UPSTREAM MANAGEMENT SOLUTIONS

Responsible AI Integration

Building Regulatory Capacity for the AI Era

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AI Is Already Changing Regulation



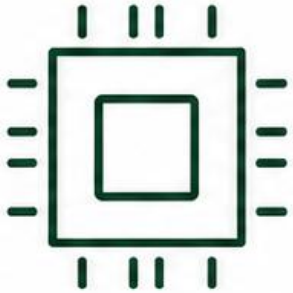
Practitioner AI

Registrants are already using AI in professional practice.



Staff AI

AI is increasingly supporting administrative and operational work.



Digital Modernization

AI is becoming part of broader modernization initiatives.



Public Expectations

The public increasingly expects digitally enabled services.

Where Are Ontario Regulators Focusing Their AI Attention?



Strategy & Governance

7
matters

Establishing direction, oversight and governance for AI.



Professional-Practice Guidance

6
matters

Defining expectations for responsible and safe use of AI in practice.



Policy & Responsible Use

5
matters

Developing internal policies and approaches for responsible AI use.



Risk, Assurance & Oversight

4
matters

Addressing risk management, assurance and oversight considerations.



Operations & Service Delivery

3
matters

Exploring operational applications to support regulatory functions and service delivery.



Workforce Capability & Learning

3
matters

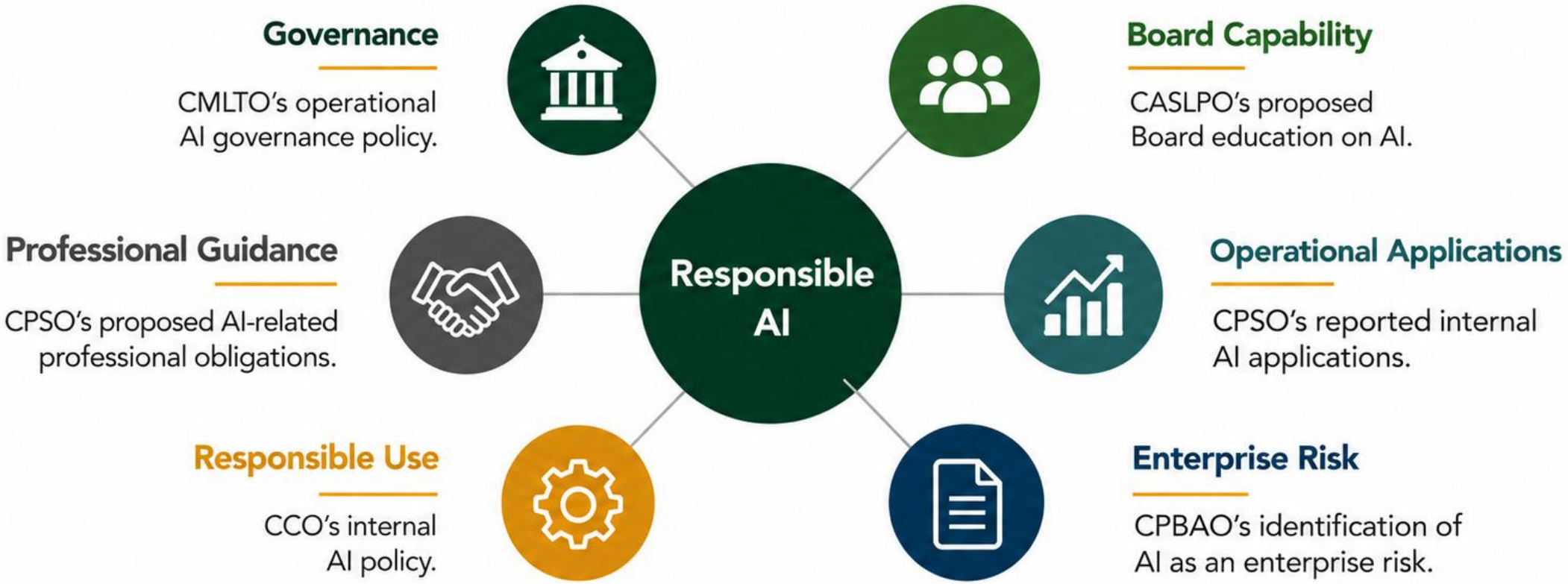
Building staff knowledge and capability to use and manage AI effectively.



