



The Future of Work: Human-AI Collaboration

Suzanne Liebowitz Taylor, PhD
VP, AI Portfolio, Office of the CTO
Unisys Corporation
Suzanne.Taylor@Unisys.com

October 17, 2023



AI is evolving to be both an
intelligent tool
and a **creative partner**







We asked AI to show
us an 'Irish Man'.

<This is not us_>

EPIC The Irish
Emigration
Museum



BC: Before ChatGPT

Examples

- Computer vision
- Facial recognition
- Fraud detection
- Recommendation systems
- Autonomous vehicles
- Service management/call center
- Investment modelling

Democratization

- Software model libraries
- APIs
- Cloud services
- No code/low code platforms
- MLOps





Why so much hype?

AI is now intuitive and accessible

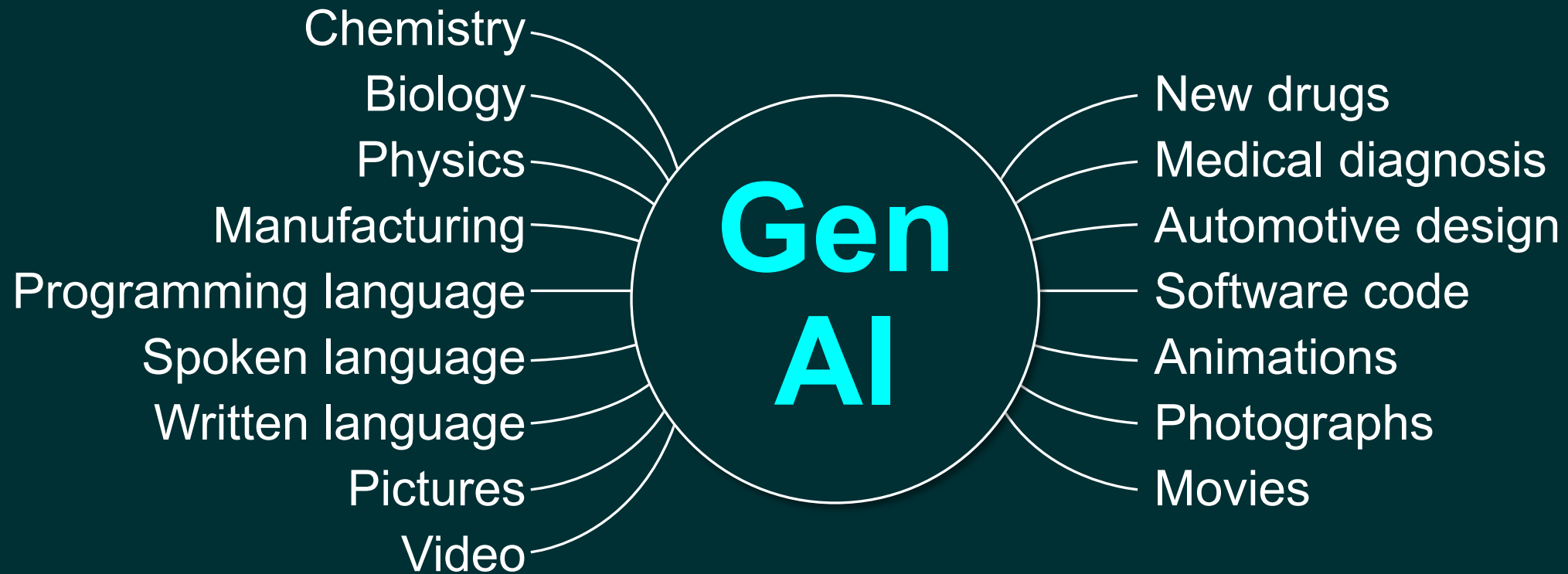
The programming interface is Natural Language
reinvented how people talk to information

