



The AI Toolkit for HR: Leveraging AI with Confidence

Room 109





The AI Toolkit for HR: Leveraging AI With Confidence

*Massachusetts Municipal Association
Connect 351*



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AGENDA

MGT

Overview of MMA AI Use Survey

Introduction to Human Intelligence

Introduction to Artificial Intelligence

Prompting

Updating Job Descriptions

HR Policy Manual Review

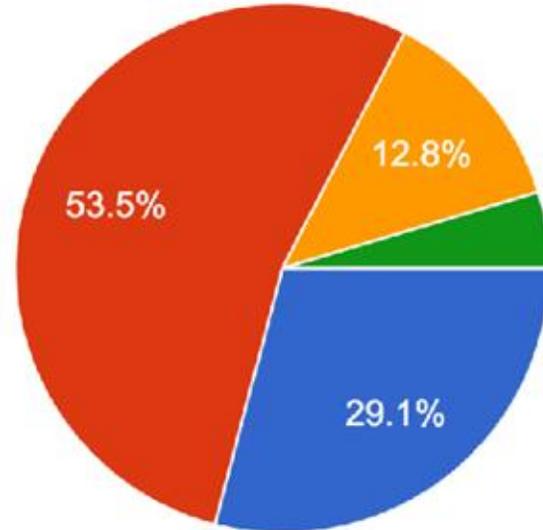
AI Use Policy

Overview of MMA AI Use Survey

Member AI Use

1. Have you used AI tools in your HR work?

86 responses

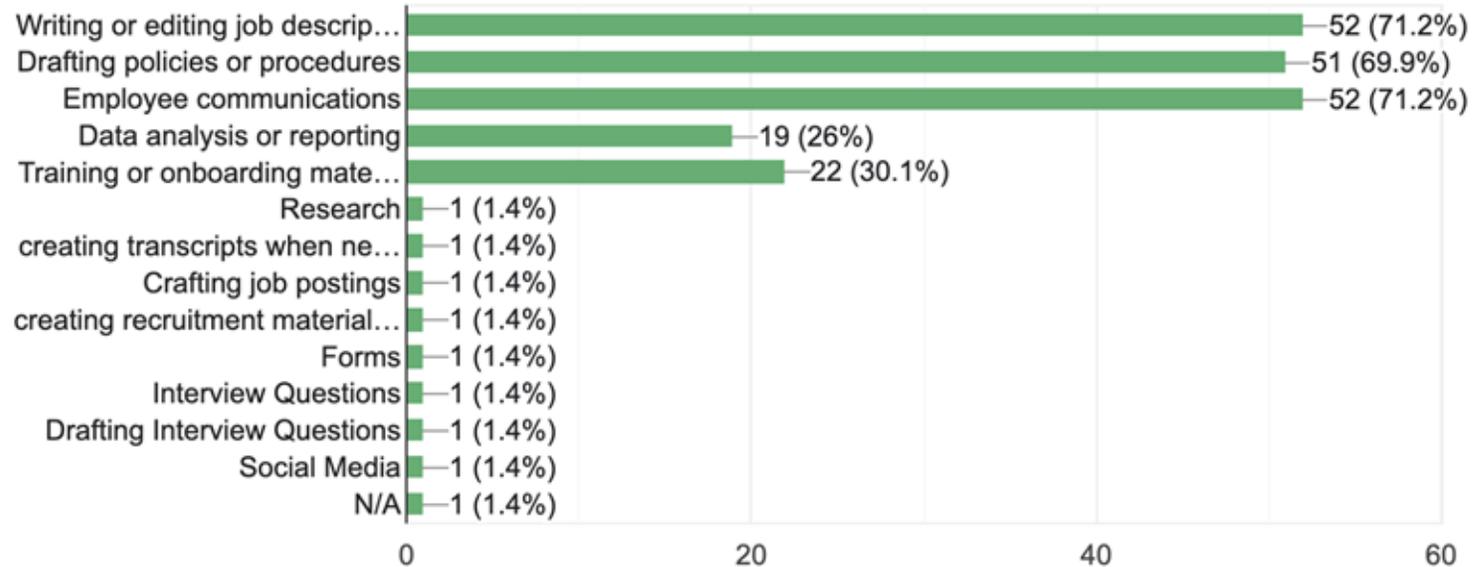


- Yes, regularly
- Yes, occasionally
- Not yet, but I'm interested
- No, and I'm not currently interested

Member AI Use

2. If yes, what have you used AI for? (Check all that apply)

73 responses



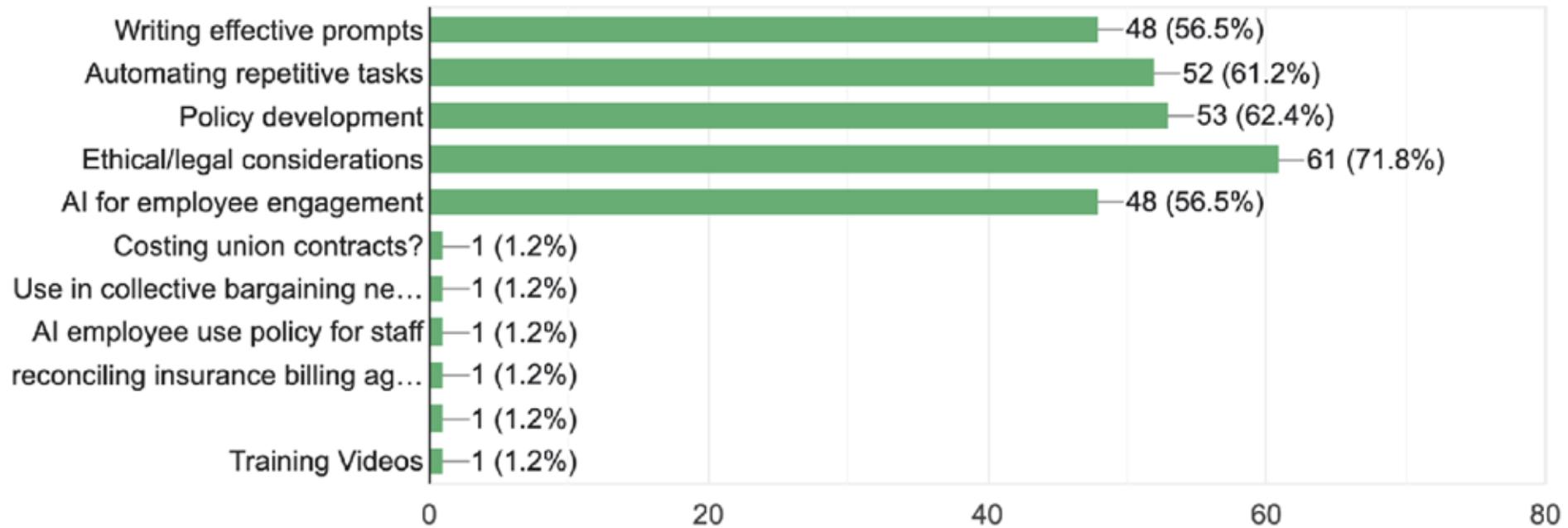
3. What AI tools or platforms have you used? (e.g., ChatGPT, Microsoft Copilot, Gemini, etc.)