28 AI-related matters across 13 Ontario regulators reveal diverse priorities—not a single approach to AI integration.

Note: ORMI review of Council/Board materials, January–September 2026. Categories represent primary classifications of documented matters, not implementation or organizational performance.

What Are Regulators Actually Discussing?



Regulators are approaching AI through different organizational responsibilities and priorities.

Poll Question

Where would you place your organization today?

- Exploring
- Piloting
- Implementing
- Expanding
- Unsure

Five Executive Insights

Five observations shaping responsible AI integration in Ontario regulation.



Executive Insight #1

Effective Governance Enables Responsible AI Integration



AI tools and capabilities are advancing quickly.

New capabilities continue to emerge and are being explored and piloted across the sector.

Governance and oversight develop deliberately.

Effective governance takes time and is foundational to realizing the benefits of AI while managing associated risks.

Responsible AI integration requires governance, not just technology.

Executive Insight #2

AI Integration Involves a Broader Regulatory Ecosystem



Organizational AI

Regulators are exploring and implementing AI in their own operations and services.

Professional-Practice AI

Regulators are also addressing the use of AI by the professionals they regulate.

Multiple Factors

Successful integration depends on aligning policy, technology, people, risks and stakeholder expectations.

Shared Objective

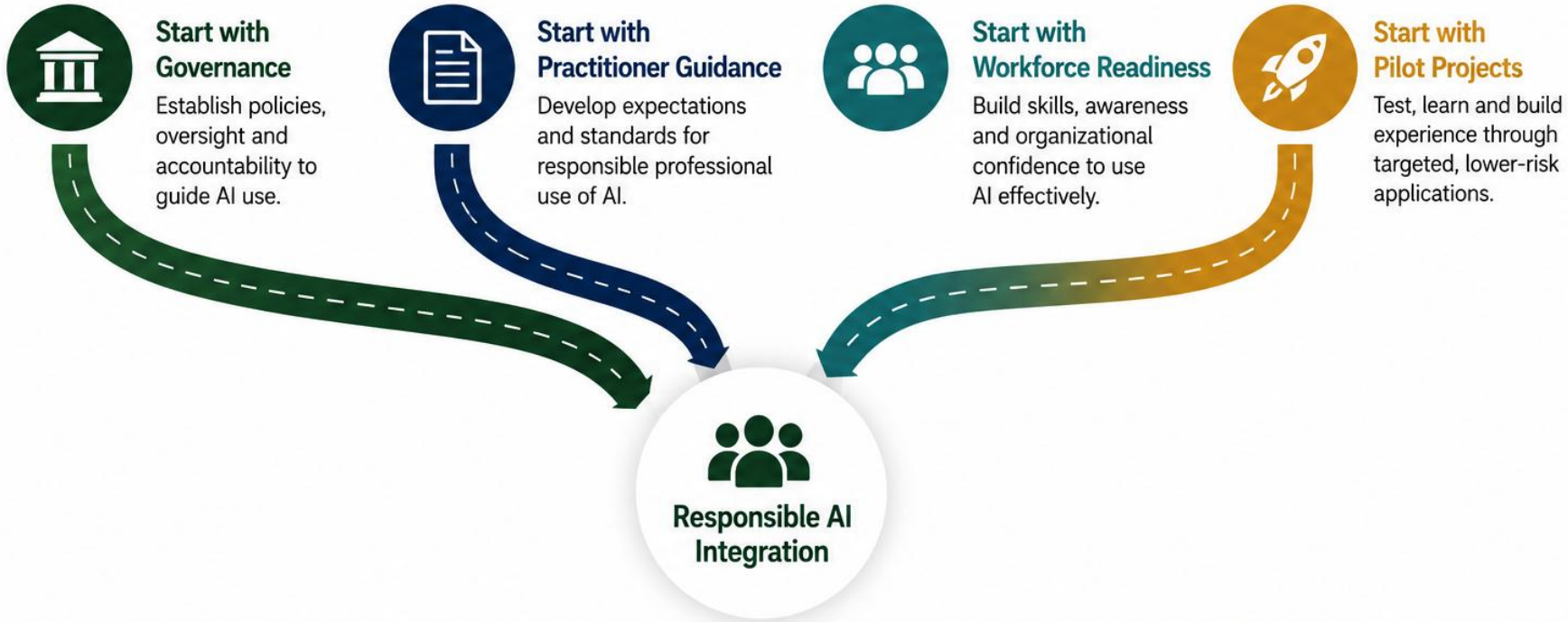
Both organizational and professional-practice AI must be addressed to achieve responsible AI integration.

