TTEC Digital Responsible AI Assessment

TTEC Digital's Responsible AI Assessment helps organizations align their AI initiatives with Microsoft's Responsible AI principles—fairness, transparency, accountability, reliability, safety, privacy protection, and inclusion. During this one- to two-week engagement, our consultants evaluate your AI use cases, models (including Azure OpenAI), data practices, governance policies, and risk management processes.

We assess AI maturity through structured workshops, interviews, and technical reviews, mapping findings to Microsoft's Responsible AI Standard. Our methodology examines model bias, explainability, security, compliance, data handling, and governance readiness. The assessment culminates in a comprehensive risk report, including a maturity scorecard, remediation roadmap, and prioritized recommendations aligned to industry and regulatory requirements.

- Model and use-case risk analysis
- Bias, explainability, security & compliance audit
- Remediation roadmap and prioritized action plan
- Responsible AI maturity scorecard
- Governance policy and controls playbook
- Potential to be fully funded by Microsoft and TTEC

Accelerate Business Outcomes

- Reduced ethical, legal, and reputational risk
- Clear governance structure for AI initiative
- Confidence in AI compliance and trustworthiness

Pain Points

- ✓ Recent model review requests or audit concerns
- ✓ Pressure from regulators or internal risk teams
- ✓ Incidents of data leaks, unfair outcomes, or model drift
- ✓ Lack of documented AI governance or oversight

Qualification

- ✓ Are you concerned about model bias, fairness, or regulatory compliance?
- ✓ Do you have AI policies, oversight boards, or ethical guidelines?
- ✓ Have you evaluated explainability, auditability, and privacy controls?
- ✓ Are you deploying Azure OpenAI or LLMs in production?

Outcomes

- ✓ Model fairness, explainability, and security enhancements
- ✓ Remediation roadmap and prioritized action plan
- ✓ Governance policy and controls playbook

Project Cost:
$10K – Eligible for TTECD and Microsoft funding
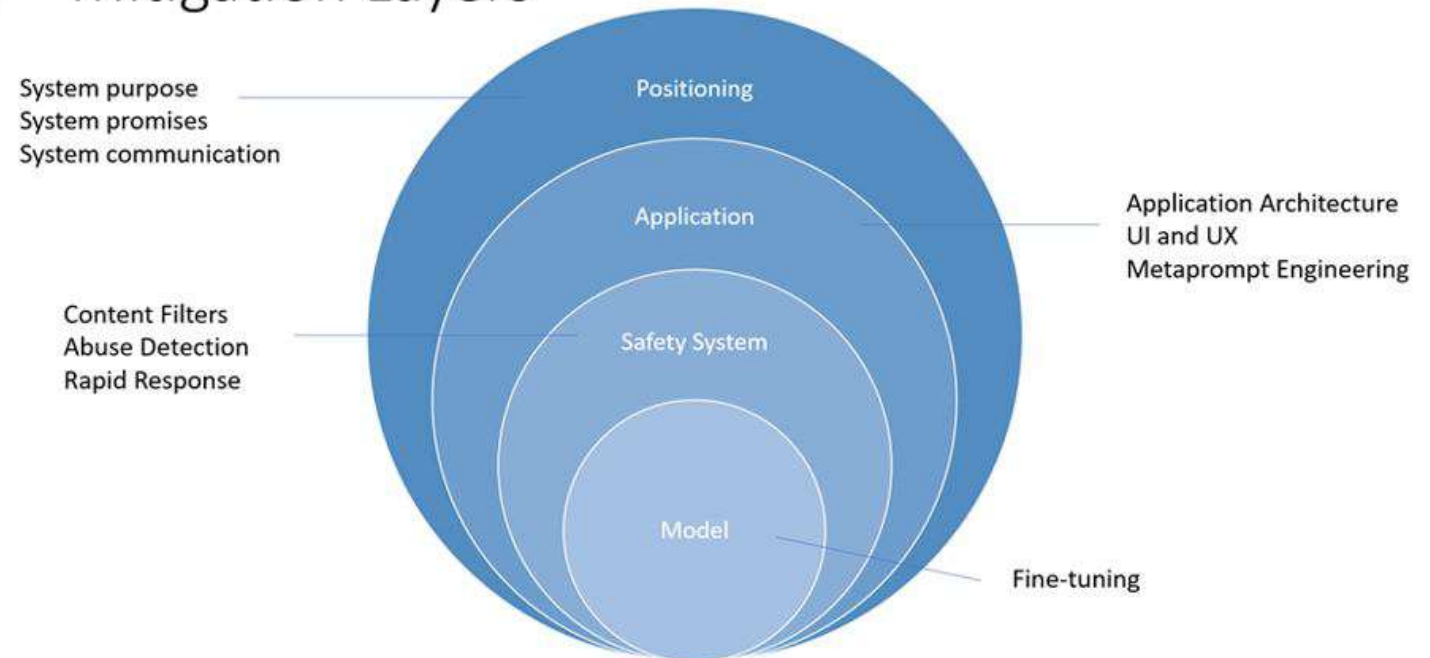
Project Timeline:
2 Weeks

Responsible AI Assessment

- Responsible AI maturity scorecard

- Model and use-case risk analysis

- Bias, explainability, security & compliance audit

- Remediation roadmap and prioritized action plan

- Governance policy and controls playbook

Mitigation Layers

System purpose
System promises
System communication

Content Filters
Abuse Detection
Rapid Response

Positioning

Application

Safety System

Model

Application Architecture
UI and UX
Metaprompt Engineering

Fine-tuning

Responsible AI: Discovery to Findings – 2 Weeks

1. Discovery and Analysis

2. Technical and Ethical Risk Assessment

3. Recommendations and Roadmap

4. Review of Findings

Responsible AI Assessment Process

Discovery and Analysis

- Kickoff and Stakeholder Alignment:
- Use Case and Model Inventory:
- Governance and Policy Review:
- Workshops and Interviews:

Technical and Ethical Risk Assessment

- Bias and Fairness Evaluation:
- Explainability and Transparency Review:
- Reliability, Safety, and Robustness Check:
- Privacy, Security, and Data Ethics Review:
- Accountability and Lifecycle Governance:

Recommendations and Roadmap

- Maturity Scoring and Benchmarking:
- Remediation and Risk Mitigation Plan:
- Governance Framework Enhancements:
- Operationalization Roadmap:

Review of Findings

- Executive Summary Briefing:
- Detailed Findings and Technical Review:
- Deliverables Handoff:
- Next Steps and Enablement Options: