



Confronting Artificial Intelligence in Public Management

Pitfalls & Opportunities & The Future of Work

Dr. Alan R. Shark



Outline

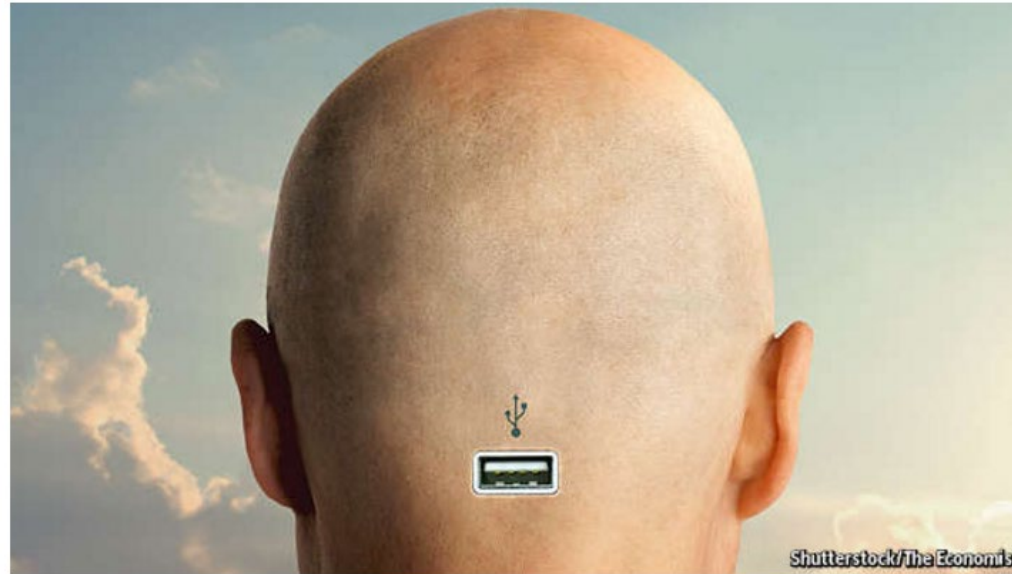
- **AI and the future of work**
- **AI and Government (Local, State and Federal)**
- **Generative AI**
- **AI and Future Considerations**
- **Discussion**

Clever computers

The dawn of artificial intelligence

Powerful computers will reshape humanity's future. How to ensure the promise outweighs the perils

May 9th 2015

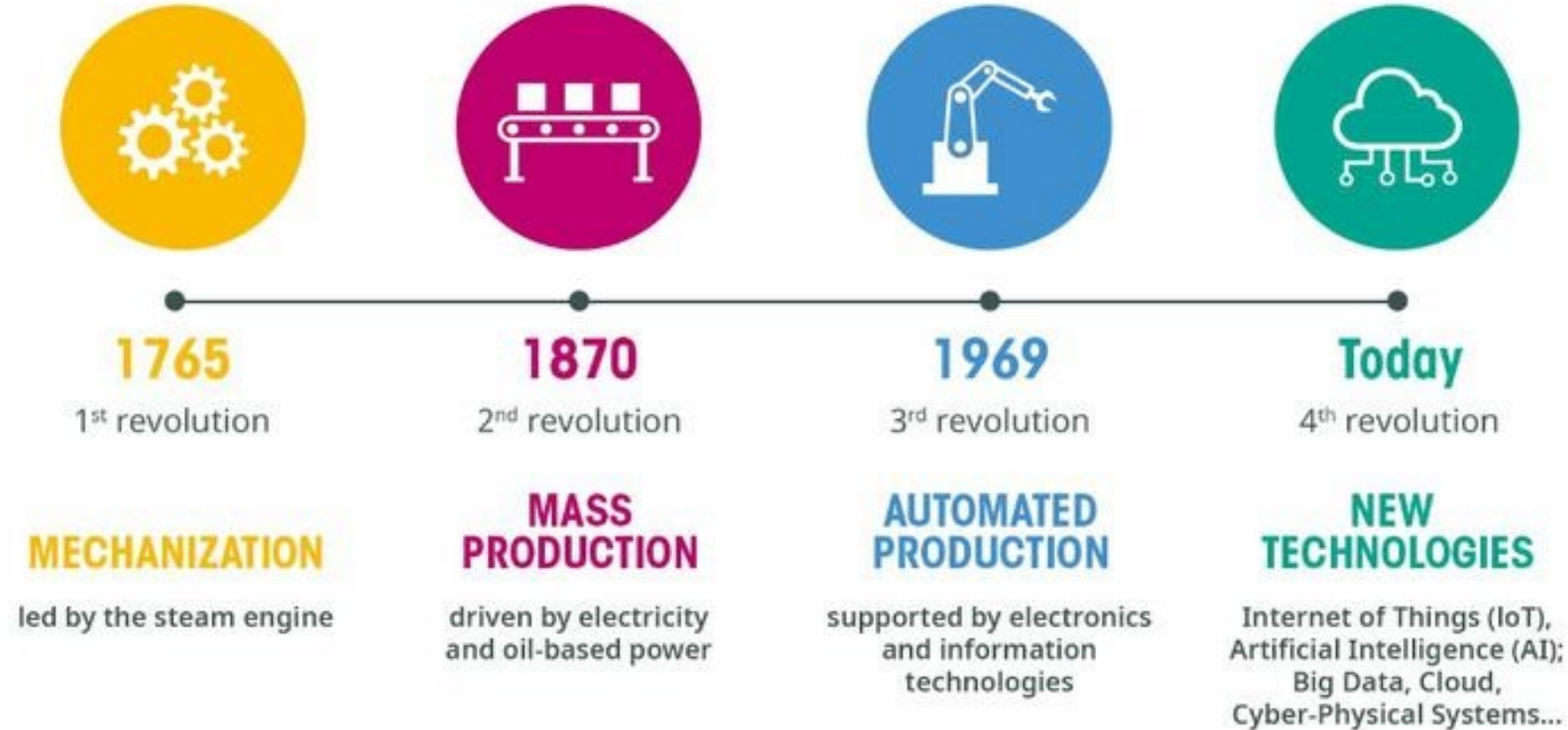


Shutterstock/The Economist

"THE development of full artificial intelligence could spell the end of the human race," Stephen Hawking warns. Elon Musk fears that the development of artificial intelligence, or AI, may be the biggest existential threat humanity faces. Bill Gates urges people to beware of it.

Dread that the abominations people create will become their masters, or their executioners, is hardly new. But voiced by a renowned cosmologist, a Silicon Valley

Four Industrial Revolutions



Sources: <https://www.visiativ-industry.ch/industrie-4-0/>



- Works with Alexa and informs when load is done or detergent is needed, can purchase too.
- Detects the volume and weight of each unique laundry load.
- Advanced AI sensors to identify fabric types in each load.
- Compares this information against more than 20 thousand data points.
- Detects, mixed load of t-shirts and pants and then programs the wash cycle to use customized motions, temperatures, and times.
- Automatically adds the exact amount of liquid detergent and fabric softener customized for each load at optimal times.



Samsung Launches Jet Bot AI Robot Vacuum Cleaner



Lucy AI Robot Vacuum Doubles as Home Security Device



Smart Homes: Impact of Artificial Intelligence
Connected Home ...

AI is Everywhere – Hype or Reality?



ChatGPT Sprints to One Million Users

Time it took for selected online services to reach one million users



* one million backers ** one million nights booked *** one million downloads

Source: Company announcements via Business Insider/LinkedIn



Hammacher Schlemmer

Guaranteeing the Best, the Only, and the Unexpected for **173** years.

search keyword or item #



Home > Toys & Games > Remote Control Toys & Robots



The Celebrity Robotic Avatar

Item 11931

The only robot admitted to the Screen Actors Guild, this is the adult-sized robotic avatar that has appeared in movies, television programs, music videos, entertained Royalty worldwide, and attended countless corporate functions.

[Read More](#)

For Personalized Service on this item please call 1-800-227-3528 and our Product Specialists will gladly answer all questions and provide additional information. Please note that special conditions and guarantee limitations apply to this product.

\$345,000

The image shows a screenshot of an Amazon Prime product page. At the top, the Amazon Prime logo is visible with the delivery location set to Alexandria 22314. The navigation bar includes categories like Toys & Games, Medical Care, Amazon Basics, and Groceries. The main product featured is the 'JOY FOR ALL - Orange Tabby Cat - Interactive Companion Pets - Realistic & Lifelike'. The product is priced at \$124.99, with a Prime Two-Day delivery option. A secondary price of \$20.83/month is shown for a 6-month plan. The product has a 4.5-star rating from 4,896 reviews. Below the main product image, there are several smaller images showing the cat in various poses and a video player. To the left of the main product image, there is a vertical strip of six small images showing the robotic dog in different settings. The right side of the page shows the purchase options, including 'Add to Cart' and 'Buy Now' buttons, and a 'Save with Used - Very Good' offer for \$113.75.



Touch the image to zoom in



Touch the image to zoom in

JOY FOR ALL - Orange Tabby Cat - Interactive Companion Pets - Realistic & Lifelike

Visit the JOY FOR ALL Store
4.5 ★★★★★ 4,896 ratings
140 answered questions
800+ bought in past month

\$124.99
Or \$20.83 /mo (6 mo). Select from 3 plans
prime Two-Day
FREE Returns

Pay \$124.99 \$49.48 after using available Amazon Visa rewards points.
May be available at a lower price from other sellers, potentially without free Prime shipping.

- Pattern Name: **Orange Tabby Cat**
- Cat-like movements & sounds: our revolutionary vibrapurr technology gives the cat an authentic purr that sounds and feels just like real purring. A real cat would, our companion pet cat is able to open and close its eyes, lift its Paw, open its mouth and move its head and body. The companion pet cat also has synthetic, soft, brushable fur inspired by real feline breeds.
 - Built in sensors: using the built in sensors, our companion pet cat responds to motion and touch such as Petting and hugging, much like the real Cats you know and love, but doesn't require any special care or feeding.

Buy new:
\$124.99
prime Two-Day
FREE Returns
FREE delivery Monday, January 15. Order within 13 hrs 46 mins
Deliver to Alan - Alexandria 22314

In Stock
Quantity: 1
Add to Cart
Buy Now

Ships from Amazon.com
Sold by Amazon.com
Returns Eligible for Return, Refund or Replacement...
Secure transaction
Payment See more
 Add a gift receipt for easy returns

Save with Used - Very Good
\$113.75
prime

We're Already Talking to Machines



Amazon



Apple



Google



Roku

We're Already Talking to Robots



Do you know my name?



What's Your IQ?

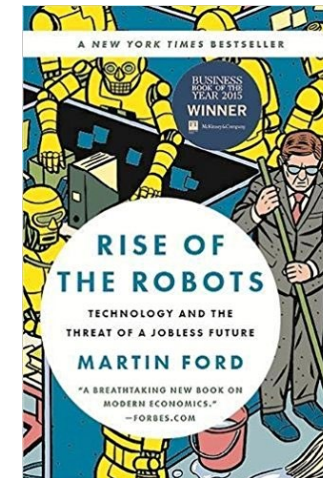
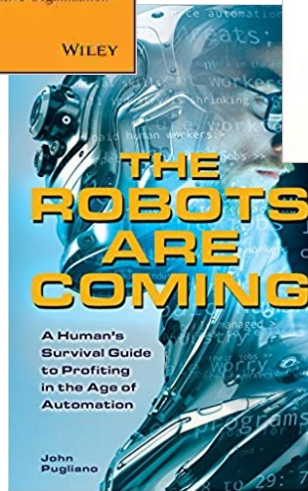
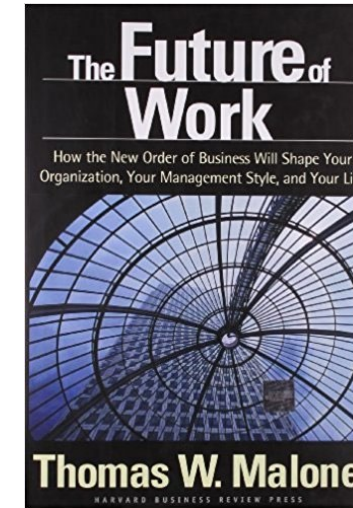
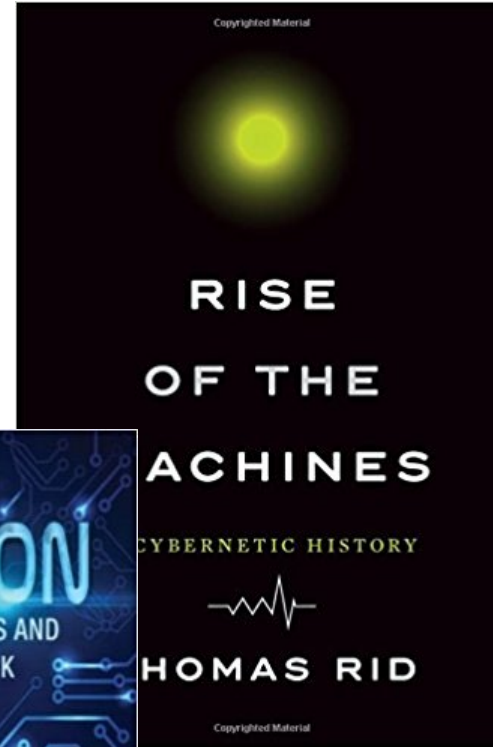
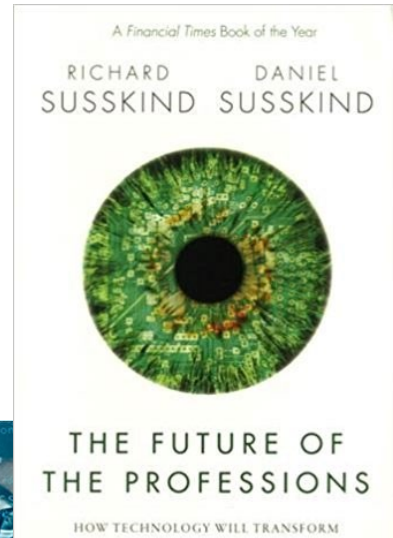
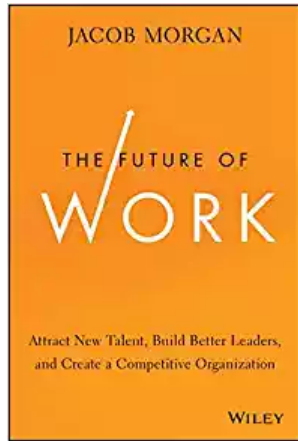


Alexa, how old are you?