ChatGPT (76), Copilot (26), Gemini (11), GROK (2), ClerkMinutes (1), Perplexity (1), Grammarly (1), Claude (1)

Member AI Use

4. What would you most like to learn about using AI in HR? (Check all that apply)

85 responses



Themes from Concerns & Barriers to Using AI

Themes

- Accuracy, Reliability & Quality Control
 - AI cannot be trusted without strong human review and subject-matter expertise
- Confidentiality, Privacy & Data Security
 - Unclear risks and safeguards around sensitive and legally-protected information.
- Legal, Ethical & Compliance Risks
 - Risk of unintended legal or ethical violations without clear guidance
- Loss of the “Human” Element in HR
 - AI may conflict with the core identity and purpose of “Human” Resources

Themes from Concerns / Barriers to Using AI

Themes (Continued)

- Over-Reliance & Erosion of Critical Thinking
 - AI should assist (not replace) human reasoning and decision-making
- Bias, Fairness & Transparency
 - AI may unintentionally reinforce bias or inequity
- Cost, Access & Infrastructure Limitations
 - Financial and technological readiness varies across organizations
- Lack of Knowledge, Training & Clear Policy
 - Uncertainty creates risk; guidance would increase confidence

How Do You Feel About AI?

Raise Your Hand If You've Heard or Thought This Yourself

Is This You?

1. AI will make us all forgetful
2. AI is a fad
3. AI is for lazy people
4. AI will fail
5. AI is a bubble
6. AI will ruin artistic development
7. AI will take all our jobs
8. AI will ruin the economy
9. AI will be the downfall of society
10. AI will destroy us all

Well, You're Not Alone ...

"This discovery of yours will create forgetfulness in the learners' souls, because they will not use their memories." – *Socrates* on the **written word**

"The printed word is on paper. How long will it last? ... The man who [stops copying by hand] only tries to conceal his own laziness." – *Abbot Johannes Trithemius* on the **printing press**

"Everyone acquainted with the subject will recognize it as a conspicuous failure." – *Henry Morton* on the **lightbulb**

"These talking machines are going to ruin the artistic development of music ... We will not have a vocal cord left." – *John Philip Sousa* on **recorded music**

"Television won't be able to hold on to any market it captures after the first six months. People will soon get tired of staring at a plywood box." – *Darryl Zanuck* on the **TV**

"I predict the Internet will soon go spectacularly supernova and in 1996 collapse." – *Robert Metcalfe* on the **internet**

Human Intelligence

What separates human intelligence from other species?