AI creates new, original content and is now
both artist and analyst

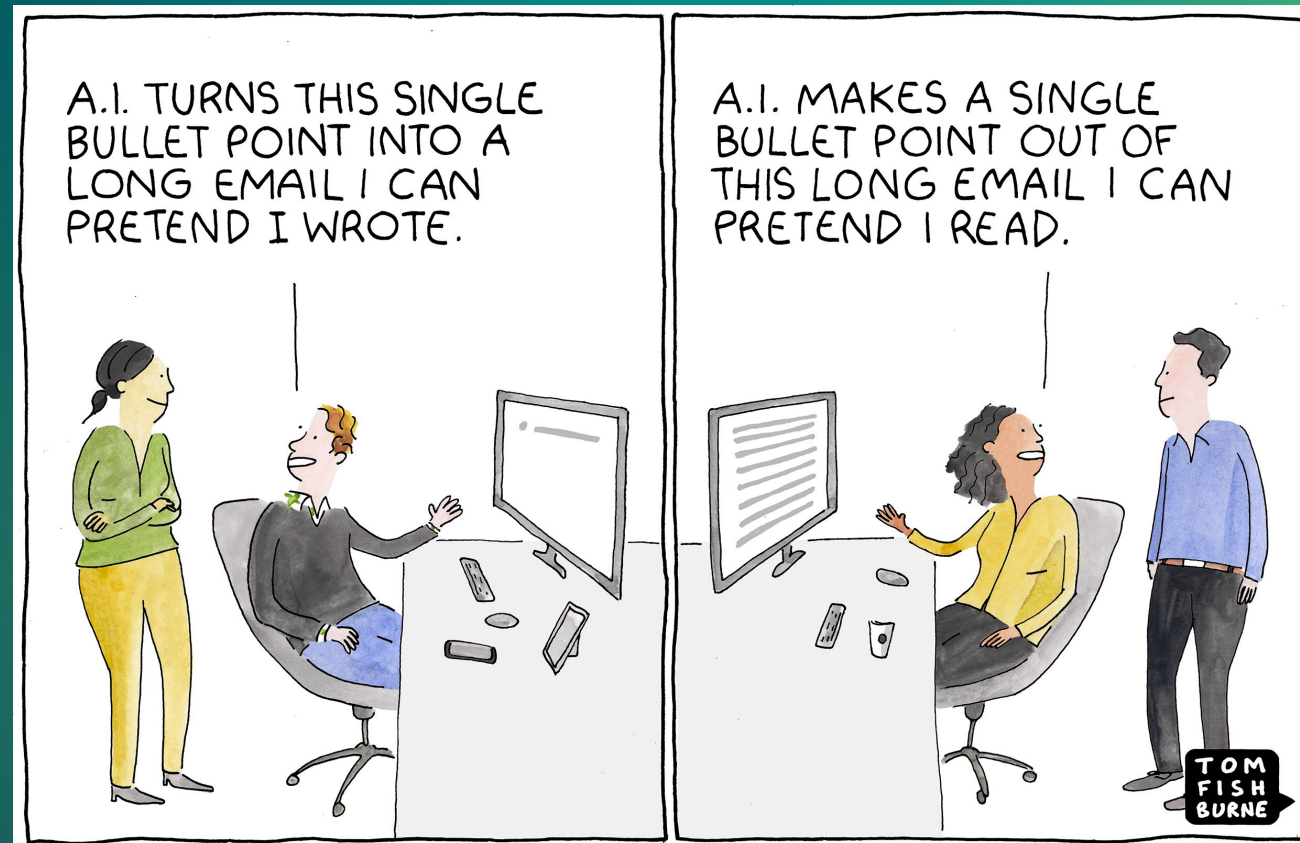


AI speaks the
LANGUAGE