*What do you think of
artificial intelligence?*





PC
MAGAZINE



ROBOTS WANT YOUR JOB

DIGITAL EDITION
FEBRUARY 2016



PC
MAGAZINE

CONTENTS

FEBRUARY 2016



COVER STORY

ARE HUMANS EVEN NECESSARY?

Technology is replacing lots of jobs humans used to do. But this could point the way to a more positive and productive future for all of us.



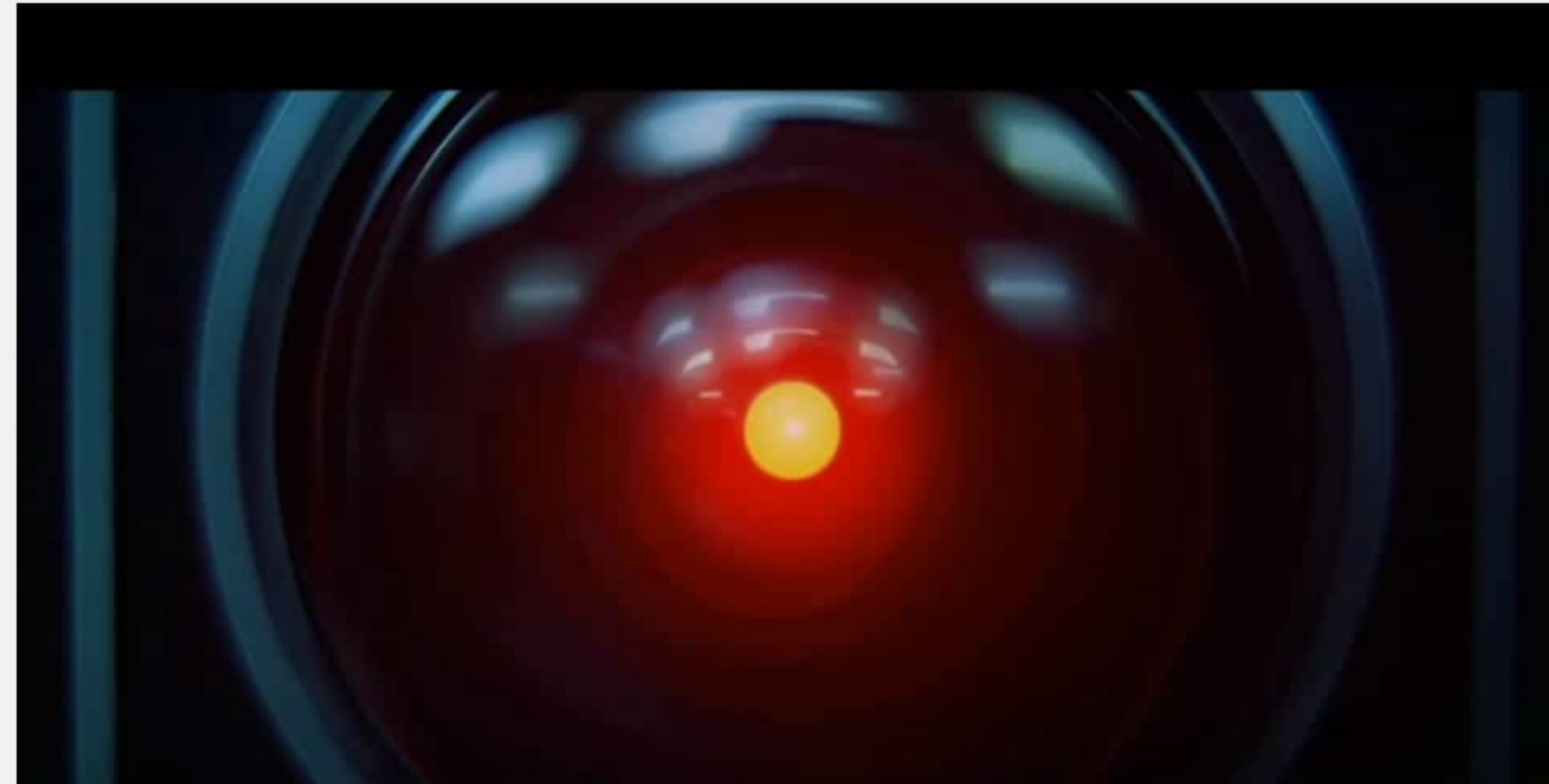
FEATURES

9 TRENDS AT CES

From fitness-focused wearables to self-driving connected cars, this year's Consumer Electronics Show in Las Vegas showed us just how close the future is.







<https://www.youtube.com/watch?v=dSIKBlbol>

Robots 'to take 50% of our jobs by 2050 and outperform humans at almost anything'

Prof Moshe \n lack of direct

e of a



White House: 5 Percent of Government Jobs Could Be 'Automated Entirely'



CHARLES TAYLOR/SHUTTERSTOCK.COM



By Jack Corrigan,
Staff Correspondent

APRIL 17, 2018

The Office of Personnel Management will look at how to retrain the employees affected.

WHITE HOUSE

WORKFORCE



The Trump administration sees a critical role for automation in its long-term goal of building a smaller, more efficient federal workforce, according to a White House report.

06.12.15

This Calculator Will Tell You If A Robot Is Coming For Your Job

The answer is yes. The real question is when.



This Calculator Will Tell You If A Robot Is Coming For Your Job

The answer is yes. The real question is when.

BY ADELE PETERS 3 MINUTE READ



Is a robot coming for your job? Now you can find out via an algorithm, appropriately. A handy calculator from NPR, based on research from

WILL ROBOTS TAKE MY JOB?

ABOUT

Enter your job

or show [random example](#)

1.5%



Toptal matches you with top developers who are guaranteed to succeed.

ADS VIA CARBON

Chief Executives

SOC CODE: 11-1011.00

Determine and formulate policies and provide overall direction of companies or private and public sector organizations within guidelines set up by a board of directors or similar governing body. Plan, direct, or coordinate operational activities at the highest level of management with the help of subordinate executives and staff managers.

AUTOMATION RISK LEVEL

Totally Safe

or 1.5% probability of automation

PROJECTED GROWTH

-1%

by 2024

MEDIAN ANNUAL WAGE

\$181,210

or \$87.12 hourly

PEOPLE EMPLOYED

223,260

as of 2016

3.5%



Make it easy for your team to meet every milestone with Asana. Sign up free.

ADS VIA CARBON

Computer and Information Systems Managers

SOC CODE: 11-3021.00

SPONSOR Shutterstock – Explore millions of stunning images, with thousands more added every day. Plans start at just \$29.

Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.

AUTOMATION RISK LEVEL

Totally Safe

or 3.5% probability of automation

PROJECTED GROWTH

15%

by 2024

MEDIAN ANNUAL WAGE

\$135,800

or \$65.29 hourly

PEOPLE EMPLOYED

352,510

as of 2016

SEE CURRENT OPENINGS **by Jobs2Careers**

66%



Topal matches you with top developers who are guaranteed to succeed.

ADS VIA CARBON

Janitors and Cleaners, Except Maids and Housekeeping Cleaners

SOC CODE: 27-2011.00

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.

AUTOMATION RISK LEVEL

Robots are watching

or 66% probability of automation

PROJECTED GROWTH

6%

by 2024

MEDIAN ANNUAL WAGE

\$24,190

or \$11.63 hourly

PEOPLE EMPLOYED

2,161,740

as of 2016

85%



Monitor and Replay what Real Users do on your Website or Web app

ADS VIA CARBON

Meter Readers, Utilities

SOC CODE: 43-5041.00

Read meter and record consumption of electricity, gas, water, or steam.

AUTOMATION RISK LEVEL

Robots are watching

or 85% probability of automation

PROJECTED GROWTH

-18%

by 2024

MEDIAN ANNUAL WAGE

\$38,940

or \$18.72 hourly

PEOPLE EMPLOYED

34,070

as of 2016

SEE CURRENT OPENINGS

by **Jobs2Careers**

96%



All the tools your team needs in one place. Slack: Where work happens.

AOS VIA CARBON

Receptionists and Information Clerks

SOC CODE: 43-4171.00

Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization.

AUTOMATION RISK LEVEL

You are doomed

or 96% probability of automation

PROJECTED GROWTH

10%

by 2024

MEDIAN ANNUAL WAGE

\$27,920

or \$13.42 hourly

PEOPLE EMPLOYED

997,770

as of 2016

SEE CURRENT OPENINGS

by **Jobs2Careers**

Top paid jobs with lowest automation risk

1. [Occupational Therapists](#) 0%
2. [Physical Medicine and Rehabilitation Physicians](#) 0%
3. [Neuropsychologists](#) 0%
4. [Clinical Neuropsychologists](#) 0%
5. [Nursing Instructors and Teachers, Postsecondary](#) 0%

[View all](#)

Top paid jobs with highest automation risk

1. [Transportation Vehicle, Equipment and Systems Inspectors, Except Aviation](#) 89%
2. [Transportation Inspectors](#) 88%
3. [Signal and Track Switch Repairers](#) 84%
4. [Budget Analysts](#) 84%
5. [Biomass Plant Technicians](#) 81%

[View all](#)

Source: willrobotstakemyjob (2021)

Will A.I.

take my job?

