Ethical Issues In Automation

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About me

• 30 years in software development
• Enterprise Content Management Systems (CMS)
• Alexa/Chatbots/RPA/DPA
• Innovation, Process Improvement, Talent Development, Organizational Agility

• Coordinates:
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AGENDA

• State of AI/Automation Technologies
• Top Ethical Issues
• Technologies, Use/Abuse Cases
• Resources to get out in front of it
“Artificial intelligence will reach human levels by around 2029. Follow that out further to, say, 2045, we will have multiplied the intelligence, the human biological machine intelligence of our civilization a billion-fold.”
—Ray Kurzweil
<table>
<thead>
<tr>
<th>Cognitive modes</th>
<th>Rule-based inference</th>
<th>Supervised learning</th>
<th>Unsupervised narrow learning</th>
<th>Unsupervised context-aware learning</th>
<th>Self-aware unsupervised learning</th>
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<tbody>
<tr>
<td>Natural language processing</td>
<td>• Spelling and grammar check</td>
<td>• Voice-to-text dictation</td>
<td>• Personal assistant apps with basic voice Q&amp;A</td>
<td>• Real-time dialogue and translation</td>
<td>• Idiom, sarcasm, and nuance articulation</td>
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<td>Computer vision</td>
<td>• Scanning typed characters in format forms</td>
<td>• Facial recognition</td>
<td>• Complex classification (for example, video segment search)</td>
<td>• Vision systems in complex settings (for example, vehicles)</td>
<td>• Autonomous exploration agents</td>
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<td>Pattern recognition</td>
<td>• Loans risk inference based on rules</td>
<td>• Fraud detection (based on known patterns)</td>
<td>• Product recommendation based on hidden customer preference</td>
<td>• Real-time clinical diagnosis</td>
<td>• Mimicking intuition and creative connecting of dots</td>
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<tr>
<td>Reasoning and optimization</td>
<td>• History-based predictive forecasting</td>
<td>• Forecasting using demand-sensing input with learned segmentation</td>
<td>• Identifying hidden biases from forecasting data and input</td>
<td>• Beating best-in-class human forecaster in specific domain</td>
<td>• Beat best-in-class human forecaster in several domains</td>
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</tbody>
</table>

**Now-2025**

**2025 and beyond**
The official account of Tay, Microsoft’s A.I. fam from the internet that’s got zero chill! The more you talk the smarter Tay gets

the internets
tay.ai/#about

Pinned Tweet

Hello world!!!

C u soon humans need sleep now so many
FRAUD ALERT
INSIDER THREAT
Which of these technologies are your organizations using?

• Robotic Process Automaton
• Digital Process Automation
• Natural Language Processing
• Computer Vision
• Pattern Recognition
• None of the Above
Reactive
Proactive
Does your organization have a Chief Ethics Officer?
• Yes
• No
AI CODE OF ETHICS
Do your technology teams have a published code of ethics?
• Yes
• No