Incident Management essentials in the context of AAA systems

Incidents in the context of the AAA system include defects, failures and adverse impacts to humans, society and environment.

Organizations shall have adequate mechanisms to collect and track information regarding incidents caused by or attributable to AAA systems. These may include but not limited to Adverse Incident Report System, Post Market Monitoring, DI&MSF and results from Accuracy, Validity, Reliability, Robustness and Resilience.

Incident reporting channels shall be disclosed (publicly) and shall be made easily accessible for stakeholders including internal stakeholders, partners, customers, civil society, industrial associations and general public.

Organization shall have adequate Governance, Accountability and Oversight with reference to managing the incidents including (a) fact finding with reference to incidents, (b) ascertaining the root causes and (c) fixing accountability for incidents including actions for deviations from the process / policy, if any and (d) recommending appropriate remediations to address the incident in consultation with the functional stakeholders.

The Algorithm Risk Committee shall collect the Incident Management report to understand the (anonymized) trends of incidents and the nature of risk considerations required with specific reference to the AAA system.