Global Knowledge ®

Using AI for your daily activities

Agenda

- 9.00-9.15: Introduction round

- 9.15-9.35: AI possibilities + examples

- 9.35-10.00: KPN policy explained + quiz

- 10.00-10.10: Coffee refill

- 10.10-10.45: Task identification workshop

- 10.45-11.00: Email automation demo

- 11.00-11.10: Coffee refill

- 11.10-11.40: Steps for automating tasks + practice to do so

- 11.40-11.55: Smart prompting (+ if we have time left, continuing to implement)

- 11.55-12.00: Wrap up

Introduction round

AI possibilities in your daily work

- What is AI? >> artificial intelligence

- Simulation of human intelligence in machines

- Key functions:
  - Learning
  - Reasoning
  - problem-solving
  - Perception
  - Language understanding

Why is AI important in the workplace

- Well, I've asked AI:
  - Increased Efficiency: Automate repetitive tasks.
  - Enhanced Decision Making: Analyze data for insights.
  - Improved Quality: Reduce errors in routine tasks.

- Quote: "AI is the new electricity." - Andrew Ng

Examples of AI applications

- Customer support >> AI chatbots providing 24/7 assistance.

- Data analysis >> Predictive analytics to inform business strategies.

- Content creation >> Automated report writing and email drafting.

- Project management >> AI tools for scheduling and resource allocation.

Can you come up with examples of use cases?

Group discussion

Examples of AI tools for everyday tasks

- ChatGPT: Automate responses and content generation.

- Microsoft Copilot: Content generation, automation and data analysis

- Github Copilot: Code suggestions, debugging assistance

- Zapier: Automate workflows between apps (e.g., triggering actions)

- Grammarly: Enhance writing quality with AI-based suggestions

- Trello with Butler: Automate task management processes

Microsoft Copilot

- AI-powered assistant

- Integrated in Microsoft 365 apps

- Can help increase productivity
  - Automating repetitive tasks
  - Reducing error
  - Summarizing

- Natural language processing

Microsoft Copilot capabilities in Outlook

- Helps draft emails

- Summarizing long email threads

- Scheduling meetings and drafting agendas

- Personalized suggestions for better email and time management

- Accessibility features: dictation for hands-free control of the app

Demo video

Use of AI within KPN

- Internally developed and trained AI systems

- Third party applications

- KPN uses AI for
    - Digitizing and optimizing core tasks
    - Simplifying and personalizing customer contact, offers and services
    - Employee support

Use of AI within KPN

- Human oversight on AI processes

- Transparency

- Inclusive and fair

- Robust

- Compliant with law and internal policies

- AI governance framework
  - Procedures for developing, implementing and reinforcing quality standards

KPN policy

- GenAI >> Generative Artificial Intelligence
  - Human-like content creation

- Risks of generative AI models:
  - Mistakes
  - Bias
  - Can be manipulated

- Use of GenAI within KPN must be in line with KPN's values and standards

KPN policy

- Employees are responsible for ensuring their use of generative AI is compliant with policies and procedures

- Managers and supervisors are responsible for their teams being aware

- Violations or doubts should be reported

KPN policy

Prohibited activities:

- Using AI to create illegal, discriminatory, inappropriate or offensive content

- Using AI to harass, bully or intimidate

- Using AI to reenact someone without their explicit consent

- Engaging in activities that could compromise the security or integrity

- Violating applicable laws and regulations

KPN policy - acceptable use

- Secret, confidential or internal use information should not be shared with public genAI tools

- You can share confidential or internal use information with dedicated and secured access to generative tooling
  - facilitated/approved by KPN's Generative AI lab

- A new generative AI use case must be reviewed first

- You should always review and correct the output of generative AI

KPN policy summary

- Solely use AI for support, while staying critical and proactive yourself.

- Any doubts about whether an AI application aligns with the KPN values for responsible AI should be reported.

- You only use AI tools provided in your workplace and/or department.

- Internal, confidential, or secret KPN information is never used in public AI tools.

Quiz

Which of the following statements is true about AI systems and discrimination?

A. AI systems are a near perfect solution against discrimination in decision-making

B. An AI system can make discrimination worse if it uses biased data.

C. An AI system cannot discriminate if it was taught not to.

D. AI systems can accidentally automate discrimination by using indicators that may relate to sensitive factors.

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D. **AI systems can accidentally automate discrimination by using indicators that may relate to sensitive factors.**

Quiz

Confidential or internal use information...

A. may never be put into any AI system

B. is OK to feed your AI system, as long as you tweak it a bit

C. can be shared with secure and dedicated access to generative tooling, facilitated or approved by KPN's AI lab.

D. may be stored in AI systems, as long as it is done temporarily

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Why is transparency important in AI decision-making?

A. So that the AI system can make decisions without human interference, maximizing productivity

B. To make sure that the AI's decisions are understandable and can be explained

C. It allows AI systems to operate faster and more efficiently

D. It can help accelerate the development of overall new technology

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Quiz

Why is human oversight critical in the use of AI systems?

A. It ensures that the AI systems can operate continuously without interruption

B. Humans can step in to correct errors or biases that the AI might produce

C. Human oversight is necessary to keep an eye on AI in case it starts planning to take all our jobs

D. Because AI systems need human approval before they make a decision

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Quiz

Who is accountable for the decisions made by AI systems within an organization?