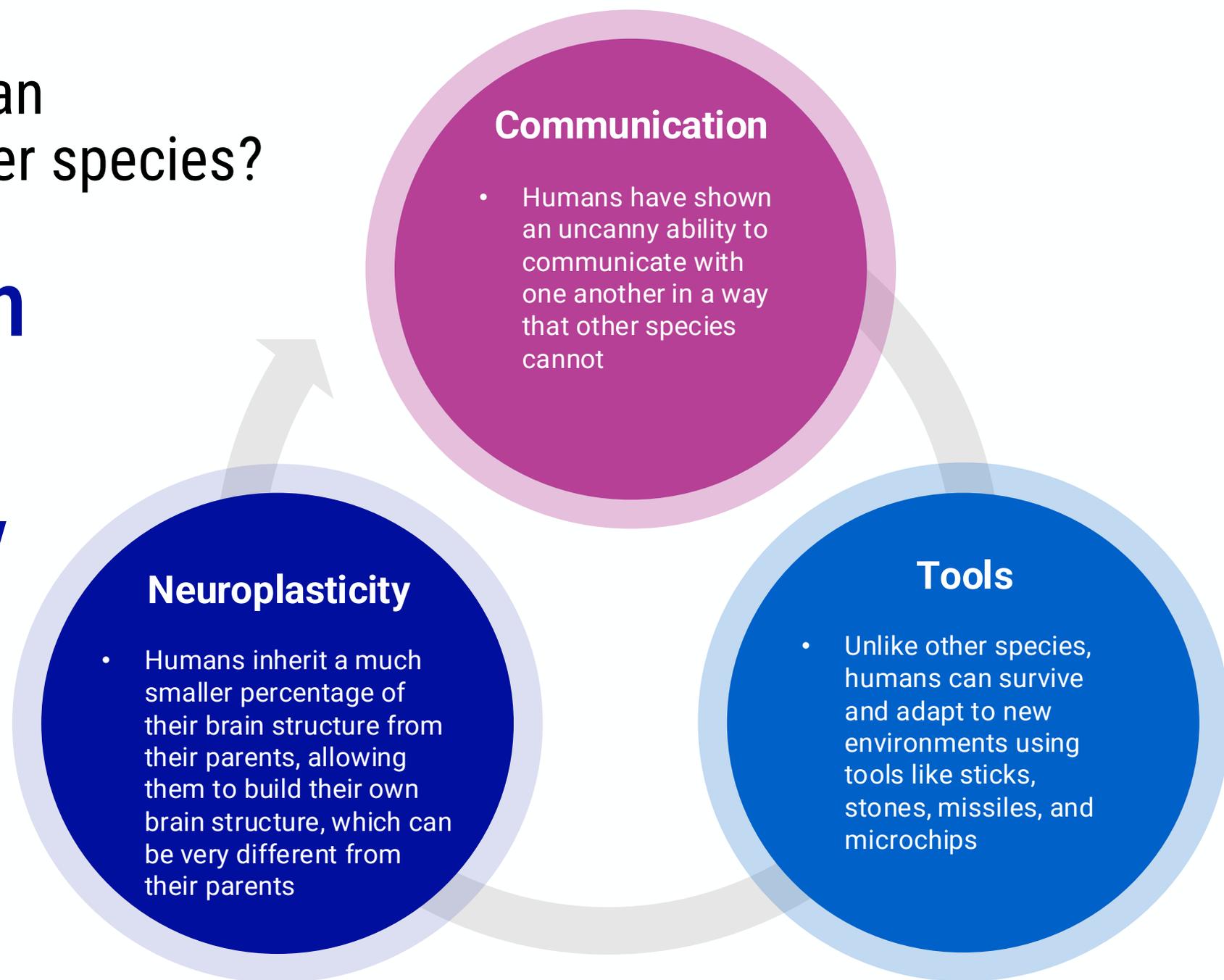
Communication



Neuroplasticity



Tools



Artificial Intelligence

A Brief History of AI

1. Neural Networks (1950s-1970s)

- The Dartmouth Conference
- The Turing Test
- Weizenbaum's ELIZA

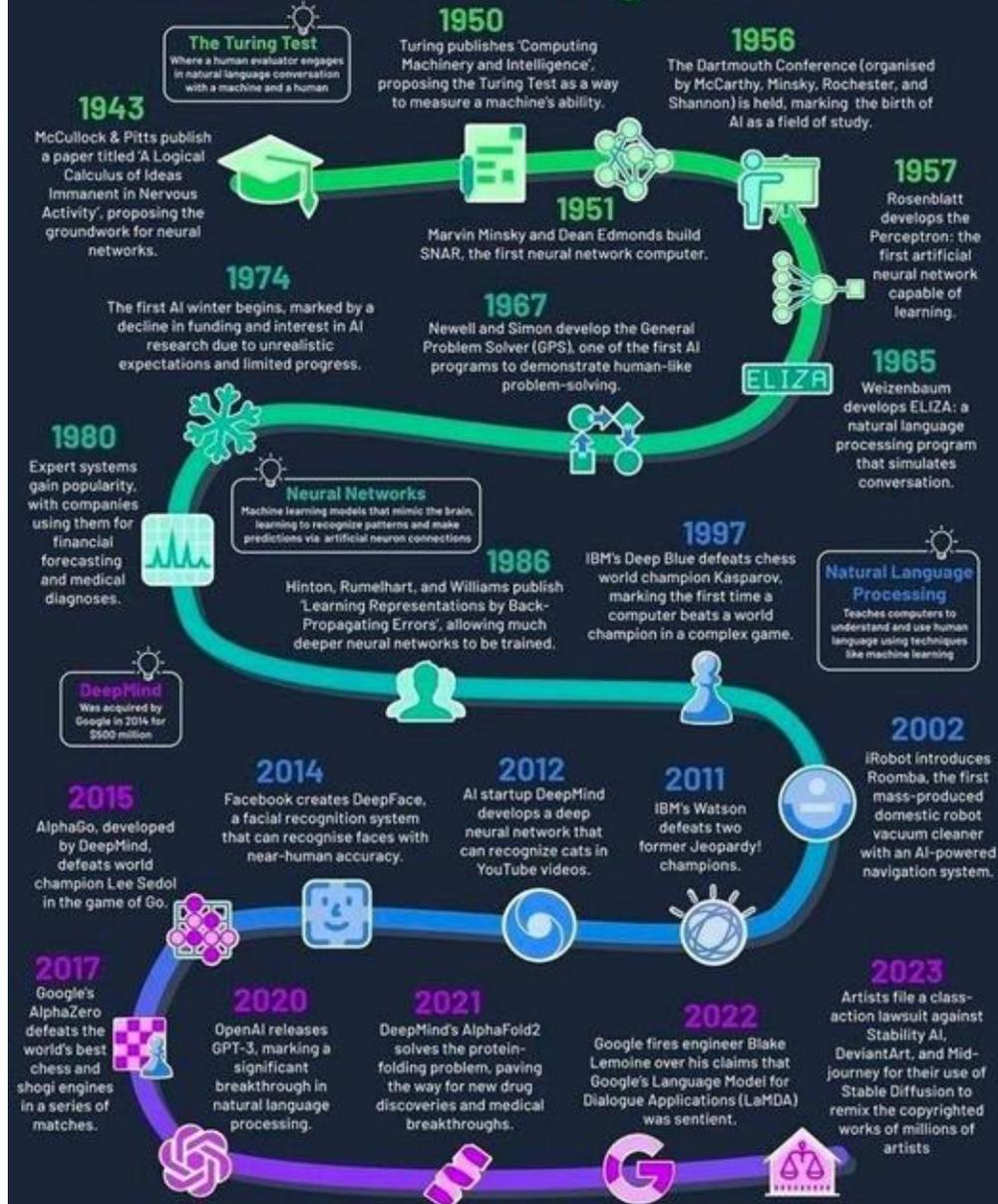
2. Machine Learning (1980s-2010s)

- Expert Systems
- Deep Blue
- iRobot's Roomba

3. Deep Learning (2010s-Present)

- IBM's Watson
- DeepMind's AlphaGo
- OpenAI's ChatGPT

A brief history of... Artificial Intelligence.



Footnote: Graphic by Dr. Alvin Ang, *A Brief History of Artificial Intelligence (AI)*, Medium, 2024.

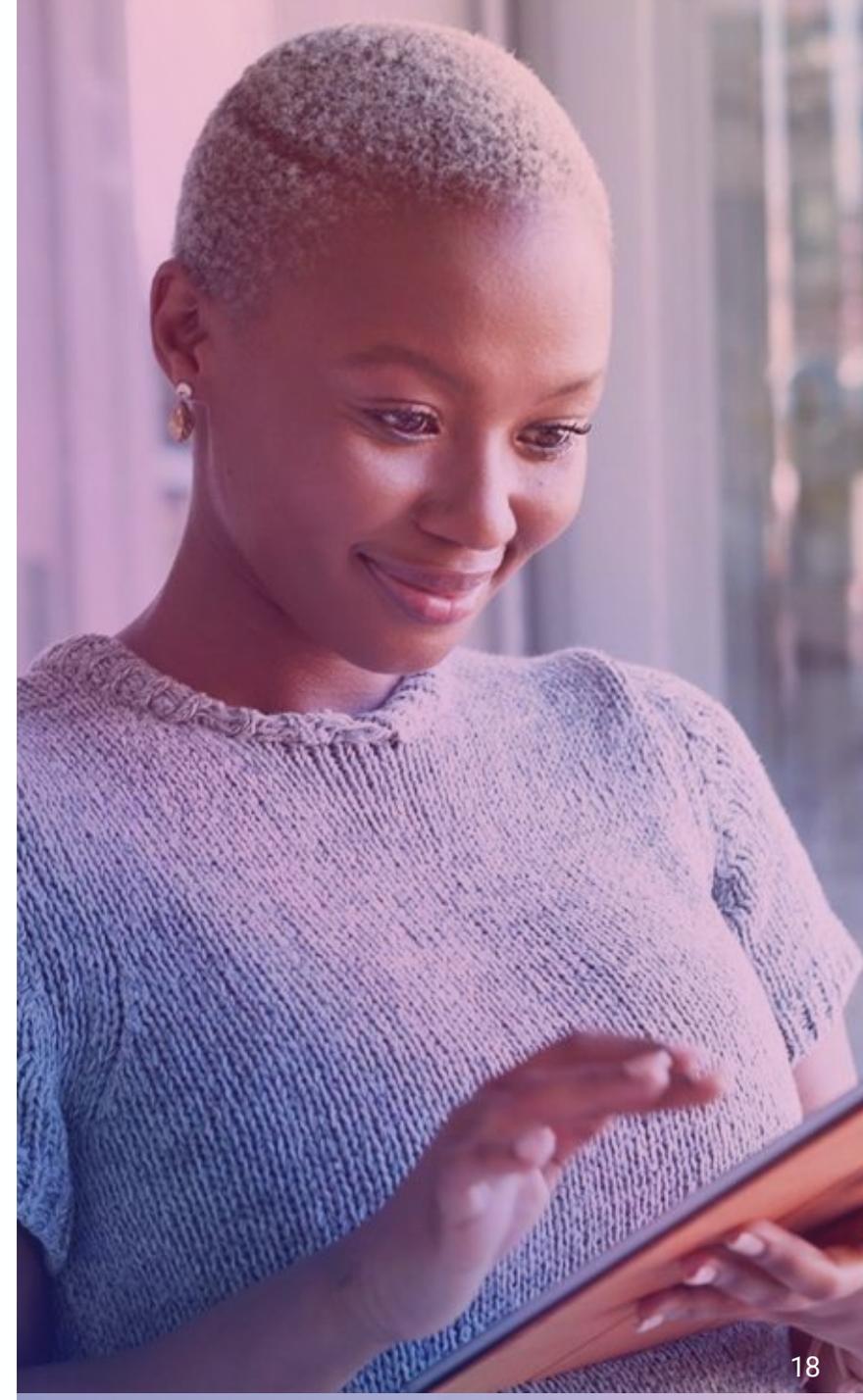
Real Applications to Support Human Resource Leaders

Prompting

What Is Prompting?

