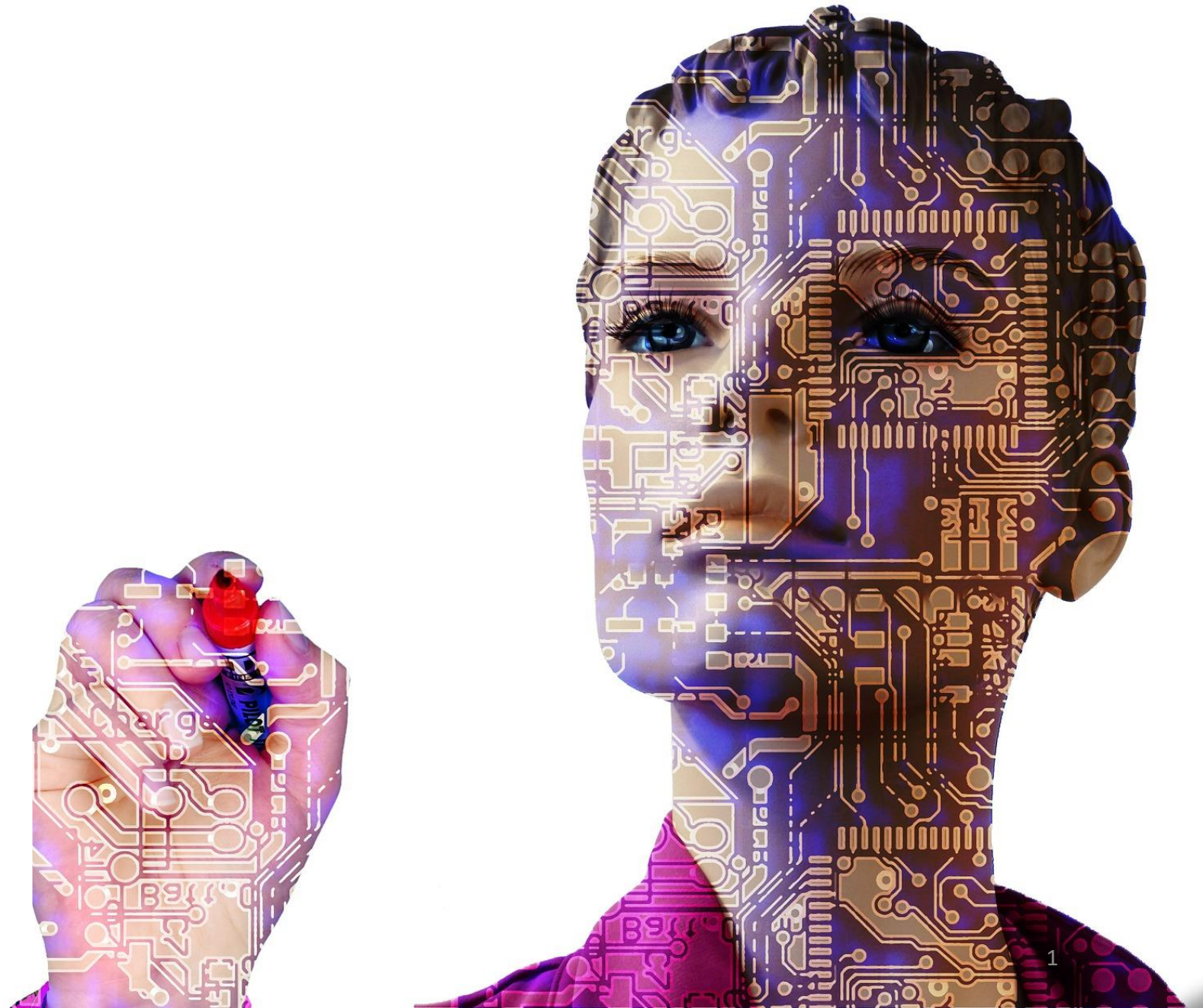


AI and our Humanity

Adrianna Mangion

CMO & COO

CEE, Multi Country





The wheel
4000 BCE



Printing press
1439



Steam engine
1698



Electric light
1802



Telephone
1856



Automobile
1885



Internet
1980s



Cloud
2000s



AI
Today



Need



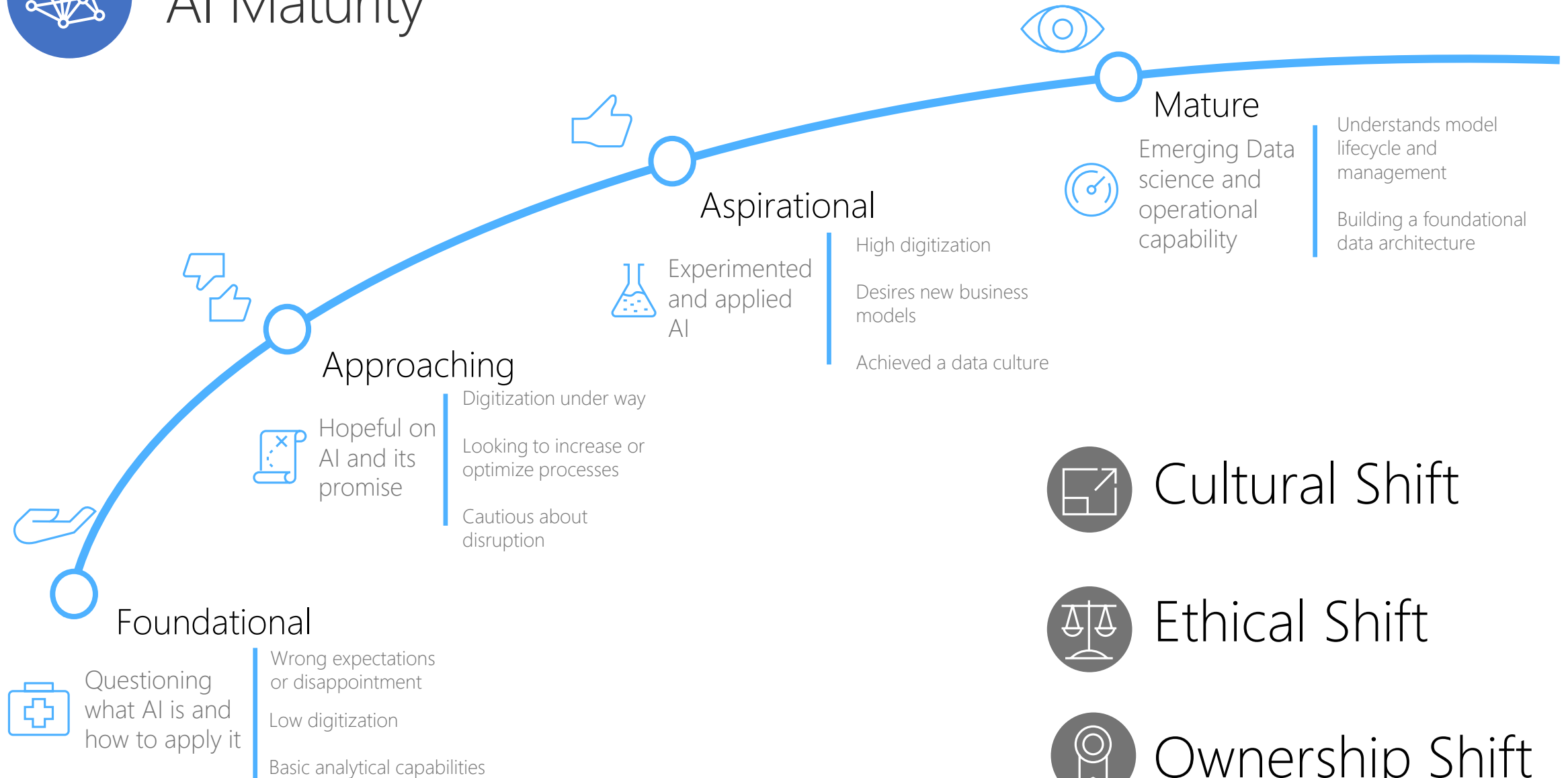
Innovation



Progress



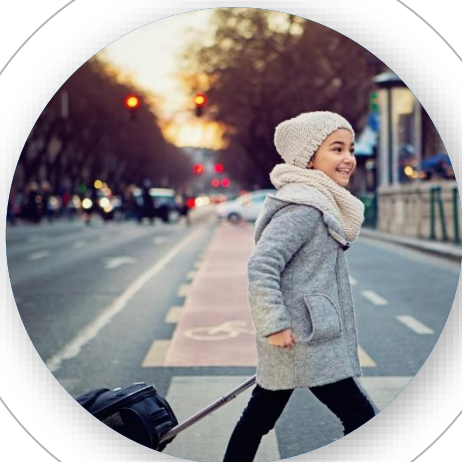
AI Maturity



Computers understanding the world

Perception

Vision



Speech



Cognition

