Arthiq.

COURSE OUTLINE

AN AI SYSTEM GOT SOMETHING WRONG.

AI Incident Response for Management

When an AI system gets something wrong, switching it off is the easy part. Prepare your leadership to find the decisions it already made, fix them, and report it properly.

FORMAT
In-house workshop with tabletop exercise

LENGTH
2–3 hours

BUILT FOR
Financial Services · Digital Assets & Crypto

WHAT YOUR TEAM WALKS AWAY WITH

Know who decides, what gets switched off, and how you find and fix the decisions an AI system has already made.

THE SESSION, STEP BY STEP

1. How AI incidents actually start
2. Severity and decision rights
3. Containment and fallback
4. The decisions already made
5. Reporting and communication

A starting agenda, shaped around your systems and your existing incident process.

YOU KEEP

- **AI incident playbook**, who decides and what gets switched off
- **Severity matrix**, turns a judgement call into a clear trigger
- **Tabletop scenario pack**, to rerun every year

WHO IT'S FOR

- COOs and CROs
- CTOs
- Heads of Compliance
- Incident owners

At payment institutions, fund managers, insurers and digital-asset firms.

WHY THIS MATTERS NOW

One hour to notify MAS

Under MAS technology risk notices, a firm must notify MAS within one hour of discovering a relevant incident.

Root cause within 14 days

A root cause and impact analysis follows within 14 days. Deciding whether an AI failure qualifies is part of the response.

Monitoring matters when acted on

AI now reaches customers in chat, onboarding, screening and claims. MAS's proposed guidelines expect monitoring and change controls across the lifecycle.

Bring this session to your team.

Tell us which AI systems your team runs and who owns incidents today. We'll come back with a scoped session and dates.

Book a discovery call

or **founders@arthiq.co**

arthiq.co/enquire

Onsite, Singapore and Asia

A scoped session and dates