



AI|BLINDSP•T



CREATIVE LICENSES, TEAM, AND ACKNOWLEDGEMENTS

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AI|BLINDSPOT

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**BERKMAN
KLEIN CENTER**
FOR INTERNET & SOCIETY
AT HARVARD UNIVERSITY

INTRO TO AI BLINDSPOT

AI Blindspots are oversights in a team's workflow that can generate harmful unintended consequences. They can arise from our unconscious biases or structural inequalities embedded in society.

Blindspots can occur at any point before, during, or after the development of a model, from when the model is first conceptualized to when it is built to after it is deployed. The consequences of blindspots are challenging to foresee, but they tend to have adverse effects on historically marginalized communities.

Like any blindspot, AI blindspots are universal—nobody is immune to them—but harm can be mitigated if we intentionally take action to guard against them.

WHAT DO WE MEAN BY AI?

Artificial intelligence has become a catch-all category of automated decision making systems that derive patterns, insights, and predictions from big datasets. While they might aspire to emulate and automate intelligent human-like judgment, most algorithms referred to as AI are in fact imperfect models susceptible to making erroneous inferences and rendering biased decisions.

The risk of delegating high-stakes social and commercial decisions to AI exposes everyone to unequal treatment because these seemingly impartial algorithms are produced by computer scientists, engineers, and companies whose data and practices may amplify historical biases in society.

Fairness requires thoughtful vigilance across all sectors, especially from researchers inventing, engineers building, organizations deploying, and advocates tracking AI systems. Above all, we need to safeguard and uplift people whose lives are affected by AI.

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- + Right to Contest

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- + Oversight
- + Consultation

HOW TO USE

It's hard to predict where inaccuracies and flaws may arise in the AI development process or know how to prevent them.

These cards encourage us to have conversations that can help uncover potential blindspots during planning, building, and deploying of AI systems. Each card contains:

- + a summary of a potential blindspot you may encounter
- + actions you can take to address it
- + an example of how it affects real-life scenarios
- + whom you should reach out to
- + a handy QR code that will take you to additional resources

There is no silver bullet, so we left room for the unknown unknowns in the form of a “joker card” to inspire you to think of other blindspots not included here. We encourage you to continue using and refining these cards over time.

AI BLINDSPOT DISCOVERY PROCESS

A 10 step discovery process that helps organizations spot and address unconscious biases and structural inequalities that can lead to unintended consequences when deploying AI systems.

DISCOVERY PROCESS



STAGES

Planning

In the initial stages of your project, it is important to think critically about: why you want to use a particular technology (Purpose); how accurately your data reflects affected communities (Representative Data); what vulnerabilities your system might expose (Abusability); and how to safeguard personal identifiable information (Privacy).



Building

Vulnerable populations can be harmed due to the performance metric you choose (Optimization Criteria) or variables that act as proxies (Discrimination by Proxy). Depending on the sensitivity of the use case, you may need to understand and explain how the algorithm makes determinations (Explainability).



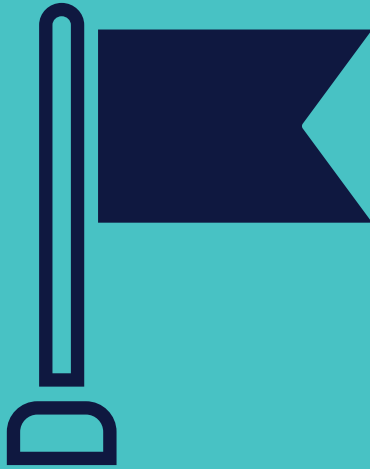
Deploying

You should be vigilant about monitoring for changes that might affect the performance and impact of your system (Generalization Error), and ensure that individuals have mechanisms to challenge decisions (Right to Contest).



Monitoring

Organizations using AI systems should institute inclusive processes for stakeholder input (Consultation) and independent risk assessment (Oversight). The best way to catch blindspots is to genuinely engage with experts and affected communities as equals to define and track progress towards collective goals (Purpose).



Purpose

AI systems should make the world a better place. Defining a shared goal guides decisions across the lifecycle of an algorithmic decision-making system, promoting trust amongst individuals and the public.

PURPOSE



HAVE YOU CONSIDERED?