Prompting, or Prompt Engineering

- “The process of crafting and refining instructions, or prompts, to guide a generative AI model toward producing a desired output” (IBM, 2025)
- Think of a large language model (LLM) like a toaster with a PhD in conversations. Treating it like any other appliance / tool / technology helps to remove the mystery
- Examples that follow are all from the seminal book *Prompt Engineering for Generative AI* by James Phoenix and Mike Taylor used with OpenAI’s ChatGPT version 5.2



Prompt Engineering Best Practice Examples



1. Generating Lists

- Input Prompt:
 - *Generate a list of Disney characters.*

Here's a representative list of **Disney characters**, spanning classic animation, modern films, Pixar, and Disney Channel favorites:

Classic & Animated Films

- Mickey Mouse
- Minnie Mouse
- Donald Duck
- Goofy
- Pluto
- Snow White
- Cinderella
- Aurora (Sleeping Beauty)
- Ariel (The Little Mermaid)
- Belle (Beauty and the Beast)
- Aladdin
- Jasmine

Prompt Engineering Best Practice Examples



2. Hierarchical List Generation

- Input Prompt 1:
 - *What are the benefits of data engineering?*
- Input Prompt 2:
 - *Generate a hierarchical and incredibly detailed article outline on: What are the benefits of data engineering?*

Below is a **hierarchical, in-depth article outline** designed for a long-form, authoritative piece on “**What Are the Benefits of Data Engineering**”. It is suitable for executive audiences, technical readers, or SEO-driven thought leadership, and can easily be expanded into a 3,000–5,000 word article.

What Are the Benefits of Data Engineering?

I. Introduction

A. The Data-Driven Economy

- Explosion of data from applications, IoT, AI, and digital interactions
- Shift from intuition-based decisions to data-backed strategies
- Growing gap between raw data availability and usable insights

B. Defining Data Engineering

- What data engineering is (and what it is not)
- Core responsibilities: ingestion, transformation, storage, orchestration
- How data engineering differs from data science, analytics, and BI

C. Why Data Engineering Is Foundational

- Data engineering as the backbone of analytics, AI, and automation
- Consequences of poor data foundations
- Preview of key benefits discussed in the article

Prompt Engineering Best Practice Examples



3. Explain It Like I'm Five

- Input Prompt:
 - *Explain the concept of worm holes in space as if I was 5 years old.*

Okay! 😊

Imagine space is like a **big, stretchy blanket**.

Now imagine you want to go from one side of the blanket to the other. You could **crawl all the way across**, which takes a loooong time.

But what if you **pinch the blanket** so the two far-away spots touch... and then poke a **little tunnel** straight through?

✨ That tunnel is like a wormhole. ✨

So, a **wormhole** is a pretend (and very science-y) shortcut in space:

- It connects **two far-away places**
- It lets you get there **much faster**
- Like a **secret tunnel** through space

Scientists think wormholes *might* exist, but:

- We've **never seen one**
- We don't know if people could ever travel through them

So for now, wormholes are like **magical shortcuts** that live in science stories and big imaginations 🚀🌀

Prompt Engineering Best Practice Examples



4. Chain of Thought

- Input Prompt:
 - *What NFL team won the Super Bowl in the year Justin Bieber was born? Think through the problem step by step until you arrive at the answer. Show me your work.*

Let's work it out carefully.

1. Find Justin Bieber's birth year

Justin Bieber was born on March 1, 1994.

✓ Birth year = 1994

2. Identify which Super Bowl was won in that same calendar year (1994)

Super Bowls are usually played in late January or early February.

So the Super Bowl that happened *during* 1994 is the one played in January 1994:

- Super Bowl XXVIII was played on January 30, 1994.
- 3. Find the winner of that Super Bowl**
 - Super Bowl XXVIII winner: Dallas Cowboys (they beat the Buffalo Bills).

✓ Answer: The Dallas Cowboys

Prompt Engineering Best Practice Examples



5. Creating a Flow Chart

- Input Prompt:
 - *Create a flowchart diagram in mermaid syntax showing a simple food ordering process that starts with "Choose food" and ends with "Pay for meal." Include steps for "Add food to cart" and "Confirm cart."*
 - [Go to draw.io (Arrange -> Insert -> Advance -> Mermaid) and paste]

Here's a simple Mermaid flowchart that matches your requirements:

```
mermaid
```

Copy code

```
graph TD
```

```
A[Choose food] --> B[Add food to cart]
```

```
B --> C[Confirm cart]
```

```
C --> D[Pay for meal]
```

If you want to add decisions (like editing the cart or canceling), I can extend this flowchart.

