

Otter.ai generated summary of Actionable Futurist® Andrew Grill's keynote at the Cayman Islands Government Senior Leadership meeting in Grand Cayman, 23rd February 2023



Technology trends and digital transformation with Andrew Grill

Andrew Grill, former IBM Global Managing Partner and keynote speaker, shares insights on harnessing digital technology.

Digital curiosity and AI adoption in the workplace

Andrew encouraged the audience to be digitally curious, using questions to spark engagement.

Andrew discussed the importance of digital curiosity in the age of AI, encouraging the audience to become more curious about the technology and how it can be integrated into their daily work life.

Grill asks the audience questions to gauge their level of digital curiosity, including whether they have played with ChatGPT or invested in Bitcoin and provided tips and tricks for becoming more curious about AI.

AI history, development, and popularity

Andrew recounts his experiences with early online technology and AI, including dial-up bulletin boards and leaving messages now called emails.

Grill discussed the history of AI, from Dr Alan Turing's 1950 paper to IBM's Watson winning Jeopardy in 2011 and the development of Siri in 2015.

Andrew explains that the popularity of AI is due to the removal of friction through tools like chat GPT, which have made it easier for people to play with and understand AI.

Last year, John Oliver's show on AI highlighted the excitement and confusion around AI, as newscasters and everyday people are now aware of its capabilities.

The limitations and potential dangers of AI language models

Andrew explains how Chat GPT works: predicting the next word in a sentence.

Andrew highlights the limitations of AI language models, citing instances of false answers and the need for regulation.

AI applications in government and data quality

Andrew explains the different types of AI, including machine learning, deep learning, and generative AI, and how they fit into the broader field of AI.

Grill emphasised that AI is not as intelligent as it seems and is a tool programmed by humans, with the potential for industry-specific LLMs to emerge and stressed the importance of data quality in AI projects, citing Amazon as a good example of a company that effectively uses AI across various departments.

Grill encourages the audience to think about their department's data and how it could be used in AI projects, including sourcing, formatting, and licensing considerations.

AI's black box problem and responsible use

Andrew discussed the black box problem of AI, where the input and output are not easily understandable.

Stephen Fry's voice was used to create a fake audio clip without his knowledge, demonstrating the potential for AI to mimic voices.

Voice cloning technology and its potential uses/ethical concerns

Andrew discussed the potential misuse of voice cloning technology, including scams and impersonation, and the ethical concerns surrounding its use.

He demonstrates how he created a clone of his voice using a website called Eleven Labs and raises questions about the impact of this technology on the voice-acting industry.

AI ethics, privacy, and regulation

Andrew highlights the potential of OpenAI's cutting-edge AI technology but raises concerns about explainability and observability in AI models.

Grill emphasised the importance of diverse hiring practices in AI development to ensure fairness and avoid conscious bias in models.

Andrew discussed the importance of ethics and privacy in AI development, citing the EU AI Act as a blueprint for addressing these issues.

Grill cautions against relying solely on AI to solve problems, noting that technology should be used responsibly and with consideration for ethical implications.

AI's potential uses and limitations in data analysis

Andrew questions whether AI can solve data problems in organisations, citing ethical and safety concerns related to using chat GPT systems. AI can be useful for summarising large data sets but not for smaller ones like meeting notes.

AI tools for government efficiency and innovation

Andrew discussed the potential of AI tools for governments, including summarising documents and meetings, reviewing and drafting contracts, generating content and messaging, and even coding.

Grill highlights the opportunity for governments to use AI to improve the speed and efficiency of public services and engagement, with a QR code providing access to more information on the topic.

Andrew discussed the potential of AI in government, including using chatbots to answer questions and provide information, analysing data to inform policy decisions, and empowering decision-makers with AI-driven insights.

Grill highlights the benefits of using AI in government, such as improving internal knowledge and efficiency, and notes that AI is not a replacement for human workers but rather a tool to augment their abilities.

Andrew gave an example of how AI can improve government services, such as using AI-powered chatbots to answer citizen inquiries and provide information on government services.

AI use in public sector organisations

Andrew provides examples of how other public sector organisations use AI, including a chatbot in Portugal that helps non-native speakers navigate government forms (96% success rate) and a virtual assistant in Singapore called Ask Jamie that provides citizens with answers to queries (like a 311 service).

Governments in Estonia, Finland, and elsewhere are using AI to improve citizen experiences and streamline processes.

Using AI in government, prioritising high-value cases

Prioritise high-value cases, invest in enablers like Microsoft's Copilot and bring your AI to achieve the quickest wins in citizen engagement and information sharing.

Andrew suggests using AI to detect financial fraud in the Cayman Islands, improve tourism management, and streamline Customs and Border Control processes.

Grill encourages leaders to unite their teams to innovate and establish guardrails for AI use while acknowledging the limitations and potential challenges of implementing AI in various industries.

Using AI to improve work efficiency

Andrew discussed the potential of AI to improve various aspects of society, including legal compliance, disaster preparedness, education, environmental monitoring, customer service, and HR.

However, he also acknowledges the downsides of AI, including its high cost and energy consumption, and notes that there is a chip war among companies like Nvidia.

Andrew Microsoft's Copilot is a new AI feature that assists with writing, summarising meetings, and creating videos from still photos.

Grill also highlights Grammarly, an AI tool he uses for grammar and spelling checks, and Auto AI, which summarises meeting recordings and allows for interrogation of the meeting.

Grill's favourite feature is Otter Copilot, which he uses to summarise meetings and interrogate the recording to identify who spoke the most, who contributed, and who didn't contribute.

AI's impact on government jobs and the importance of digital curiosity

Andrew discussed the potential of AI in government, including Gov GPT, diverse hiring strategies, legal and regulatory issues, and AI oversight boards.

Andrew Grill emphasised the importance of digital curiosity in leadership, citing AI's limitations in empathy and love.

AI impact and digital transformation in the workplace

Andrew emphasised the importance of digital skills in understanding AI's impact on organisations and personal lives.

He identifies two tribes within groups: those who are "going digital" and those who are "born digital," highlighting the need for collaboration between the two.

Andrew suggests running a hackathon to bring together two tribes (digital and non-digital) to solve problems and innovate.

He encourages listeners to be more digitally curious, play with chat GPT, and understand opportunities and threats for their ministry in the Cayman Islands.

A question was asked about the potential for AI to be used in the financial industry, specifically concerning search results influenced by previous conversations.

Andrew explains that AI can work in mysterious ways, such as Google Chrome being owned by Google, and that replaying a conversation and using AI can provide valuable insights.

AI in healthcare and government

Andrew suggests that while Google may not be actively listening to every word of our words, our actions and search history can predict our future actions and improve services.

AI can detect skin cancer by analysing medical images, with the potential for new discoveries.

AI, AR, VR, and quantum computing

Andrew discussed the potential of augmented reality (AR) and virtual reality (VR) in training and education, citing examples of how it can save lives.

Grill raised concerns about the environmental cost of generative AI, noting that it requires significantly more computational power than traditional AI and can lead to increased energy consumption and cooling needs.

Andrew discussed the potential of quantum computing to solve complex problems that traditional computing can't solve. However, he noted that it's still in its early stages and requires specialised equipment.

Grill expresses concern about the potential for AI to become sentient and take over the world, emphasising the need for ethical considerations and regulation.

Andrew highlights the potential risks of AI and encourages the audience to think about how to solve problems with AI.

Grill divided the room into groups to brainstorm solutions for specific AI-related issues in government departments.