

# **Eightfold Documentation for OFCCP AI Vendor Disclosure**

**September 21, 2023**

Dear Customer,

Thank you for reaching out to Eightfold regarding the Office of Federal Contract Compliance Programs (OFCCP) requirement for federal contractors to provide information and documentation about the technology systems they use in hiring.

The new requirement specifically asks:

Item 21: Identify and provide information and documentation of policies, practices, or systems used to recruit, screen, and hire, including the use of artificial intelligence, algorithms, automated systems or other technology-based selection procedures.

Eightfold has prepared this document in order to assist you in responding to this requirement. The below content of this document may be shared with the OFCCP. This document is for information purposes only. The contents are also subject to change. No warranties of any kind are expressed or implied. Eightfold is not responsible for any actions taken in reliance thereon or any losses, direct or indirect, incurred as a result of the use of any of the information.

### **Eightfold's Matching Model**

Eightfold's cloud-based platform uses a model built using machine learning techniques. The model uses input data described below to produce a match score corresponding to a predicted degree of match between a job and a candidate, such as external job seekers or internal employees seeking promotion or other internal mobility.

The match score produced by the model ranges from 0 through 5 in increments of 0.5. The model helps predict the degree of match between a candidate and a job position to provide decision makers with objective information. It is not a stand-alone score for a candidate; rather, a match score will vary depending on the particular pairing of the candidate and the job position, as well as any changes and updates to the candidate information or the job position information.

The use of the match score can produce a list of candidates for a given job position in a rank-list manner. The match score also provides candidates with the ability to view jobs that are matched to their skills on Eightfold-powered career pages.

Eightfold provides data insights to support decision makers in Human Resource (HR) processes. The model does not replace human decision making. Regardless of the strength of a given match, candidates can apply for any open position and HR recruiting users can hire anyone they choose.

### **Inputs for the model**

Eightfold's model processes information obtained from both the job position and the candidate. The model works with job related information such as titles, work experiences, education, skills, and natural language of resumes and job descriptions. The job position information may include the employer's job descriptions, job postings, or inputs provided by an employer representative

such as desired skills, experience, or education. The candidate typically provides a resume or a job application that conveys work history, education, skills, and so on.

These inputs are provided by individuals such as candidates or recruiters, or databases/systems such as an employer's applicant tracking system (ATS) or human resources information system (HRIS). The input data may be accessed from the employer's cloud-hosted systems. For instance, employers who are Eightfold customers can provide job and candidate information by integrating their IT systems with Eightfold's platform. The input data may also include career information provided through Eightfold's platform from publicly or commercially available data to provide the employer with up-to-date candidate information. Eightfold's [Privacy Policy](#) has additional details regarding personal data we process on behalf of Eightfold's customers.

### **Viewing match score outputs**

Using the data inputs described above, the model produces a match score between a given job and a given candidate. Eightfold's platform can display to employer users the match score of the position-candidate pair and can also provide explanations on how the model derived the score. These explanations include concise breakdowns on how well a candidate profile matches the requirements of the job, including for example skill relevance, work relevance, and job title relevance.

When reviewing each position and candidates for the position, the employer representative can use the model output to help understand the specific skills, titles, work, and job title relevance of each candidate for the position. The reviewer can hover over a given candidate to see the breakdowns and can also click to view the candidate's work experiences. The reviewer can view candidates in any order and can choose actions regardless of the display of the model output.

When visiting an Eightfold-powered career site, a candidate can upload a resume and view jobs that may be a good match. The display is designed to surface more opportunities to the candidate based on objective information. The candidate may choose to apply or not apply to any of the jobs surfaced and may search for additional ones to examine.

### **Bias audit**

Eightfold has completed a third-party bias audit of the Eightfold Matching Model. The date of the most recent bias audit is June 16, 2023.

This audit was completed by an independent auditor, BABL AI. This audit was undertaken pursuant to New York City Local Law 144 of 2021. A summary of the most recent bias audit is [available here](#).

### **Responsible AI**

At Eightfold, we are committed to the responsible and ethical development and use of artificial intelligence. As a foundation principle, our products are designed to ensure there is human at the helm at all decision points. That person receives information and insights from our products and then applies human consideration and judgment to make decisions. We prioritize the following AI principles:

- Fairness: Design and use AI systems that are just and mitigate bias. This includes mitigating discrimination based on factors such as race, gender, age, or other protected characteristics.
- Transparency: We believe how AI systems work and how decisions are made should be understandable and explainable.
- Safety and Reliability: We strive to design and develop stringent safety measures that our AI has to pass before it rolls out as our product. We believe that it's our responsibility to provide solutions that add value to our society.
- Active Monitoring And Response: We believe that any AI system needs to have continuous active monitoring to check that the system behaves as expected.

More information about Eightfold's approach to responsible AI is available [here](#).