

AI Transparency Card – Item Details assistant



Section	Description	Response
Product - Name	ArcGIS product name	ArcGIS Online
AI Feature	AI feature name in the product.	Item Details assistant
Purpose	Actions AI feature is expected to perform within the product.	The Item Details assistant can help you improve the quality of the information you store about your items, which, in turn, helps other users find, understand, and use the items. The assistant provides suggestions for the item's information. You can use each suggestion provided by the assistant as is or use it as a starting place that you modify it to suit your needs.
Release Status	Release status of AI feature.	Beta
Certification	Certification status of AI feature.	None
Deployment	AI feature provided via what deployment model.	SaaS
Management	How AI feature can be enabled or disabled?	Opt-in by Administrator
Data Access / Scope	Can the AI read or write to the customer's dataset?	Read. The AI feature reads from the customer's content to generate suggestions and does not itself modify customer data.
Red Team Testing	Adversarial robustness tests / Protection against manipulation.	No, planned.
Management – Feedback	Can/how user AI feedback be enabled or disabled?	Not utilized
Management - Telemetry	How user AI telemetry data can be enabled or disabled?	EUEI: Admin Config.
Prompt Stored	Are prompts submitted to the AI stored?	No
Response Stored	Are AI-generated responses stored?	Yes, Required Customer data / prompts are not used to train AI models, Retention: Resource: Indefinite until new resources are created / Job: every 7 days Storage Purpose: Specific Improvement
Personal Data	Is personal data in training, testing, or validation datasets?	No
Processing Location	Where data is processed across the product, feature, and LLM levels, including details on any subprocessors.	Product: US ArcGIS Online infrastructure, Feature: US ArcGIS Online infrastructure, LLM: Microsoft Azure OpenAI services
Intended Users	Primary intended users of the AI feature.	GIS Analysts
Out-of-Scope Uses	Scenarios AI feature may not perform accurately or reliably.	Any use other than generating metadata suggestions for items in ArcGIS Online. Item Details assistant does not initiate or perform automated actions.
Key Function	Key capabilities and how the AI feature enhances workflows.	Augment
Model Type & Technique	AI model type and technique.	Generative AI
Model Used	Specific model(s) used, such as GPT-4, T5, etc.	Azure OpenAI - GPT- 5.4 mini

Esri AI Framework Use	Indicate if the AI feature utilizes Esri's internal AI Framework.	Yes
Model License	License of AI model powering the AI feature.	Licensed
Training Data Sources	Esri data sources used for development of AI feature.	Mix - leverages Microsoft Azure OpenAI services with Esri-approved prompt templates and predefined metadata fields.
Human-in-the-Loop	Indicate if users can review or modify AI-generated outputs.	Yes - Users can review, refine, and modify AI outputs before taking any final actions.
Input/Output Formats	Input and output formats that the AI feature can handle.	Input: structured item and layer metadata, table schema, geometry type, spatial extent, field statistics (only used in suggestions for selected fields) Output: plain text suggestions
Bias/Ethical Mitigations	Detail how biases are managed, especially in the da.	Bias is managed by applying Microsoft's Content Filter and avoiding customer data in training.
Security Mechanisms	Security mechanisms beyond guardrails and encryption.	Utilizes AGO infrastructure with AI gateway.
Guardrails	Help provide secure AI. (Four types)	LLM Integrated: Integrated LLM only Adversarial Attack: Prompt Shield Objectionable Content: Content filter Intellectual Property: Integrated LLM only
Encryption at Rest	Is AES-256 or better used for at rest encryption?	Yes
Encryption in Transport	Is TLS 1.2 or better utilized for encryption in transit?	Yes
Key Metrics	Performance metrics relevant to ArcGIS.	Accuracy is validated against benchmark datasets for output reliability.
Evaluation and Testing	Testing methodologies and how Esri evaluates performance.	General holistic testing conducted ad-hoc.
Provenance	Mapping conducted that tracks data from source to output?	Yes - For the Microsoft Azure OpenAI model and AI Assistant.
Best Practices	Links to AI feature tutorials, and best practices.	See help information here .
Continuous Improvement	Improvement plans (eg audits, bias checks, and transparency).	Additional testing to be performed in 2026.

USER INPUT SCREEN

Item Details assistant

USER OUTPUT SCREEN

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