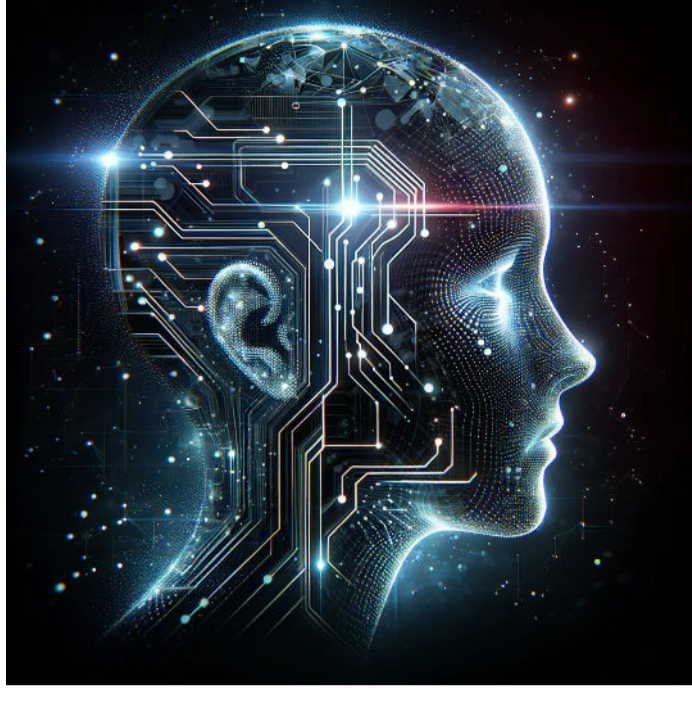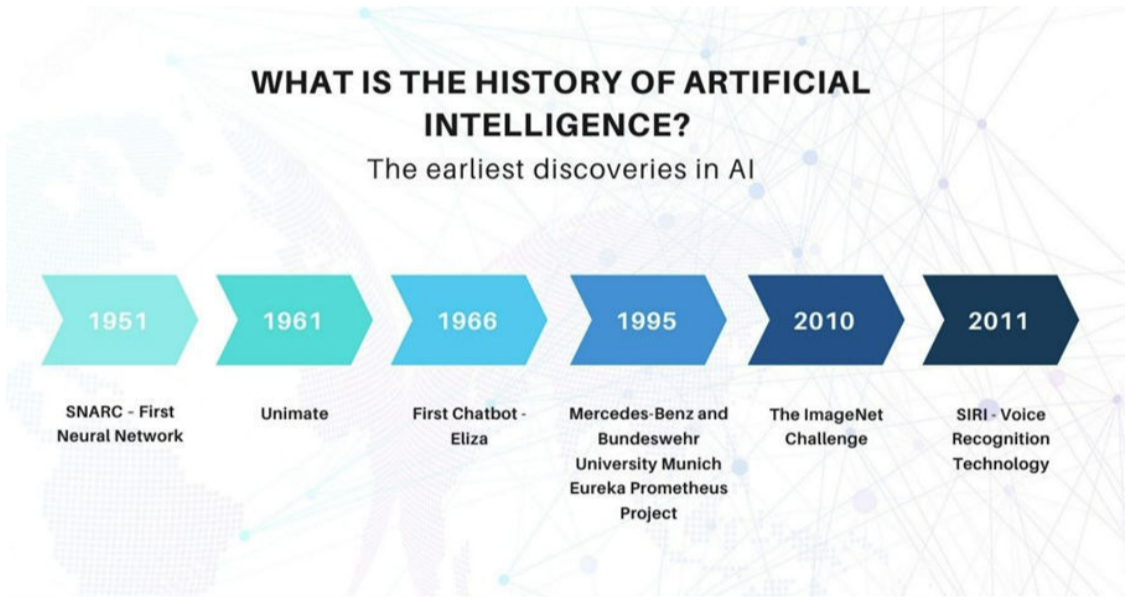# How can we Ensure AI is used Responsibly

Many ideas I have for newsletter topics come about through casual chats and I love a good dinner conversation. Only recently we were talking about the scriptwriters' strike in America (because of AI) which led us to talk about who had originally created AI. One of the godfathers of AI, George Hinton has now left Google with his reason cited as "A part of him now regrets his life's work".