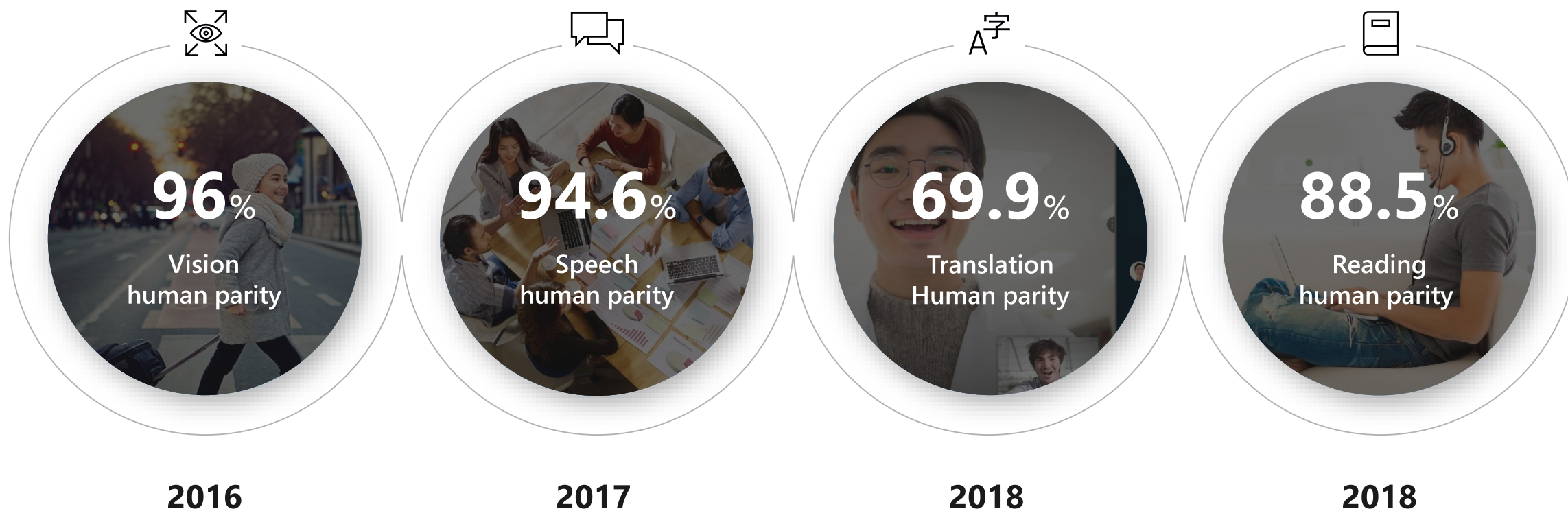
Language



Knowledge



Reaching human parity

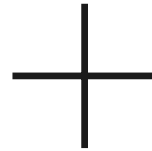


Advances that make AI real

Vast amounts of data



Huge computational power



What jobs **can AI replace?**

Vision + Analysis + Decision making



RADIOLOGY



AUTO & TRUCK DRIVERS

Speech + Analysis + Decision making



CALL CENTERS



FAST FOOD ORDERS

Language



TRANSLATORS & INTERPRETERS

Learning



MACHINERY INSPECTION & REPAIR



PARALEGAL

Some jobs **can't**
