

# Pillar

Grow Better with Every Hire

## 5 Ways to Evaluate AI Systems

In the fast-paced landscape of modern recruitment, where technology plays an ever-increasing role, the ability to identify, attract, and retain top talent is essential for any organization's success. As artificial intelligence (AI) continues to revolutionize how companies approach talent acquisition, it's crucial to have a clear and structured approach to evaluating AI systems.

In this guide, we'll dive into five methodologies that empower talent teams to effectively assess AI systems designed to streamline and enhance the talent acquisition process. This way you can make more informed decisions about the AI tools that align with your organization's unique needs.

When evaluating a vendor, it's also important to ask specific questions that help you assess the capabilities, reliability, and performance of their AI systems. Under each methodology, we've included questions to consider asking throughout the discovery process.

1

### Technical Proficiency

Assessing the technical performance of an AI system involves evaluating its accuracy, precision, recall, and other metrics relevant to its specific task. This evaluation helps determine how well the AI system performs its intended function compared to human benchmarks or other AI systems. It involves validating the AI's outputs against ground truth data and measuring its consistency and reliability.

#### Questions to Ask:

- What steps do you take to ensure the AI system's predictions or outputs are reliable and consistent?
- How do you handle situations where your AI system encounters unfamiliar or ambiguous inputs?
- Can you explain the methodology behind your AI system's decision-making process?
- How often do you update and improve your AI models?
- Can you provide examples of real-world scenarios where your AI system outperforms other solutions or human experts?

2

### Bias and Fairness Analysis

AI systems can inadvertently perpetuate bias and discrimination present in the data they are trained on. Evaluating bias involves examining whether the AI system produces biased outcomes that disproportionately favor or discriminate against certain groups. Fairness assessments help identify and mitigate these biases to ensure equitable treatment across diverse populations.

#### Questions to Ask:

- How do you define and identify biases in your AI system's outputs?
- What steps do you take to mitigate and reduce bias during the development and training of your AI models?
- If a bias is identified after deployment, how do you address and rectify the issue?
- Do you provide customizable options for organizations to fine-tune or adjust bias and fairness parameters based on their specific needs?

3

### Interpretability and Explainability

AI systems often operate as "black boxes," making it challenging to understand the reasoning behind their decisions. Evaluating interpretability involves assessing how well an AI system's processes can be understood and explained. Humans fear that they can't control the system, but the system controls them. It's important to build systems that are built for humans, which means the system needs to listen.

#### Questions to Ask:

- How does your AI system provide explanations for its decisions or predictions?
- How do you handle situations where the AI system's decisions are complex and difficult to explain in simple terms?
- What efforts do you make to ensure that the explanations are accessible and understandable for a diverse range of users?
- Do you provide ongoing support and training to help users interpret and understand the explanations provided by the AI system?
- Are there situations where your AI system might struggle to provide meaningful explanations? If so, how do you address those cases?

4

### Ease Of Use

AI systems that are easy to use are more likely to be adopted by users across various roles and skill levels. If an AI system is too complex or difficult to understand, users may be reluctant to use it. Clear and intuitive interfaces for AI systems enable users to make better decisions based on the insights provided by the AI. Complex or confusing systems may lead to misinterpretation of results or missed opportunities for valuable insights.

#### Questions to Ask:

- What steps have you taken to ensure that users can quickly learn how to use your AI system?
- Is your AI system designed to integrate seamlessly with existing workflows and software tools?
- Can you share examples of industries or use cases where users with varying technical backgrounds have successfully used your AI system?

5

### Sustainability

Sustainability refers to the AI system's ability to support continuous development, training, and deployment for a prolonged period of time. The system should be designed to be self-service to minimize system downtime due to upgrades and maintenance. Hence, improving its overall cost performance.

#### Questions to Ask:

- How do you ensure that your AI models and solutions stay up-to-date and relevant as technology evolves?
- Can you provide examples of how your AI solutions have evolved and improved over time due to continuous development efforts?
- Can you share your roadmap for the future development and enhancement of your AI solutions?
- How do you maintain stability and performance of AI solutions during major updates or changes?

## In the ever-evolving landscape of AI,

the ability to assess AI systems comprehensively is paramount. However, remember that AI evaluation is not a one-time endeavor; it's an ongoing journey. As technologies evolve and new challenges arise, your understanding of these evaluation methods will help you adapt, optimize, and ensure the continued success of your AI implementations.

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