



iNTACS AI Principles

Versions Control

Document Title:	iNTACS AI Principles [INTACS AI Principles_29052026_EN_v1_1.docx]
Document Owner:	Executive Board
Version:	Version 1.0
Release date:	2026-07-07
Classification:	public
Status:	released

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Fundamental Principles

iNTACS reaffirms that SPICE assessments are human-centric evaluations of human-performed processes. The credibility, validity, and acceptance of assessment results rely on direct interaction between qualified human assessors and human participants within the assessed organization.

Accordingly:

- Assessments shall be conducted by human assessors.
- Interviews and evidence provision shall involve human participants.
- The substitution of assessors or interview partners by AI systems is not compatible with the intent of SPICE assessments.

Use of Audio/Video Recording and Transcription

The recording or transcription of assessment interviews introduces significant methodical, legal, cultural, and ethical risks.

Therefore, iNTACS states:

- Audio and/or video recordings of assessment interviews are not permitted by default.
- Automated transcription of interviews is not permitted by default.
- Any deviation from this principle requires explicit, informed consent of all parties involved prior to the assessment, and must comply with applicable legal and data protection requirements.
- The protection of interviewees, assessors, and the assessment method from misuse or misinterpretation is a primary concern.

Use of AI-based Summaries

iNTACS recognizes that AI technologies can provide value outside the assessment interview itself, for example:

- Supporting assessors in post-assessment documentation.
- Assisting in structuring notes or reports, if assessors retain full responsibility and judgment.

However:

- AI systems shall not participate in assessment interviews.
- AI-generated summaries can be used e.g., for rephrasing objective evidence statements or affirmations. A review of the rephrased statement is mandatory to ensure that the context is not changed.
- AI-generated summaries shall not replace assessor judgment, interpretation, consensus-building, capability level determinations or rating.

Cultural Sensitivity and Context

iNTACS explicitly acknowledges that assessments are influenced by cultural context, including communication style, power distance, and expectations of trust and confidentiality.

When defining rules for recordings, transcription, or AI usage, INTACS considers:

- Cross-cultural communication aspects as described in established models (e.g., high-/low-context communication).
- The need to create an assessment environment that fosters openness, trust, and authentic dialogue.
- Accounting for these cultural factors is essential to ensure global acceptance and consistent assessment quality.

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Document Distribution		x	x	x	x	x

Version Control and Changes

Date	Version	Who	Changes
2026-06-01	0.9	Thomas Kömmerling	Creation
2026-05-29	1.0	Advisory Board	Review and Release
2026-07-07	1.0	Executive Board	Review and Release, Publication