be replaced by AI



NURSES



SOCIAL WORKERS



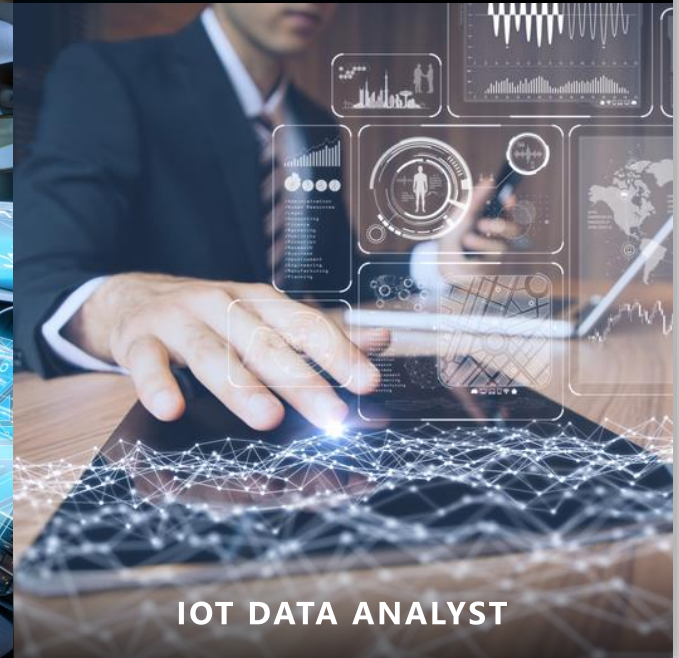
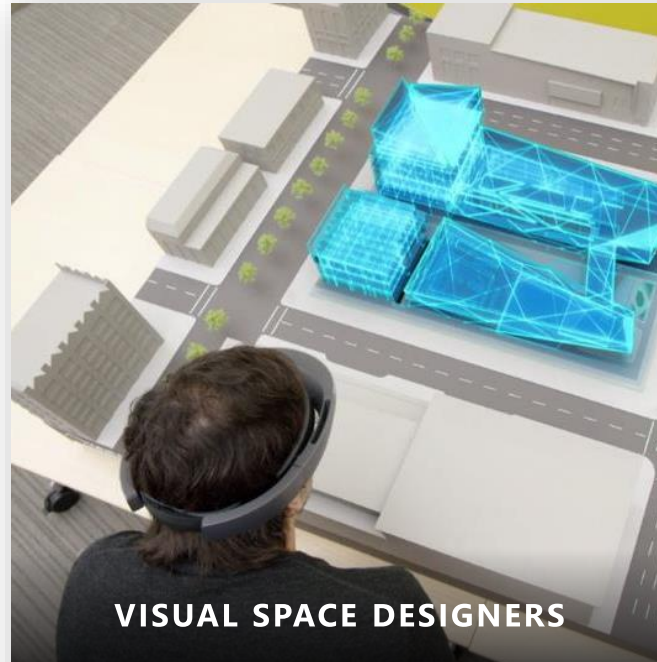
TEACHERS



THERAPISTS

What jobs will AI create?

- The on-demand economy
- The “everywhere workplace”
- Changing nature of work and jobs





AI Maturity



Cultural Shift



Ethical Shift



Ownership Shift

Design AI to Earn Trust



Fairness



Reliability
& Safety



Privacy &
Security



Inclusiveness






Transparency



Accountability

Responsible AI to augment human ingenuity

Three questions we should always ask

- 1 System Purpose
Will the technology be used to augment the abilities of individuals and result in a positive impact on people and society? If no, seek guidance.
- 2 Technology Capability
Are the AI technology and people capable of performing the tasks that the AI system should do? If no, seek guidance.
- 3 Quality & Reliability
Will the technology be effectively designed, operated and maintained by a responsible party? If no, seek guidance.

