends

# The need for confidence is a sign of progressing Al adoption and/or ambition





#### A. Entity Level Controls

#### 1. Organisation-level Controls

- · Organisational values and principles e.g. Ethics
- AI Strategy
- · AI Governance
- AI Policy and Standards
- · AI Culture, Awareness and Literacy
- Al Inventory

#### 2. Process-level Controls

- Business case process
- Software Development Lifecycle (SDLC) and CI/CD pipelines
- Key IT processes e.g. LCM
- IT Architecture
- Risk Management and Compliance
- Data Management
- Information Security Management
- Incident Management
- Outsourcing and Third-Party Risk Management

#### **B. Infrastructure Level Controls**

Platform - CI/CD pipelines - Data pipelines

#### **Data**

Quality, Governance, Security, Integrity

#### Model

Technical Documentation, Model Integrity, Model Validation, Human oversight, Regular audits, Model Performance

#### **Application**

Logging & Monitoring - Access management - Scalability and load management - Patch management - Continuity

How can risk and audit functions contribute?

# Focus of current and forthcoming 'Al audits'

## AI Governance, Risk Mgt & Control

- (Quality) Management System
- Risk Management
- Data and Data Governance
- Accuracy, robustness and security
- Documentation and record keeping
- Transparency and provision of information to users
- Human oversight

## **AI System Functionality**

- Lawfulness
- Ethics
- (Technical) robustness

### **AI** Compliance

- EU Al Act
  - Prohibited Al
  - Al Literacy
- GDPR
- Data Act
- DORA

### **AI System Impact**

- Lawfulness
- Ethics
- (Technical) robustness



Conformity Assessment (Aug 2026)

