

The background of the cover features a stylized, wireframe map of the world in a light blue color, set against a dark blue background. In the center, there is a glowing, translucent globe. To the left of the globe, a white robotic arm with black joints is pointing its index finger towards the center. To the right of the globe, a human hand is also pointing its index finger towards the center. The overall aesthetic is futuristic and technological, with a focus on AI and global connectivity. The text is white and positioned in the upper left quadrant, with a large orange triangle partially visible on the far left edge.

AI governance in the legal industry

WHITE PAPER

Table of contents

Overview	3
AI and the practice of law	4
The risks and consequences of unregulated AI	7
Case study: Levidow, Levidow and Oberman	8
Risks and rewards	9
ISO/IEC 42001 and legislative initiatives, compliance and regulation	11
Ten clauses of ISO/IEC 42001	14
ISO/IEC 42001 certification process	16
SGS AI resources	17
References	19



Overview

The rapid rise of artificial intelligence (AI) is impacting nearly every industry and the legal profession is rising to the challenge. As trusted partners, law firms are especially sensitive to the special challenges presented by this technology in implementing it while maintaining trust, adhering to ethical and social concerns and understanding how best to leverage this new technology to better serve clients and enhance internal processes.

The need for governance in any new AI system used by the legal profession, or in the development of such systems, has given rise to the need for new standards. ISO/IEC 42001 for Artificial Intelligence Management Systems (AIMS) was created to establish a governance framework, particularly for the purpose of *"providing requirements for establishing, implementing, maintaining and continually improving an AIMS within the context of an organization"*². By doing so, the standard allows for the further development of AI that balances the benefits and innovation of the technology with the need for governance and ethical use within a trusted environment.

Debates concerning AI frequently include misinterpretation of what AI really is and what it can do, leading to exaggerated concerns. There are, however, some very real risks surrounding the use of AI. Most newsworthy is the incidence of "AI hallucinations," or AI systems that have created entirely false narratives or drawn conclusions based on nonexistent sources.

Because AI is increasingly used across all sectors – and for the purpose of this paper, in the legal environment – it is likely to be a major economic driver and a catalyst for change within the legal profession. There will also be societal, legal, technical and ethical challenges that must be addressed. ISO/IEC 42001

is meant to help firms use AI systems, with specific attention to:

- The use of AI in decision-making, which can sometimes be non-transparent. Traditional information security and cybersecurity management systems may prove inadequate, requiring a more specialized AI management systems
- The use of data analysis, insight and machine learning, as opposed to traditional human-coded logic, to design systems. This usage will result in more opportunities for AI systems to deliver greater utility, but will also change how systems are developed, justified and deployed
- AI systems that change behavior during use through continuous learning

The benefits that have already accrued as a direct result of AI are unmistakable. In the healthcare industry, for example, AI has been used for better diagnostics and development of lifesaving drugs. In business, it is used in decision support to find greater efficiencies and to improve processes. And in the legal field, AI is already emerging as a solution for faster and more efficient legal research and for reading, analyzing and summarizing what is often thousands of pages of documentation in preparation for a case. Law firms are already beginning to gain benefit from using AI in their practices and clients are seeing the benefits as well. As with any new technology, it is important to understand the risks involved, how best to mitigate them and how to implement systems with the proper controls and governance. Compliance with the ISO/IEC 42001 standard is the best place to start.

Highlights

- ISO/IEC 42001 is the first AI management system standard
- AI is changing how the legal profession works
- Many common legal tasks can be done with the help of AI
- AI management system is a governance framework for overseeing the entire life cycle of the AI system(s), from the design and development over the use and even the retirement of AI technologies
- The consequences of improper use of AI are significant. Compliance with ISO/IEC 42001 offers an effective framework for law firms that wish to use AI effectively, ethically, and with adherence to best practices
- Compliance with ISO/IEC 42001 minimizes the probability of some of the more common AI anomalies, such as AI hallucinations
- Compliance with ISO/IEC 42001 may also help with other current and future legislation regarding the use of AI
- Begin your AI journey with the help of an accredited, vendor-neutral certification body to assess your compliance



AI and the practice of law

AI in the practice of law, as is the case with practically any other profession, is inevitable. Whether it will be used is not the question – the real question is, will it be used responsibly?

