

Responsible AI Governance Framework

Preserve human agency and integrity while scaling AI safely.



Business Challenge

AI adoption has moved rapidly from experimentation into core business processes; from AI chatbots to multi-modal agents. Introduction of Copilot Cowork will accelerate this further. Yet most organisations lack a clear, regulation-aligned, practical framework that aligns with your enterprise risk & security framework to embed accountability, safety and security across your enterprise AI initiatives.

As AI becomes embedded across knowledge work, customer interactions, and operational decisions, leaders face growing exposure not just from security and compliance risks, but from diminished human judgement, unclear accountability, and loss of workforce trust.

Without a structured Responsible AI framework, organisations struggle shifting AI token dynamics add to this complexity to balance speed with control, innovation with integrity, and automation with human agency creating risk at the executive and board level while limiting sustainable value from AI investments.

Key Challenges

- **Lack of focus on Safe AI use:** Policies, AI risks, and compliance requirements are often sidelined, leading to inconsistent AI usage.
- **Responsible AI remains Abstract:** Principles not aligned to enterprise risk and governance frameworks; too complex to operationalise.
- **Governance struggles to keep pace with AI deployment and emerging use cases.**
- **Over-reliance on AI outputs:** Human judgement and critical thinking are quietly eroded.
- **Unclear accountability:** Decision rights, escalation paths, and ownership are diffused.
- **Limited executive-level visibility:** Boards lack meaningful metrics to oversee AI responsibly.

How We Help

Insight's Responsible AI Governance Framework helps organizations integrate responsibility into practical AI usage, beyond policies and security measures. We help leaders establish governance, operating models, and decision frameworks that preserve human agency, ensure accountability, support responsible AI use at scale. The framework creates shared understanding across business, technology, risk, legal, and people functions enabling confident use of AI without undermining trust, judgement and organisational values.

Duration: 3 – 5 weeks

Benefits

1. Confidently scale with human judgement preserved
2. Reduce executive and board-level risk exposure
3. Establish clear accountability and decision ownership for AI use
4. Improve organisational trust, workforce adoption and measurable value from AI investments

What We Deliver

- Responsible AI Governance Framework & Service Model tailored to organisational context
- AI Governance & Accountability Model (roles, forums, decision pathways)
- Policy & Control Mapping aligned to existing enterprise governance
- Acceptable AI Assets Register
- Executive & Board-Level Metrics Framework for Responsible AI oversight
- Adoption Roadmap outlining priority actions and next horizons

What We Do

We design and deliver the Responsible AI Governance Framework Model through **five tightly-integrated activities**, enabling organisations to move from intent to responsible AI use at scale.



Set: Responsible AI Principles

Define regulation- and best-practice-aligned Responsible AI principles that establish a clear, organisation-wide foundation for AI use.



Align: Intent & Guardrails

Clarify AI ambition, risk appetite, and boundaries for acceptable, conditional, and prohibited AI use—beyond technical security.



Define: Governance & Accountability

Establish clear ownership, decision rights, oversight forums, and escalation pathways for AI risk, value realisation and investment decisions across platforms, agents, and applications.



Translate: Operating Model Integration

Embed Responsible AI into existing policies, workflows, and decision processes so governance works in day-to-day practice.



Assure: Human-Centred & Measurable AI Use

Establish practical guidance, metrics, monitoring and reporting mechanisms that preserve human judgement, support responsible behaviour and enable executive oversight.

Responsible AI Governance Framework: Add-On Services

The Responsible AI Governance Framework can be delivered as a standalone engagement or extended through a set of optional, modular services designed to operationalise Responsible AI across the organisation.

These services help organisations move from policy and intent to operational implementation, measurable oversight and demonstrable assurance.

1. Responsible AI Socialisation & Enablement

Support leaders and teams to understand how Responsible AI applies in practice.

2. Responsible AI Playbooks & Cheat Sheets

Translate governance into every day, usable guidance.

3. Responsible AI Workshops (Role-Based)

Hands-on sessions to embed responsible behaviour into AI usage.

4. Executive & Board-Level Education

Targeted education for senior decision-makers accountable for AI oversight.

5. Responsible AI Risk Assessment for AI Use Cases

Structured assessment aligned to recognised frameworks and regulatory expectations.

6. Responsible AI Metrics & Governance Reporting

Enable measurable, executive-ready oversight.

Microsoft Highlights

22 Specialisations including:

- Azure Virtual Desktop
- Modernisation of Web Applications
- Adoption and Change Management

7 Partner Designations, including:

- Microsoft Cloud
- Infrastructure (Azure)

About Insight

Insight Enterprises, Inc. is a Fortune 500 solutions integrator with more than 11,500 teammates worldwide helping organisations accelerate their digital journey to modernise their business and maximise the value of technology. We enable secure, end-to-end transformation and meet the needs of our clients through a comprehensive portfolio of solutions, far-reaching partnerships and 33+ years of broad IT expertise. Rated as a Forbes World's Best Employer and certified as a Great Place to Work, we amplify our solutions and services with global scale, local expertise and a world-class e-commerce experience, realising the digital ambitions of our clients at every opportunity.