Category

Data & AI

AI Contracting, SLAs & Third-Party Risk Playbook

Writing AI vendor contracts that actually protect you when the model doesn't perform as promised

- Practitioner
- Intermediate
- Template Included

- Administrator
- 22 July 2021
- 3 minute(s)

Overview

A framework for AI vendor contracting, service level agreements, and third-party risk management — negotiating AI-specific contract terms around performance guarantees, data usage, and liability, addressing the distinctive contracting considerations AI vendor relationships require beyond typical software SLAs.

Do standard software vendor contract terms adequately cover AI

vendor relationships? Standard software SLAs typically address uptime and support response, but AI vendor relationships carry distinctive considerations — model performance guarantees, training data usage and ownership, liability for AI-generated errors — that standard software contract templates often don't adequately address.

What's the most commonly overlooked AI vendor contract term?

Data usage rights — specifically whether the vendor can use your data to train models benefiting other customers, which has both competitive and privacy implications many organizations don't scrutinize closely enough during AI vendor contracting.

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