Key Takeaways

1. **AI Literacy is a Foundation for AI Transformation**: Organizations need to build AI literacy as one of the first steps in their AI transformation journey to ensure responsible deployment and use, as outlined in Nemko's AI governance framework.
2. **Four-Step AI Literacy Framework**:
   a. Leadership and awareness
   b. Role definition and competency requirements
   c. Training delivery
   d. Organizational integration
3. **Value Drivers for AI Governance**:
   a. Regulatory compliance (EU AI Act)
   b. Reputation management
   c. Consumer expectations for responsible AI
   d. Competitive advantage through AI trust
4. **People and Culture** is one of eight key pillars in Nemko's AI management systems maturity model, with four subdomains that should be addressed in any AI literacy program.

Action Items

1. **Begin with Leadership Engagement**: Start with executive workshops to align leadership on AI principles and strategic direction, following Nemko's approach to digital trust.
2. **Conduct an AI Readiness Assessment**: Evaluate your organization's current AI maturity level using Nemko's AI governance tools to identify gaps.
3. **Define AI Roles**: Map out the four primary roles (Leadership, AI Product Owners, AI Users, AI Developers) and any additional specialized roles needed in your organization, aligned with ISO/IEC 42001 requirements.
4. **Develop Role-Based Training Programs**: Create tailored training paths for each role using available resources.
5. **Establish Monitoring Mechanisms**: Implement KPIs to track training participation, completion rates, and knowledge retention as part of your AI management system.
6. **Create Governance Structure**: Define responsibilities for maintaining and updating AI literacy programs in line with global AI regulations.

In-Depth Summary

The webinar, presented by Bas Overtoom, an AI trust expert from Nemko Digital, focused on building AI literacy programs to develop organizational capabilities for AI deployment and quality management.

Nemko Digital Background

Nemko Group has 19 years of experience in product compliance and quality management. The Nemko Digital brand specifically focuses on digital elements like cybersecurity and AI, helping companies deploy and develop AI in a robust and quality manner through their AI governance services.

Value Drivers for AI Governance

While regulatory compliance (like the EU AI Act) is important, other key drivers include:

- Maintaining market leadership and reputation
- Meeting consumer expectations for responsible AI use, as outlined in ethics guidelines for trustworthy AI
- Gaining competitive advantage through quality management systems like ISO/IEC 42001

AI Literacy Framework

The presenter outlined a comprehensive four-step approach:

Step 1: Leadership and Awareness

- Executive workshops to align leadership
- AI readiness assessment against Nemko's 8-pillar maturity model
- Defining key AI principles for the organization, considering transparency as a competitive advantage
- Setting the strategic direction for AI literacy

Step 2: Role Definition

Four primary AI roles were identified:

- Leadership (overseeing AI in the organization)
- AI Product Owners (leading projects where AI is used)

- AI Users (using AI systems in daily work)
- AI Developers/Deployers (responsible for technical implementation)

Additional specialized roles might include:

- AI Governance/Compliance Experts
- Data Privacy Specialists aligned with ISO/IEC 27701
- Procurement Managers for AI embedded in products

Step 3: Training Delivery

The approach combines:

- Online training
- Classroom training
- Cross-team workshops

Training programs are mapped to specific roles, creating a matrix of required competencies for each position. Nemko offers off-the-shelf training modules that can be customized to organizational needs.

Step 4: Organizational Integration

This phase focuses on embedding AI literacy into the organization's ongoing operations:

- Establishing coaching and mentorship programs
- Creating processes to update content as AI evolves
- Defining governance and responsibilities in line with NIST RMF
- Implementing monitoring and reporting mechanisms
- Maintaining leadership alignment with AI lifecycle management

Implementation Approaches

Organizations can begin their AI literacy journey through:

1. Simple awareness training for key staff
2. AI maturity assessment
3. Full AI literacy program implementation

The webinar concluded with information about additional Nemko Digital offerings, including ISO 42001 certification, AI Trust Mark for products, governance assessments, and EU AI Act compliance services. For more information, visit the AI Trust Hub or attend future webinars.