of the domain

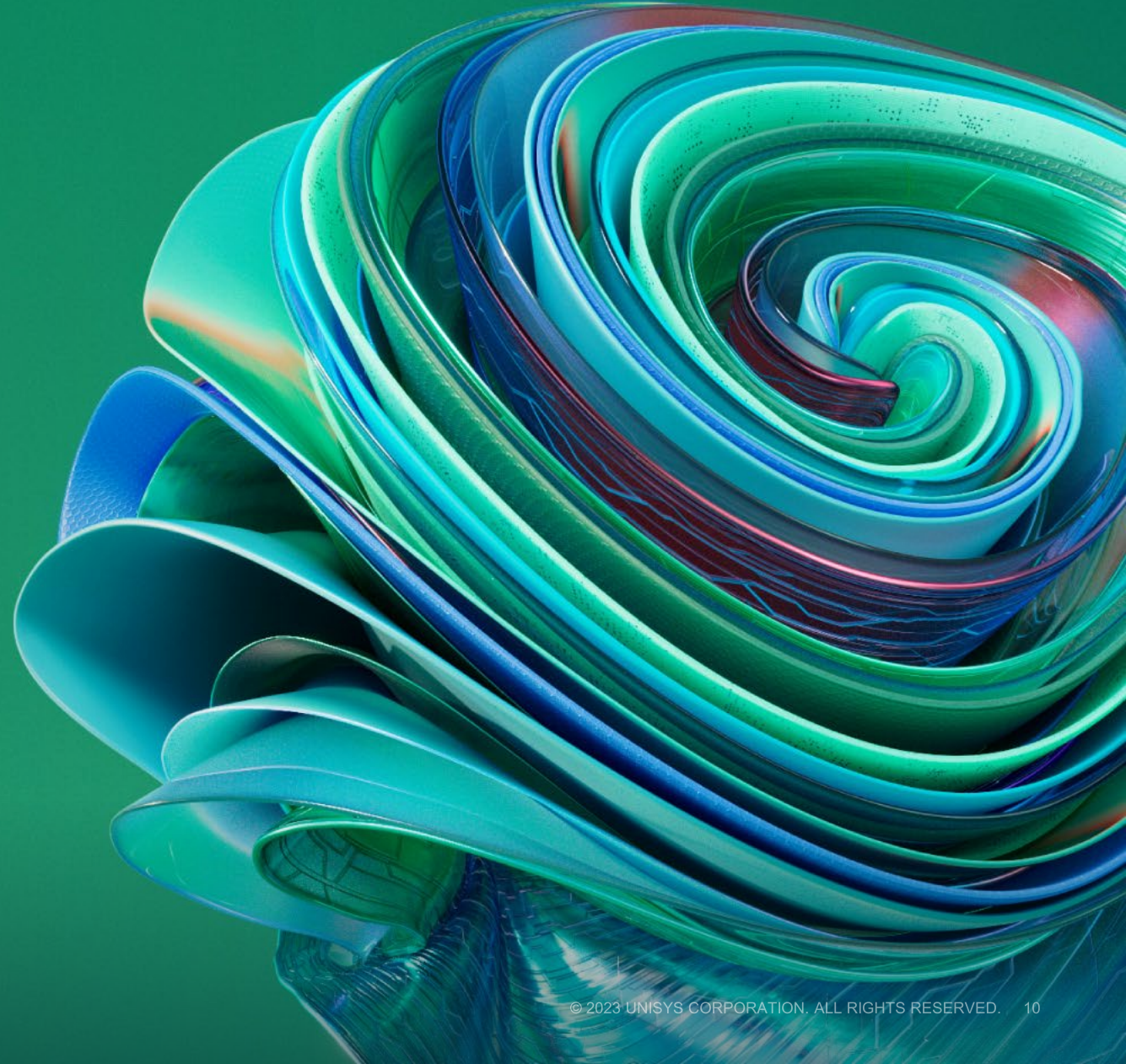
and creates
NEW THINGS
in that domain



It's been fun, but now what?