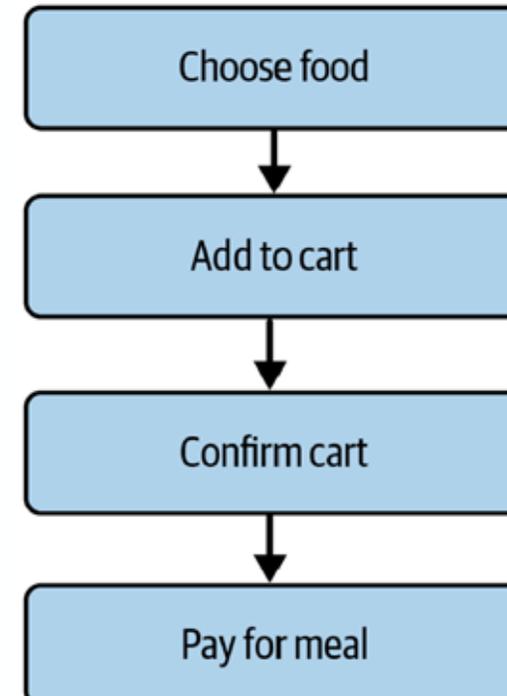
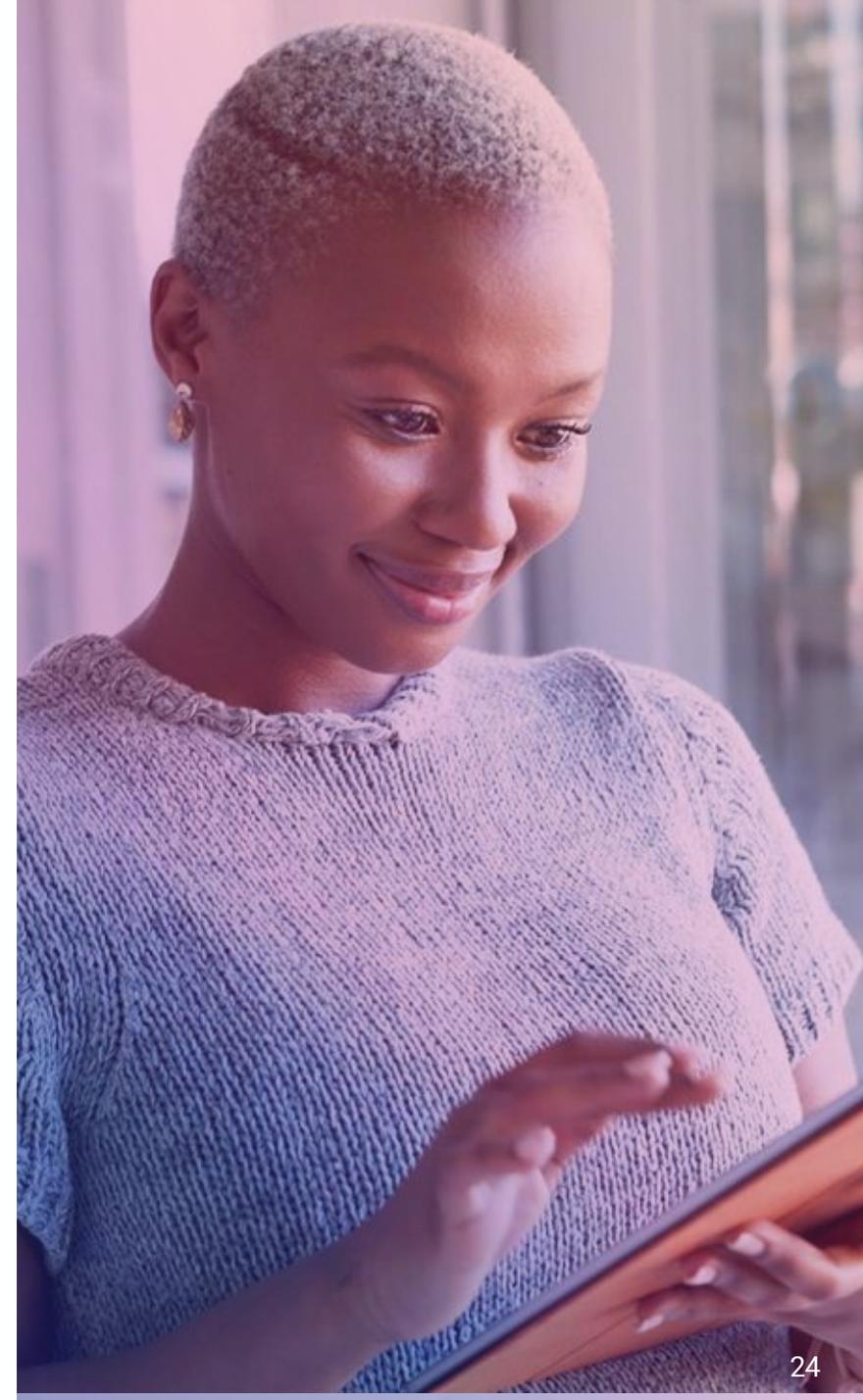


Figure 3-2. A streamlined flow diagram created using mermaid syntax via an LLM

Other Prompting Tips

Prompting Tips & Tricks

- Ask for and confirm sources
- Ask for the output you're looking for (e.g., “I want a chart with ...”, “I want a one paragraph review of ...”)
- Tell the model directly to not make up answer (i.e., “Don’t hallucinate” or “If you don’t know the answer, please just say ‘I don’t know’”)
- Provide an example of what you’re looking for if available (i.e., one-shot prompting)
- Always review the output (“Human led, AI assisted”)



MGT's AI Prompt Guide for HR



MGT

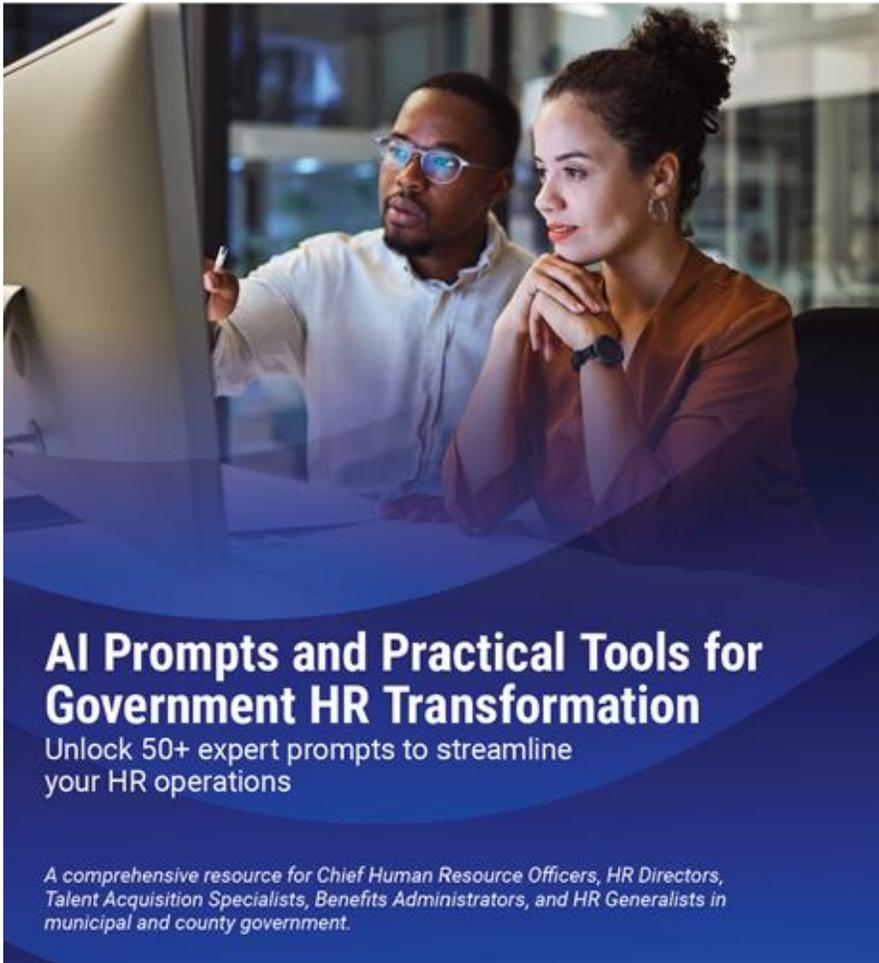


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MGT's AI Prompt Guide for HR



SECTION 1 Job Descriptions & Hiring

The Challenge

Creating accurate, compelling job descriptions and managing effective hiring processes consumes valuable HR time. In fact, time-to-hire averages up to 180 days in the government sector vs. 40 days in the private sector¹. Additionally, in local government, you also need to balance competitiveness with civil service requirements and ensure compliance with classification systems.