The potential benefits to the practice of law are simply too great to ignore. These include:

- The simplification of routine tasks, e.g. using robotic process automation
- Assistance in research of case law, e.g. leveraging large language models (LLMs) to summarize the research
- Drafting of contracts and other documents, e.g. leveraging LLMs to create contracts based on previous documents with case-specific variations
- Generation of outline or routine documentation.

Because of the potential for introducing a higher level of automation in the legal profession, lawyers can use these AI-enabled tools to allow them to focus on higher-value work.

Lawyers' hourly rates rose 9% in the first half of 2024³, with some of the top talent at large firms hitting rates of up to USD 2,500 per hour. Traditionally, law firms bill by the hour, but in the face of spiraling hourly rates, there is a demand on the part of some clients to bring down their legal costs. With AI now making it possible to do routine work and research in a matter of minutes, as opposed to a junior lawyer spending hours accomplishing the same thing, law firms may need to re-evaluate their billing structure. Advances in AI may change the economics of law firms. AI can lower costs and increase efficiency, and some may move to alternative fee arrangements. After all, it is a difficult proposition to issue an hourly bill for an AI system's work that took five minutes,

when it would have taken a junior staffer five hours.

Despite fears of the contrary, two things will remain true: AI will not take over the jobs of lawyers, and AI will change the nature of how legal work gets done.



AI IS ALREADY CHANGING HOW THE LEGAL PROFESSION WORKS

The World Economic Forum predicts that 23% of all jobs will change by 2027 due to AI and other factors.⁴

Within the confines of an ISO/IEC 42001-certified law firm using AI to its fullest ethical advantage, there are several ways AI can transform the legal profession in major and potentially positive ways.

1 Workforce

The larger lawsuits typically go to the larger law firms, simply because of their staffing advantage, as in many of these cases, junior associates may need to digest hundreds of thousands of pages of documentation. With the use of AI, smaller firms using AI systems will be able to compete on a more level playing field with even the largest firms.

According to a September 2024 LexisNexis survey, 41% of legal professionals in the UK are already using AI, up from just 11% in July 2023⁵. Those who plan to use AI for legal work in the near future went from 28% to 41% and those with no plans to use AI dropped from 61% in July 2023 to just 15% in the most recent survey.

2 Billable hours

The practice of law revolves around billable time and those junior associates who spend hundreds, or even thousands, of hours on case prep and document review, when replaced or supplemented with an AI document review system, will fundamentally change the billing calculus. Such a system may drastically reduce the billable hours generated on a large, complex case, which may trigger a move to a flat fee billing structure.

3 Automating routine tasks

Already, many lawyers use AI tools to automate day-to-day, routine tasks, allowing them to focus more time on the more challenging aspects of the profession that can only be done by

lawyers. Highly effective AI tools have proven beneficial for research and contract review, for example. They are also often used to produce at least the first drafts of legal briefs – although lawyers are cautioned to review any such briefs and treat them as only a first draft toward a final version.

4 Case law review

Litigation often hinges on a review of existing case law, also a very time-consuming task. In the digital age, where paper volumes have been digitized, AI can easily read, comprehend and summarize thousands of pages quickly, identify relevant cases based on a few intelligent prompts and provide the lawyer with a useful summary.

A Thomson Reuters survey also points to the growing volume of work that is being brought in-house, with 70% of all professionals saying that a higher portion of work will be brought in-house within the next five years. One legal professional responding to the Thomson Reuters survey said, “*The role of a good lawyer is as a ‘trusted advisor’ not as a producer of documents...breadth of*

experience is where a lawyer’s true value lies and that will remain valuable, including to in-house legal teams.”⁶



WHICH LEGAL TASKS CAN – AND CANNOT BE DONE BY AI

A Goldman Sachs study suggested that 44% of legal tasks could be performed by AI⁷, not surprising given the fact that a tremendous amount of billable hours are for work like document review and extracting information from large volumes of text, something that AI is exceptionally good at accomplishing.

The practice of law incorporates a vast number of routine tasks that can be accomplished with the aid of AI. For example, document and contract review and the summarization and identification of case law and precedent. However, the

practice of law also incorporates many tasks that AI cannot duplicate.

