

Consumer Financial Protection Bureau
Compliance Plan for OMB Memoranda M-24-10
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1. STRENGTHENING AI GOVERNANCE

General

Describe any planned or current efforts within your agency to update any existing internal AI principles, guidelines, or policy to ensure consistency with M-24-10.

- The Consumer Financial Protection Bureau (CFPB) is working to develop strategies that allow for the responsible, safe, and effective use of artificial intelligence (AI) and related technologies. The work underway includes: CFPB's AI compliance plan, CFPB's AI inventory, and working collaboratively across the agency to establish an AI governance framework leveraging existing governance bodies.
- The CFPB is also working on guidance for employees on the safe use of generative AI (GenAI), which includes chatbots such as ChatGPT. It is anticipated that this guidance will be grounded by leveraging the CFPB's AI subject matter experts to determine safe and appropriate tools, AI models, and use cases that fit within the CFPB's risk posture.
- The CFPB currently is only approving AI use cases for limited pilots. These pilots are designed to be low risk use cases that identify qualitative and quantitative risk metrics for a given AI tool or use case. These pilots by definition may not be safety-impacting or rights-impacting.

AI Use Case Inventories

Describe your agency's process for soliciting and collecting AI use cases across all sub-agencies, components, or bureaus for the inventory. *In particular, address how your agency plans to ensure your inventory is comprehensive, complete, and encompasses updates to existing use cases.*

- The CFPB strives to gain a comprehensive understanding of its various use cases and aims to transparently share how applicable use cases are leveraged as part of the AI Use Case Inventory.
- The CFPB will collect a complete inventory of all known AI use cases through coordinated outreach to all divisions and offices. This outreach will be conducted at minimum on an annual basis to help ensure the AI inventory is complete and kept up to date.

Reporting on AI Use Cases Not Subject to Inventory

Describe your agency's process for soliciting and collecting AI use cases that meet the criteria

for exclusion from being individually inventoried, as required by Section 3(a)(v) of M-24-10. *In particular, explain the process by which your agency determines whether a use case should be excluded from being individually inventoried and the criteria involved for such a determination.*

- While the CFPB aims to maintain a transparent inventory of AI use cases, certain use cases may be excluded based on OMB's definition of AI and guidance on use cases that are subject to reporting. As part of the CFPB's outreach and data collection on AI use cases, we will review / re-review all use case exclusions to ensure they continue to meet exclusion requirements.

Identify how your agency plans to periodically revisit and validate these use cases. *In particular, describe the criteria that your agency intends to use to determine whether an AI use case that previously met the exclusion criteria for individual inventorying should subsequently be added to the agency's public inventory.*

- Please see above.

2. ADVANCING RESPONSIBLE AI INNOVATION

Removing Barriers to the Responsible Use of AI

Describe any barriers to the responsible use of AI that your agency has identified, as well as any steps your agency has taken (or plans to take) to mitigate or remove these identified barriers. *In particular, elaborate on whether your agency is addressing access to the necessary software tools, open-source libraries, and deployment and monitoring capabilities to rapidly develop, test, and maintain AI applications.*

- The CFPB plans to form a working group that will work collaboratively with relevant bureau stakeholders to identify any barriers to the responsible use of AI. Once these barriers are understood, the working group will share and discuss these barriers, along with any recommended mitigation strategies, with the Chief Artificial Intelligence Officer (CAIO) and identify any next steps.

Identify whether your agency has developed (or is in the process of developing) internal guidance for the use of generative AI. *In particular, elaborate on how your agency has established adequate safeguards and oversight mechanisms that allow generative AI to be used in the agency without posing undue risk.*

- The CFPB is in the process of developing internal guidance for the use of generative AI. The guidance is anticipated to set guardrails around undue risk and establish an approval process including cross-functional subject matter experts as the primary oversight mechanism for generative AI use.
- In parallel, the CFPB continues to build a technical infrastructure which removes barriers to future implementation of AI. This includes cloud platforms for compute, data, and tooling for deployment and monitoring.

AI Talent

Describe any planned or in-progress initiatives from your agency to increase AI talent. *In particular, reference any hiring authorities that your agency is leveraging, describe any AI-focused teams that your agency is establishing or expanding, and identify the skillsets or skill-levels that your agency is looking to attract. If your agency has designated an AI Talent Lead, identify which office they are assigned to.*

- The CFPB continues to recruit AI talent to address needs on both technical and cross-functional teams. Recent initiatives include hiring data scientists within the Office of Technology and Innovation and ongoing hiring for the latest Technologist Program cohort in the Office of the Director. These hiring efforts have leveraged vehicles such as Direct Hire Authority via the Data Science Job Series 1560 and 10-year STEM term appointments.