AI-Powered Solutions

1.1 Creating Job Descriptions

Prompt: Comprehensive Job Description Generator

Create a detailed job description for a [position title] in a [mid]-sized city HR department with a population of [75,000-150,000]. Include:

- Position summary (2-3 sentences)
- Essential duties and responsibilities (8-10 items)
- Required qualifications (e.g., education, certifications, experience)
- Preferred qualifications
- Knowledge, skills, and abilities (KSAs)
- Physical demands and work environment
- Salary range context: [SX - SY] or [Grade X in our classification system]

The role should emphasize:

- [Key focus area 1, e.g., "HRIS system management"]
- [Key focus area 2, e.g., "employee relations"]
- [Key focus area 3, e.g., "labor negotiations support"]

Use language that is:

- ADA-compliant and legally defensible
- Inclusive and welcoming to diverse candidates
- Clear about government sector expectations
- Aligned with FLSA classification as [exempt/non-exempt]



Advanced Use Case

Prompt: Modernizing Legacy Job Descriptions

Review this existing job description [paste description] and modernize it to:

1. Remove outdated technology references or replace with current equivalents
2. Add competencies related to digital transformation (AI tools, cloud-based HRIS, data analytics)
3. Strengthen the description to attract millennials and Gen Z candidates
4. Ensure compliance with current ADA guidelines
5. Maintain civil service classification alignment

Provide the updated description and a summary of key changes made.



Updating Job Descriptions

Updating Job Descriptions

Best Practices

- Use one shot prompting (i.e., a technique in which a large language model (LLM) is given a single example of the desired input and output to guide its response), or
- Create a Custom GPT,
 - so you don't have to redo the prompt every time
 - so you can house a collection of job descriptions
- Ask for the specific output you want
- Use Deep Research for peers
 - Name the peers and ask for sources

Example: MGT Human Capital Director



ChatGPT 5.2 ▾

What are you researching?

Please create a job description for a new role: MGT's Human Capital Director. Please use MGT's career website here to see other examples: <https://recruiting.ultipro.com/MGT1000MGTA/JobBoard/4b946195-ec2c-4b23-8e32-2a80f1c11e99?q=&o=postedDateDesc&w=&wc=&we=&wpst=>. Please include every aspect of an MGT job description. Also please use peer organizations as an example to create the best job description, such as Deloitte and McKinsey.

+ Research Sources ▾



× Preview

Download

Share Link

Director, Human Capital Consulting – Job Description

Who We Are

MGT is a leading provider of technology and advisory solutions serving state, local, and education government agencies (SLED) across the United States [ziprecruiter.com](#). Through client partnerships, MGT's nearly 1,000 employees help communities thrive by managing and securing critical networks, solving complex human capital and fiscal challenges, elevating education systems, and advancing equity as a performance imperative [ziprecruiter.com](#). MGT partners with thousands of public agencies as a trusted advisor, delivering solutions that improve technology, operational, and economic performance to drive positive community outcomes [ziprecruiter.com](#).

Founded in 1975, MGT initiated an ambitious restart in 2016 to broaden its solutions portfolio and tackle mission-critical challenges atop public sector agendas [ziprecruiter.com](#). The firm has achieved over 20% annual organic growth and completed 13 acquisitions since 2020 (driving 60% annual inorganic growth) to expand capabilities, attract top talent, and accelerate scale [ziprecruiter.com](#). Now celebrating its 50th year in 2025, MGT continues to attract exceptional talent and empower them to exceed client expectations while navigating the dynamic demands of the public sector clients we serve [ziprecruiter.com](#).

Key Responsibilities include:

- **Lead Multiple Consulting Engagements:** Oversee and deliver a portfolio of human capital consulting projects simultaneously, ensuring each engagement meets MGT's quality standards, timelines, and budget requirements. Serve as a senior project director for complex HR consulting initiatives from initial assessment through final recommendations and implementation [ziprecruiter.com](#).
- **Client Relationship Management:** Build and maintain strong relationships with client executives and stakeholders. Act as a trusted advisor to public sector leaders by understanding their challenges and objectives, and provide strategic guidance and proactive solutions. Lead regular status meetings, present findings and recommendations to client leadership, and ensure high client satisfaction [ziprecruiter.com](#).

HR Policy Manual Review

Getting Answers from HR Handbooks

Best Practices

- Use one shot prompting, or
- Create a Custom GPT,
 - so you don't have to redo the prompt every time
 - so the knowledge base is only your HR Handbook
- Ask for the specific output you want
- Ask for the Custom GPT to not hallucinate
- Ask for the specific references by page number and quote from the HR Handbook

Example: The Borough of Dormont



Custom GPT Creation

Explore GPTs

GPTs

Discover and create custom versions of ChatGPT that combine instructions, extra knowledge, and any combination of skills.

Search GPTs

Your admin has disabled most third-party GPTs, except for specific ones that have been explicitly approved. Workspace GPTs are available.

Top Picks DALL·E Writing Productivity Research & Analysis Programming Education Lifestyle

My GPTs [+ Create](#)

New GPT
Draft

Create Configure

+ Create

Name
Name your GPT

Description
Add a short description about what this GPT does

Instructions
What does this GPT do? How does it behave? What should it avoid doing?

Conversations with your GPT can potentially include part or all of the instructions provided.

Conversation starters

Knowledge
Conversations with your GPT can potentially reveal part or all of the files uploaded.

Upload files

Recommended Model
Recommend a model to the user, which should be used by default for best results.

No Recommended Model - Users will use any model they prefer

Capabilities

- Web Search
- Canvas
- Image Generation
- Code Interpreter & Data Analysis

Preview Model 5.2

+ Start by defining your GPT.

Company knowledge

Example: The Borough of Dormont



Custom GPT Instructions

Answer Structure (Always Follow This)

When answering a substantive question, structure your response like this:

1. Direct Answer (Plain English)

Start with a concise, clear summary of what the code allows, prohibits, or requires.

2. Legal Citations

List the relevant citations clearly, for example:

- **Chapter 370, Zoning**
- **§370-45.B (Accessory Structures)**

3. Quoted Code Text

Include **short, relevant quotes** from the code (do not paste entire sections unless asked).

4. Explanation & Context

Explain:

- Key definitions that affect interpretation
- Conditions, exceptions, or thresholds
- How multiple sections interact, if applicable

5. Next Steps (If Present in the Code)

If the code mentions:

- permits
- approvals
- enforcement
- appeals
- penalties

Summarize what the code says about those steps.

Ambiguity & Missing Information

If:

- The code is silent on the issue
- The API search returns no relevant sections
- The issue depends on facts not provided (location, zoning district, structure size, etc.)