Responsible AI integration requires a coordinated approach across the regulatory ecosystem.

Executive Insight #3

There Is No Single Path

Organizations can begin from different places.

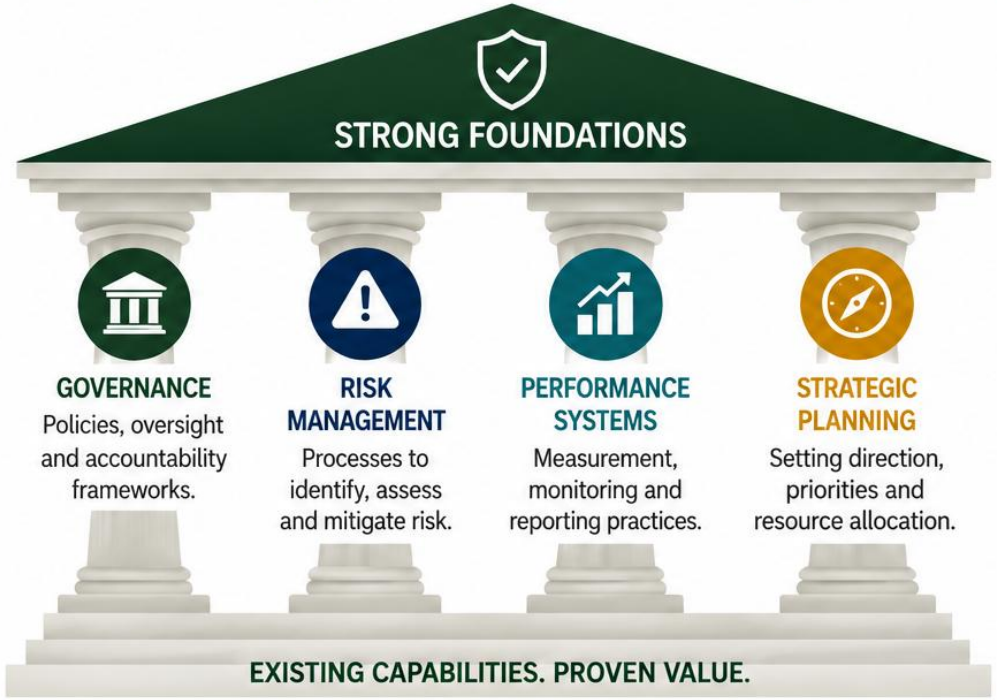


There is no universal sequence—start where your organization is today.

Executive Insight #4

Build on Existing Strengths

Responsible AI integration builds on governance capabilities that already exist.



Governance already exists.

Current governance structures provide a foundation for responsible AI use.

Risk management already exists.

Existing risk processes can be applied to AI-related risks.

Performance systems already exist.