Sensitive categories of AI systems

At Microsoft, we recognize that there are sensitive categories of Artificial Intelligent systems which are involved in making automated decisions and recommendations that may have a broad impact on people and society in the following ways:



Denial of Consequential Services



Risk of Harm



Personal Freedom

PAI Mission

Develop and share best practices

Advance public understanding

Provide an open platform for discussion

Foster AI for socially beneficial purposes



A Hippocratic Oath for artificial intelligence practitioners

Oren Etzioni @etzioni March 14, 2018



In the forward to Microsoft's recent book, *The Future Computed*, executives **Brad Smith** and **Harry Shum** proposed that Artificial Intelligence (AI) practitioners highlight their ethical commitments by taking an oath analogous to the Hippocratic Oath sworn by doctors for generations. In the past, much power and responsibility over life and death was concentrated in the hands of doctors. Now, this ethical burden is increasingly shared by the builders of AI software.

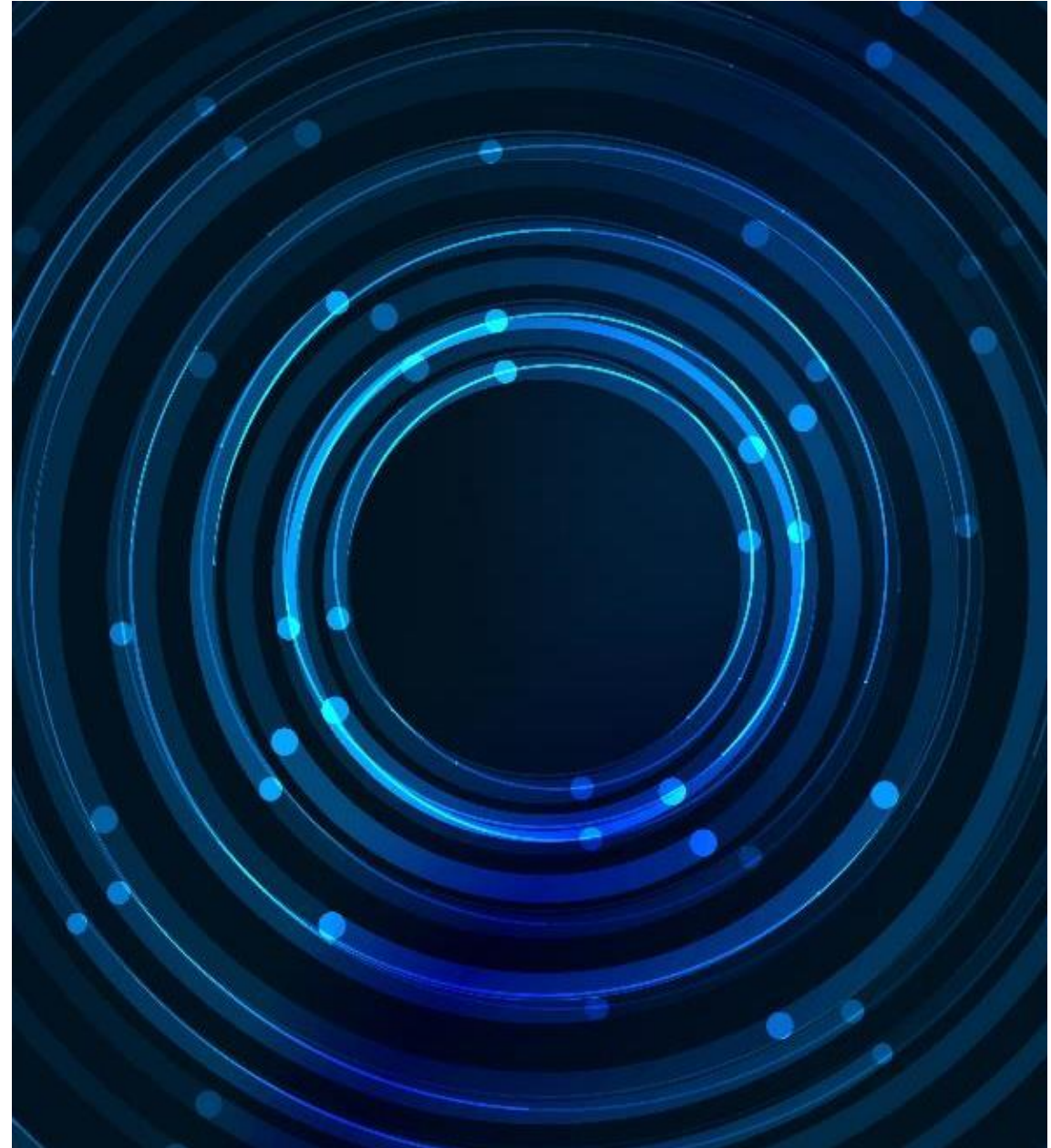
Of course, AI is not the first technology to confer great responsibility on its designers, not by a long shot. Cloud computing, smartphones, social media platforms, and Internet of Things devices have already transformed how we communicate, work, shop, and socialize. These technologies gather unprecedented data streams leading to formidable challenges around privacy, profiling, manipulation, and personal safety. It