Take a **breath**
or two
Get **perspective**

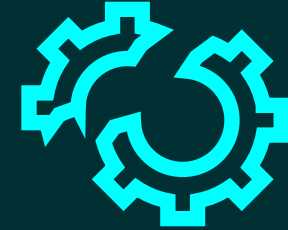




Empowering
with AI is
**more
than just
technology**



It isn't about AI
or Gen AI initiatives,
**it's about
business
results**



You need to
**prepare
for this
disruption**

Take a business-first approach



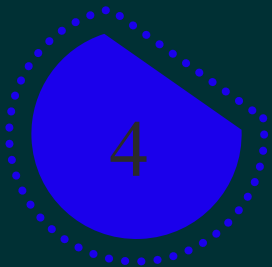
Start with the business



AI is not a panacea
Not all AI is created
equal



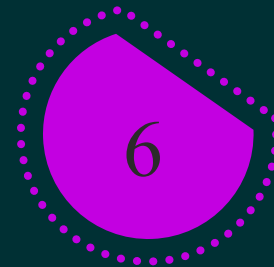
Think big and think small



Enable your
workforce



Don't succumb to hype or be
paralyzed by fear



Keep your eye on
safety, security and
responsible AI



Reimagine
everything

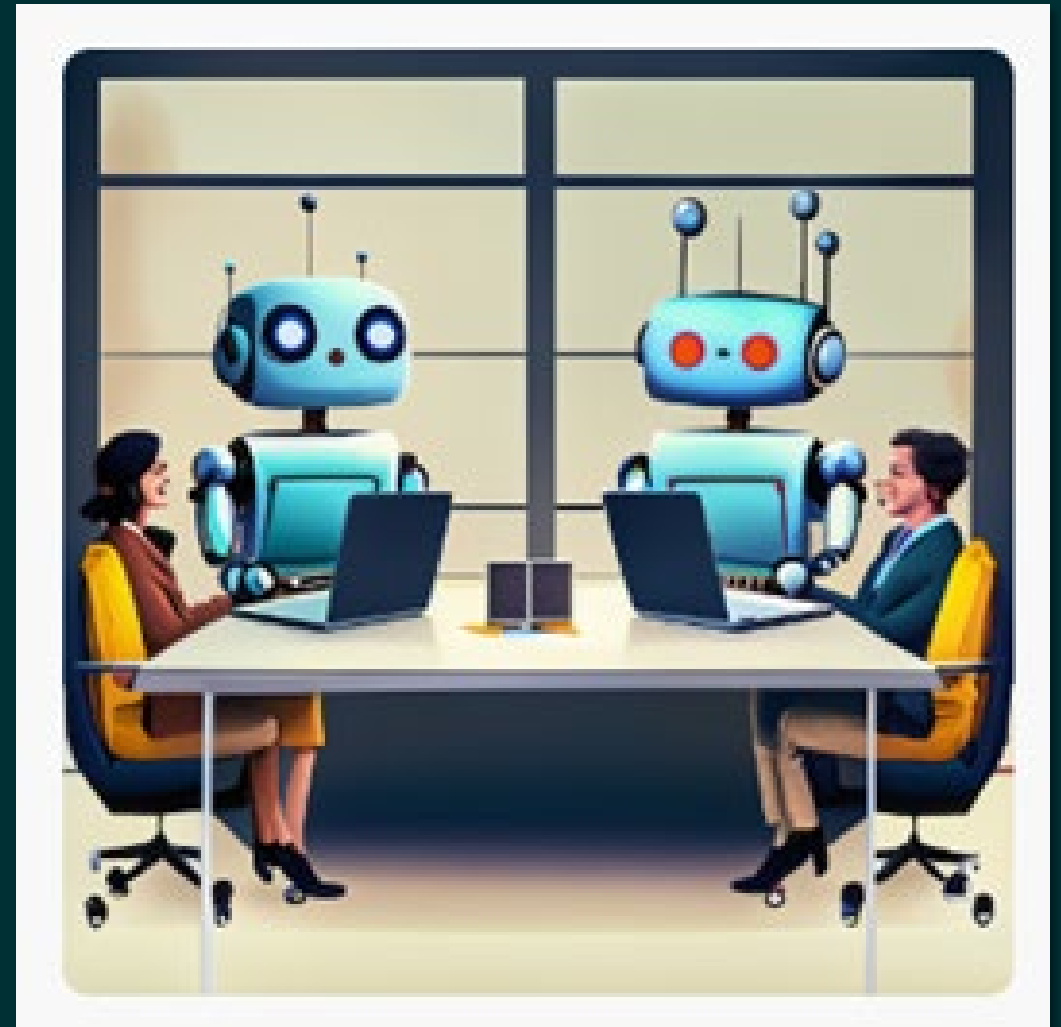
© 2023 UNISYS CORPORATION. ALL RIGHTS RESERVED.