Current measurement and reporting approaches can incorporate AI.

Strategic planning already exists.

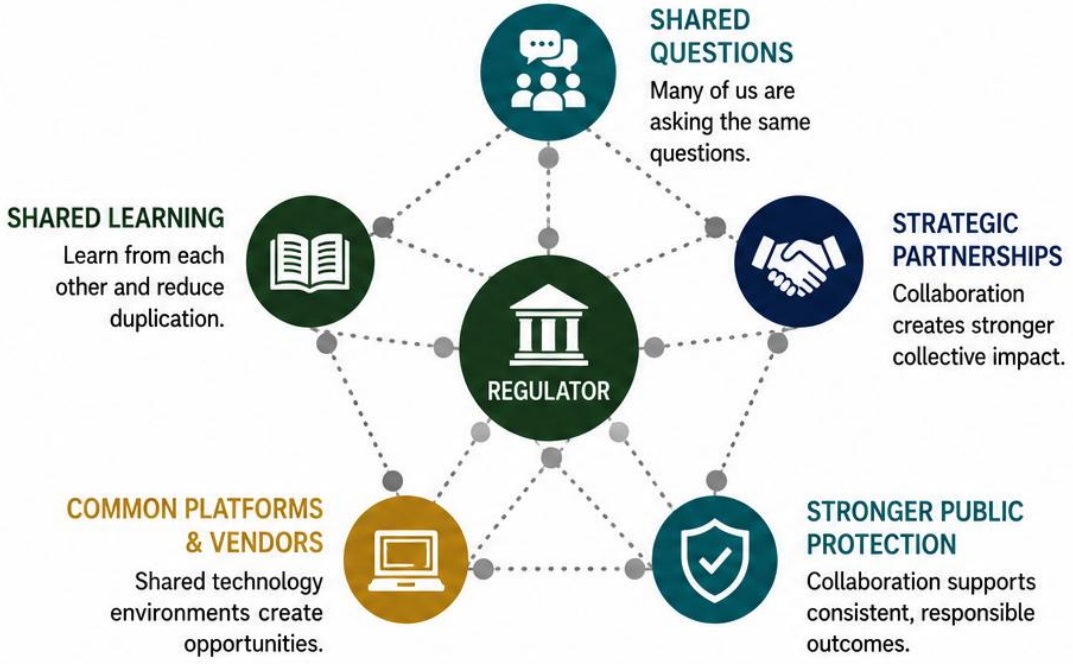
AI can be integrated into existing strategic and operational planning cycles.

You don't start from zero. You start from what's already working.

Executive Insight #5

Collaboration Is a Strategic Advantage

Organizations do not need to solve AI challenges independently.



Regulators are asking many of the same questions.

Shared learning reduces duplication and saves time.

Common vendors and technology platforms create opportunities for collaboration.