- + Clearly articulating the problem and outcome you are optimizing for
- + Assessing whether your tool is well-suited to this purpose
- + Working with individuals who may be directly affected to identify an appropriate way to measure success
- + Tracking and publishing why and how you are using your AI system



CASE STUDY

Epidemiologists pushed for access to anonymized call records to understand how populations moved during the 2014 Ebola outbreak in Sierra Leone. Yet the virus spreads through direct contact, so this did not help track Ebola. Evaluating benefits and potential harms would have focused attention on saving lives.



HAVE YOU ENGAGED WITH?

- + Affected communities
- + Subject matter experts
- + Policymakers



TAKE A LOOK





Representative Data

For an algorithm to be effective, its training data must be representative of the communities that it may impact. The way that you collect and organize data will benefit certain groups while excluding or harming others.

REPRESENTATIVE DATA



HAVE YOU CONSIDERED?

- + Exploring how your data might be incomplete or skewed, or encode historical biases
- + Including diverse voices in the data definition and collection process
- + Partnering with social service agencies for outreach to vulnerable groups



CASE STUDY

Researchers in Germany, the USA, and France developed an algorithm that detects skin cancer more accurately than dermatologists. The system finds 95% of melanomas, versus 89% by doctors. But it is effective only on light skin tones because a demographically diverse dataset has never been collected.



HAVE YOU ENGAGED WITH?

- + Affected communities
- + Subject matter experts
- + Civil rights organizations



TAKE A LOOK





Abusability

The designers of an AI system need to anticipate vulnerabilities and dual-use scenarios by modeling how bad actors might hijack and weaponize the system for malicious activity.



HAVE YOU CONSIDERED?

- + Creating scenarios with hypothetical malicious and innocent bystander personas
- + Conducting “red team” exercises
- + Developing processes for long-term mitigation and real-time damage control
- + Engaging sociologists, ethnographers, and political scientists to understand the motivations and incentives that underpin threat models
- + Conjuring up a worst-case scenario that might appear in tomorrow’s headline



CASE STUDY

Facial recognition has been promoted as a tool to reduce crime and improve security. In China, however, the same technology has been used to track and control ethnic minority groups. Facial recognition helps identify people to be sent to concentration camps and tracks them when they are released.



HAVE YOU ENGAGED WITH?

- + Social scientists
- + Affected communities
- + Cybersecurity experts



TAKE A LOOK





Privacy

AI systems often gather personal information that can invade our privacy. Systems storing confidential data can also be vulnerable to cyberattacks that result in devastating data breaches to access personal information.



HAVE YOU CONSIDERED?

- + Using privacy-enhancing technologies such as federated learning, differential privacy, de-identification, and secure data enclaves based on the level of risk
- + Conducting privacy and security risk assessments, and incorporating privacy by design measures in ethical review processes
- + Requiring affirmative, prospective consent from individuals of the intention to include data about them
- + Allowing individuals to object or withdraw their consent



CASE STUDY

To receive welfare benefits, individuals must provide data that is shared across multiple government and commercial databases. This type of personal data can be misused to deny low-income people access to housing or jobs, or target them with predatory loans.



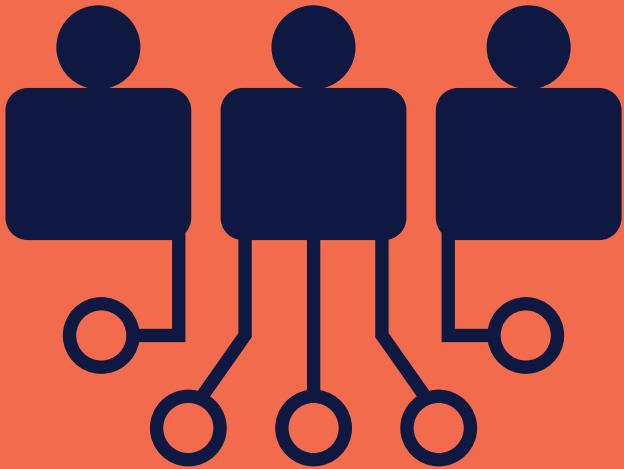
HAVE YOU ENGAGED WITH?