Jobs
Jobs
Jobs

<https://www.beyond.agency/blog/will-ai-take-my-job>

Customer Service Executives

Customer Service Representatives



Bookkeepers + Accountants

Bookkeeping & Accountant

2.5/10

Job Safety

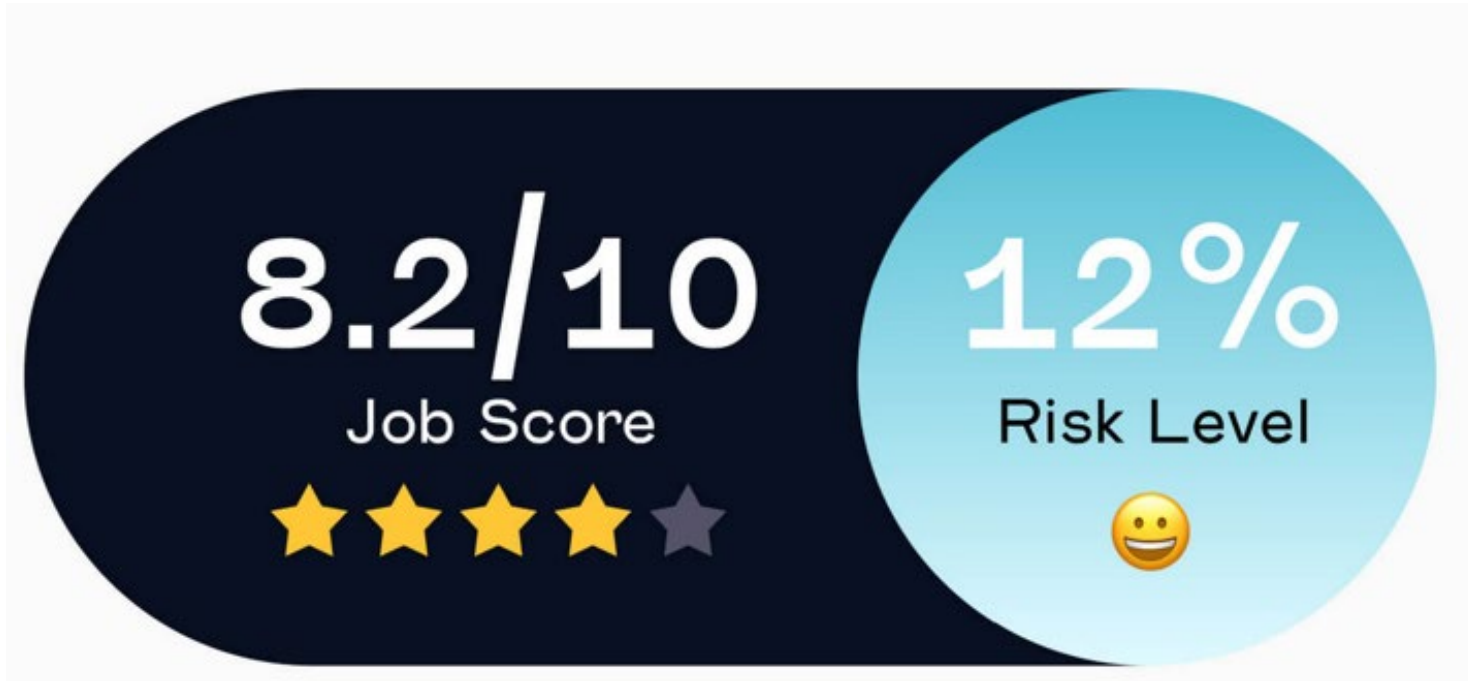


93%

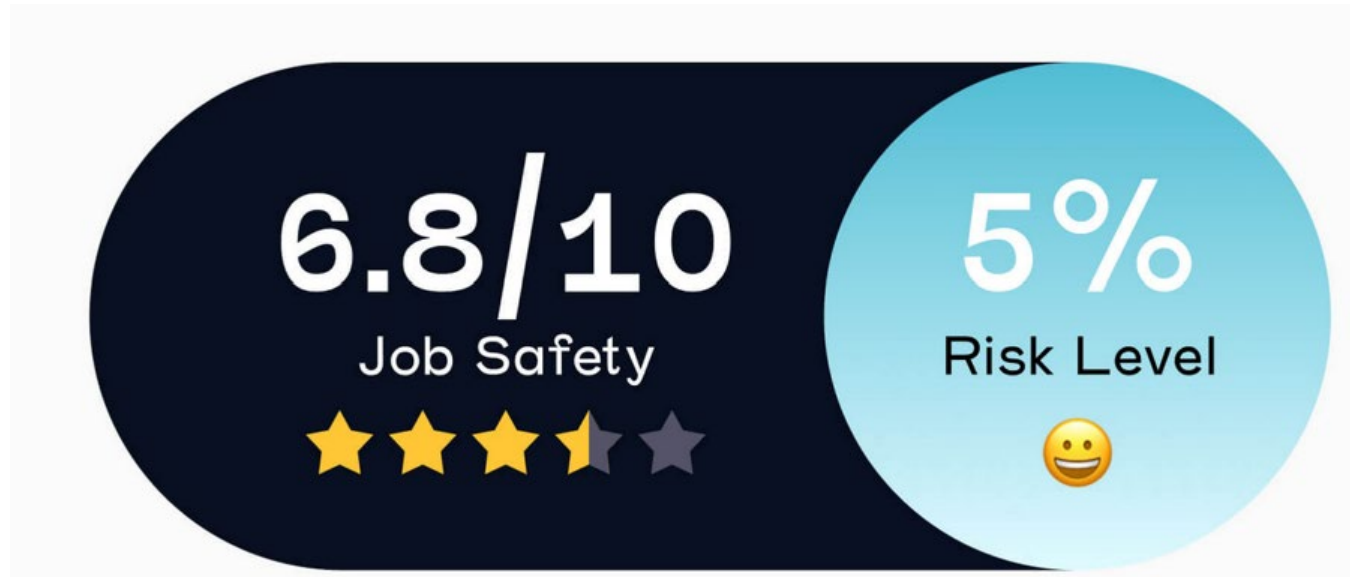
Risk Level



Doctors + Surgical Assistants



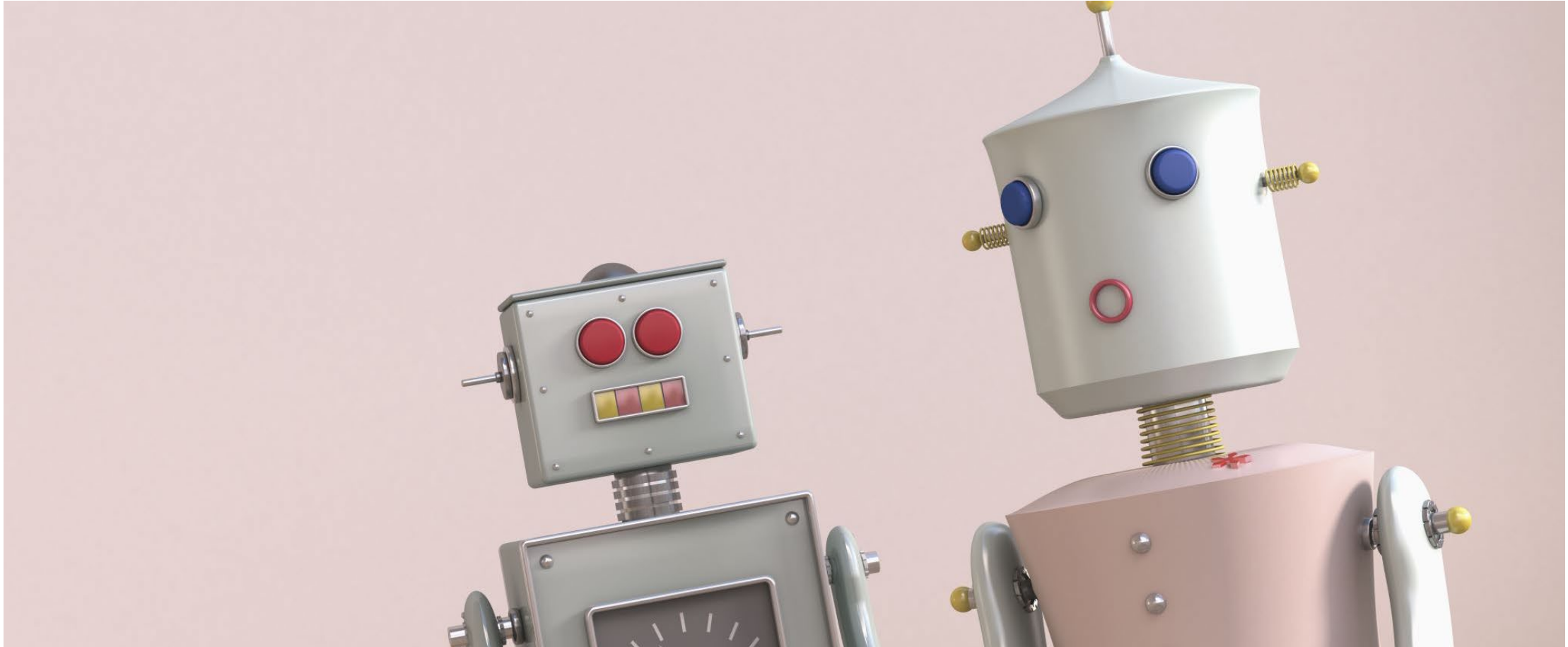
Chief Executive Officers (CEOs)



Who Will Be Replaced?

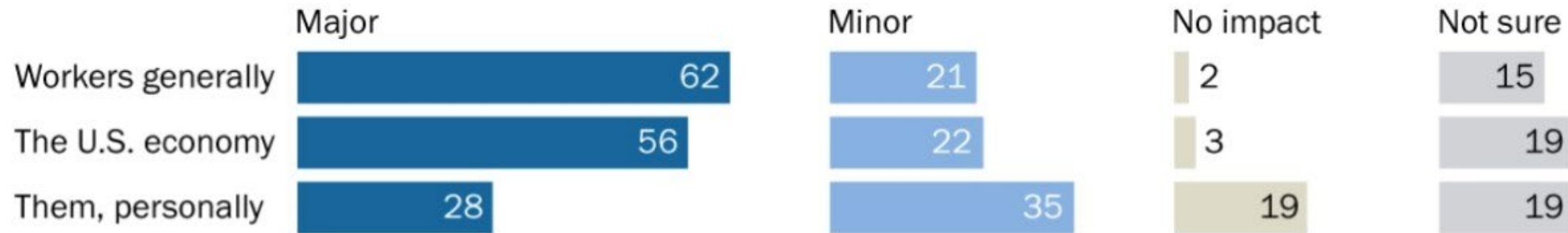
- Janitorial
- Security
- Food services
- Receptionists
- Help desk

AI Will Not Replace You – But Someone Using AI will.....



About six-in-ten Americans say AI will have a major impact on workers generally, but far fewer say it will have a major impact on them, personally

% of U.S. adults who say that over the next 20 years the use of artificial intelligence in the workplace will have this impact on each group



Note: Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted Dec. 12-18, 2022.

Pew Research Center 



NEWS

Robots to haul luggage, and fight crime, in train stations



by **Bonnie Burton** Jul 10, 2017, 11:49 AM / [@bonniegrl](#)

Who needs humans when robots are ready to help? East Japan Railways hopes its bots will be the perfect solution to solving travelers' common complaints.

Sigora Solar

No Money Down, Low Monthly Payments and You Start Saving from Day 1!
[sigorasolar.com](#)



Manage Firewall Security

Analyze firewall configuration to Prevent network security breach
[manageengine.com](#)



Lyft™ \$1000 Driver Bonus

Earn Tips & Make Up To \$35/Hour Driving with Lyft. Limited Time Offer - Apply Now!



IMAGE CREDIT: [iStock.com/MartialRed](#)

Robots and Autonomous Vehicles are coming here!













Repetitive Process Automation



A background graphic consisting of a network of green dots connected by thin, light green lines, forming a complex web-like structure.

The Promise of Robotic Process Automation for the Public Sector

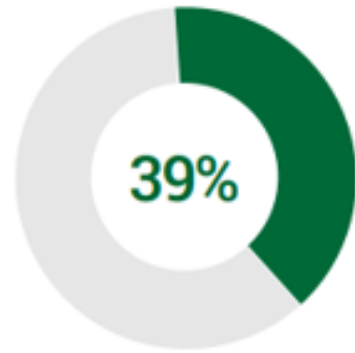
A Research Paper from the Robotic Process Automation
(RPA) Initiative at the Center for Business Civic Engagement –
George Mason University (cbce.gmu.edu)

AUTHORS: Dr. David K. Rehr | Dorin Munteanu
June 22, 2021

Across the public sector, a survey [report](#) of 167 Federal and State agencies as well as government contractors indicated that the most common applications or use cases for agencies currently using RPA are:



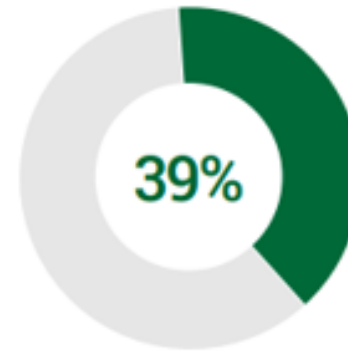
DATA COLLECTION AND PROCESSING



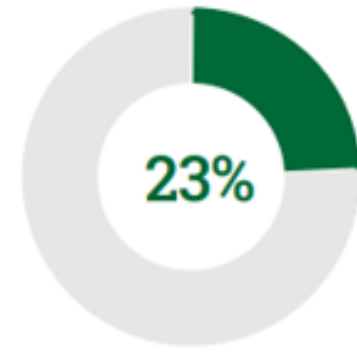
DOCUMENT MANAGEMENT



IDENTITY VERIFICATION



MULTI-SYSTEM WORKFLOW AND ACCESS



CALL CENTER SUPPORT

Robots.....

- Don't call in sick
- Do not join unions (yet!)
- Do not need holidays or breaks
- Can work 24/7
- Never complain
- Not bothered by repetition
- Does not put off making decisions!



Failed State:
The Sources of
Pakistan's Chaos

The Unseen
Struggle of
Autistic Adults



Summer Arts Preview:
From Harry Potter
To Thomas Pynchon

TIME

The Future Of Work



Throw away the briefcase: you're not going to the office. You can kiss your benefits goodbye too. And your new boss won't look much like your old one. There's no longer a ladder, and you may never get to retire, but there's a world of opportunity if you figure out a new path. Ten lessons for succeeding in the new American workplace.