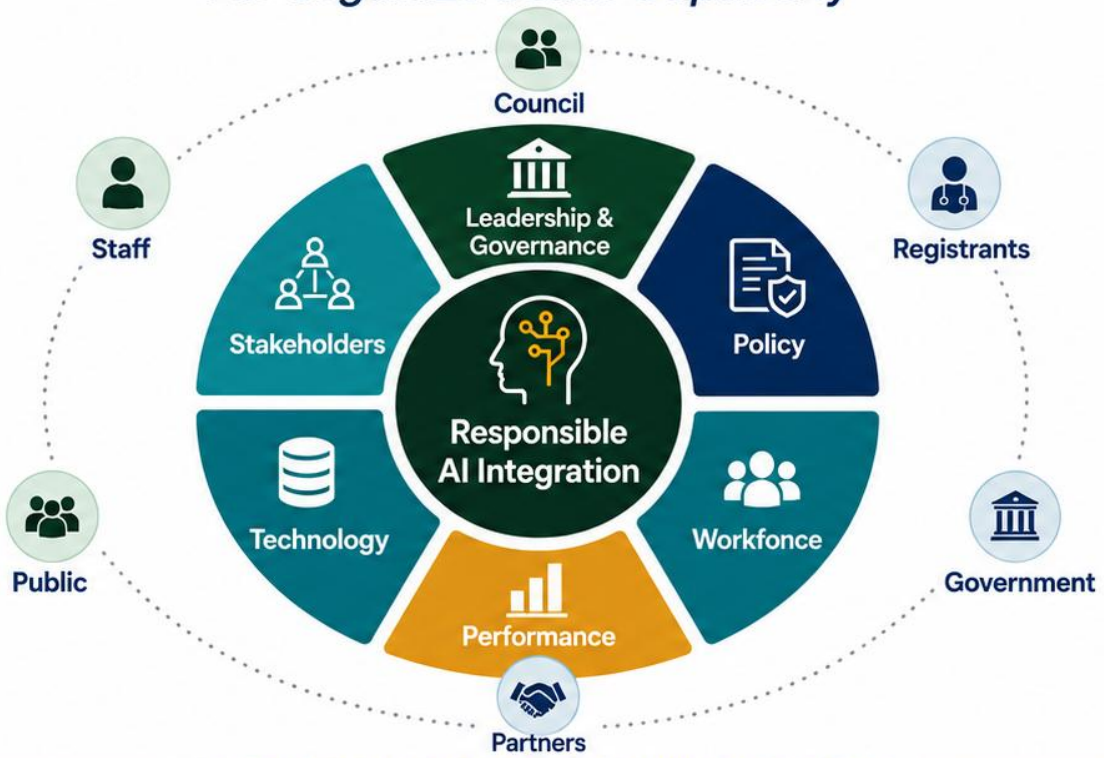
Collaboration accelerates responsible adoption while supporting consistent public protection.

Working together helps regulators achieve better outcomes—faster and more consistently.

What Does Responsible AI Integration Actually Look Like?

Responsible AI Integration

An Organizational Capability



RESPONSIBLE AI SAFEGUARDS & ENABLING PRACTICES

Ethics | Security | Human Oversight | Transparency | Learning & Continuous Improvement

Responsible AI is an organizational capability—not simply a technology initiative.

Common Starting Points

Where Most Engagements Begin

1. UNCERTAINTY

Understanding the real issues and opportunities.



2. DECISIONS AHEAD

Clarifying options and implications.



3. CAPACITY & CHANGE

Strengthening systems, processes, and people.



4. PERFORMANCE & IMPACT

Measuring, learning, and improving.



AI in the Regulatory Operating Model

AI in the Regulatory Operating Model

Enabling Smarter Work. Stronger Outcomes.



