

DIRECCIÓN DE SERVICIOS DE INFORMACIÓN Y ANÁLISIS ESPECIALIZADOS  
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# ALERTA HEMEROGRÁFICA

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**Título:** *Implications and Challenges of AI for Parliamentary Ombuds Work in Canada.*

**Autor:** Jay Chalke.

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Correo electrónico: [revpar@ola.org](mailto:revpar@ola.org)

Teléfono: (416) 325-3505

### ABSTRACT:

Within a few short years, public interest in and concern about artificial intelligence (AI) has ballooned. The rapid pace of development within the field and the emergence of AI tools which seem to poke at the heart of what it means to be human have opened the floodgates of public discourse on the potential for a disruptive change to society that may be on par with or that may surpass the Industrial Revolution. Discussions among Ombudspersons, Information and Privacy Commissioners, and others involved with or impacted by parliamentary governance oversight and accountability bodies have identified some of the implications and challenges of emerging AI technology. In this article, the author explores some of the concerns of these stakeholders when grappling with regulating the use of AI in public sector service design. He cites lack of transparency, the potential for bias and ethics violations, insufficient data collection and management rules, privacy issues, and fairness in terms of AI-influenced eligibility criteria for public programs as areas that require investigation and action by parliamentary decision-making bodies. He concludes by warning governments to act expeditiously to protect people from AI's potential to do harm as they consider how to harness its potential benefits.

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