A. The AI system itself

B. The development team or third party that programmed the system

C. The organization deploying the AI system is accountable for its outcomes

D. Nobody is accountable if the AI system is making decisions independently

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Quiz

When using generative AI to create content, what should you keep in mind?

A. Secret, confidential or internal use information should not be shared with public genAI tools

B. You should disclose the content was AI generated

C. You need to review the generated outcome, to make sure it meets quality standards and avoids misinformation

D. All of the above

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Task identification workshop

Recognizing opportunities for AI

automation

Goal of the workshop

- Learn to identify daily tasks that can be automated with AI.

- Understand the criteria for selecting tasks for automation.

- Collaborate with peers to share insights and ideas.

What makes a good candidate for automation?

- Repetitiveness: Tasks performed frequently

- Standardization: Clear and consistent procedures

- Rule based: Tasks with defined decision-making processes

- Time intensive: Tasks that take significant time away from strategic activities

Exercise – 30 minutes

Fill out the task identification worksheet

Discuss the worksheets in your subgroup of 3-4 participants

Share your identified tasks and discuss the reasons for their potential automation

Explore if others in the group have similar tasks or different automation ideas

Demo video

Overview of automation steps

Identify the task

Evaluate the task for automation potential

Select appropriate tools

Implement the automation process

Test and refine the automation

Step 1: Identify the task

- Consider repetitive, time-consuming tasks.

- Examples: Email drafting, data entry, scheduling.

- Use the Task Identification Worksheet completed earlier.

Step 2: Evaluate for automation potential

- Ask key questions:
    - Is the task repetitive?
    - Does it have a clear process?
    - Can it be standardized?

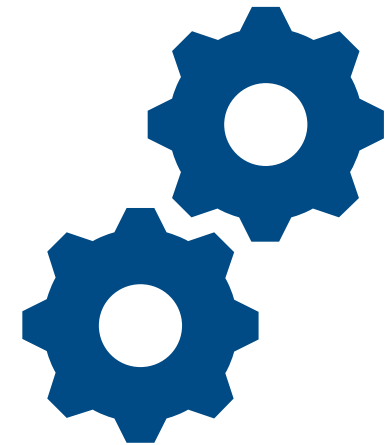- Use a checklist to assess each task.

Step 3: Select appropriate tools

- Popular tools for automation:
  - Microsoft Copilot for emails
  - Zapier for workflow automation
  - Microsoft Power Automate for task automation

- Consider ease of use and integration with existing tools.

Step 4: Implement the automation process

- Outline the steps to set up automation:
  - Set up the tool and configure settings.
  - Create triggers and actions.
  - Test the setup with sample data.

Step 5: Test and refine the automation

- Run the automated task to ensure it works as expected.

- Gather feedback from users (if applicable).

- Refine the process based on performance and feedback.

Hands-on practice

Use the prompt practice worksheet

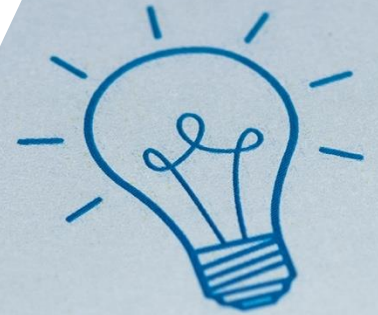See what Microsoft Copilot or Bing Chat Copilot can do for you

In case you don't have access to these tools:

- https://chatgpt.com (click "stay logged out")

- https://lmarena.ai (can compare outcomes of different AI systems or chat with one, no login required)

- https://copilot.microsoft.com (limited use without login)

Reminder: do not enter sensitive data into public AI tools! Only use it for training purposes.

Prompt tips

- Open questions

- Be specific, provide context, key words

- Use a neutral tone, avoid bias

- Give clear instructions and examples

- Indicate desired style
  - E.g. formal, friendly
  - Specify audience and sender

- Set scope ("List five examples of... ")

- Review the output

- Give feedback and/or refine your prompt

Example of poor and improved prompt

Poor prompt:

"What are bad prompts?"

Issue:

Not specific, lack of context, lack of scope

Improved prompt:

"Give 5 examples of poor prompts new AI users might use and explain why they're ineffective."

Example of poor and improved prompt

Poor prompt:

"Why are private schools better than public schools?"

Issue:

Biased

Improved prompt:

"What are the main differences between private and public schools, and what are the benefits of each?"

Example of poor and improved prompt

Poor prompt:

"Suggest good books."

Issue:

Too vague, lack of context and scope

Improved prompt:

"Can you suggest 5 good science fiction books with strong female protagonists?"

Example of poor and improved prompt

Poor prompt:

"Help me write an email."

Issues:

No context, too vague, no specified style or audience

Improved prompt:

"Help me write a polite email to my manager requesting a day off next week, explaining that I need the time for a personal appointment."

KPN Academy

- Book your training at the KPN Academy

- Any Questions: kpn.bloomville@globalknowledge.nl

- Next steps:

  - AIE, Artificial Intelligence (AI) Essentials + Exam

  - AIF, Artificial Intelligence (AI) Foundation + Exam

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