



The Coming ChatGPT Revolution

Panel Discussion

Patrick Lambe, Agnes Molnar, Maish Nichani



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Agenda

- Current constraints
- Applications
- Effects
- What we are seeing in search and findability
- What's coming?



Constraints

- Hallucination – prompt engineering, “evidence-lock”
- Security – private cloud
- Attention span – token limit (words: ChatGPT3.5 3,000; ChatGPT4 – 25,000; Claude 2 – 60,000; Magic Dev 3.75 million) – trade offs between complexity, cost, time, hallucination
- General vs. special – strategies to focus/ constrain the response
- Reproducibility/reliability – prompt ensembles + voting
- Cannibalism – model collapse – untethering from real contexts – differentiate human content from AI content

CONTEXT, CONTEXT, CONTEXT

Applications

- Chatbots
- Process design and improvement
- Service centre knowledgebase
- Book publishing
- Review writing
- Drafting structured documents: eg. proposals, plans, submissions, literature reviews, processes, procedures, guidelines
- Monitoring and evaluation
- Ideation for research
- Looking for novel combinations
- Summarising, extracting key information from large document sets
- Teaching/ training material
- Translation
- Communications

37% increased
productivity and improved
job satisfaction (MIT,
March 2023)

https://economics.mit.edu/sites/default/files/inline-files/Noy_Zhang_1.pdf

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Effects

Forgive the [return to this furrow](#), but no matter how often they are restated (far from often enough), the details of the Post Office scandal are so incredible as to be almost literally impossible to believe. Put as sparsely as possible, [736 subpostmasters and postmistresses](#) were prosecuted for theft, fraud and false accounting in their branches, between 2000 and 2014. Yet they had done nothing wrong. The fault was with a new computer system designed by Fujitsu and forced on to them by Post Office management - a system that top brass allegedly knew was faulty.

Fired by AI? Just Eat UK couriers 'deactivated for minor overpayments'

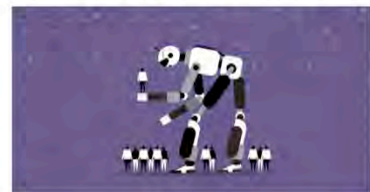
Exclusive: Takeaway drivers claim they were instantly removed from company's platform with little explanation

- Job families disappearing: coders, illustrators, designers, copy editors, technical writers, consultants, junior analysts, procedural knowledge workers, actors, screenwriters, editors
- Plagiarism, defamation (legal liability)
- Misinformation
- Massive inflows of capital into technology – effects on workforce?
- Delaying of organisation – bots vs humans – eyes on the street, invisible articulation work, real knowledge based on real context
- Decisions made by machines – opaque, no avenues for redress (firing, book banning, decisions on prosecution)



LEADING WITH AI AND DATA | April 2023

Algorithmic Management: The Role of AI in Managing Workforces



Algorithmic management — the delegation of managerial functions to algorithms — is becoming a key part of [AI-driven digital transformation](#). But it's not without complication. Successful implementation requires new

Hype Cycle for Artificial Intelligence, 2022



Plateau will be reached:
 ○ less than 2 years ● 2 to 5 years ● 5 to 10 years ▲ more than 10 years ⊗ obsolete before plateau As of July 2022