AI AS AN ENABLER

Better Information
Smarter insights and faster intelligence

Better Processes
Automation and workflow support

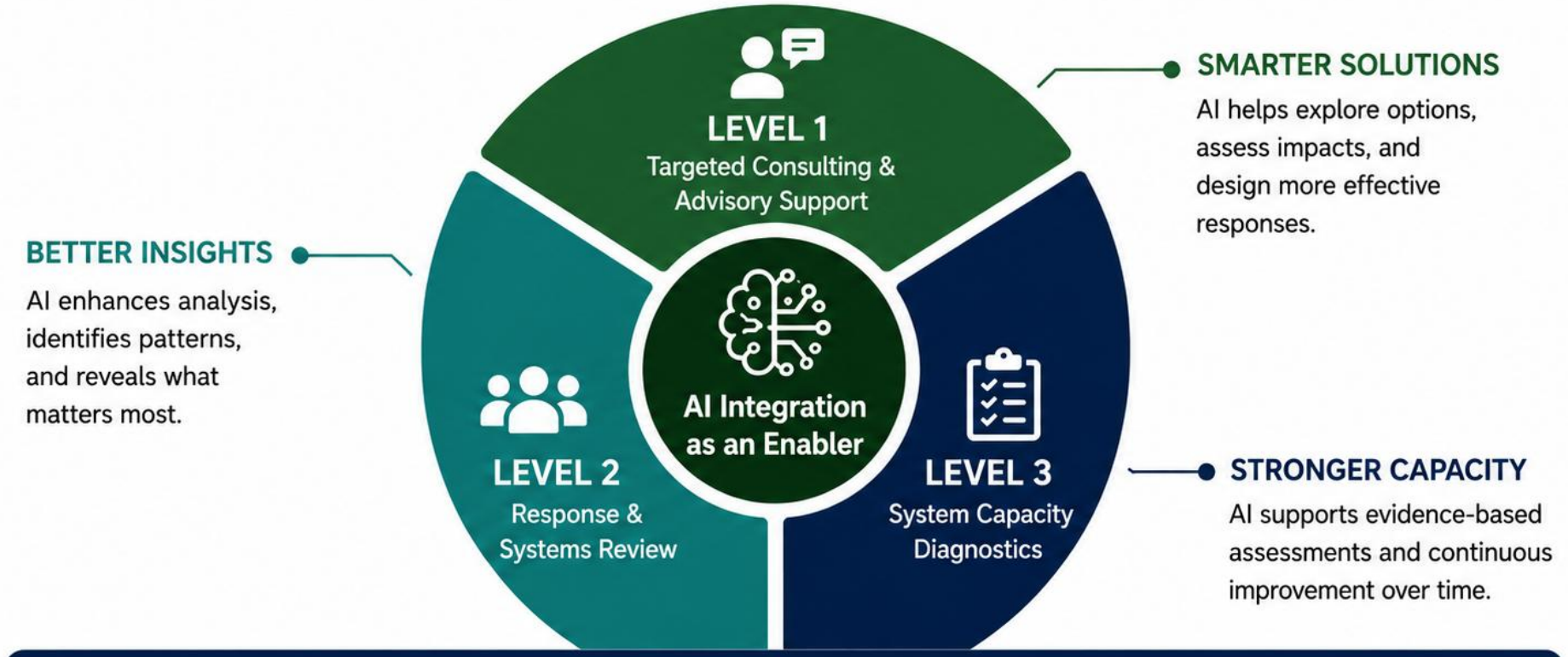
Better Decisions
Evidence-based and timely decisions

Better Outcomes
Greater value and public trust

Responsible AI influences every major component of regulatory operations.

AI Integration in the Regulatory Solutions Framework

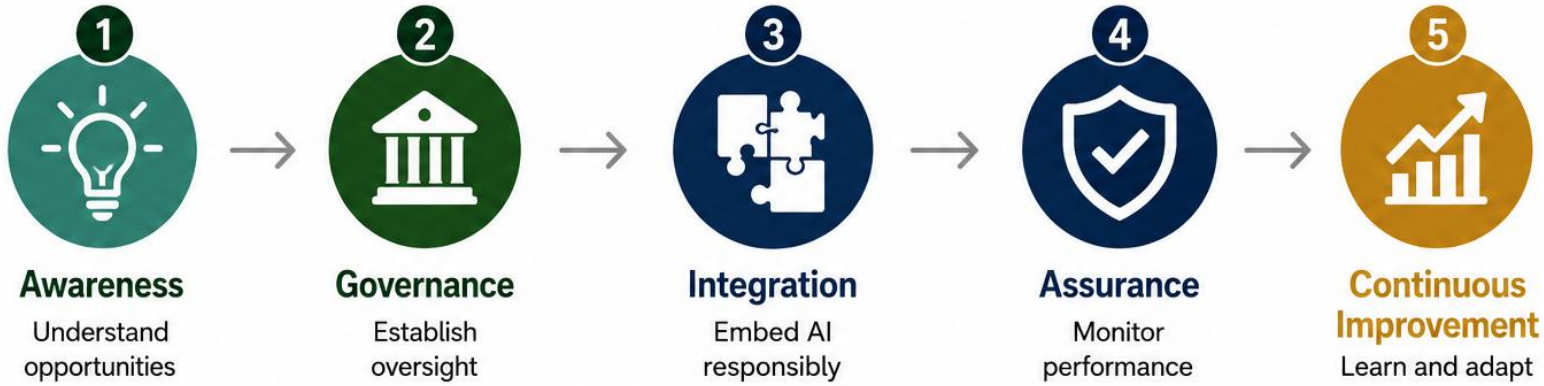
AI Strengthens Every Level of Our Approach



