Responsible AI statement

BMC has led AI innovation well before the recent rise in generative AI and we continue to invest, showcasing our dedication to using advanced technologies to improve business operations and customer experiences. This early-adoption mindset has allowed us to develop and refine AI capabilities that are integral to our portfolio of solutions.

Our solutions feature AI traits like machine-based operation, autonomy, adaptiveness, and the ability to infer, which are fundamental to transforming IT operations. AI automates processes and enables data-driven decisions, helping businesses optimize operations, react faster, and allow employees to focus on more innovative activities. We aim to augment and accelerate human decision-making, not replace it entirely. BMC solutions enhance insights and recommendations but do not substitute all human expertise.

We understand, however, that to achieve dependable results that support long-term human development and economic growth, AI must be designed, applied, and operated responsibly. BMC's commitment to responsible AI is guided by practices and principles that ensure ethical and sustainable development and deployment of AI technologies.

Responsible AI principles

Accountability and governance

AI governance at BMC includes an AI Acceleration Team, which promotes company awareness, identifies and engages key players and vendors, and enables AI use for internal productivity. BMC implements robust governance frameworks to monitor, evaluate, and address the impacts of AI technologies, ensuring alignment with our ethical standards.

Additionally, AI Risk Review Teams in each business area assess and manage risks associated with the use of AI technologies and their deployment in BMC solutions, ensuring responsible and safe use in the organization. This entails establishing clear lines of responsibility and oversight for AI development and deployment.

We hold ourselves accountable for the quality of our AI systems, which begins with ethical awareness. Accountability involves interdisciplinary collaboration, incorporating insights from ethics, law, information technology, and product development. By fostering a culture of ethical awareness, we ensure the development of AI technologies with a comprehensive consideration of their

societal impacts. In addition, BMC has adopted a Generative AI Use Policy to ensure ethical and responsible application of generative technologies.

Transparency

Transparency is central to building trust in AI for business use cases and facilitating adoption of AI-assisted features. BMC is committed to making AI algorithms and data usage transparent, enabling stakeholders to understand how decisions are made. This includes clear communication about the capabilities and limitations of BMC's AI solutions across our portfolio and the data sources they rely on.

The BMC Cloud Services Master Agreement and BMC product documentation are designed with a focus on clarity, providing precise information on AI features. The AI services in BMC solutions also disclose the limitations of the AI technologies used. This transparency enables users to fully comprehend the functionalities and limitations of BMC AI solutions, fostering trust and promoting confident adoption of AI-assisted technologies.

Privacy and security

Protecting the privacy and security of individuals and organizations is paramount at BMC. We are committed to implementing strict data protection measures and ensuring compliance of our AI systems with relevant privacy regulations. This involves securing data against unauthorized access and preventing misuse of personal information, particularly within our solutions. We provide mandatory developer and security personnel training based on open-source guidelines and potential avenues for unauthorized access identified by the trusted security foundation, Open Web Application Security Project (OWASP).

Customer personal data is protected in accordance with BMC's Data Processing Agreement (DPA) and the highest regulatory standards, including BMC's Data Privacy Binding Corporate Rules (BCR). BMC also abides by the BCR when managing its own employee personal data.

BMC's commitment to data security and privacy is further described on BMC's Trust Center.

Stakeholder engagement and regulatory compliance

Engaging with many stakeholders, including customers, regulators, and industry advisors, is essential for responsible AI practices. BMC actively seeks input from users, experts, policymakers, and the public to inform our AI strategies, particularly for our flagship solutions like Control-M and the BMC AMI platform. This collaborative approach helps address concerns, incorporate valuable insights, and build trust in our technologies.

Adhering to legal and regulatory frameworks is a cornerstone of our responsible AI practices. BMC ensures compliance of our AI systems with applicable laws and standards, both locally and internationally. Importantly, BMC is committed to responsible AI practices under the European Artificial Intelligence Act and is a signatory to the EU AI Pact Pledge. This commitment to regulatory compliance reinforces our dedication to ethical AI development and enhances the reliability and usability of our solutions.

Fairness and inclusiveness

BMC strives to develop fair, non-discriminatory AI systems. This involves rigorous testing and validation to identify and mitigate any potential unfair biases in our models and algorithms. Realizing that AI systems sometimes provide incorrect answers, BMC makes that fact aware to its users.

We aim to create AI systems that are inclusive and accessible to all customers and users. This involves considering the needs and perspectives of different communities and ensuring that our technologies are usable by people of all abilities.

AI Literacy

Responsible AI practices require global collaboration. BMC actively participates in international forums, contributes to global AI policy discussions within the EU AI Pact network, and collaborates with organizations worldwide. By sharing knowledge and best practices, we aim to promote and contribute to the development of a global framework for ethical AI.

We are also dedicated to advancing AI literacy and ethical awareness among our employees, development and security teams, and the broader community. This includes providing training on responsible AI practices, promoting ethical decision-making, and encouraging critical thinking about the societal implications of AI. These initiatives are integral to our continuous improvement processes across all of BMC's operations.

To promote AI literacy and awareness, BMC has established an AI Knowledge Hub that is accessible to all employees. Regular newsletters and communications are distributed to keep everyone informed about AI advancements at BMC. Additionally, there are online workshops tailored for leadership, AI developers, AI champions, and employees using AI.