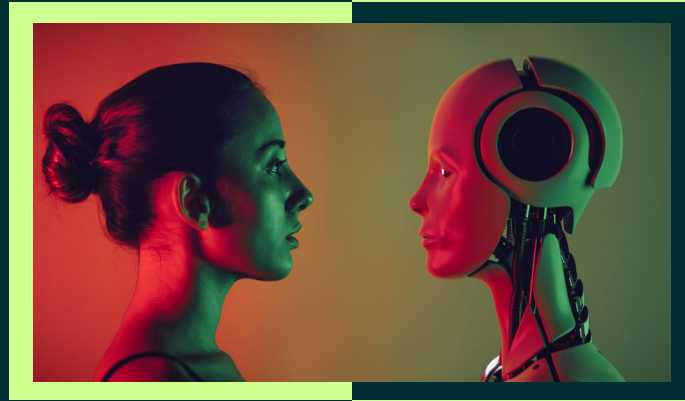


Reimagine
everything

AI as a teammate



A new kind of diversity on your team: digital twin, digital colleague



AI can

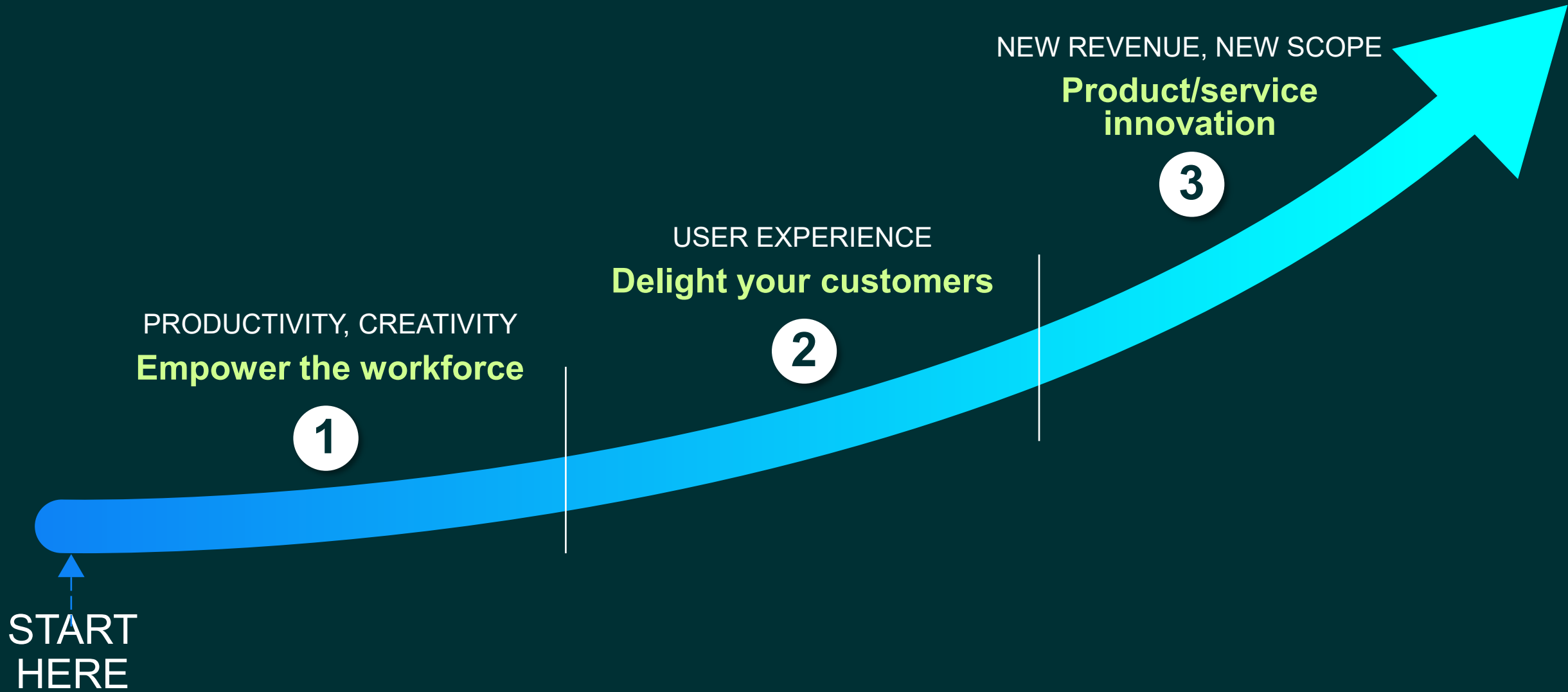
- Process enormous data sets at incomprehensible speeds
- Derive patterns, anomalies, predictions and insights
- Understand and respond to language
- Learn and create