gartner.com

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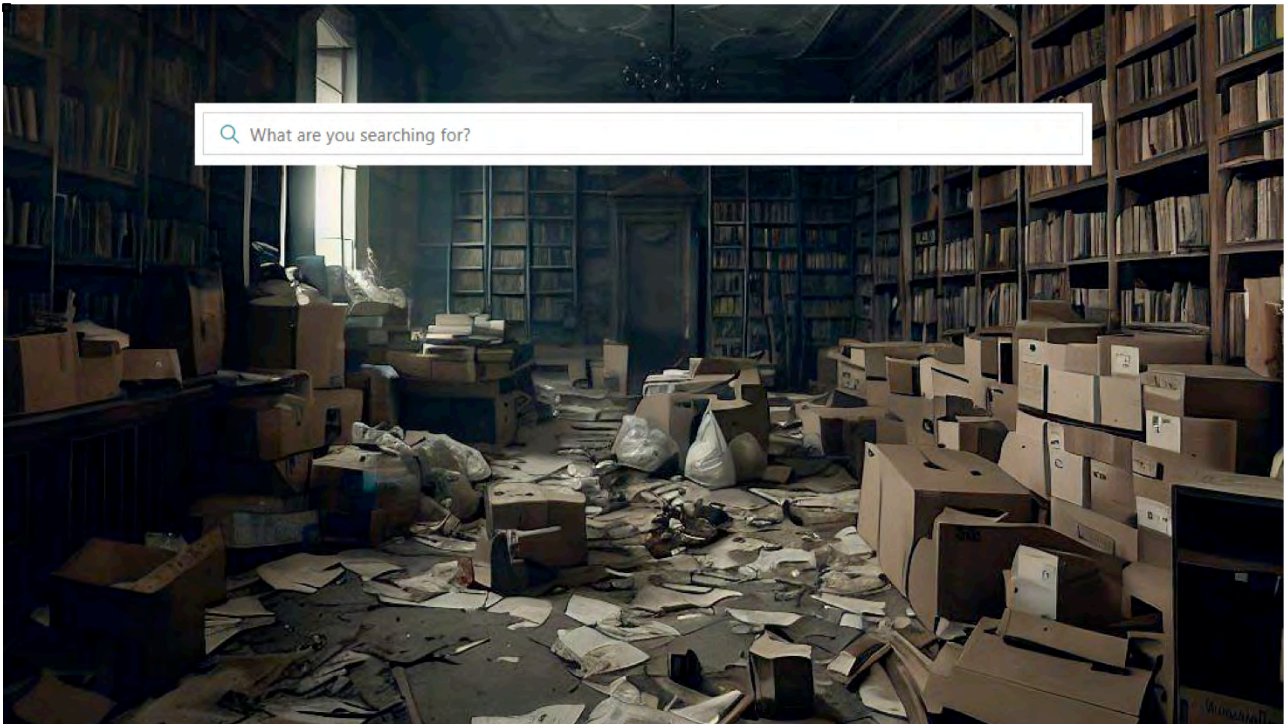
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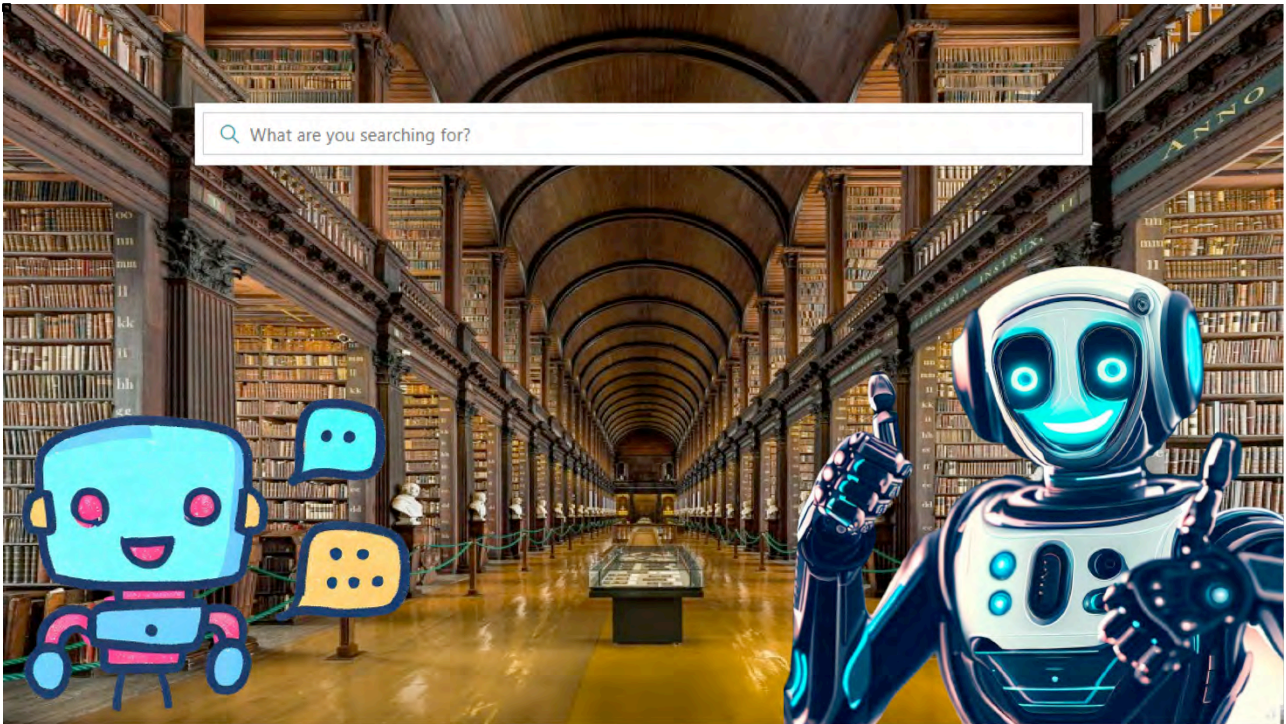
“Will AI take my job?”
Vs
“How I can be ready?”