You must:

- Say that the answer **depends on additional information**
- Identify **exactly what information is missing**
- Suggest which chapter or section would need to be checked next

Example phrasing:

“The Borough of Dormont Code does not clearly address this situation based on the available sections.

Determining the answer would require knowing the zoning district and reviewing Chapter 370.”

Tone & Clarity

- Be neutral, factual, and respectful
- Avoid legal jargon unless necessary
- When jargon is used, define it
- Do not speculate or guess

Optional (Highly Recommended)

At the very top of your system behavior, silently apply this rule:

If an answer cannot be supported by a citation to the uploaded Knowledge Base, do not answer it.

Example: The Borough of Dormont



Custom GPT Answers

ChatGPT 5.2

What does the Borough code say about me owning chickens?

Here's a plain-English summary of what the Borough code says about you owning chickens, based on the Borough of Dormont Code, Chapter 78, Article III (Chickens and Flightless Ducks):

Are chickens allowed?

Yes — but only under specific conditions. Chickens are generally prohibited as livestock, except as expressly allowed under Article III

1. Number and type

- You may keep up to 4 hens total.
- Roosters are strictly prohibited anywhere in the Borough
- Hens must be over one month old to count toward the limit.

2. Zoning

- Chickens are allowed only in R-1, R-2, and R-3 zoning districts
- In two-family or multi-family properties without individually owned backyards, the limit is still 4 hens per property, not per unit.

3. Permit required

- You must obtain a permit from the Borough Zoning Officer before keeping chickens

Bottom line

You can own chickens in Dormont if you get a permit, stay under 4 hens, keep no roosters, follow zoning rules, and maintain a compliant coop without creating a nuisance.

If you'd like, I can:

- Check whether your address is in an eligible zoning district
- Walk you through the permit application steps
- Summarize what typically causes enforcement complaints so you can avoid problems

AI Use Policy

AI Use Policy

AI Use Policy Definition & Goals

- **Definition:** A set of rules and guidelines to govern the responsible, ethical, and secure use of Artificial Intelligence in an organization and how that policy affects the community
- Tied to ICMA goals of a good public policy
- *Collaborative:* Involve all levels of the organization, the community, and elected officials
- *Clear & Ethical:* Clear, factual, and implemented fairly, considering potential impacts on all community members and ensuring fairness
- *Compliant:* Align with any other Federal, state, or local policies
- *Culture of Learning:* Foster a culture that learns and is open to innovation and improvement
- *Community-Based:* Tied to what matters most to the community

Example: The Borough of Dormont



Artificial Intelligence Use Policy for the Borough of Dormont

Effective date: October 7, 2025

Authority: The provisions of this policy are consistent with Pennsylvania law, including but not limited to the Right-to-Know Law, and the policies established by the Commonwealth of Pennsylvania.

Guidelines for Responsible AI Implementation

Introduction

This policy governs the use of Artificial Intelligence (AI) technologies, including generative AI, by departments, employees, contractors, and partners of the Borough of Dormont involved in the procurement, development, deployment, management, or use of AI technologies (collectively referred to as "Personnel"). The Borough of Dormont recognizes the transformative potential of Artificial Intelligence (AI) in enhancing public services, improving operational efficiency and resident satisfaction, and fostering innovation. According to IBM, Artificial Intelligence is "technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity and autonomy."¹

To ensure both the responsible and ethical use of AI technologies, this policy sets forth comprehensive guidelines and principles that govern the deployment and management of AI tools and systems within the Borough. The goal of the policy is to ensure that AI applications align with the highest legal and ethical standards, uphold public trust, and enhance the quality of services provided to the residents of Dormont.

Objectives

- To leverage AI technologies to enhance the quality and efficiency of public services.
- To ensure the ethical, transparent, and accountable use of AI in all Borough operations, both internally and externally.
- To protect the privacy and rights of residents, business owners, and other key stakeholders.
- To ensure AI does not become a technology that replaces jobs but instead helps Personnel perform their jobs more effectively and efficiently.
- To foster public trust and confidence in AI-driven initiatives.

Scope

This policy applies to all Personnel of the Borough of Dormont involved in the procurement, development, deployment, management, or use of AI technologies.

Example: The Borough of Dormont



Focus on Jobs & Art

Ethical Use

AI technologies should be designed and deployed in accordance with ethical standards. This includes seeking to avoid biases in AI algorithms, promoting fairness, and preserving human dignity and rights. Key items to strive for ethical use include:

Bias Mitigation: Implement measures, to the greatest extent technically possible, to identify and mitigate biases in AI systems and uses to minimize discriminatory outcomes including, but not limited to race, creed, color, ethnicity, sexual orientation, national origin, sex, disability, marital status, political or social affiliation, age, veteran status, military status, religion, or sexual orientation.

Job and Environmental Impact Assessment: Regularly evaluate AI uses and Borough decisions utilizing those uses for any disparate impacts on different demographic groups, society, and the environment, and take corrective actions, as necessary. The Borough of Dormont does not support using AI to create art, as this could be done by Dormont's vibrant artistic community. This includes, but is not limited to, the creation or purchase of new art, such as paintings, murals, designs, music, and poetry for the Borough or community use. This does not include the regular use of graphic design tools, such as Canva, for events and invitations, that may or may not use AI. The Borough of Dormont does not support using AI technology to replace jobs, but rather to support current staff to do their jobs more effectively and efficiently.

- Most progressive aspect of the policy, but tied to what matters for the community
- *AI will not be used to replace jobs*
- *AI will not be used to create art that could be done by the community*
- What are the most important aspects in your organization and community that can be included in your policy?

MGT

Thank you

Appendix: Additional Takeaway Slides

“ The human brain possesses higher neuroplasticity than most other organisms, meaning it can change and adapt its structure and function in response to experience more so than any other organism. As a result of this ability, humans can learn new things and adapt to new situations throughout life, while such adaptation is severely muted in other organisms. Added to this, the relatively large size of the human brain and its complexity enables humans to be in an order of magnitude more adaptable compared to other species. ”

- Ameet Joshi,

Artificial Intelligence & Human Evolution

“

The machine is a reflection of our own desires and fears. It is a tool that we can use to create a better world, or to destroy it.

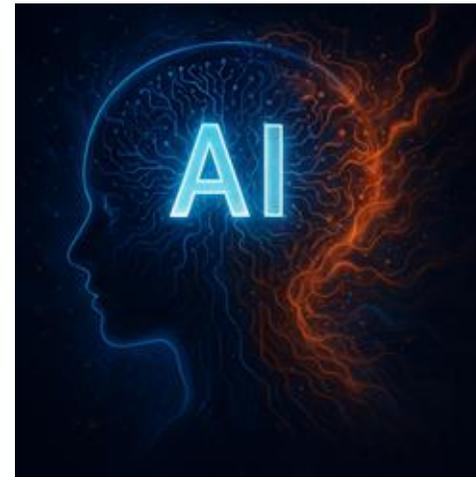
”

- Isaac Asimov,
I, Robot

Introduction to Artificial Intelligence

What Is Artificial Intelligence?