I know I am not alone in finding this kind of scary as, although we can all recognise the potential good of AI - especially in the medical and manufacturing sectors - undoubtedly legislation is required to try and set some ethical standards. The conundrum is how to find individuals who are sufficiently independent and knowledgeable to make those rulings.

The Godfather of AI
The Pioneers of AI

A Lesson in Data Terminology

I am from an era that remembers company computers in large, air-conditioned rooms when hardware stacks were simply massive, and the moto was; *"the bigger the better"*. One of the forebearers of all things computing, the IBM AS/400 was born 35 years ago and it has its own story; The timeline of the IBM

There was kudos that went with working for IBM and the adage *"you never got fired for buying IBM"* is still an old saying. However, size is no longer everything, and the computing power that put man on the moon could now fit in a watch, or in a cloud. The first "portables" were SO heavy and needed those 5 ¼ inch disks (note inches not cm) and we were excited when these became 3 ½ inch disks and they could hold more data. For those interested in the history please check out these useful sites:

- Alan Turing
- History of Baan
- History of the laptop
- History of the mobile phone

Dipping into Data Lakes

Infor has its own unique approach to AI. As an Enterprise ERP provider, Infor leverages foundational AI-technology to deliver key value towards enterprise goals. They have an enterprise-grade AI platform called Infor Coleman that helps businesses achieve rapid and measurable results from their data. Infor Coleman is designed to make machine learning accessible to the enterprise as it leverages prebuilt solution templates that reduce complexity and lessens the time to realise value.
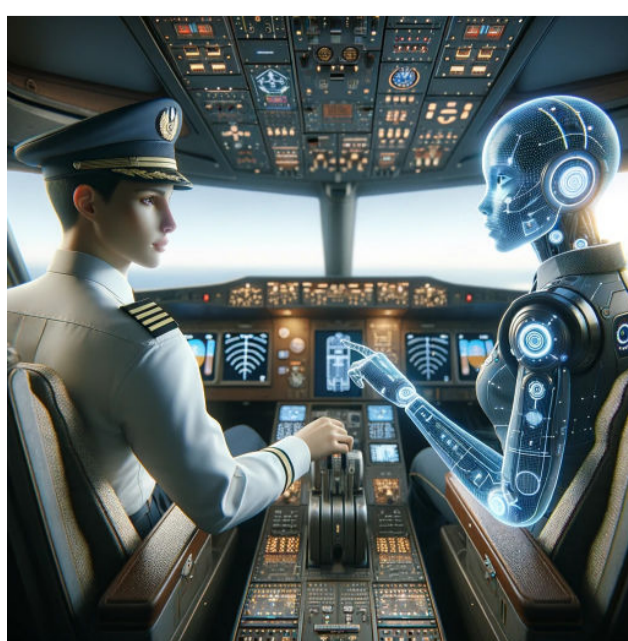
Infor and AI

Infor's approach to artificial intelligence and machine learning is using the Infor OS cloud operating platform. Infor OS unifies siloed applications to ensure that users can make decisions in sync with one another and in real-time.

Infor OS and AI

Infor's Chief Scientist, Ziad Nejmeldeen explains how they have worked with customers to match algorithms to automate processes and used this in a real use case - matching candidate with job openings.

Infor AI with the Coleman Platform

Looking forward to Copilot from Microsoft

Now for practical ways in which AI can help us in our working lives.

Copilot is the latest AI assistant from Microsoft that is chat-based and interprets our natural language. For instance, you can ask for a draft proposal and Copilot will look across Apps to find what is needed (previous PPT proposals for format, OneNote for meeting notes).