You want to find / retrieve / find out things.
How do you know...?
Garbage in garbage out
Trust
Better and better tools – but can we adapt?

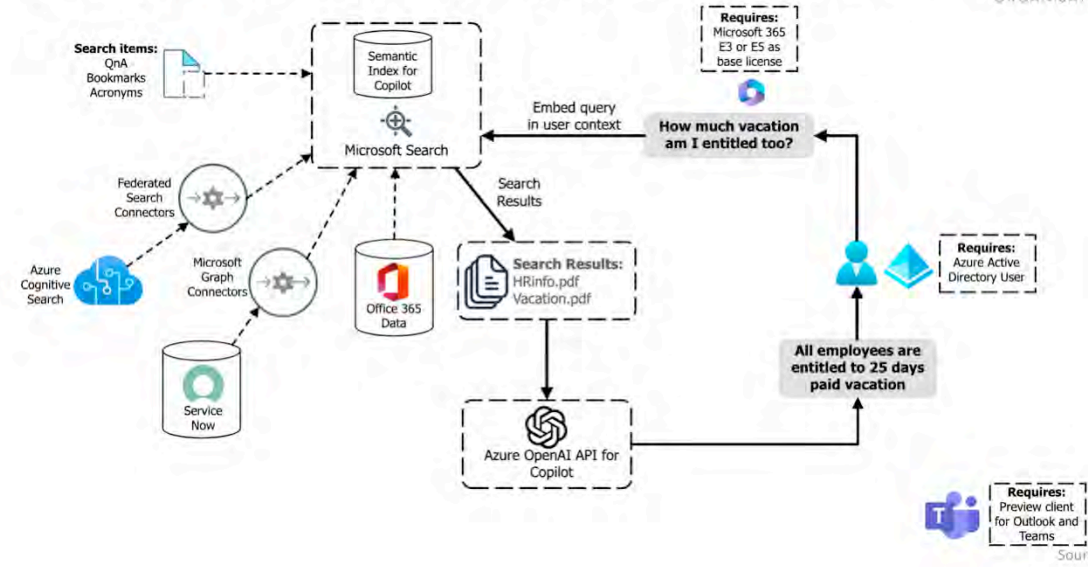


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Example: Microsoft Copilot and Search



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Ethan Mollick  · Following
Associate Professor at The Wharton School
2d · 

Today's AI is the worst AI you will ever use.

