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Troubleshooting LLMs

Using LLMs can result in various issues, ranging from reliability issues to legal challenges. In this context, a business leader must understand the probable reasons behind each issue.

Instructions **100XP**

Categorize the LLM-related issues based on the likely cause of the problem.

Take Hint (-30 XP)

Incorrect

Overrepresentation a particular race, gender or nationality usually signifies that there are biases in the training data.

Did you find this helpful? ☒ Yes ☐ No

Drag the items into the correct bucket

Drop items here

Training data issues	Prompting issues	Lack of human oversight
<p>Given a set of symptoms of a patient, the LLM gives a provisional diagnosis that is clearly wrong. ✓</p>	<p>An LLM generates content about apples (the fruit) when asked to write about Apple Inc. ✓</p>	<p>A marketing campaign generated by an LLM used a trademarked expression. ✓</p>
<p>When prompted to write business success stories in the tech world, the LLM only writes about men. ✓</p>		<p>An LLM created a social media post using an unacceptable word describing a mental illness. ✓</p>

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Troubleshooting LLMs

Exercise Description

Using LLMs can result in various issues, ranging from reliability issues to legal challenges. In this context, a business leader must understand the probable reasons behind each issue.

Categorize the LLM-related issues based on the likely cause of the problem.

Correct Categorization of LLM Issues

Training Data Issues

- ****Given a set of symptoms of a patient, the LLM gives a provisional diagnosis that is clearly wrong.****
- ****When prompted to write business success stories in the tech world, the LLM only writes about men.****

Prompting Issues

- ****An LLM generates content about apples (the fruit) when asked to write about Apple Inc.****

Lack of Human Oversight

- ****A marketing campaign generated by an LLM used a trademarked expression.****
- ****An LLM created a social media post using an unacceptable word describing a mental illness.****

Explanation

Issues with LLMs typically stem from three main areas:

- ****Training Data Issues****: Biases or inaccuracies in the training data can lead to skewed or incorrect outputs.
- ****Prompting Issues****: Poorly structured prompts or ambiguous instructions can confuse the LLM and result in unintended outputs.
- ****Lack of Human Oversight****: Without proper supervision, LLM-generated content can include errors, offensive language, or legal violations.