

# AI Governance Overview

*Hentex's governance philosophy, oversight principles, control areas, and framework alignment approach.*

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## GOVERNANCE PHILOSOPHY

Most AI governance programs fail because they treat compliance as documentation work rather than design work. Organizations produce policies and checklists, but the underlying systems do not actually produce auditable decisions or support meaningful human oversight.

Hentex builds governance in at the architectural level. Oversight capability, audit logging, explainability, and risk controls are design requirements — not features added after the fact. When governance is embedded in the system architecture, compliance documentation becomes a product output rather than a manual process.

This distinction matters in government settings, where inspectors general, oversight bodies, congressional inquiry, and legal review may all require evidence that a system operated as intended. Hentex designs for that evidence from the start.

## OVERSIGHT PRINCIPLES

### Human Agency Is Structural

Every Hentex system treats human review as an architectural requirement. Override capability is not a policy setting — it is built into the system such that no AI output can become a final determination without human confirmation.

### Explainability Is a Design Requirement

AI outputs include the data used, the rule applied, and the confidence level. Caseworkers and reviewers see reasoning, not just results. Black-box outputs are not acceptable in consequential public sector contexts.

### Audit Trails Are Non-Negotiable

Every event in the system — AI recommendation, human action, override rationale, timestamp — is logged in a tamper-evident record. This record is designed to survive legal discovery, IG review, and internal audit.

### Fairness Is Monitored Continuously

Demographic parity is not assumed — it is measured. Hentex systems include ongoing cohort analysis tracking outcome consistency across language groups and demographic dimensions, with results surfaced in governance dashboards.

## GOVERNANCE CONTROL AREAS



**Human Oversight & Control**

- Override architecture on all AI outputs
- Review workflow design and usability testing
- Override rate monitoring and escalation thresholds
- Supervisor review layer for flagged cases

**Transparency & Explainability**

- Criterion-level citation in every AI recommendation
- Source document excerpts surfaced in review interface
- Confidence scoring with uncertainty communication

**Accountability & Auditability**

- Longitudinal audit log: actor, action, timestamp
- AI recommendation stored independently from outcome
- Exportable formats for oversight review
- Chain of custody documentation for AI inputs

**Fairness & Equity**

- Cohort parity analysis by demographic dimension
- Language parity monitoring (English/Spanish)
- Academic fairness research alignment and methodology development

**FRAMEWORK ALIGNMENT**

Hentex's governance approach is informed by and aligned with current federal AI policy guidance and risk management frameworks. Our implementation reflects the principles in:

**NIST AI RMF:** Risk identification, measurement, management, and governance functions inform our control architecture and documentation standards.

**OMB Guidance on AI:** AI inventory documentation, AIA requirements, and human oversight expectations are built into Eligibility Copilot as operational outputs.

**Federal AI Use Case Inventory:** Hentex assists agencies in meeting AI use case inventory obligations, generating structured documentation aligned with reporting requirements.

**Algorithmic Accountability Principles:** Informed by emerging federal and state algorithmic accountability standards, with active academic collaboration on fairness methodology.

**RESEARCH PARTNERSHIP**

Hentex's algorithmic fairness methodology is informed by leading academic research in AI fairness and public benefits systems. Hentex is actively pursuing formal academic research partnerships to advance fairness methodology, validation frameworks, and demographic consistency analysis for deployed government AI systems.

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