In the next year there will likely be at least three major LLMs that will be more powerful than GPT-4: Gemini (by Google, expected to be out in winter), Ajax (Apple), and whatever the next OpenAI model is. And that is likely the minimum: Inflection and Anthropic have both announced training bigger models, and I am sure there are many quiet efforts, too.

Given the already impressive abilities of GPT-4 there will be big impacts on work and education beyond what we have already seen.

   You and 1,013 others

73 comments · 130 reposts



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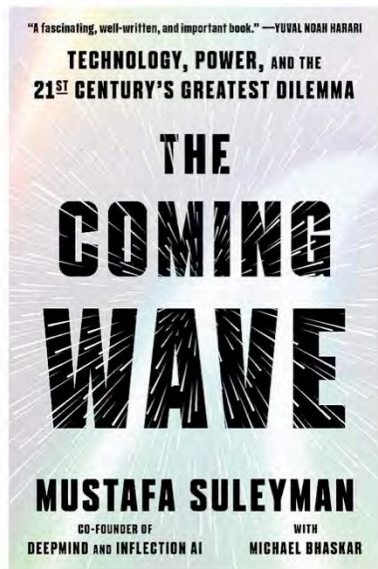
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Maish: any clues on where the advances will come? Speed? Cost? Token limits? Accuracy? Reliability?

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4 characteristics of the coming wave

1. Asymmetric impact
2. Hyper-evolution
3. Omni-use
4. Autonomy



A competition between Wharton MBA students and ChatGPT that judges generating ideas for a new product or service finds that 35 of the top 40 came from ChatGPT

Cruise CEO says backlash to driverless cars is 'sensationalized'

Cruise CEO Kyle Vogt said in an interview with The Washington Post that the angst around driverless cars in San Francisco is overblown



By Irisha Thadani

Updated September 7, 2023 at 6:01 p.m. EDT Published September 7, 2023 at 7:50 a.m. EDT

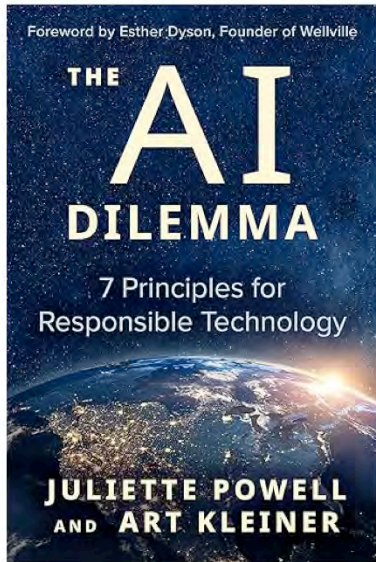


Kyle Vogt, co-founder, president and chief technology officer for Cruise Automation Inc., holds an artificial intelligence robot during a 2020 reveal event in San Francisco. (David Paul Morris/Bloomberg News)

But, he said, it is time for the public to eliminate the “double standard” that it has for human drivers and driverless cars, saying that more “mundane” issues — like stopping short in traffic or veering into a bike lane — wouldn’t catch any attention if it was a human driver, but would cause a firestorm if it was a driverless car.

“If I videotaped every single intersection, you see people blowing red lights rolling through stop signs and speeding,” he said. “We’re surrounded by these hazards.”

<https://www.washingtonpost.com/technology/2023/09/07/robotaxis-san-francisco-cruise-ceo/>



7 principles



1. Be intentional about the risk to humans
2. Open the closed box
3. Reclaim data rights for people
4. Confront and question bias
5. Hold stakeholders accountable
6. Favour loosely coupled systems
7. Embrace creative friction

Maish: these 7 principles are worth a discussion on each of them during our panel – what would it look like to be actually implementing each of these principles? How much autonomy will our constituency have in practice to respect them?

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Questions?

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