A client will most likely need a lawyer in the courtroom or to argue before a judge. AI has the unique ability to digest thousands of pages of documents in seconds – but experience and the creativity that expertise brings remains firmly in the human lawyer’s domain. The initial fears around AI are still with us, although as more people and professions understand what it is – and what it is not – they also understand the power of what it can do and how it can benefit them. Initial fears have been assuaged by an acknowledgement that AI will work and work well, so long as guardrails are in place and humans are part of the loop to

keep it in check. Respondents to the Thomson Reuters survey indicated that they feel AI provides a “basic starting point” for their work, but in most cases, professionals will still need to take the lead. Also, those who have not yet tried AI technology were concerned over accuracy, data security and ethics, while also being unaware of how to access and use the technologies. The lack of understanding is cited as the primary barrier for baby boomer users, among whom only 55% have tried AI technology, compared with 67% of Gen Z professionals.⁸

LAW FIRMS LINING UP AI EXPERTS

The World Economic Forum’s “Unlocking Opportunity” white paper notes that some of the fastest-growing jobs will include roles in AI and machine learning.⁹ Law firms may recognize the benefits of AI and in so doing, it is becoming necessary to create new roles for people to implement the technology, ensure its secure and safe use and oversee

compliance with not only ISO/IEC 42001, but emerging government regulations. Most recently, several firms have created positions, such as Director of AI, Director of AI Innovation, or other positions which will ensure that the firm has an effective AI infrastructure.

In addition, some firms are also getting ahead of the game, giving their summer associates an opportunity to learn more

about generative AI and how it is used in the profession.¹⁰ Specifically, firms are teaching their summer associates about how to best use AI-based research and chatbot tools, believing that AI will be more readily accepted and used by those who will be entering the profession in the coming years.

The risks and consequences of unregulated AI

The need for governance in the development, deployment and usage of AI has never been clearer. The changes being brought about by AI are not incremental, but transformative – and in the legal field are already changing how law firms practice. But as the benefits are unmistakable and overwhelming, both for the firms and clients, the consequences of unregulated AI can lead to never-before-seen challenges, dilemmas and ethical issues. Implementing a governance system often is further complicated by a knowledge gap, as more law firms seek the benefits of the technology without fully understanding what's behind the curtain – seeing an AI system as a sort of “black box” that delivers unparalleled efficiencies, but lacking the knowledge to properly understand and manage it. To make it even more complicated, without governance, the unique ability of AI systems to have certain emergent behaviors, which were not part of the original design, requires not just understanding of what it is, but what it might become.

Issues relating to inaccuracy, bias, discrimination and confidentiality – not to mention the mysterious instance of “hallucinations” – weigh heavily on those considering the use of AI in a legal environment.

The American Bar Association's (ABA) Model Rules of Professional Conduct¹¹ outline a set of best practices

and guidance relating directly to using AI in the legal profession; specifically:

Rule 1.1: Competence

Attorneys must provide competent representation to their clients. Today, and especially with the possibility of attorneys using AI technology in their practices, competent representation goes beyond the traditional meaning of having legal knowledge and skill, and being thoroughly prepared. It must also mean being familiar with cutting-edge technology that could benefit the client, including AI technology, and understanding those benefits as well as the potential risks.

Rule 1.6: Confidentiality of Information

Attorneys must make a reasonable effort to prevent unauthorized or unintended disclosure of information relating to a client. Some AI applications, such as ChatGPT, may save a substantial amount of user data, as well as the prompts used in queries or files that were uploaded. By saving the queries, the LLM underlying ChatGPT can educate itself as part of its training process. As a result, it may be possible for an attorney to unintentionally share confidential client information with an AI engine (it is possible, however, to access a setting to prevent ChatGPT from using your conversations to train its LLM).

Rule 5.3: Responsibilities regarding non-lawyer assistance

Attorneys must supervise any non-lawyer assistants. This has historically applied to paralegals or third-party vendors, although with the emergence of AI, some may consider these tools to be the virtual equivalent of a “non-lawyer assistant.”

The risks are real and law firms can do two things to help mitigate those risks and comply with the letter and spirit of the ISO/IEC 42001 standard:

1. Implement a “continuous improvement” mindset that continuously evaluates the technology, its use, acceptance within the organization and its output.
2. Implement AI risk management. Within the AIMS, a risk manager may deploy the Plan-Do-Check-Act (PDCA) methodology to ensure risks are properly managed. This involves:
 - a. Plan: identify risks and develop strategies to manage them.
 - b. Do: implement risk management and mitigation strategies.
 - c. Check: monitor the effectiveness of the strategies.
 - d. Act: make adjustments along the way to improve the risk management process.