No, I haven't used it myself, but apparently it learns from your working style to make personal tips, adjust words and sentences and be your digital assistant as you work, becoming more intuitive and better over time. Some of this I buy into such as help with mundane tasks like scheduling meetings and filing, but changing my phrases and even creating content, I am not so sure yet.

With these things I always want to know how it works; it is centred around natural language processing, (understanding what we ask or tell it to do), plus generative AI which is the production of the outcome, content, creation, or form.

These are some of the promoted use cases:

- Using Power BI and New Fabric, ask questions and it will create reports.
- For coding, it can code check and suggest better ways to write the code.
- Copilot will make security suggestions.
- Content creation – for story writing and producing content.

Apple, Amazon, and Google are all developing similar products and only time will tell which (or is it who) comes out on top.

Some key things to remember:

- Knowing how to prompt is important.
- The demand on connectivity is also important as any interruption may effect results.
- Don't be lazy and assume results are good; make sure you check EVERYTHING.

The day is approaching FAST when all companies will need to have an AI strategy as part of their internal processes. So, we had all better stay current.
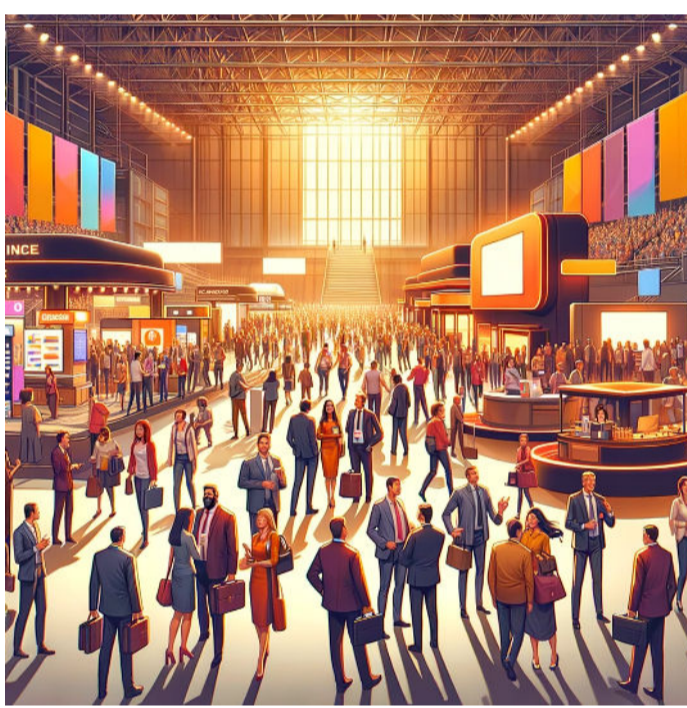
Here are some useful resources:

- Fast Lane Masterclass on AI
- Video AI tool
- Create Voice Overs
- Broadcast storytelling through Podcasts
- Investor view of AI

The UK government has committed to hosting the first global summit on AI Safety which will bring together key countries, leading tech companies, and researchers to agree safety measures to evaluate and monitor the risks from AI. There was a strategy document published in 2021 but clearly things have moved at pace, as businesses need to transition to an AI-enabled economy and we understand the role of AI in R&D and our daily lives.

There is a useful summary of the opportunity that generative AI presents to the channel from analyst company Canalys HERE

Upcoming Industry Events

- AI in Financial Services 6th and 7th Sept HERE
- HxGN EAM Connect+ - Thursday 19th October at Thorpe Park Resort (Near Heathrow) HERE
- Answering questions on AI - Recorded Webinar HERE
- UK Government hosting an AI Safety Summit at Bletchley Park HERE
- World Summit on AI - Amsterdam 12th and 13th October HERE

Need Assistance with your Infor ERP?
Drop us a line

ReInforce Technology provides expert consulting services for Infor ERP. Our consultants, developers, project managers and data analysts are highly skilled professionals who specialise in LN, Baan, LX, BPCS, M3, Lawson and other Infor solutions. We extend the life of ERP systems and knit together your systems and processes, with an integrated approach to data to optimise efficiency.

Support, Optimise, Enhance, Migrate