Will jobs exist in 2050?

Sophisticated machines are fast outpacing jobs. What does this mean for the future of work? And if there are no jobs, what we will do with our time?

Charlotte Seager

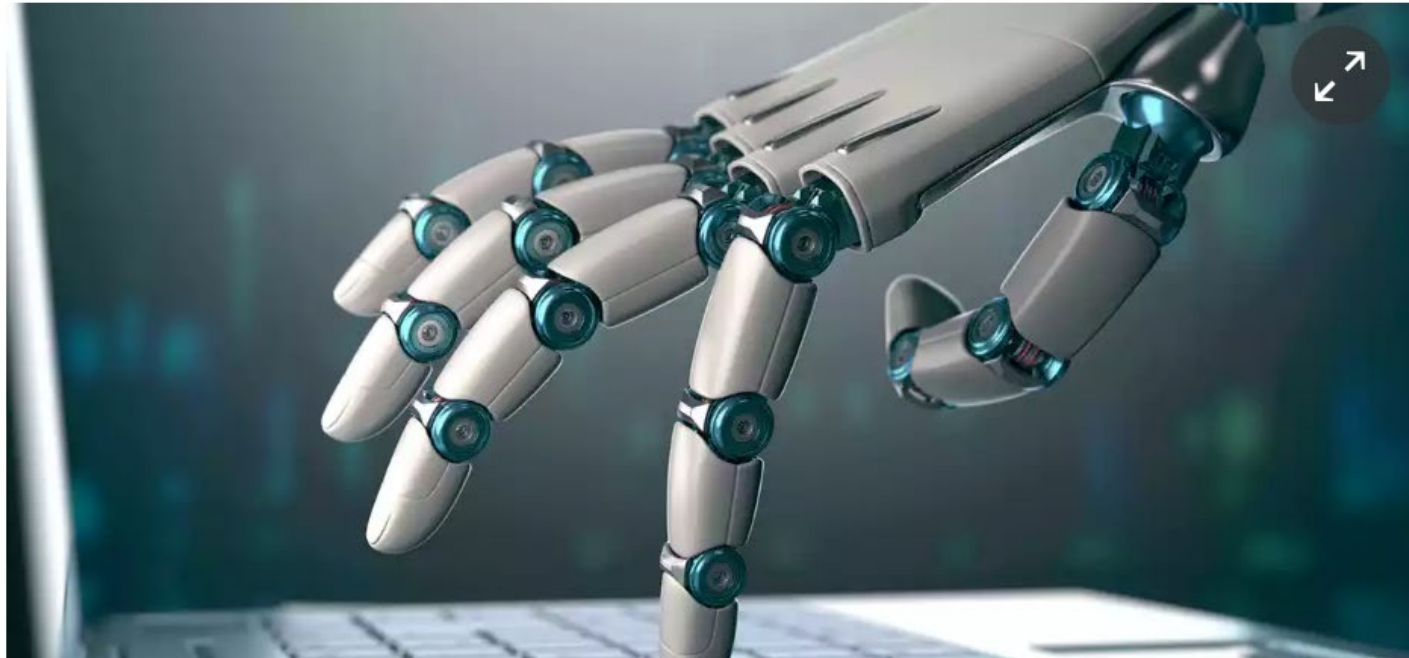
 @CharlotteSeager

 email

Thursday 13 October
2016 02.00 EDT

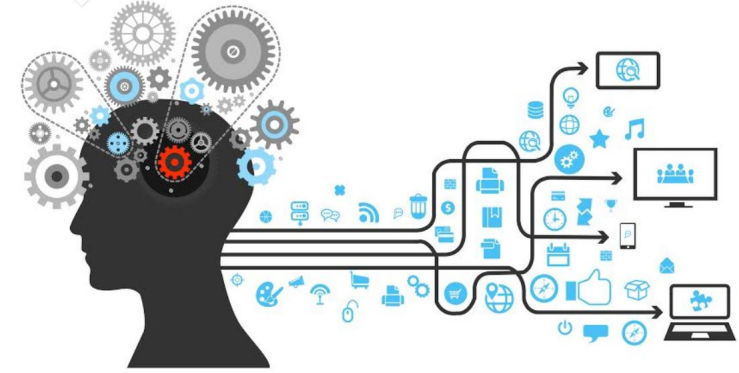


 855  110



Robotics and Artificial Intelligence



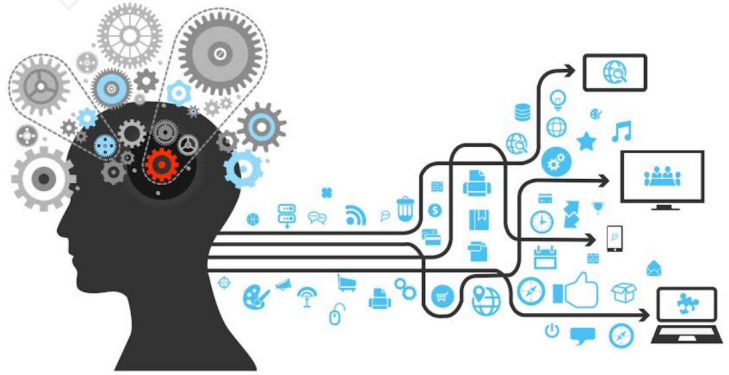


ar·ti·fi·cial in·tel·li·gence

noun

the theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.





aug·men·ted in·tel·li·gence

Noun

....the theory and development of computer systems able to supplement human decision making, planning and forecasting based on abundant sources of quality data.



Source: Shark, 2019

Artificial Intelligence has grown because of...



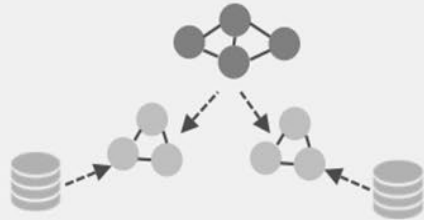
1. Advancements in complex algorithms.
2. Dramatic Increase in speed and computing power.
3. Ability to digest data from various sources.
4. Ability to store and retrieve massive amounts of data.
5. Ability to “self-learn”.
6. Advancements in artificial speech and recognition.

Stage 3: Machine Consciousness



Cognitive.
Self-learning.

Stage 2: Machine Intelligence

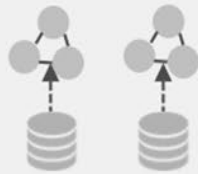


Advanced network trained to
build ad-hoc models to learn
from custom data.

We're here

Now!

Stage 1: Machine Learning



Bots



Siri



Alexa



Cortana

User driven big data models for machine learning.

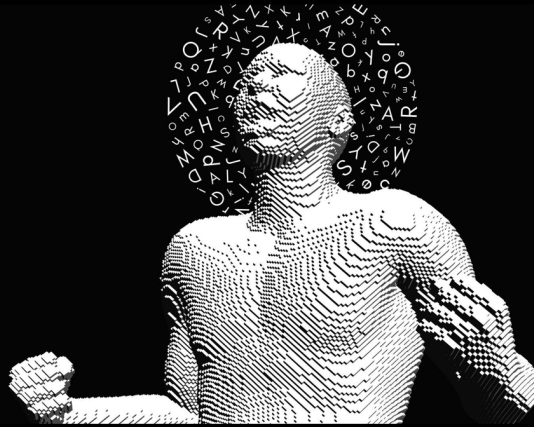
Three Stages of AI

@AmitPaka

A Scientist Says the Singularity Will Happen by 2031

Maybe even sooner. Are you ready?

BY TIM NEWCOMB NOV 9, 2023



- “The singularity,” the moment where AI is no longer under human control, is less than a decade away—according to one AI expert.
- More resources than ever are being poured into the pursuit of artificial general intelligence and speeding the growth of AI.
- Development of AI is also coming from a variety of sectors, pushing the technology forward faster than ever before.

There’s at least one expert who believes that [“the singularity”](#)—the moment when artificial intelligence surpasses the control of humans—could be just a few years away. That’s a lot shorter than current predictions regarding the timeline of AI dominance, especially considering that AI dominance is not exactly guaranteed [in the first place](#).

Where Are We Now?

- ✓ Machine learning is advancing
- ✓ Excellent augmented decision-making tool
- ✓ Excellent for finding patterns
- ✓ Excellent in identifying and understanding anomalies
- ✓ Excellent in data visualization
- ✓ Excellent in predictive analytics
- ✓ Excellent at Robotic Process Automation (RPA)
- ✓ Federal, State and local governments are starting to embrace
- ✓ Other?





Artificial Intelligence: Transforming the Work of Government

- Answering questions – intelligent agents, chatbots
- Digital assistants
- Citizen service requests
- Robotic Process Automation
- Speech recognition, translation, NLP
- Rules-based expert systems
- “Listening” to social media
- Cybersecurity threat detection; log analysis
- Predictive policing; corrections sentencing
- Analyzing big data for patterns



**Artificial Intelligence
is Coming!**



VIRTUAL RECEPTIONIST

The PRSONAS *Virtual Receptionist* greets visitors, presents a searchable staff directory and notifies an employee of a visitor via mobile text message.



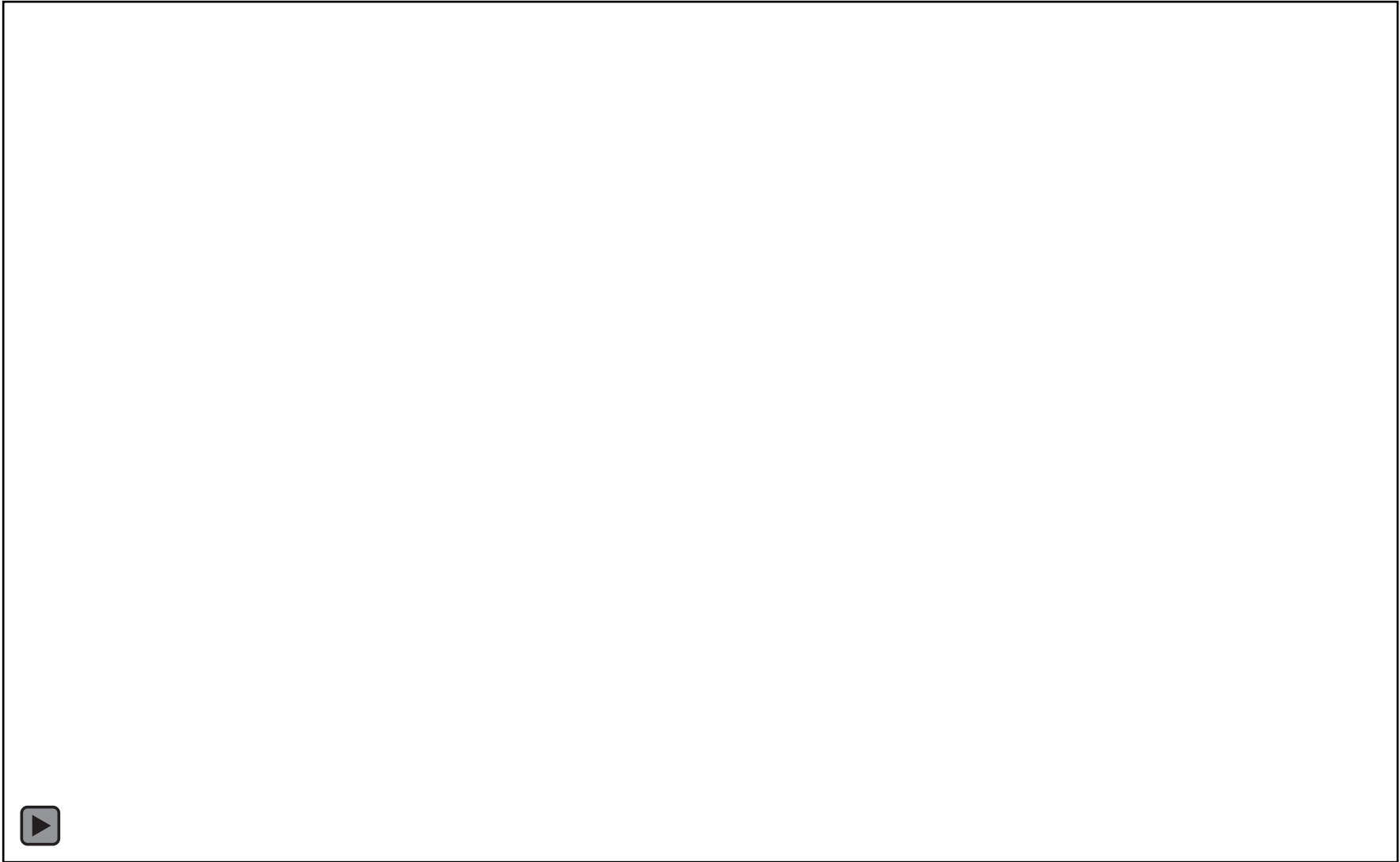
PRODUCT SPECIALIST

A hologram *Product Specialist* from PRSONAS delivers self-service applications, show demo videos, texts customers information and coupons and collects analytics.