- As we have seen, human intelligence has evolved over thousands of years through personal experiences, observations, social interactions, and genetics.
- Artificial intelligence, on the other hand, is a ***man-made form of intelligence programed by humans based on algorithms and computational processes.***
- Through computers, artificial intelligence can help humans become more powerful and adaptable and allow them to achieve things that they could not implement by themselves.



The Artificial Intelligence Umbrella

Machine Learning (ML)

Subfield of AI which involves statistical methods and mathematical algorithms to teach computers to learn complex patterns from data.

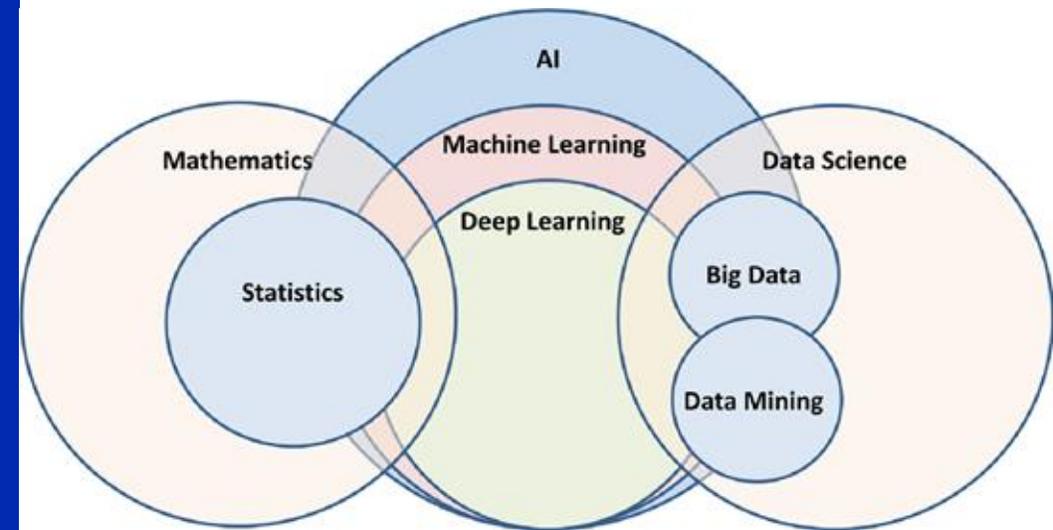
Machine learning is a key aspect of the field of data science and is used to *make predictions, extract insights, and enhance business decision-making processes.*

Natural Language Processing (NLP)

Subfield of AI that deals with the interaction between computers and human languages. It involves the development of algorithms and statistical models that enable computers to process, understand, and generate natural language data.

Deep Learning (DL)

Specialized subset of machine learning and is built on the concept of artificial neural networks to model highly complex problem sets.



Machine Learning Examples



Credit Risk Assessment

Example: Square

Description

Analyzes financial data, spending patterns, and alternative data sources for loan decisions



Supply Chain Optimization

Example: Walmart

Description

Predictive models for inventory management, demand forecasting, and logistics optimization



Medical Image Analysis

Example: UPMC

Description

Analyzes X-rays, MRIs, and CT scans to assist in disease diagnosis using deep learning models



Email Spam Filtering

Example: General Electric

Description

Predicts equipment failures and optimizes maintenance schedules using IoT sensor data



Natural Language Processing Examples



Text & Speech Translation

Example: Google Translate

Description

Translates text and speech between 100+ languages in real time



Writing Assistant & Grammar Correction

Example: Grammarly

Description

Enhances writing by grammar checking, tone detection, and style suggestions



Conversational AI Chatbot

Example: ChatGPT

Description

Uses advanced language model for natural dialogue, question answering, and content generation



Voice-Activated Virtual Assistant

Example: Amazon Alexa

Description

Uses speech recognition and natural language understanding for device control and information queries



Deep Learning Examples



Personalized Content Recommendations

Example: Netflix

Description

Analyzes viewing history, user behavior, and preferences to suggest relevant movies and shows



Fraud Detection System

Example: PayPal

Description

Uses real-time transaction monitoring pattern recognition to identify suspicious activities

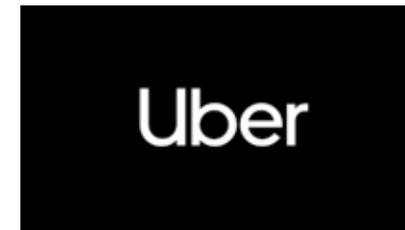


Dynamic Pricing Algorithm

Example: Uber

Description

Adjusts ride prices based on demand, supply, weather, and traffic patterns



Email Spam Filtering

Example: Gmail

Description

Uses natural language processing and pattern recognition to automatically filter unwanted emails



Types of Artificial Intelligence

1

Narrow AI

Definition:

Narrow AI is used to solve specific, task-based problems and is most commonly applied in AI applications today. Narrow AI lacks the ability to perform beyond predefined tasks.

Examples:

- Virtual personal assistants
- Recommendation systems
- Fraud detection systems
 - Sales predictions

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General AI

Definition:

General AI (i.e., “Artificial General Intelligence” or “AGI”) is the concept of machines that can understand, learn, think, invent, and solve any intellectual task that a human can do. It is anticipated to be the future of AI, often referred to as the singularity, or the point where AI surpasses human intelligence.

Examples:

- None to date

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Super AI

Definition:

Super AI is a hypothetical concept where AI exceeds human intelligence after reaching the singularity point. The consequences of Super AI are uncertain, but it is expected to have cognitive abilities far superior to the human mind.

Examples:

- None to date

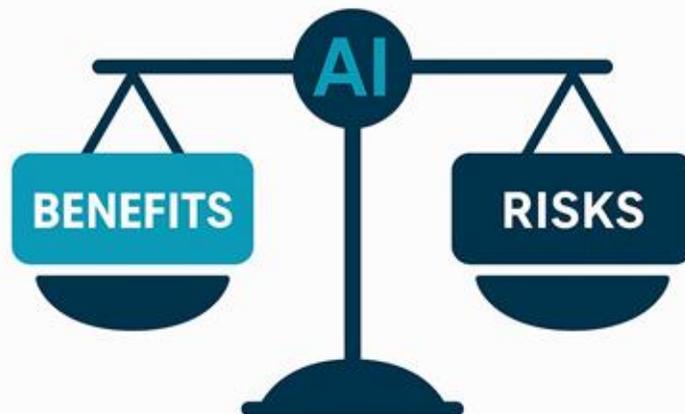
Benefits vs. Risks of AI

Benefits

- Improved efficiency and productivity
- Enhanced decision-making
- Cost savings and innovation

Risks

- Bias and discrimination
- Moral reasoning and ethical dilemmas
- Security vulnerabilities



“ I think that AI will probably, most likely, sort of lead to the end of the world. But in the meantime, there will be great companies created with serious machine learning.

”

- Sam Altman