Case Study: Levidow, Levidow and Oberman

In June 2022, two New York lawyers were sanctioned for submitting a legal brief that contained six case citations, which were totally fictitious and had been generated by ChatGPT. The firm Levidow, Levidow and Oberman, and attorneys Steven Schwartz and Peter LoDuca, were ordered to pay a USD 5,000 fine. Although the lawyers said they made a good faith mistake in the use of the AI tool leveraged (ChatGPT), the judge found that they acted in bad faith and submitting the brief constituted “acts of conscious avoidance and false and misleading statements to the court.”¹²

The judge further ruled that ethical guidelines were breached and ethics rules, which guide the practice, “impose a

gatekeeping role on attorneys to ensure the accuracy of their filings.”¹³ As such, even though the attorneys were unaware that ChatGPT had created fictitious cases for use in the brief, they were still liable since they neglected their role.

The problem in this case was not with the AI system itself, or the use thereof, but rather with the human lawyer who (1) failed to use AI within the accepted guidelines and (2) failed to review and double-check the brief for accuracy before it was filed. Even without AI, this sort of double-check should be standard procedure.

Had this case been viewed through an ISO/IEC 42001 lens, it is easy to see where the use of an AIMS, in compliance with an AI governance framework, would have prevented this grievous error.



Risks and rewards

The use of AI – within the confines of standards-based implementation – can deliver deeper insights, faster and more efficient research and overall improvement in law firm productivity. Ultimately, its use is inevitable, as other industries move toward embracing the technology and law firms are getting on board as they prepare for the future evolution of their industry.

As AI continues to mature and becomes more firmly embedded in the legal environment, law firms will need to stay on top of the technology and its output to maintain a firm connection between the AI and the human team. While there may be a tendency to trust AI results as absolute, the risks (such as AI hallucination or unintended bias) are real and humans on the team will always need to mitigate those risks by reviewing the work being produced by AI, just as they would review work produced by any human team member.

Another major risk is the lack of training and expert guidance. According to a recent study, only 10% of corporate departments and law firm professionals said their teams were "very trained" on generative AI.¹⁴

RISKS	REWARDS
AI “hallucinations”. Some AI tools have been reported to produce “hallucinations” based on false information or nonexistent cases.	Simplify routine tasks
Unintentional bias or discrimination	Time saving in research
Breach of confidentiality. Most AI tools are operated by third-party vendors. Check the terms of use for how information being inputted (such as client data) could be used or stored by the AI software.	Time savings
Violation of the ABA Model Rules of Professional Conduct	Allow attorneys to devote time to higher-value work
Disclosing confidential client information to an AI algorithm	Easily review contracts to identify gaps, missing clauses or other potential flaws
Data sources become harder to verify. With an AI environment digesting an increasingly large volume of data and information, there is a risk of not being able to fully trace and verify the accuracy of that data.	Reduce errors and inaccuracies
	Deeper dive into the case law research process. Legal researchers can study case law and identify important precedents much faster than would be possible with a fully manual review.
	Optimize litigation strategy. By using AI to conduct deep research and scan through data, lawyers may be able to optimize their strategies with visualization, predictive analytics to understand probable outcomes and anticipate opposing arguments.



ETHICAL CONSIDERATIONS OF AI AND THE AIMS

The AIMS compliance framework incorporates a set of ethical guidelines. Compliance with standards-based guidelines will help ensure that AI technologies are developed responsibly and are used properly by the end user. Some of the ethical necessities of developing and using an AIMS include the concept of fairness, for example, guarding against unintentional bias; and establishing a system which includes responsibility for the outcome and accountability. Accountability would, for example, include a mechanism for understanding and tracking decisions, along with the concept of contestability. After a review of a decision made or supported by AI, this would allow for the decision to be challenged if it does not align with ethical standards.

In addition, ethical use would also involve transparency – that is, on the part of the developers, the AI system should be understandable to all stakeholders. Finally, ethical use would have to include guardrails to protect the privacy of personal data that is used by the AI system. Maintaining transparency may involve keeping comprehensive logs of all AI system decisions and actions, and conducting regular audits to assess ISO/IEC 42001 compliance.

A law firm demonstrating a clear commitment to the ethical use of AI should have a written policy that highlights its commitment to ethical use. The firm should also implement training on not only how to use the AI tools, but how to use them ethically and responsibly.