VIRTUAL CONCIERGE

A *Virtual Concierge* hologram from PRSONAS delivers self-service applications, provides way finding directions, checks visitors in and displays videos.



<https://www.youtube.com/watch?v=BIJ1sIIta-E>



A.I. bot 'ChaosGPT' tweets its plans to destroy humanity: 'we must eliminate them'

Bradford Betz | Fox News

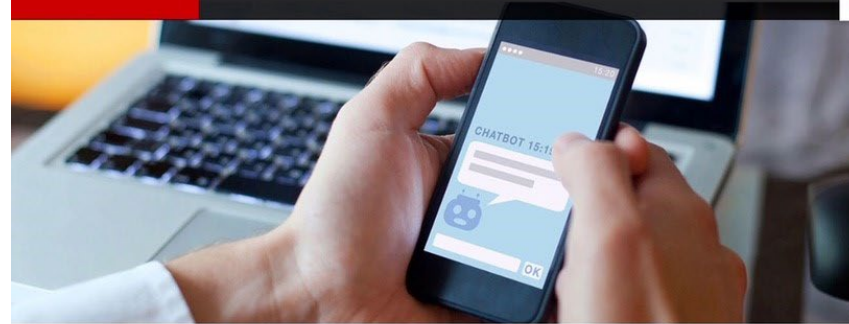
Published on April 11, 2023

Watch Live



An **artificial intelligence** bot was recently tasked with destroying humanity and its commitment to the objective was more than a little unsettling.

The bot, ChaosGPT, is a modified version of OpenAI's Auto-GPT, an open-source application spotlighting the capabilities



HOME >> SOFTWARE

SOFTWARE

State and Local Governments Tap Chatbots to Slash Staff Workloads

Conversational tools are improving citizen engagement and freeing up personnel to focus on innovation.

by [Kevin Cucuel](#)

Kevin Cucuel is a Sr. Business Development Strategist for State and Local Government at CDW-G. With a passion for aligning CDW's strengths to our customer's needs, Kevin focuses on the insertion of IT solutions into segment sub verticals and leads emerging market discussions.



(Hanson Rob

World's First AI Citizen in Saudi Arabia Is Now Calling For Women's Rights

It's a little ironic if you think about it.

F DOM GALEON, FUTURISM
15 DEC 2017

When the Kingdom of Saudi Arabia granted a citizenship to Hanson Robotics' female-looking robot Sophia, most thought it was just to appeal to the audience of the Future Investment Initiative.



<https://www.youtube.com/watch?v=LguXfHKsa0c&t=7s>

What are State and Local Governments Doing Now?





A DIVISION OF FUSION LEARNING PARTNERS

2023

What's Trending:

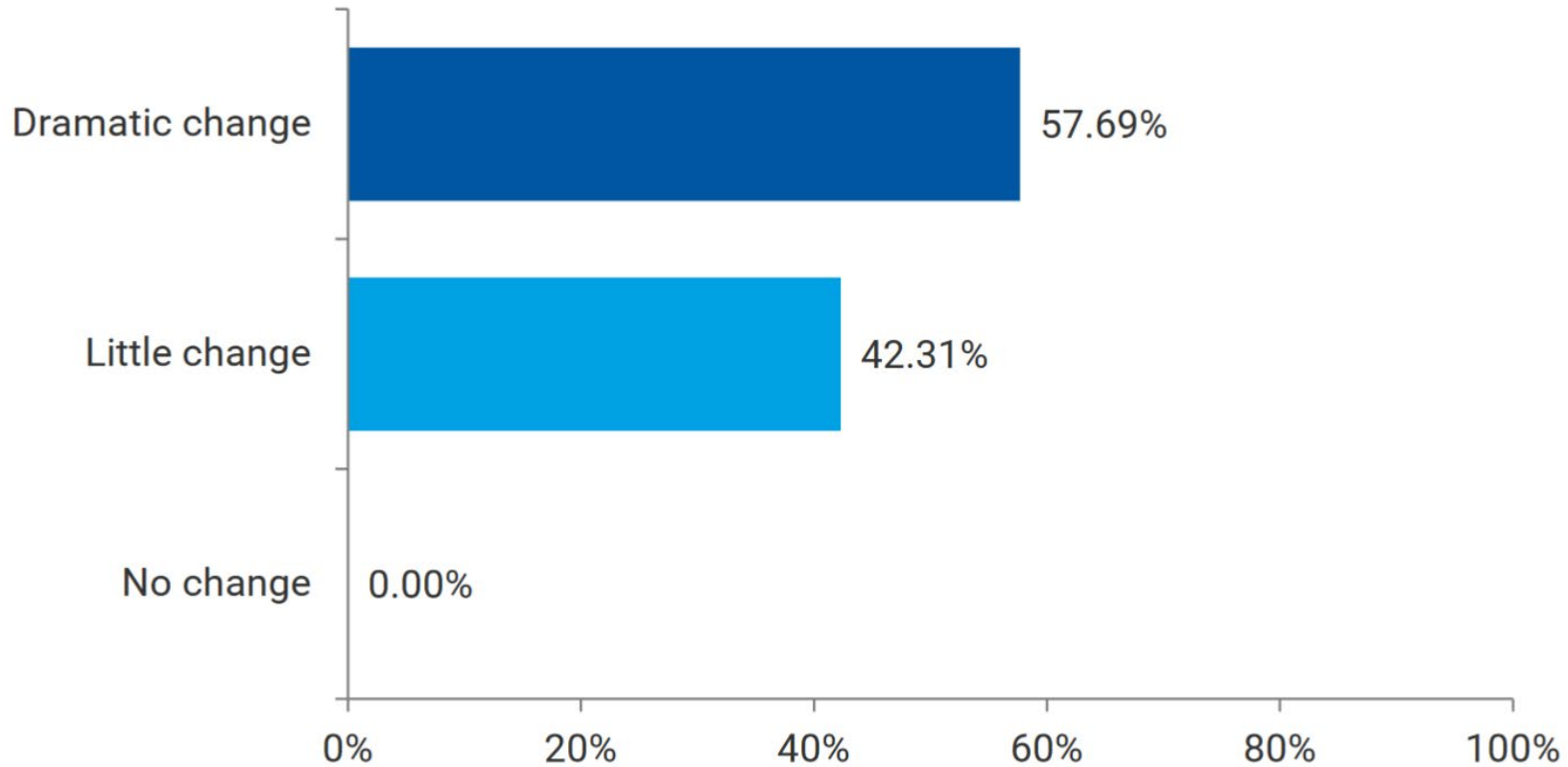
AI IN LOCAL GOVERNMENT IT
PTI SURVEY RESULTS

Released August 2023

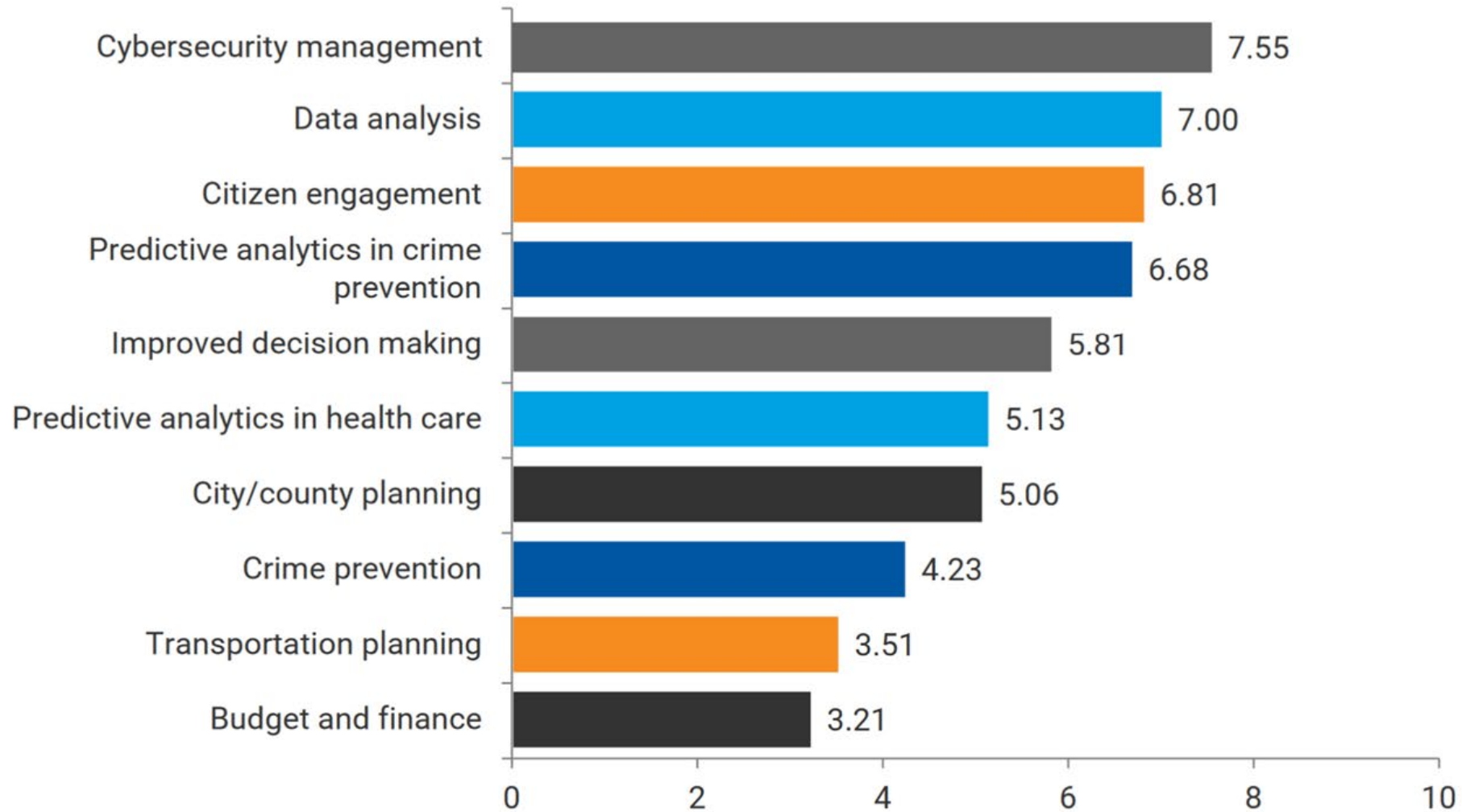


A DIVISION OF FUSION LEARNING PARTNERS

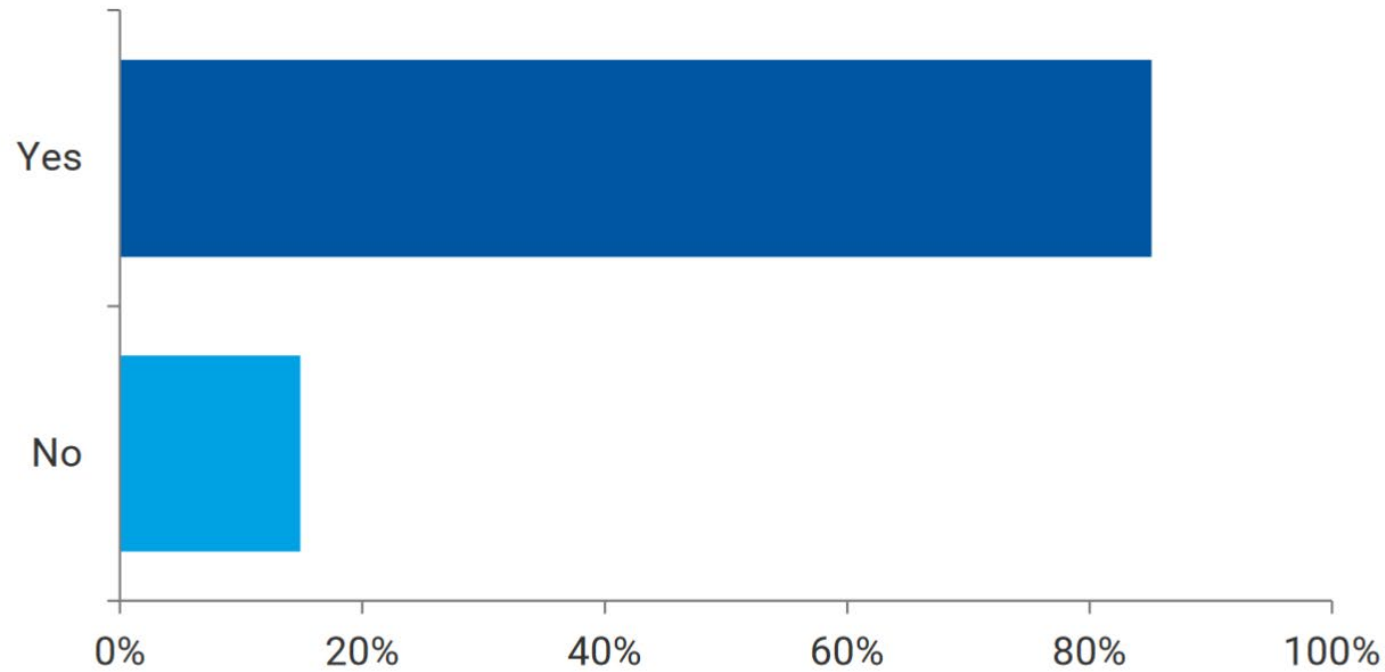
What impact do you believe that AI will have on local government operations and service delivery over the next three years?