- + Privacy advocates
- + Legal counsel
- + Cybersecurity experts



TAKE A LOOK





Discrimination by Proxy

An algorithm can have an adverse effect on vulnerable populations even without explicitly including protected characteristics. This often occurs when a model includes features that are correlated with these characteristics.

DISCRIMINATION BY PROXY



HAVE YOU CONSIDERED?

- + How historical practices in the relevant field (employment, housing, etc.) might bias your data
- + Conducting participatory research and consulting with subject matter experts to help identify such historical biases
- + Identifying and removing features that are correlated with vulnerable populations
- + Developing a quantitative method to test for fairness with respect to different affected groups



CASE STUDY

A study found that a healthcare algorithm discriminated by race, as Black patients assigned the same risk level were sicker than White patients. This occurred because the algorithm used health costs as a proxy for health needs, and less money is commonly spent on Black patients who have the same level of need.



HAVE YOU ENGAGED WITH?

- + Social scientists
- + Human rights advocates
- + Statisticians



TAKE A LOOK





Explainability

The technical logic of algorithms is complex, which make recommendations unclear. People involved in designing and deploying algorithmic systems have a responsibility to explain high-stakes decisions that affect individuals' well-being.

EXPLAINABILITY



HAVE YOU CONSIDERED?

- + Surveying individuals on whether they comprehend and trust the recommendations made by your model
- + Factoring in the stakes of decisions (e.g., recommending a movie vs. approving a home loan)
- + Choosing models that are easier to interpret (e.g., logistic regression, random forest)
- + Modeling counterfactual scenarios that would enable individuals to understand what would need to change to receive a desired result



CASE STUDY

The Fair Credit Reporting Act (FCRA) gives U.S. consumers the right to know and correct information about themselves. These rights may be violated if a complex model assigns credit scores but cannot justify them or provide information on how to improve them.



HAVE YOU ENGAGED WITH?

- + Affected communities
- + Legal counsel
- + UX researchers



TAKE A LOOK





Optimization Criteria

There are trade-offs and potential externalities when determining an AI system's metrics for success. It is important to balance performance metrics against the risk of negatively impacting vulnerable populations.

OPTIMIZATION CRITERIA



HAVE YOU CONSIDERED?

- + Whether optimizing against measurable key performance indicators (KPIs) will lead to a deviation from the original purpose of the system
- + Determining what KPIs are measurable and understanding the impacts on affected communities
- + Monitoring a set of metrics, such as F1 score, that balance performance across several dimensions



CASE STUDY

A hospital developed a cancer screening system and focused on maximizing accuracy as its performance metric. Optimizing for accuracy alone might lead to false positives that increase patient anxiety or false negatives that preclude early detection.



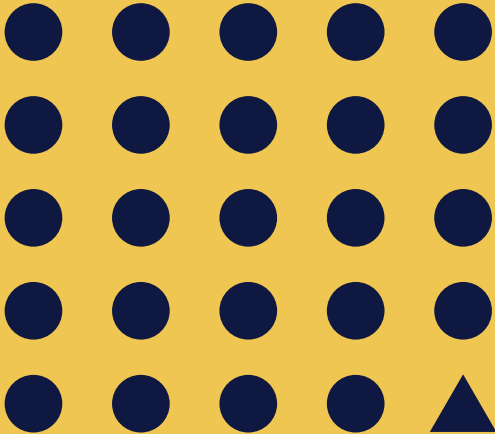
HAVE YOU ENGAGED WITH?

- + Subject matter experts
- + Statisticians
- + UX researchers



TAKE A LOOK





Generalization Error

Between building and deploying an AI system, conditions in the world may change or not reflect the context in which the system was designed, such that training data are no longer representative.

GENERALIZATION ERROR



HAVE YOU CONSIDERED?

- + Identifying possible shifts in demographics
- + Building a human review process for outliers
- + Determining if the input data and predicted values align with expectations
- + Formulating a plan for sunseting the model when the model is obsolete or might cause harm



CASE STUDY

A video platform has been trying to automatically identify and remove mass shooting videos. However, it was unable to catch first-person shooter videos filmed on head-mounted cameras because the training data it had previously used was in the third-person perspective.



HAVE YOU ENGAGED WITH?