Policy Considerations

Enable broad deployment and continued innovation:

- Multi-stakeholder dialogues
- Practical principles for trustworthy and human-centered AI
- Sharing of best practices
- Funded research & development
- Data availability
- Skills training
- Modernized social safety net
- A regulatory environment that fosters AI innovation





AI Maturity



Are we Focusing on the right Skills?

Promote STEM learning and uniquely human skills

Prepare workers for rapidly evolving economy

Enable lifelong training

Create a skills-based labor market

Match jobs with workers



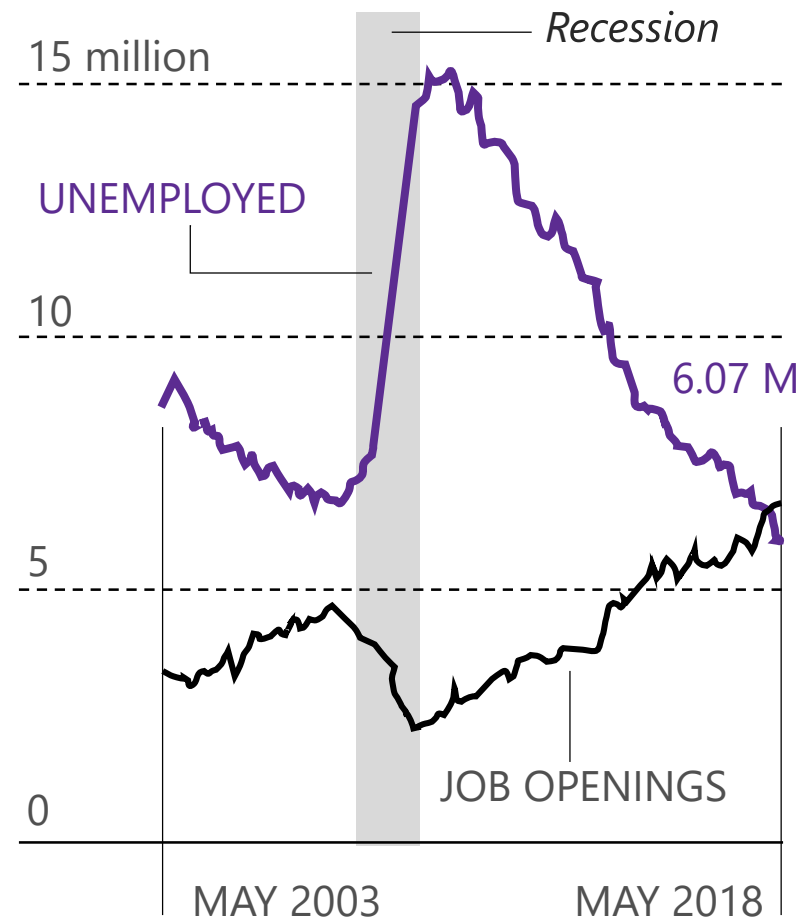
This skills gap crisis is real and it's happening

For the first time on record, U.S. job openings exceeded the number of unemployed

April, 2018 had 6.7 million postings against 6.3 million people seeking work

That trend may continue with the number of unemployed falling under 6.1 million in May