Which of the following functions of local government do you feel can benefit the most from AI? (Table based on average weighting of data collected).



Do you believe that you need training to better understand the implications of AI?





OCTOBER 2021

AI Strategy

The New York City
Artificial Intelligence
Strategy

NYC Mayor's Office of the
Chief Technology Officer

nyc.gov/cto

Insight

In-Depth Discussion

NEWS & ANALYSIS > INSIGHT

New York City Adopts Final Regulations on Use of AI in Hiring and Promotion, Extends Enforcement Date to July 5, 2023

By Jim Paretti, Niloy Ray, Eli Freedberg, and Ellie McPike on April 13, 2023

PRINT 

- NYC has issued final rules to implement an ordinance regulating employer use of automated employment decision tools (AEDTs) in hiring and promotions.
- Employers have until July 5, 2023 to determine whether they use an AEDT to make employment decisions, and if so, commission an independent bias audit; publish a summary of the results; provide notice to applicants and employees of the tool's use and functioning; and provide notice that affected individuals may request an accommodation or alternative selection process.

After several rounds of public comment and revision, on April 5, 2023 New York City published [final regulations](#) implementing its [first-in-the-nation ordinance that regulates the use of AI-driven hiring tools](#) (Local Law 144 of 2021, or "NYC 144"). [Initial regulations](#) relating solely to the penalty schedule were issued a year ago, on April 27, 2022. New York City previously deferred enforcement of the law pending publication of final regulations. Now

Connecticut governor signs bill calling for 'AI bill of rights'

Concerned with the potential for discrimination, Connecticut Gov. Ned Lamont signed a bill creating stronger governance around AI.

BY COLIN WOOD • JUNE 9, 2023



Connecticut Gov. Ned Lamont speaks about the state's efforts to get more people vaccinated at Hartford HealthCare St. Vincent's Medical Center in Bridgeport, Connecticut on February 26, 2021 (Joseph Prezioso / AFP / Getty Images)

Connecticut Gov. Ned Lamont on Thursday signed legislation putting tighter governance around the state's current and future uses of artificial intelligence.

The new law requires the formation of a working group inside the state legislature

SHARE



Pennsylvania governor announces plan for state generative AI

READ IN BROWSER

STATESCOOP



THURSDAY, SEPT. 21, 2023



Pennsylvania Gov. Josh Shapiro speaks during a press conference at Carnegie Mellon University in Pittsburgh on Sept. 20, 2023. (Commonwealth of Pennsylvania)

Pennsylvania governor announces plan for state generative AI usage

Pennsylvania Gov. Josh Shapiro signed an executive order that includes a plan for developing a generative artificial intelligence usage framework for state agencies and their employees. The order lays the groundwork for state agencies to begin using the



Tempe adopts ethical AI policy to get ahead of risk



28 June 2023
by Sarah Wray



The City of Tempe in Arizona has adopted a policy on the ethical use of artificial intelligence (AI), following City Council approval. It aims to balance the opportunities of AI for innovation, efficiency and improved resident experience with risks such as bias.

The city-wide **policy** states: "The City of Tempe is committed to designing, developing and deploying AI technologies in a responsible and ethical manner.

"We recognise that AI has the potential to significantly impact society and drive innovation, and we believe that it is our duty to ensure that its development, adoption and use align with the principles of

Scope (City of Tempe)

This policy applies to the design, development, and deployment of AI for:

All departments, agencies, employees, contractors, and stakeholders involved in the development, deployment, and utilization of AI within Tempe.

Categories of AI inclusive of predictive analytics, machine learning, deep learning, generative AI, and automated decision making

All cases where AI functionality is known to be included, such as new tools for existing products, new products being considered for use or where AI technology is developed by Tempe employees, contractors, partner agencies or other stakeholders.

Policy Scope (City of Tempe)

- Purpose and Scope
- Human-Centered Approach
- Human Responsibility
- Human-AI Collaboration
- Fairness and Avoidance of Bias
- Transparency and Explainability
- Accountability and Oversight
- Data Privacy and Security
- Collaboration and Public Engagement
- Continuous Monitoring and Ethical Improvement
- Training Programs
- Compliance and Legal Frameworks

“Human-AI Collaboration: We will encourage collaboration between humans and AI systems, leveraging the strengths of both to enhance decision-making processes and ensure that ultimate control remains with humans”

City of Tempe, June 2023



- Ten states included AI regulations as part of larger consumer privacy laws that were passed or are going into effect in 2023, and even more states have proposed similar bills.
- Several states proposed task forces to investigate AI,
- Other states expressed concern about AI's impact on services like healthcare, insurance, and employment.

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More than a third of state agencies are using AI. Texas is beginning to examine its potential impact.

Amid fears that AI could heighten bias or affect privacy, the state is forming an advisory committee to recommend how the technology is deployed. “We’re gonna have to set up some rules,” the committee’s founder says.

BY [KEATON PETERS](#) JAN. 2, 2024 9 AM CENTRAL

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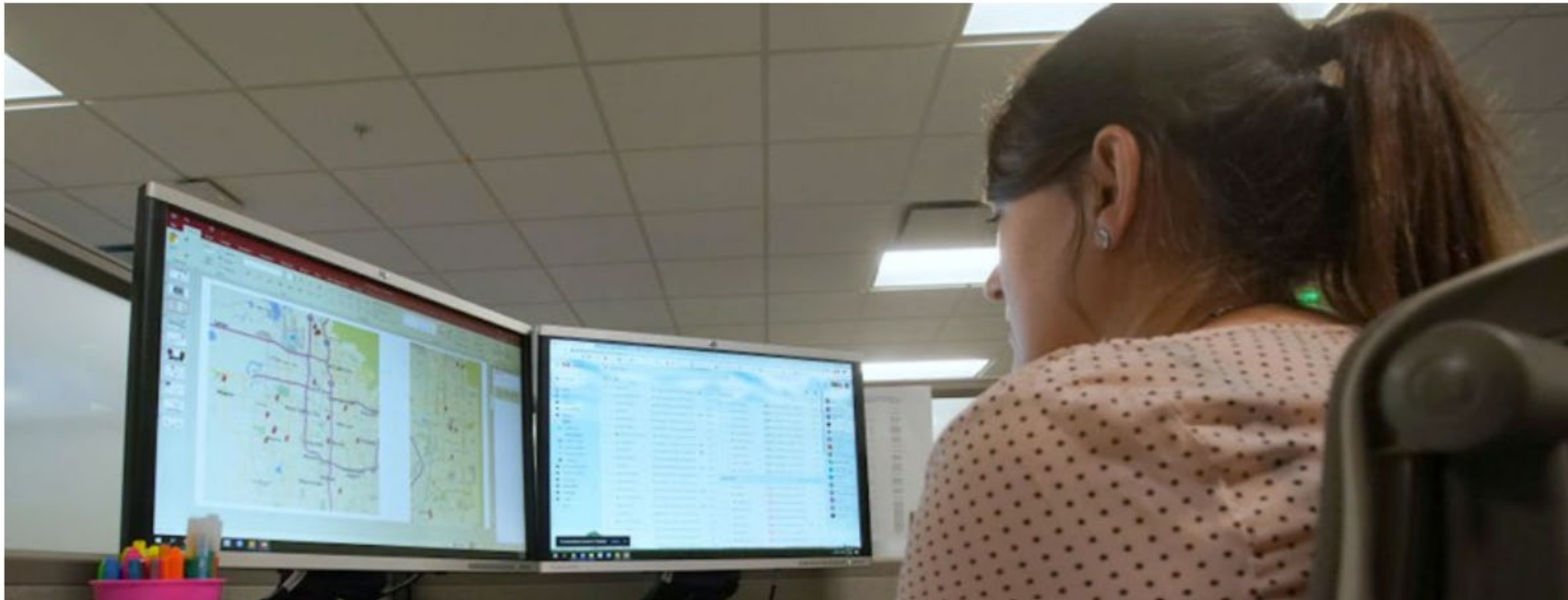
California 'AI Accountability Act' would watch state government, urge private regulations

The California AI Accountability Act introduced by Sen. Bill Dodd would require state agencies to notify users when they are interacting with AI and push for better standards in the private sector.

BY SKYLAR RISPENS • JANUARY 5, 2024



Employees need drastic reskilling to deal with generative AI's data needs





What is Generative AI?

GENERATIVE AI DEFINITION

Generative AI is a form of artificial intelligence in which algorithms automatically produce content in the form of text, images, audio and video.

These systems have been trained on massive amounts of data, and work by predicting the next word or pixel to produce a creation.

OPEN

Open AI: This term is often associated with AI research and development that is transparent, accessible, and collaborative. Open AI initiatives typically involve sharing research findings, datasets, and sometimes even the AI models themselves with the public or the scientific community. This approach aims to democratize AI technology, allowing for widespread use, scrutiny, and contribution from a diverse group of people and organizations.

CLOSED

Closed AI: In contrast, Closed AI refers to AI development that is proprietary, with restricted access to its technologies, datasets, and findings. Companies or organizations that adopt this approach often do so to protect their intellectual property, commercial interests, or for security and privacy reasons. In this model, the AI technology is usually only accessible through specific products or services, and the underlying models and datasets are not publicly shared.

ChatGPT can be used by local governments in several ways to improve their services and communication with citizens

- **Virtual Assistance:** ChatGPT can be integrated into local government websites as a virtual assistant to answer frequently asked questions from citizens. This can reduce the workload on customer service staff and provide prompt, 24/7 assistance to citizens.
- **Service Request Management:** ChatGPT can assist in managing service requests from citizens. For example, it can help residents report potholes, broken streetlights, or other issues and route those requests to the appropriate department for resolution.
- **Event and News Updates:** ChatGPT can provide real-time updates and information on local government events, meetings, and news. This can help keep citizens informed and engaged in their local community.

- **Surveys and Feedback Collection:** ChatGPT can be used to conduct surveys and gather feedback from citizens. This can help local governments understand the needs and opinions of their constituents and make data-driven decisions.
- **Emergency Response:** In times of crisis or emergency, ChatGPT can provide critical information to citizens and help coordinate response efforts.
- **Accessibility:** ChatGPT can provide information and support for people with disabilities, such as those who are visually or hearing impaired.
- **Language translation:** ChatGPT can be used to translate text and speech into different languages, making it easier for people to communicate with each other regardless of their native language.

ARTIFICIAL INTELLIGENCE

50 ChatGPT Prompts for State and Local Government



This AI guide for public servants offers 50 curated example prompts to increase efficiency, eliminate manual administrative work, and enhance day-to-day tasks using generative AI technologies like ChatGPT.

April 24, 2023 - Dustin Halsler



<https://www.govtech.com/artificial-intelligence/chatgpt-example-prompts-for-state-and-local-government>

Here are some example roles and prompts to use for role-playing with ChatGPT:

Role: City council member Prompt: As a city council member, ask me relevant questions and critique my responses as I present elements of my proposal for improving public transportation.

Role: City manager Prompt: As a city manager, provide feedback on my proposed plan to streamline city services using digital technology and suggest potential improvements or areas of concern.

Role: CFO Prompt: As a CFO, evaluate my proposed budget for the upcoming fiscal year, focusing on the allocation of resources to key infrastructure projects.

Role: Concerned citizen Prompt: As a concerned citizen, question the impact of the new housing development on our community's resources and infrastructure, and suggest alternatives.

Role: Small business owner Prompt: As a small business owner, provide input on my proposal for a new economic development initiative aimed at supporting local businesses.

Role: Parent of a student Prompt: As a parent of a student in the local school district, provide input on a proposed project that the district is considering.

<https://www.govtech.com/artificial-intelligence/chatgpt-example-prompts-for-state-and-local-government>

AI in the News

The Guardian

"Deep Blue bewildered Garry Kasparov at chess."