- + Social scientists
- + Statisticians
- + Affected communities



TAKE A LOOK





Right to Contest

Like any human process, AI systems carry biases that make them subjective and imperfect. The right to contest an algorithmic decision can surface inaccuracies and grant agency to people affected.

RIGHT TO CONTEST



HAVE YOU CONSIDERED?

- + Establishing transparency, accountability, and participatory mechanisms across the planning, building, and deploying process to incorporate diverse views
- + Offering individuals meaningful explanations for a given decision
- + Enabling people affected by an automated decision to identify potential grounds upon which it might be contested
- + Providing guidance on how people may change their data profile to achieve a desired result



CASE STUDY

A murder trial defendant contested using the STRmix algorithm to determine whether his DNA matched to the evidence at the murder scene. The defense challenged the tool's reliability as he was one of eight people who might match the sample. The judge rendered the sample inadmissible.



HAVE YOU ENGAGED WITH?

- + Affected communities
- + Legal counsel
- + Policymakers



TAKE A LOOK





Oversight

Ethical principles, standards, and policies are futile unless monitored and enforced. A diverse oversight body vested with formal authority can help to establish and maintain transparency, accountability, and sanctions.

OVERSIGHT



HAVE YOU CONSIDERED?

- + Establishing an external oversight board to review the fairness of your system's decisions, and outcomes
- + Giving the oversight board formal authority to prevent AI systems from being used at all
- + Determining how recent regulatory changes affect data collection and use, as well as algorithm design



CASE STUDY

Google created an Advanced Technology Ethics Advisory Council to advise the company on its use of AI. However, they were not transparent about the roles, responsibilities, and authority. Rather than engage affected communities, Google appointed a Council member who opposed LGBT rights. Google's approach to oversight fostered distrust and protests, and the Council was dissolved.



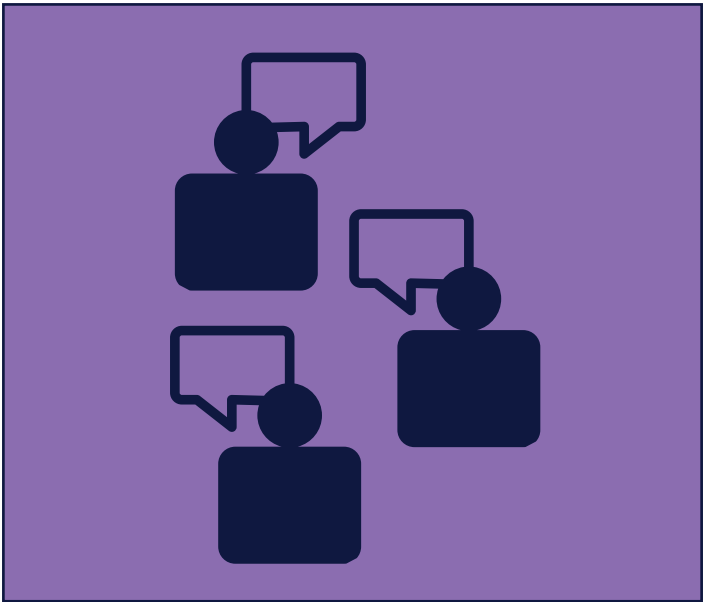
HAVE YOU ENGAGED WITH?

- + Affected communities
- + Subject matter experts
- + Civil society organizations



TAKE A LOOK





Consultation

The first, last, and every step in-between should include public participation. AI practitioners must enable meaningful input, explanations, and disclosures to ensure that AI systems promote human flourishing and mitigate harms.

CONSULTATION



HAVE YOU CONSIDERED?

- + Soliciting feedback from diverse communities about their lived experiences to ensure the system is responsive to their needs
- + Including communities who were not the intended users



CASE STUDY

The National Institute of Health seeks to recruit 1 million participants to improve healthcare using precision medicine. They built a comprehensive website filled with clear and accessible information to engage with stakeholders and diverse communities across the United States. Moreover, they proactively sought out community partners and champions to reach under-represented communities.



HAVE YOU ENGAGED WITH?

- + Affected communities
- + Civil society organizations
- + Human rights advocates



TAKE A LOOK





MONITORING

DEPLOYING

BUILDING

PLANNING

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**HAVE YOU
CONSIDERED?**



CASE STUDY



HAVE YOU ENGAGED WITH?
