

AI Principles and Governance



Our Approach to Artificial Intelligence (AI)

Every customer across various industries is embracing AI; this creates change and opportunity for TEKsystems Global Services to provide a consultative approach to drive AI adoption. At TEKsystems Global Services, our unique approach to AI is twofold. First, we guide customers with AI risk management and governance frameworks to reduce risk and enhance governance. Simultaneously, we deliver leading-edge AI innovations to help our customers strategically adopt AI to solve business problems—from transforming user experiences on next-gen platforms to automating business processes and workflows.

Our customers can confidently and securely pursue their strategic objectives, assured that TEKsystems Global Services is there to deliver advanced AI innovation in their environments, guided by a rigorous methodology for responsibly managing risk.

Guiding Values

TEKsystems Global Services lives its values, and that extends to how we apply our principles to technology policy and run our business day to day. In the context of AI, our values dictate how we use AI within our organization and how we build out AI systems and solutions for our customers.

- [Global Code of Conduct](#)
- [TEKsystems Privacy Notices](#)

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How TEKsystems Global Services Uses AI

- We leverage industry-leading AI platforms and tools to augment internal business processes to deliver improved service levels and customer experience.
- We leverage AI platforms and tools to optimize various aspects of the software life cycle (such as software development, software testing and validation, and technical documentation), run IT operations and optimize system performance—always with explicit customer approvals.
- We modernize platforms, applications, data and operations, leveraging applicable AI design patterns that are built through industry-established “Well-Architected Frameworks.”
- We bring our own IP—both AI products and AI-based service accelerators—that is built on responsible AI practices.

TEKsystems Global Services leverages our rich partner ecosystem in combination with our expertise to provide the latest in proven architectures and designs that help accelerate customer AI transformation journeys.

AI Principles At TEKsystems Global Services

BE FAIR	Models and AI systems should be impartial and free from bias. AI data sets and algorithms should be able to be evaluated and deeply investigated to root out the source of potential bias. AI systems should perform reliably and as expected.
BE ACCOUNTABLE	People must oversee the application and development of AI and take responsibility for the functioning of AI systems. Humans must incorporate reporting and feedback mechanisms into AI systems that enable customers to flag problems.
BE TRANSPARENT	AI systems should provide meaningful information. People must be able to freely disclose the types of data used in an AI algorithm and be able to explain decisions.
BE ETHICAL	Data protection, privacy and intellectual property laws must be respected, meeting industry best practices to protect customer data during its collection, storage and use. Throughout their life cycle, AI systems must be resilient, secure and safe.

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