

RESPONSIBLE AI MATURITY MODEL

MAPPING YOUR ORGANIZATION'S GOALS ON THE PATH TO RESPONSIBLE AI

Level 1



Latent

Level 2



Emerging

Level 3



Developing

Level 4



Realizing

Level 5



Leading

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<https://aka.ms/raimm>

Executive summary

The Responsible AI Maturity Model (RAI MM) is a framework to help organizations identify their current and desired levels of RAI maturity.

It is a tool for strategic planning. Organizations can use the RAI MM to plan their RAI programs (policies, infrastructure) and the cultural and collaboration changes needed for RAI.

The RAI MM contains 24 empirically derived dimensions that are key to an organization's RAI maturity. The dimensions and their levels are based on interviews and focus groups with over 90 RAI specialists and AI practitioners from inside and outside Microsoft. Each dimension has five levels, going from low (Level 1: Latent) to high (Level 5: Leading) maturity. The dimensions are organized into three main categories:

- Organizational Foundations
- Team Approach
- RAI Practice

We recommend thinking of the RAI MM as a high-level map of the complex and evolving territory of RAI. Use it to help you navigate what it means to be a mature RAI organization. Looking ahead at higher maturity levels to see what is possible and desirable is more important than assessing your organization's or team's current level. As a field, RAI is not yet mature, so expect your organization or team's maturity level to reflect that.

You're using the RAI MM level "right" if you allow it to catalyze learning about RAI and discussions on organizational change.

The Responsible AI Maturity Model is a map to the complex territory of RAI.

FAQ

What is the RAI maturity model?

The RAI maturity model (<https://aka.ms/RAIMM>) shows:

- What dimensions matter for RAI maturity
- What it looks like to be less/more mature on each dimension

Who is the target audience for the RAI MM?

The RAI MM has 2 primary audiences:

1. Organizational leaders/decision makers
2. Teams working on AI products

What value does the RAI MM provide?

The RAI MM provides a map to the complex RAI territory, so companies/teams can identify where they are and where they could go next on their RAI journey.

How do we use the RAI MM?

Use it for:

- **Orientation:** Read the dimension to understand what it takes to grow in RAI maturity.
- **Goal-setting:** Pick dimensions that matter to your organization or team; Discuss what levels you want to aim for on those dimensions; Plan specific steps for how to get there.

What is the relationship between the RAI MM and RAI policies?

RAI policies and frameworks such as the EU AI Act, the NIST AI Risk Management Framework, Microsoft's Responsible AI Standard goals each AI **product** should achieve. The RAI MM is a tool for **organizations** to decide what investments are needed to govern and support RAI work.

Who do I contact if I have more questions?

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