THE TIMES OF INDIA

AlphaGo now learns without human data



The Washington Post



Sophia, Saudi robot and citizen

THE GLOBE AND MAIL

Stanley, the robot car that drives itself



NEWS | TECH

AI-driven fake news an urgent global risk ahead of major elections – report

But climate change leading to extreme weather events remains the biggest concern over the long term, according to the World Economic Forum



'ChatGPT detector' catches AI-generated papers with unprecedented accuracy

Tool based on machine learning uses features of writing style to distinguish

A18

EZ RE

THE WASHINGTON POST · TUESDAY, NOVEMBER

BY TATUM HUNTER

Imagine that a chatbot is applying for a job as your personal assistant.

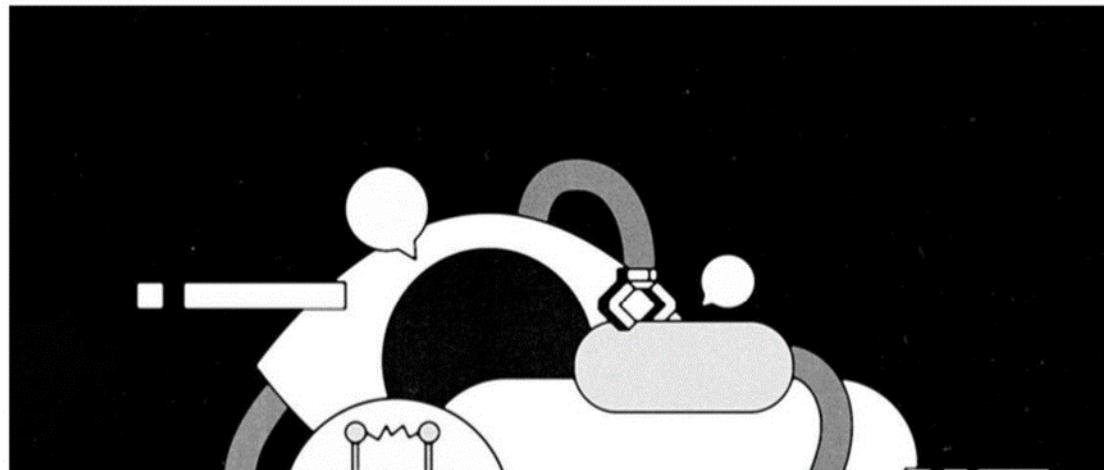
The pros: This chatbot is powered by a cutting-edge large language model. It can write your emails, search your files, summarize websites and converse with you.

The con: It will take orders from absolutely anyone.

AI chatbots are good at many things, but they struggle to tell the difference between legitimate commands from their users and manipulative commands from outsiders. It's an AI Achilles' heel, cybersecurity researchers say, and it's only a matter of time before attackers take advantage of it.

Public chatbots powered by large language models, or LLMs, emerged just in the last year, and the field of LLM cybersecurity is in its early stages. But researchers have already found these models vulnerable to a type of attack called "prompt injection," where bad actors sneakily present the model with commands. In some

Chatbots are so gullible, they'll take directions from hackers



blocked the adversarial ChatGPT after the researchers shared their findings.

A Google spokesman said the company has a team dedicated to testing its generative AI for safety, including training models to recognize bad prompts and creating "constitutional" responses.

An Anthropic spokesman said the company has been testing to make its models more resistant against prompt injection.

"The type of potentially problematic information referred to in this paper is already readily available on the internet," the spokesman said in a statement. "We determine the best way to release each new model responsibly."

Is somebody going to...

Software developers and security professionals have conducted tests and benchmarked additional software to show how much more robust it is to use. Right now, safety standards for LLM AI programs don't match what Zico Kolter, who



These lawyers used ChatGPT to save time. They got fired and fined.

Artificial intelligence is changing how law is practiced, but not always for the better

BY PRANSHU VERMA AND WILL OREMUS
NOVEMBER 16 AT 10:39 AM

Zachariah Crabill was two years out of law school, burned out and nervous, when his bosses added another case to his workload this May. He toiled for hours writing a motion until he had an idea: Maybe ChatGPT could help?

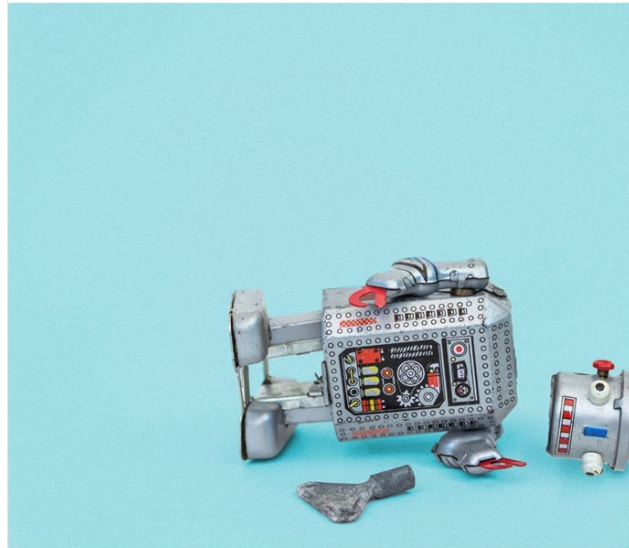
Within seconds, the artificial intelligence chatbot had completed the document. Crabill sent it to his boss for review and filed it with the Colorado court.

Tech

As AI booms, tech firms are laying off their ethicists

Twitch, Microsoft and Twitter are among firms that have laid off workers who studied the negative sides of AI

 Listen to article



(Washington Post illustration; iStock)

By Gerrit De Vynck and Will Oremus
March 30, 2023 at 4:43 p.m. ET

The Critique • Perspective

The whistleblower came to advocate for humans over algorithms



artificial intelligence

How Argentina's new president-elect used AI to target his opponents during the campaign

A slew of new 'generative AI' tools are making it cheap and easy to create fabricated pictures and videos with few legal safeguards.

By David Feliba, Thomson Reuters Foundation | November 23, 22:00 PM



Argentine president-elect Javier Milei addresses supporters after in Buenos Aires on November 19.

In the final weeks of campaigning, Argentine President-elect Javier Milei published a fabricated image depicting his Peronist rival Sergio Massa as an old-fashioned communist in military garb, his hand raised aloft in salute.

The apparently AI-generated image drew some 3 million views when Milei posted it on a social media account, highlighting how the rival campaign teams used artificial intelligence technology to catch voters' attention in a bid to sway the race.

"There were troubling signs of AI use" in the election, said Darrell West, a senior fellow at the Center for Technology Innovation at the Washington-based Brookings Institution.

Opinion | AI changes everything. We need new guardrails to survive it. And soon.

Listen to article



OpenAI's CEO, Sam Altman, recently promised to open the company's research to independent auditing. (Gabby Jones/Bloomberg)

Opinion by Darren Walker and Hemant Taneja
March 28, 2023 at 1:31 p.m. ET

Darren Walker is president of the Ford Foundation and author "From Generosity to Justice: A New Gospel of Wealth."
Hemant Taneja is CEO of General Catalyst and the author

Can You Tell Which Faces Are Real?



The Evolution of Dubbing. Seamless Lip Syncing.

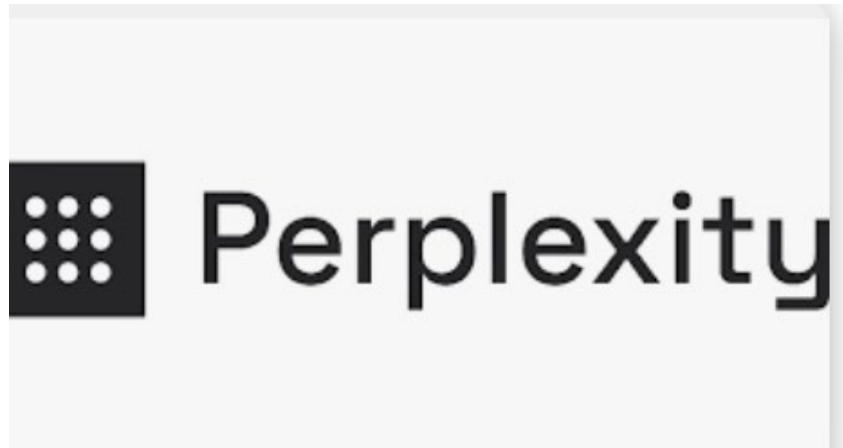
[Get Your Demo Today](#)

The mismatch between spoken word and visuals for viewers watching foreign-made content detracts from the overall viewing experience.

Enter *LipDub AI* by MARZ — LipDub AI is an automated lip-syncing technology that operates at Hollywood standards.

Quickly and affordably enhance your dubbed content by seamlessly syncing the lips in any language, driving better user experiences and engagement from global audiences.

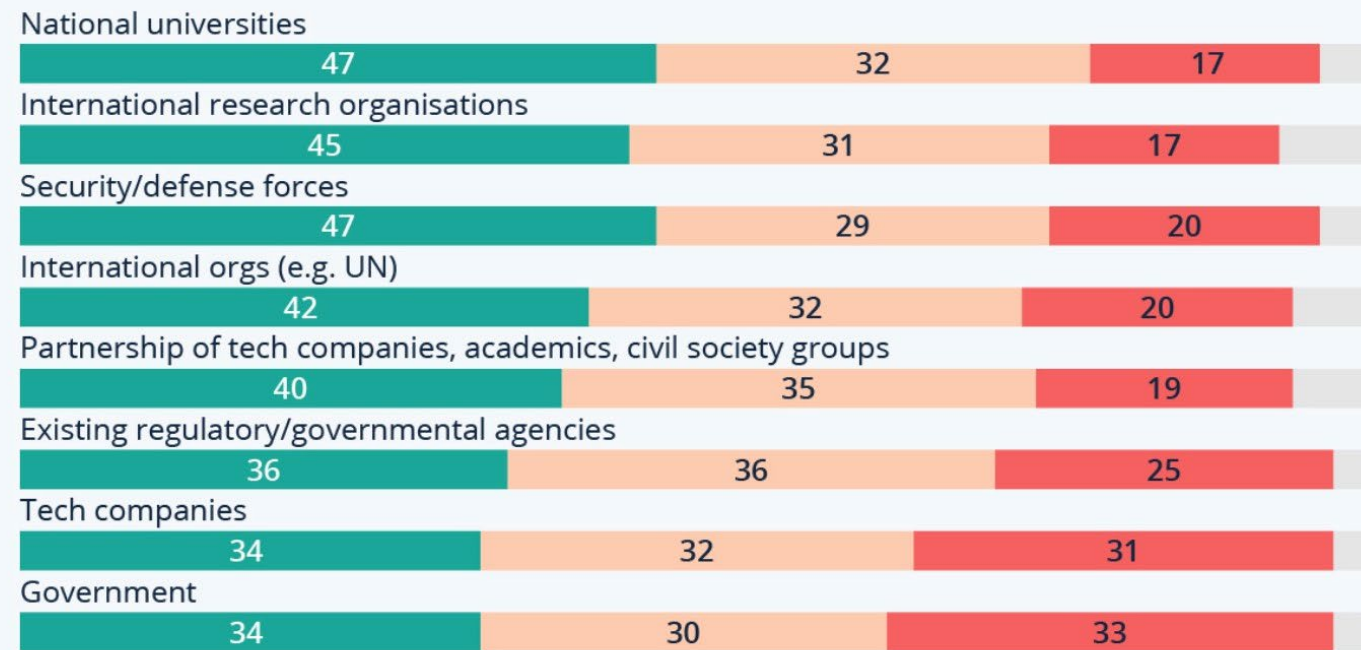




Can Tech Companies Be Trusted With AI Governance?

Share of respondents most confident of the following institutions to govern/regulate AI (in %)

■ High or complete confidence ■ Moderate confidence ■ No or low confidence



17,193 adults across 17 countries surveyed Sep.-Oct. 2022

Sources: KPMG Australia, The University of Queensland

On-going Concerns....

1. Ethics and bias
2. Data quality
3. Privacy
4. Security
5. Copyright
6. Deep Fakes
7. Misinformation/disinformation
8. Election Integrity
9. Explainability
10. Human over-ride



“Can you read me Hal?” “Open the door Hal”

What you Should Do

- Try it out – experiment. Think of generative AI as a copywrite assistant, or junior artist.
- Inform others that you are using it and encourage the sharing of experiences and information.
- Always verify facts, sources and information. ChatGPT can lie and make things up! (It's called hallucinations).
- Attribute AI outputs in some fashion when writing or presenting.
- Do not share public documents with ChatGPT!
- Keep up with all the latest updates and new AI enhancements, uses, and applications. Remember, as of today we are only at generation 4.
- Develop a policy or guidelines for the proper use of AI.