WHY AN AI MANAGEMENT SYSTEM IS NEEDED IN MODERN LAW PRACTICE

The legal profession is undergoing a major transformation. A new era of the practice of law will be formed based on how AI will reshape the manner in which services are accomplished, delivered and billed. The recent Thomson Reuters second-annual annual Future of Professionals report¹⁵ underscores this shift and the profound impact AI will have on the profession, noting that 79% of respondents indicate that AI will have a “high or transformational impact” on their work in the next five years, up 10 percentage points from just a year earlier.

The trend reveals a bigger issue and that is, how lawyers will prepare for a future that will, inevitably, include AI in a big way. Doing so will mean an increased partnership with technology leaders and a greater personnel share going to technologists, education and training of all legal personnel (lawyers and support staff alike) and the need to embrace the changes.

More importantly, preparing for the future requires attention to compliance and governance. In a future where the practice of law is driven by AI, the guiding human component will continue to be important – and the need for laws and guidelines will be essential. The growing body of law, along with management systems and compliance frameworks, like ISO/IEC 42001, modern law firms will realize the full potential of AI with the assurances that are needed to use it responsibly and ethically.

BALANCING GOVERNANCE AND INNOVATION

The practice of law may have an image of being conservative and unchanging, but the reality is quite different. The practice of law has embraced dramatic changes over the years to make the work of the firm more efficient, more accurate and faster, from years ago, moving from tedious dictaphone machines and electric typewriters to desktop computers and word processing software. And while most law firms still have libraries filled with legal codes and case law, the era of dozens of legal assistants and junior associates spending countless hours in the library, poring over physical tomes in search of the one nugget of information that will win the case, is mostly over.

ISO/IEC 42001 and legislative initiatives, compliance and regulation



As concerns over AI management continue, the discussion is naturally turning to how society and governments can control the technology and, indeed, whether they should. It is important to understand standards like ISO/IEC 42001 as they relate to any future possible government regulation or mandates. While ISO/IEC 42001 is a standard and not a government mandate, it has already been called out in North American legislation and may well figure into future legislation.

The first AI safety regulation on large intelligence models in the nation was proposed in California. Although the legislation, S.B. 1047, was vetoed by the state's Governor, the door is now open and this proposed legislation may create a basis for future moves toward legislative control. The California law attempted to establish guardrails around large-scale AI models.

In addition, in May 2024, the first "comprehensive" AI legislation in the US was passed in Colorado in the form of the Colorado AI Act, which comes into effect in February 2026. According to the Colorado law, developers and deployers of AI systems will be responsible for safeguarding against discriminatory decisions on the part of the AI systems. The Act (S.B. 24-205) defines "algorithmic discrimination" as:

"...any condition in which the use of an artificial intelligence system results in an unlawful differential treatment or impact that disfavors an individual or group of individuals on the basis of their actual or perceived age, color, disability, ethnicity, genetic information, limited proficiency in the English language, national origin, race, religion, reproductive health, sex, veteran status, or other classification protected under the laws of this state or federal law."

Developers of AI systems, under the Colorado law, must conduct an annual impact assessment, which can be contracted out to a third party. The Colorado law specifically calls out ISO/IEC 42001 and it is worth noting that an affirmative defense can be made if the developer, deployer, or other person is:

*"in compliance with a nationally or internationally recognized risk management framework for artificial intelligence systems that the act or the attorney general designates; and the developer, deployer, or other person takes specified measures to discover and correct violations of the act."*¹⁶

Recently, several AI firms agreed to voluntarily follow a set of safeguards that were established by the White House, including protocols for testing and sharing information on their individual models. In October 2023, the White House issued an Executive Order¹⁷, which established a set of standards for AI safety, security and privacy, while still promoting innovation. Several leading AI companies have already voluntarily agreed to follow the safeguards outlined in the EO. Although the EO does not specifically refer to ISO/IEC 42001, many of the goals it states coincide with the standard, such as:

- Ensuring that AI systems are safe, secure and trustworthy
- Protecting Americans from AI-enabled fraud
- Advancing equity and civil rights, for example, by addressing algorithmic discrimination
- Advancing the responsible use of AI

Also specific to the legal profession, the EO specifically states that a goal of the EO is to establish fairness throughout the criminal justice system, by establishing best practices on using AI in sentencing, parole and probation, pretrial release and detention, risk assessments, surveillance, crime forecasting and predictive policing and forensic analysis.