But still **just software with computational prowess**

Humans have

- Intuition
- Self-awareness
- Reasoning
- Abstract thinking
- Emotions
- Ingenuity

And humans are the **architects of technology**



1

EMPOWER THE WORKFORCE

**AI will be ubiquitous
in the workplace,
boosting productivity
and creativity.
And building a vibrant
work environment**



1 EMPOWER THE WORKFORCE

- Integrate into day-to-day for individuals and teams
- Enable access to enterprise-wide knowledge
- Apply to design
- Accelerate software and application development
- Automate and personalize corporate processes



Enhance **employee experience** and **effectiveness**



1 EMPOWER THE WORKFORCE

Three workforce use cases



Onboarding

Personalized onboarding experiences utilizing feedback loops and adaptive platforms to continually refine the employee onboarding journey and ongoing workforce engagement



Enterprise Service Desk

Users can opt for immediate assistance through an array of convenient channels or access to knowledge for self-service



Legal Department

Legal department uses AI for searching, creation of contracts and parsing third party paper

2 DELIGHT YOUR CUSTOMERS

Transform how customers interact with business



2

DELIGHT YOUR CUSTOMERS

AI as companion and navigator

- Health care
- Shopping
- Finance and banking
- Government assistance

Interactions

- Multilingual
- Hyper-personalized
- Speedy
- Self-service
- Proactive



3

PRODUCT / SERVICE INNOVATION

- New products and services
- New ways of working
- New ways to go to market



3 INDUSTRY DISRUPTION AND INNOVATION



Research and development

Drug discovery and development
Personalized medicine



Education

Personalized lessons/tutoring
Course design and content creation



Fashion

Sketch to dress
Virtual fashion models
Trend analysis and prediction



Gaming

Player behavioural analysis
Personalized content



Travel

Identify verification
Personalized recommendations

3 INDUSTRY DISRUPTION AND INNOVATION



Retail

New product designs
Product recommendations
Shopping assistants



Finance

Fraud detection
Loans
Investing



Legal

Contract generation
Contract compliance



Marketing

Content creation
Script writing and storytelling



Public sector

Citizen engagement
Document processing
Urban design and planning



Adoption and trust

**For Human-AI
collaboration to work
there **needs to be an
openness to embrace AI****

Tugging forces



Tailwinds

- Model accessibility
- Thriving open-source communities
- Cloud
- Specialized chips to power AI
- Ecosystem

Headwinds

- Unclear ROI
- AI regulation and legislation
- Fear factor and alarm
- AI fatigue and disillusionment

Can we trust AI? AI concerns are not new

Machine Learning/Deep Learning

- Bias
- Model drift
- High computational cost
- Explainability & interpretability
- Rigid models
- Data privacy and security
- Consent
- Liability
- Regulatory compliance/legal
- Job loss

Generative AI

- Hallucinations
- Inaccuracies
- IP ownership
- Fake content, deep fakes
- Misinformation and social engineering
- 3rd party risk

Use a human-centered approach to human-AI collaboration

- Have realistic expectations
- Communicate results
- Tie to business outcomes
- Address concerns head-on
- Lead by example
- Be flexible

- Empower workforce to embrace the technology



Knowledge workers, Frontline workers ...