If applicable, describe your agency's plans to provide any resources or training to develop AI talent internally and increase AI training opportunities for Federal employees. *In particular, reference any role-based AI training tracks that your agency is interested in, or actively working to develop (e.g., focusing on leadership, acquisition workforce, hiring teams, software engineers, administrative personnel or others).*

- CFPB employees are encouraged to participate in cross-government trainings like those provided by GSA's AI Community of Practice and other external conferences and training opportunities. In addition, AI-related learning materials are provided through subscriptions to resources available to all employees. The CFPB will continue to evaluate opportunities for AI and data related training based on agency and employee needs.

AI Sharing and Collaboration

Describe your agency's process for ensuring that custom-developed AI code—including models and model weights—for AI applications in active use is shared consistent with Section 4(d) of M-24-10.

- The CFPB is committed to ensuring that custom-developed AI code for AI applications adheres to Section 4(d) of M-24-10. To ensure the CFPB is balancing sharing code while adhering to laws / regulation / policy that protect any sensitive data, the CFPB plans to develop a robust review process to evaluate what custom-developed AI code can be publicly shared.

Elaborate on your agency's efforts to encourage or incentivize the sharing of code, models, and data with the public. Include a description of the relevant offices that are responsible for coordinating this work.

- The CFPB maintains a public code repository (<https://github.com/cfpb>) which could be used in the future for custom-developed AI code, models, and model weights. The Office of Technology and Innovation (T&I) empowers the CFPB, consumers, and the financial marketplace by delivering exceptional technology solutions.
- The CFPB maintains a public data inventory (<https://www.consumerfinance.gov/data-research/public-data-inventory/>) which will continue to be used for open data sharing. The Office of the Chief Data Officer (OCDO) is responsible for maintaining the public data inventory. The OCDO leads the CFPB's data strategy and facilitates the effective

management, use, sharing, and protection of CFPB data assets to meet internal statutory requirements and enable the CFPB to achieve its mission.

Harmonization of Artificial Intelligence Requirements

Explain any steps your agency has taken to document and share best practices regarding AI governance, innovation, or risk management. *Identify how these resources are shared and maintained across the agency.*

- The CFPB is in the process of developing internal guidance for the use of AI. It is anticipated that this guidance will be shared within CFPB as a combination of internal policy and additional documentation which will be made openly available to all CFPB employees.

3. MANAGING RISKS FROM THE USE OF ARTIFICIAL INTELLIGENCE

Determining Which Artificial Intelligence Is Presumed to Be Safety-Impacting or Rights-Impacting

Explain the process by which your agency determines which AI use cases are rights- impacting or safety-impacting. *In particular, describe how your agency is reviewing or planning to review each current and planned use of AI to assess whether it matches the definition of safety-impacting AI or rights-impacting AI, as defined in Section 6 of M-24-10. Identify whether your agency has created additional criteria for when an AI use is safety-impacting or rights-impacting and describe such supplementary criteria.*

- The CFPB plans to follow the definitions and guidance provided by OMB as defined in Section 6 of M-24-10 to determine whether AI use cases are rights or safety impacting. The CFPB is developing a process for all AI use cases to be reviewed. The review process will include the CAIO, AI subject matter experts, and support from compliance partners to ensure adherence to any relevant policy and law.
- As mentioned in more detail above, the CFPB currently is only approving AI use cases for limited pilots.

If your agency has developed its own distinct criteria to guide a decision to waive one or more of the minimum risk management practices for a particular use case, describe the criteria.

- Currently this is not applicable. The CFPB has not developed its own distinct criteria to guide a decision to waive any of the minimum risk management practices for any use cases.

Describe your agency's process for issuing, denying, revoking, tracking, and certifying waivers for one or more of the minimum risk management practices.

- The CFPB does not currently plan to waive any of the minimum risk management practices. If needed, the CFPB will establish a governance process leverage existing governance bodies to develop a path for issuing, denying, revoking, tracking, and certifying waivers for the minimum risk management practices.

Implementation of Risk Management Practices and Termination of Non-Compliant AI

Elaborate on the controls your agency has put in place to prevent non-compliant safety-impacting or rights-impacting AI from being deployed to the public.

- The CFPB plans to review any controls in place to determine if changes are required to prevent safety-impacting or rights impacting AI from being deployed to the public.

Describe your agency's intended process to terminate, and effectuate that termination of, any non-compliant AI.

- The CFPB plans to terminate any use of non-compliant AI through the same process used to terminate the use of any non-compliant or unauthorized software at CFPB.

Minimum Risk Management Practices

Identify how your agency plans to document and validate implementation of the minimum risk management practices. *In addition, discuss how your agency assigns responsibility for the implementation and oversight of these requirements.*

- The CFPB plans to establish a process to document and validate implementation of the minimum risk management practices. As part of the plan, the CFPB will determine who is responsible for implementation and oversight.