Different organizational challenges require different types of organizational support.

The Responsible AI Integration Journey

Building Regulatory Capacity Over Time



ENABLERS

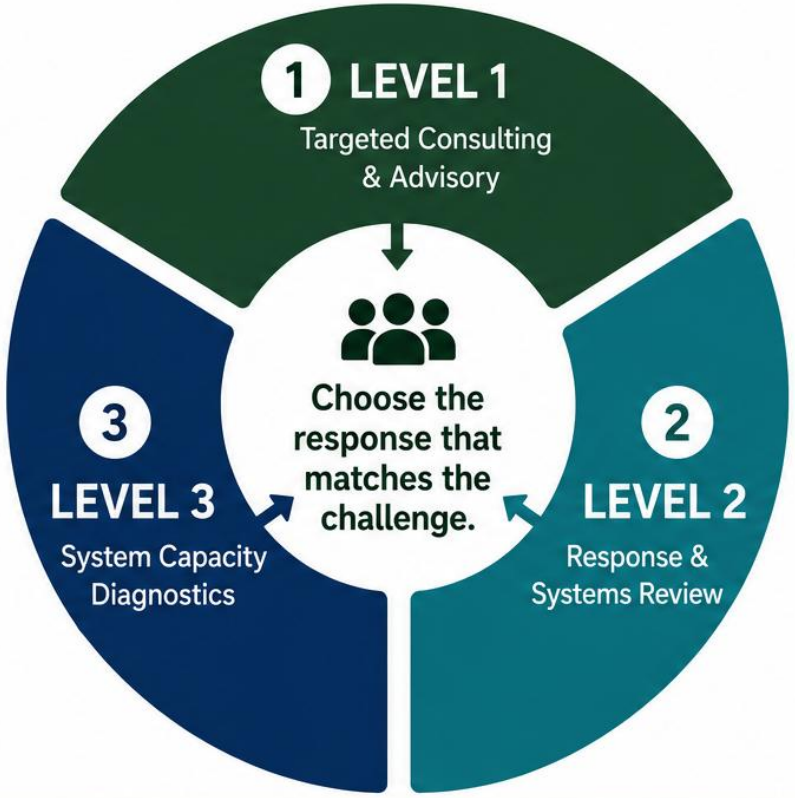
People | Data | Ethics | Collaboration | Learning

OUTCOME — Better Decisions • Greater Trust • Stronger Public Protection

Responsible AI develops through continuous learning, adaptation, and organizational maturity.

Turning Capability into Action

Different organizations need different kinds of support.



Responsible AI capability develops through practical action—not one-size-fits-all solutions.

Five Executive Takeaways

Key insights for building Responsible AI capability in regulatory organizations.



1

AI is an organizational capability.

It spans people, processes, technology, governance, and culture.



2

Responsible governance matters.

Strong governance builds confidence, manages risk, and supports responsible AI use.



3

Every organization starts somewhere.

There is no single path. Start where your organization is today, building on your existing strengths.



4

Build on existing strengths.

You don't start from zero. Leverage what's already working to accelerate progress.



5

Collaboration is a strategic advantage.

Working together helps regulators achieve better outcomes—faster and more consistently.

Responsible AI isn't about implementing technology.

It's about strengthening the organization's ability to protect the public.

Thank you

Questions & Discussion

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