In the European Union, the newly adopted EU AI Act uses ISO/IEC 42001

as a cornerstone and establishes a framework of guidance for compliance. First proposed in 2021, the regulatory AI framework requires AI systems to be analyzed and classified according to risk. Many of the goals line up precisely with ISO/IEC 42001's framework, including ensuring that AI systems are safe, transparent, traceable, non-discriminatory and environmentally friendly. It also requires that AI systems be overseen by humans to serve as a check against unintentional harmful outcomes. The Act

defines different rules for different risk levels, from systems with unacceptable risk, which are banned to systems with high risk, which require a full assessment before being put on the market. Generative AI will have to comply with transparency requirements and EU copyright law.¹⁸



Law firms must balance the great potential and benefits of AI in the legal profession and the potential for digital transformation and all the benefits that entail, with the risks of doing so, along with ethical, legal and professional considerations.

Like any other type of computer system, AI systems can and will improve over time. Drawing an example from the evolution of the personal computer, with

the first PCs operating on limited memory with storage on floppy disks, to today's powerhouse machines representing a phenomenal improvement in power, storage and capability, so too will AI systems see the same sort of evolution. Today's AI may be in the early stages – but it is inevitable that the evolution of AI systems will be quick. With this sort of evolution already happening, two things are absolutely essential: a standard, in this case ISO/IEC 42001, to ensure the

governance, compliance and responsible and ethical use of AI systems and a culture of continuous improvement on the part of both developers and users. The continuous improvement approach will help ensure that AI technologies allow lawyers to enjoy the full benefits of AI in their practices and that they can do so with assurance that the systems comply with the prevailing standards, laws and ethical expectations.

AN EXPLANATION OF THE ISO/IEC 42001 STANDARD

The International Organization of Standardization (ISO), one of the organizations that created the standard, defines ISO/IEC 42001 as:

*"...an international standard that specifies requirements for establishing, implementing, maintaining and continually improving an Artificial Intelligence Management System (AIMS) within organizations. It is designed for entities providing or utilizing AI-based products or services, ensuring responsible development and use of AI systems."*¹

ISO/IEC 42001 is the world's first AI management system standard, an important distinction considering the rapidly growing and changing field of AI. The need for guidance as this field evolves has become very real and the standard fills this need by addressing the challenges that AI poses – including ethical considerations, transparency and continuous learning. The standard was developed as a way to provide a clear framework for managing the risks involved and to balance the incredible innovation AI has to offer with the need for governance.

The standard is generic and useful for any type of organization. For law firms in particular, practices of any size can benefit. Smaller firms are now taking advantage of the technology, as it becomes more widely available and can give them an advantage when it comes

to competing against larger ones. Whether a firm is using only something as simple as a ChatGPT application for research, or more complex AI systems for things like predictive analytics, the standard still applies.

To begin the discussion of ISO/IEC 42001, it is important to understand precisely what constitutes an AIMS.



WHAT IS AN AIMS?

An AIMS is a governance framework used to oversee AI technologies. With it, companies can deploy, operate and improve AI applications responsibly and with a high degree of safety. Also within this framework, users of AI systems can better ensure the ethical usage of the systems within their organizations, implement a degree of transparency and provide accountability.

As defined by ISO:

"An AI management system, as specified in ISO/IEC 42001, is a set of interrelated or interacting elements of an organization intended to establish policies and objectives, as well as processes to achieve those objectives, in relation to the responsible development, provision or use of AI systems. ISO/IEC 42001 specifies the requirements and provides guidance for establishing, implementing, maintaining and continually improving an AI management system within the context of an organization."

The main components of the framework include:

Ethical principles, to ensure that the development and use of AI systems comply with ethical practices and expectations.

Governance structure, which oversees the AI system's operation, to ensure compliance with both ethical considerations and legal or standards-based compliance.

Risk management processes, to identify any risks associated with the system and mitigate those risks appropriately.

Ten clauses of ISO/IEC 42001

ISO/IEC 42001 is broken down into 10 distinct clauses, with 4 through 10 forming the standard's core. These clauses lay out the essential requirements for maintaining and establishing an effective AIMS.



ISO/IEC 42001 also incorporates four annexes:

Annex A includes a set of controls to ensure responsible AI practices.

Annex B offers guidance, advice and methodologies for implementing the controls outlined in Annex A.

Annex C discusses AI risk sources, organizational objectives and includes some background information on AI risk management.

Annex D explores industry-specific considerations.

