Citizens Bank®

Best Data Practices in AI Conference

BUSINESS CHALLENGE

Citizens Bank has been increasing its use of Artificial Intelligence and Machine Learning applications. Leaders at Citizens legal organization wanted to educate and engage its senior leaders on the technical and legal challenges and opportunities posed by these technologies.

BROWN'S SOLUTION

Citizens Bank collaborated with Brown's Data Science Initiative and the School of Professional Studies on a conference that brought together business, technical, academic and legal experts in data science, law, and ethics to discuss the current and emerging challenges posed by increased use of AI and Machine Learning.

Key topics discussed at the conference include:

- The impact of AI on the workforce of tomorrow and on the HR process itself
- AI Model interpretability - why is it desirable? When is it required?
- AI Model construction, retrospective bias, and dangers of big data
- Key legal and technical issues: who, what, why, when, where and how can bank data be used and using data while protecting individual privacy

IMPACT

97% of attendees were very satisfied with the conference. Building on the success of event, Citizens is broadening their relationship with Brown and planning additional trainings.

FROM THE CONFERENCE PARTICIPANTS

> "Great content, great location, great event all around."

> "Data provides infinite opportunity and increased responsibility."

> "AI and machine learning does not solve all legal and ethical issues. Using technologies will enhance our performance but we still need human interaction to ensure we're using data in the correct way."

BROWN
School of Professional Studies

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