Tools



Education and Skills



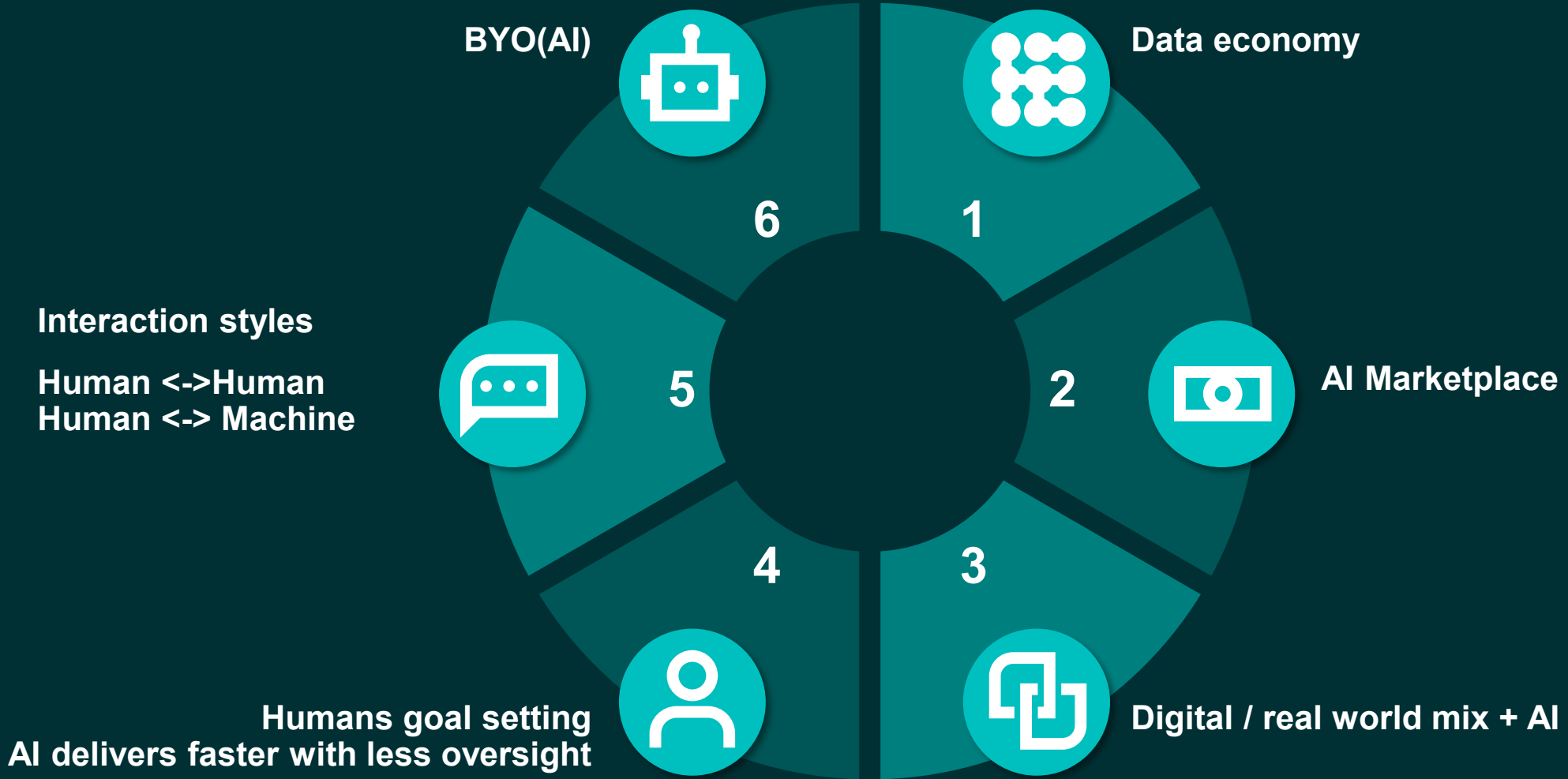
Experimentation / working groups / projects / sharing knowledge

Organizational change management is crucial
in AI adoption

**Nurture a culture that embraces AI as an enabler of innovation,
efficiency and informed decision-making**

Future of the AI- Powered Workplace Fast forward

Fast forward five years



So what do we do in
the meantime?

Set up Human-AI collaboration for success

Develop processes for identifying use cases and business value

PoC and pilot strategy

Invest in your workforce

Get your data in order

Find your ecosystem

Set the guardrails

And take a breath ... again



The end
... **not really**