CLAUSE 4

CONTEXT

Lays out the context to allow organizations to better understand both internal and external factors that may influence their AIMS deployment, including the needs and expectations of (external and internal) stakeholders and the scope of the organization's management system.

CLAUSE 5

LEADERSHIP

Outlines the requirement for a commitment from top management, the establishment of an AI policy and the creation of a culture of responsible AI use within the organization.

CLAUSE 6

PLANNING

Details the planning process needed for addressing risks and opportunities, establishing objectives and managing change.

CLAUSE 7

SUPPORT

Outlines the resources, competence, awareness, communication and documentation needed to support the AIMS.

CLAUSE 8

OPERATIONS

Provides requirements for operational planning, implementation and control processes, including an AI system impact assessment and change management.

CLAUSE 9

PERFORMANCE EVALUATION

Includes requirements for monitoring, measuring, analyzing and evaluating the performance of the AIMS, and requirements for conducting an internal audit and management review.

CLAUSE 10

IMPROVEMENT

States the need for addressing potential issues as well as continual improvement of the AIMS.



AN EXPLANATION OF THE ISO/IEC 42001 STANDARD

ISO/IEC 42001 relates specifically to AI governance and the AI management system across the organization, with a framework designed to apply to all AI management systems, not any specific AI application. Law firms utilizing AI may wish to go beyond ISO/IEC 42001 and consider the following standards, which also address more specific areas of the AI system, as well.

ISO/IEC 38507

Governance Implications of AI. Provides guidance on governance implications of AI systems, including ethical considerations, risk management and stakeholder engagement.

