



Transparency's role in AI innovation

Open source tools and a light approach to regulation can speed advances in AI



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MOST PEOPLE ARE using artificial intelligence whether they know it or not through everyday technologies like Siri and Alexa. And then there are other people who are explicitly using it – for instance, through software-as-a-service tools for work or personal use.

AI is moving fast, and regulation can't keep up with the pace of technological change. Therefore, it's important that we avoid top-down command and control that would hinder innovation.

U.S. CTO Michael Kratsios published an [op-ed](#) on Bloomberg.com in January that outlines the Trump administration's light-touch approach to regulating AI technology. In particular, the administration wants to encourage people from academia, industry, nonprofits and the general public to comment on AI rulemaking at federal agencies.

Red Hat is built on the core values of openness, transparency, community and letting the best ideas win no matter where they come from, so it's gratifying to see that officials at the highest levels of government advocate having a wide range of groups figure out what those roles and policies should be and how we should create rules to promote fairness and transparency.

Eliminating bias and bad decisions

Machine learning involves training a model, and it is critical for leaders to understand how those models reach their conclusions. For instance, a machine learning model's code may not be biased, but the data used to train the model could be. Further, as

the model is used, it continues to learn. Although its decision-making is improved, the decisions it made in the past may not be the same decisions it would make today or in the future.

Being able to understand why decisions were made is critical to eliminate bias and bad decisions. Sometimes we need to know why an AI model reached the conclusion it did – for example, why it denied a veteran's disability claim. In addition, machine learning can lead to patterns of bias and indirect racism, which further underscores the need for transparency. With some AI

systems, however, there's no way to tell how those decisions were made.

Open source technology can play a major role in providing the transparency needed to help identify bias and eliminate it. In addition to having source code that is open, the models and data must be accessible to third parties so they can independently replicate the results.

Closer collaboration for better outcomes

Predictive analytics, machine learning and AI in general aren't intended to replace





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people. Instead, they augment human activity so we can make better decisions and do more meaningful work. For example, business process automation can facilitate closer collaboration between the IT and business teams to ensure better outcomes. Business teams may never have needed to articulate their processes before, but business process automation requires it. This articulation leads to “aha” moments

where improvements can be identified. Teams may also uncover opportunities to minimize choke points and single points of failure where only a few individuals know the details involved.

Best of all, business process automation can foster a shared sense of purpose between business and IT teams.

AI helps us “do more with less.” As a result, AI frees government employees

from spending their time on tedious manual tasks whose outcomes may not be consistently repeatable due to human error and misinterpretation. Instead, they can focus on improving citizen services and agency missions. ■

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