Wages for job stayers rose a muted 2.9% in April, job switchers gained 4%



Source: BLS data seasonally adjusted, nonfarm job openings

AI for Good

AI for Accessibility

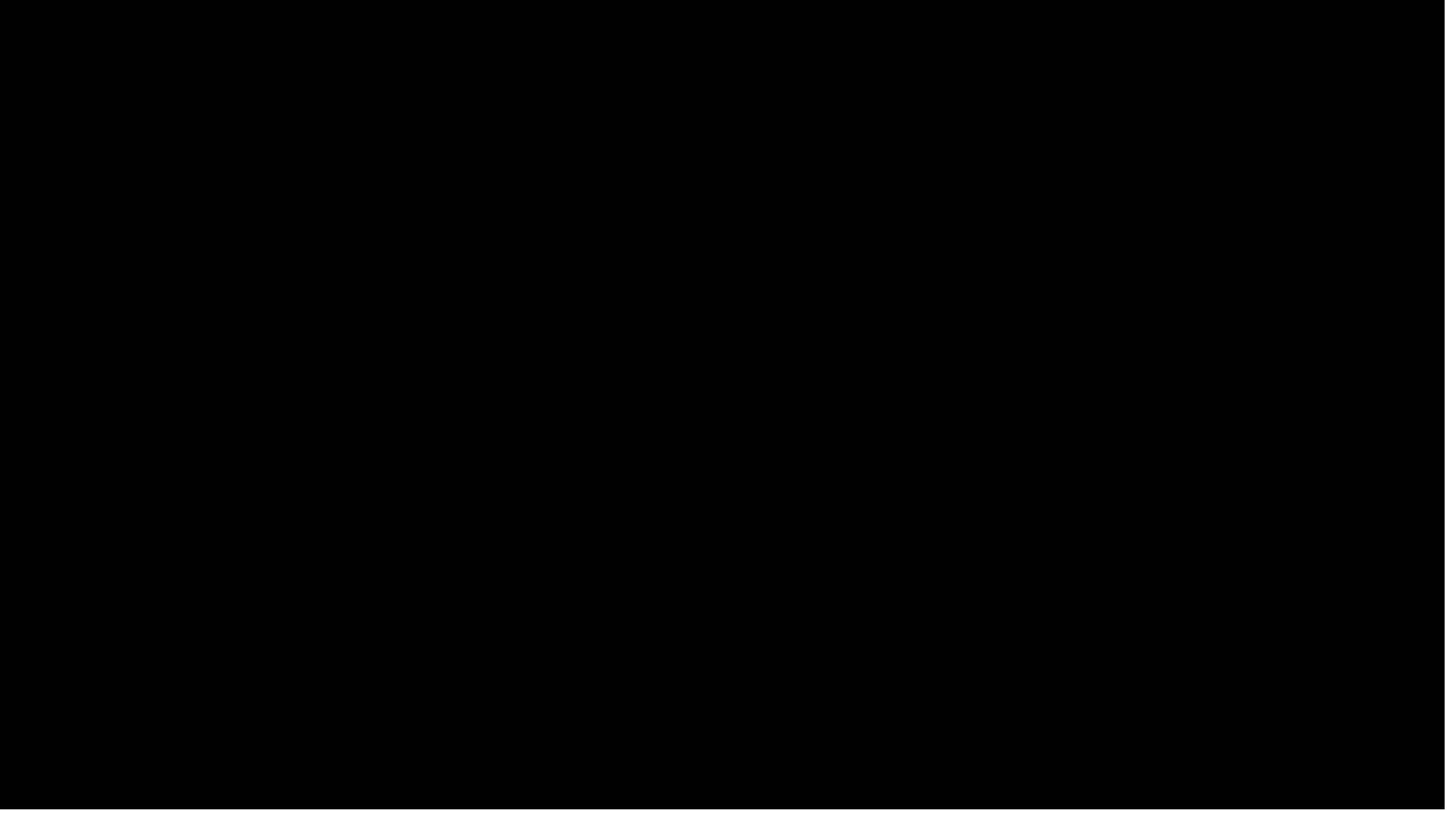


AI for Earth



AI for Humanitarian Action





Ensuring AI Empowers Us All



True to Microsoft's mission

Empower every person
and every organization on
the planet to achieve more