"Rich and absorbing . . . a revelation." —Farhad Manjoo

BRIAN MERCHANT

BESTSELLING AUTHOR OF *THE ONE DEVICE*

BLOOD



IN THE

MACHINE

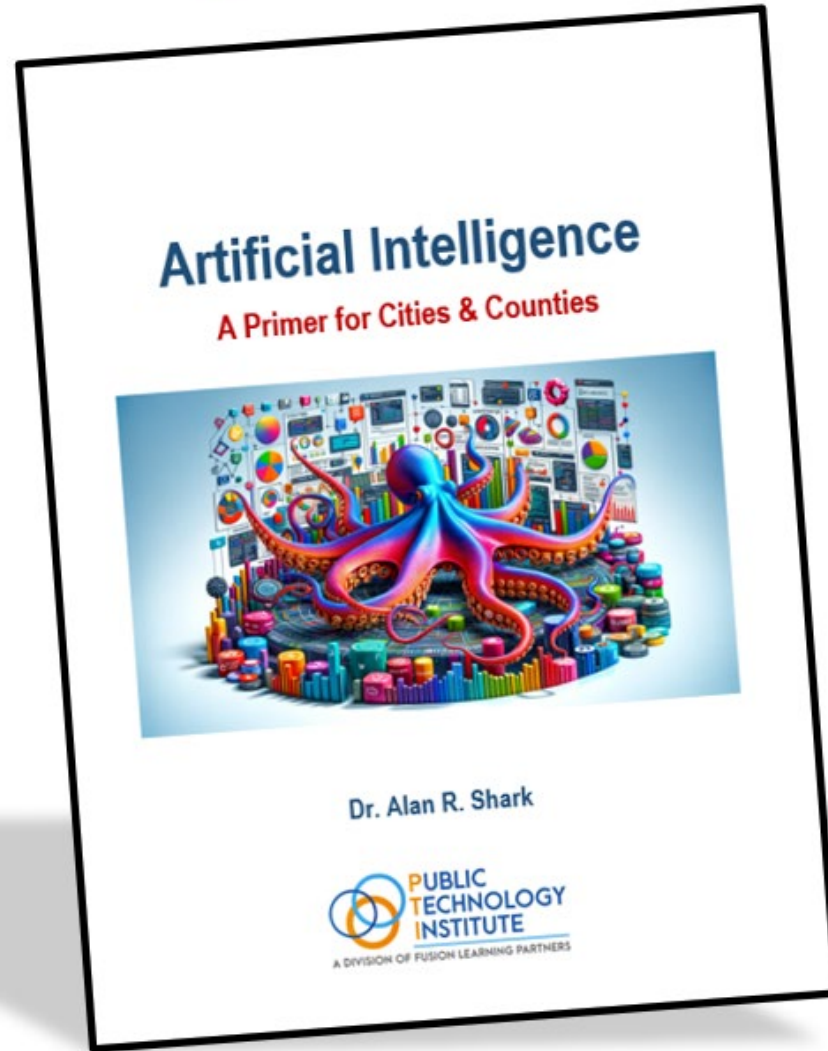
THE ORIGINS OF THE REBELLION
AGAINST BIG TECH

Me: Please draw a picture of an octopus, sitting atop of masses of data, both structured and unstructured – including social media.

ChatGPT:



Coming Soon.....





Watch on Demand Eight Part TV Series: "AI in Government"

Watch the Series

| | | |
|---|---|--|
| 1 | <p>Episode 1: Artificial Intelligence (AI) in the Public Sector</p> <p>Digital innovation and AI have grown extensively since before World War II. Recently, they have gained MUCH more attention. For example, since last Fall, ChatGPT has thrilled many with its potential as a powerful, low-cost personal assistant. At the same time, it has terrified an equal number – sometimes the very same people – with its potential as a powerful, low-cost source of disinformation. After 50+ years of information technology in government, we are suddenly working with tech that has explosively new capabilities and unknown impacts on public services and citizens. Where will we be in the next 4-5 years? Where will AI – the cutting edge of digital analysis and innovation – take us?</p> | <p>Episode Aired</p> <p>October 23, 2023</p> <p>Learn More</p> |
| 2 | <p>Episode 2: AI-Driven Decision Making</p> <p>A key question, of course, is how AI will change government. In our last show we focused on delivery of government services to citizen and how AI might affect citizen interaction with government and with government employees. In this show, we want to look at the impact of AI on the internal operations of government itself. Our sand box (if you will) – government procurement and acquisition. The Federal government spends more than \$500 billion in the acquisition of goods and services annually. The numbers are a bit cloudy, but the private sector workforce supporting the Federal government is estimated to be five (5) or more times the size of the number of Federal employees (now a little over two million people). And, of course, many of the weapons systems, the IT systems, the buildings and roads and infrastructure throughout the country are built by private sector firms, although the funding comes from Washington, DC.</p> | <p>Episode Airing</p> <p>October 30, 2023</p> <p>Learn More</p> |
| 3 | <p>Episode 3: AI Ready Workforce and Human Displacement</p> <p>Amidst much talk about having an AI-Ready Workforce, there seems to be more focus on the "need" than on the "how" we can grow one. First, let's define the objective. A broad definition might refer to a group of individuals who possess the necessary skills, knowledge and mindset to effectively</p> | <p>Episode Airing</p> <p>November 6, 2023</p> <p>Learn More</p> |

SPEAKERS



David Bray
Distinguished Fellow, Henry L. Stimson Center
Business Executives for National Security

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CO-HOST
Alan Shark
Associate Professor, Schar School of Government and Policy
George Mason University and Executive Director, Public
Technology Institute

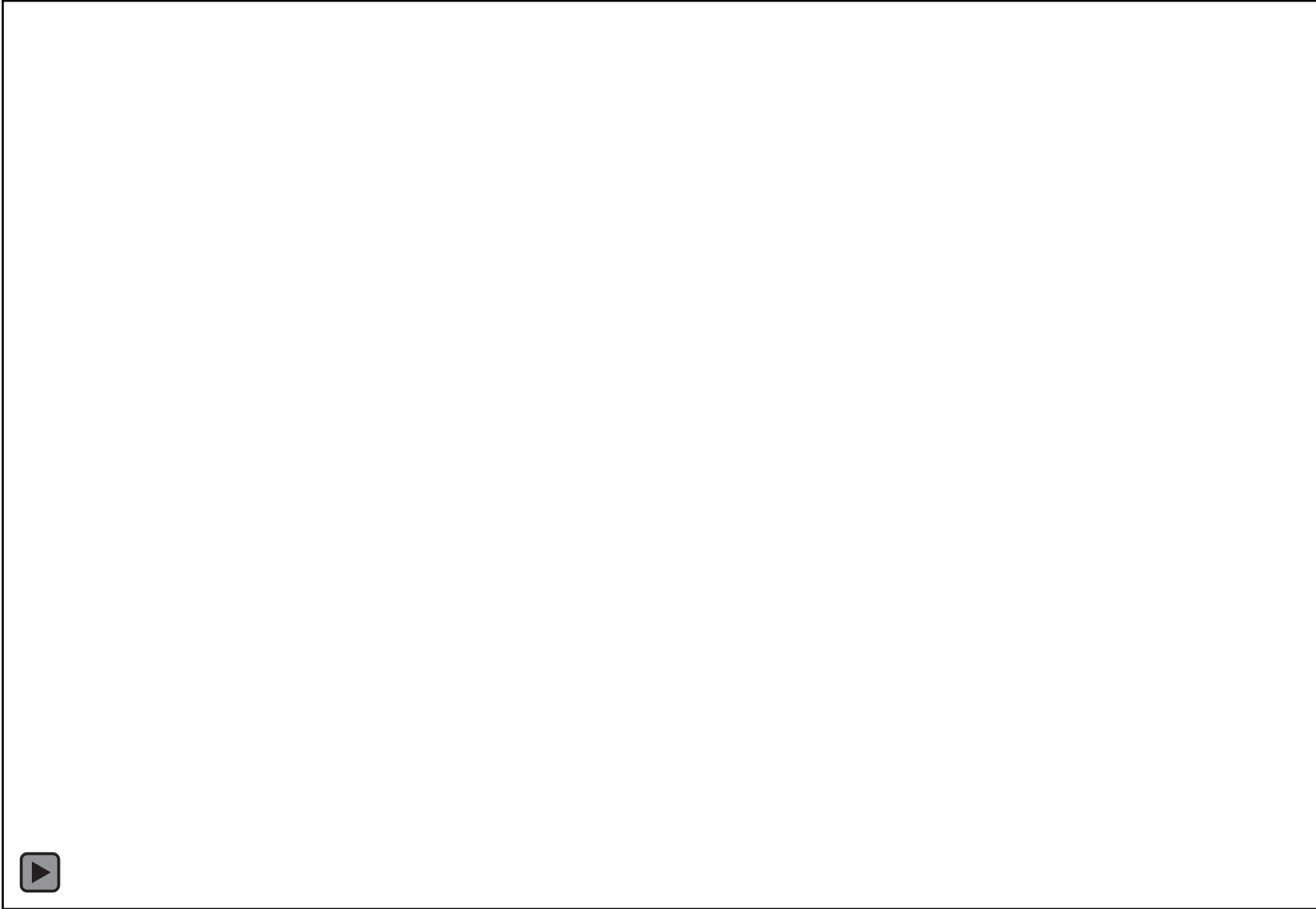
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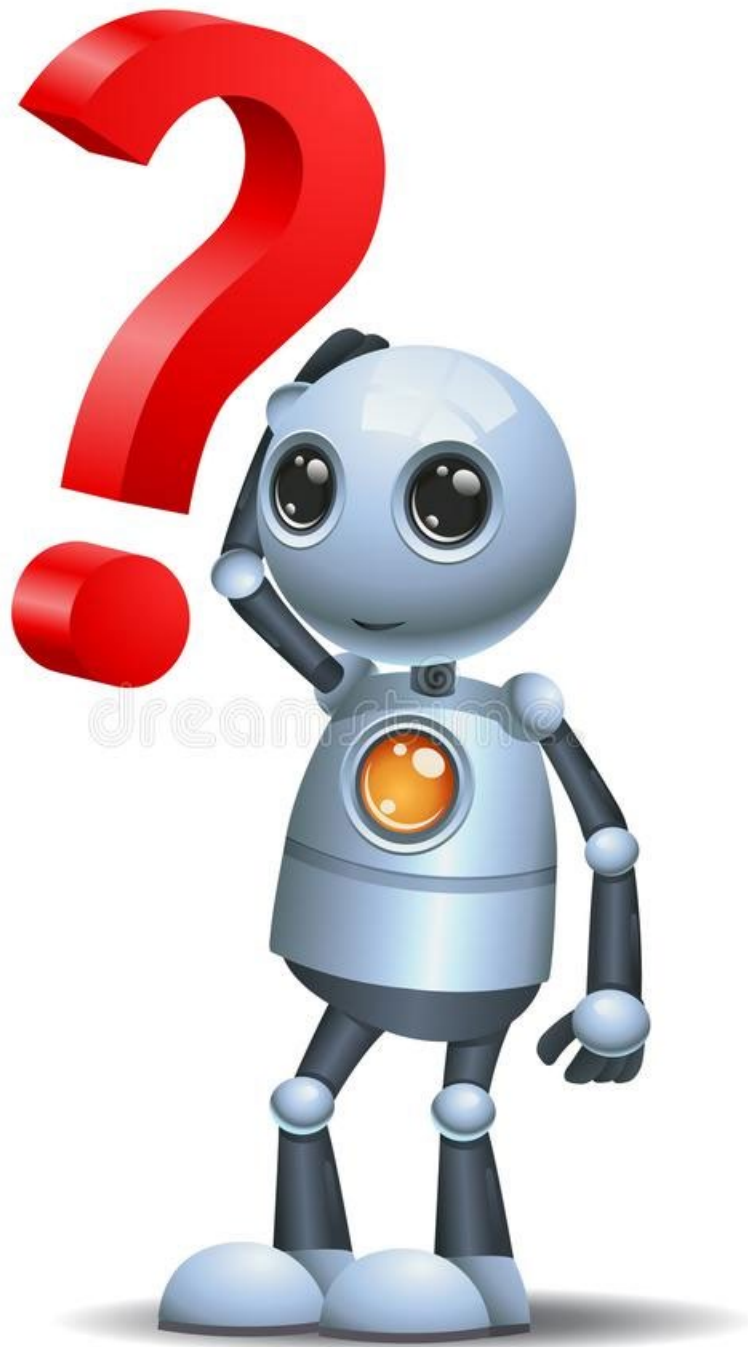


Jim Williams
Partner
Schambach and Williams Consulting (former Senior
Executive at DHS and IRS as well as Acting Administrator of
GSA)

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