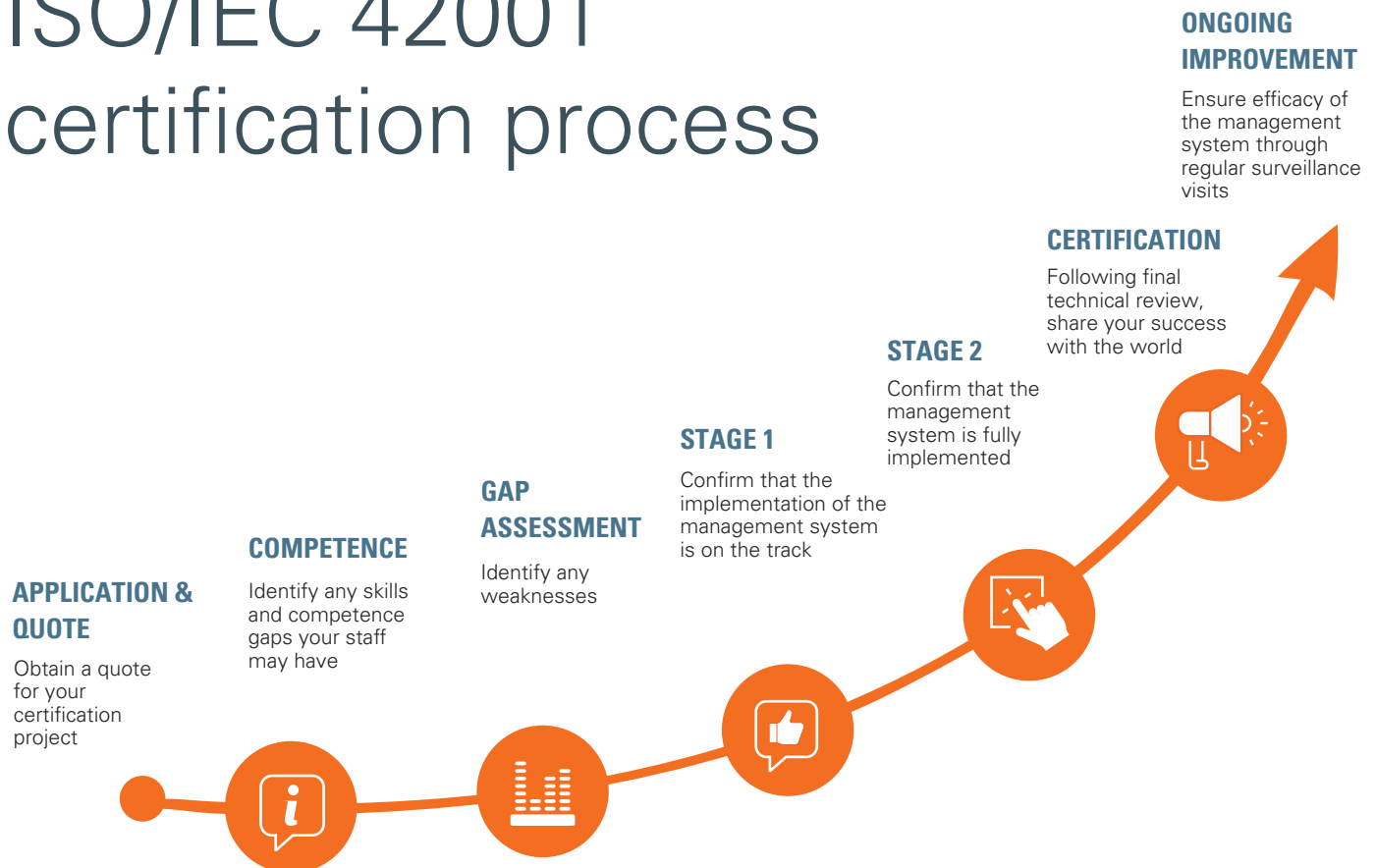
ISO/IEC 23894

AI Risk Management. A structured approach to identifying, analyzing and mitigating risks associated with AI systems.

ISO/IEC 25059

Software Life Cycle for AI. Examines quality aspects of AI systems, with guidelines for the software life cycle, from design and deployment to maintenance.

ISO/IEC 42001 certification process



ISO/IEC 42001 is vendor-neutral, but becoming certified to the standard allows a law firm to safely say they are employing the concept of “trustworthy AI,” giving the firm greater confidence in the use and operation of its AI systems, while also giving its clients a greater degree of trust in the firm’s services through assurance from an independent third party, such as SGS.

Certification begins with a successful audit. Achieving certification will then allow firms to:

- Implement AI safely and with a degree of accountability
- Incorporate security, safety, fairness, transparency and data quality
- Illustrate that AI is being used strategically and with clear objectives
- Assure strong governance
- Impose a system of governance while preserving innovation
- Ensure that AI is used responsibly
- Ensure that safeguards are in place
- Combine key frameworks with experience to implement crucial processes
- Contribute to multiple UN Sustainable Development Goals

SGS holds the largest number of national accreditations globally to support customers in meeting their compliance needs and challenges. When it comes to ISO/IEC 42001, SGS was the first certification body to obtain double-accreditation from both ANSI-ANAB and the Singapore Accreditation Council.

SGS AI resources

WEBINARS



UNLOCK THE SAFE USE OF AI THROUGH STANDARDS, LEGISLATION AND BEST PRACTICE

WATCH NOW

Hear from our experts on the latest developments and updates to standards and regulations on this fast-paced subject. We also discuss the trustworthiness of AI and give direction on how to integrate AI safely and effectively into a business.



ROBUSTNESS AND PERFORMANCE OF AI APPLICATIONS

WATCH NOW

Our experts delve into the vital aspects of AI system performance and robustness, providing an overview of current practices in evaluating AI accuracy and ensuring reliability, as well as a discussion on the unresolved issues and emerging challenges.



TRUSTWORTHY AI: PRIVACY AND SECURITY

WATCH NOW

We explore how to maintain trust and uphold ethical AI use and how advancements in cryptography and privacy-enhancing technologies can safeguard data.



TRUSTWORTHY AI: TRANSPARENCY AND EXPLAINABILITY

WATCH NOW

We address the significance of explainability, reviewing existing approaches and discussing challenges and future prospects.

DIGITAL TRUST CERTIFICATIONS: INFORMATION TECHNOLOGY & AI

Digital Trust Label Certification	ISO/IEC 27001 Certification – Information Security, Cybersecurity & Privacy Protection	ISO/IEC 27701 Certification – Privacy Information Management System	ISO/IEC 42001 Certification – Artificial Intelligence (AI) Management System
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AI TRAINING

ISO/IEC 42001 AIMS Requirements Training (Exemplar Global RTP)	ISO/IEC 42001 Foundation Self-Study Training Course	ISO/IEC 42001 Lead Auditor Self-Study Training Course	ISO/IEC 42001 Lead Implementer Self-Study Training Course
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certification@sgs.com

www.sgs.com



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certification@sgs.com

SGS North America Inc.
400 Broadacres Drive
Suite 200
Bloomfield, NJ 07003
United States

sgs.com



The SGS logo, consisting of the letters "SGS" in a bold, sans-serif font, with a vertical line to the right and a horizontal line below.