

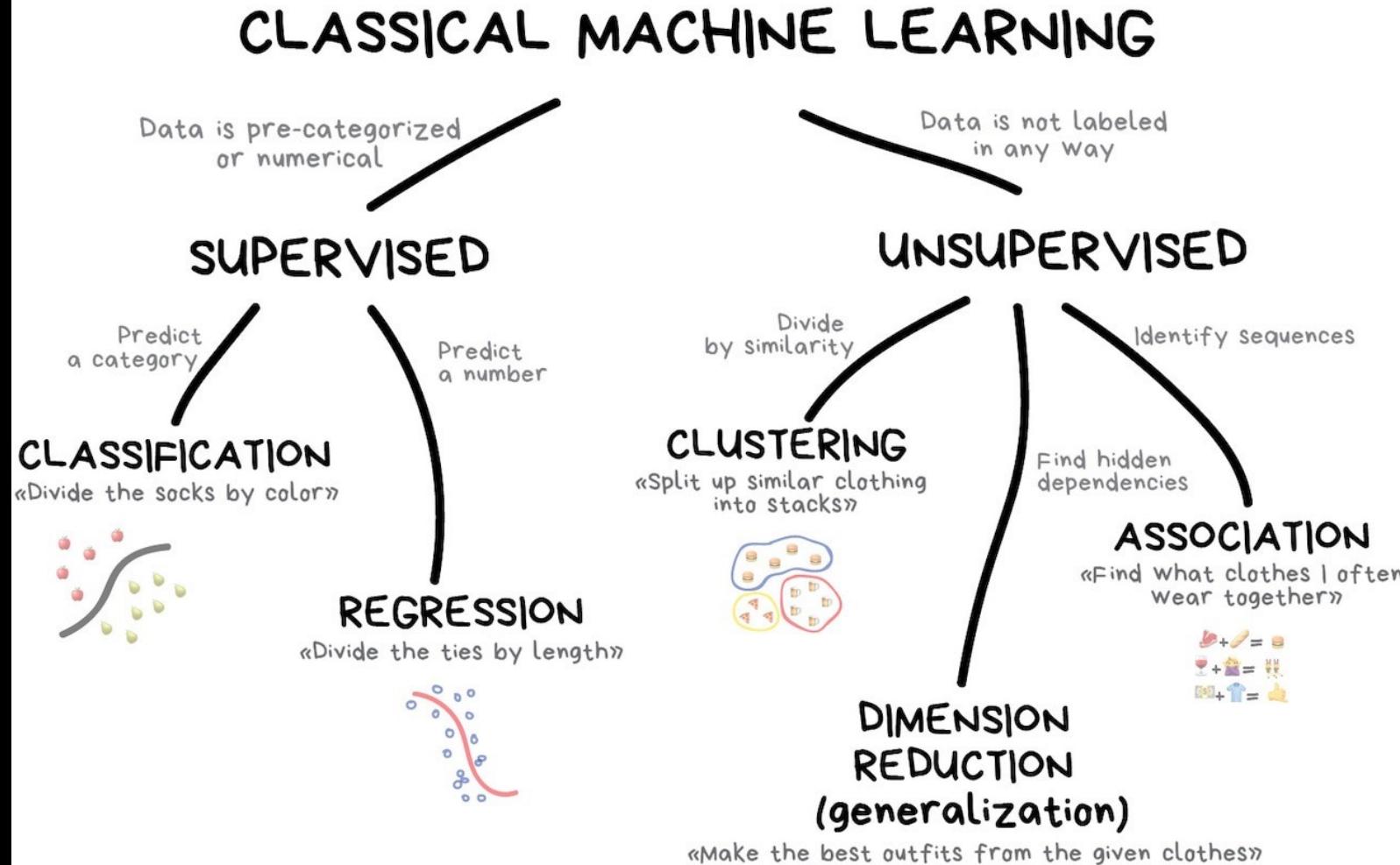
# Machine Learning II

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[https://vas3k.com/blog/machine\\_learning/](https://vas3k.com/blog/machine_learning/)

# What Is Machine Learning (ML)?

No accepted definition but several are available:

- Field of study that gives computers the ability to learn without being explicitly programmed (Samuel 1959)
- **A computer program is said to learn** from experience E with respect to task T and some performance measure P, **if its performance** on T, as measured by P, **improves** with experience E (Mitchell 1998)



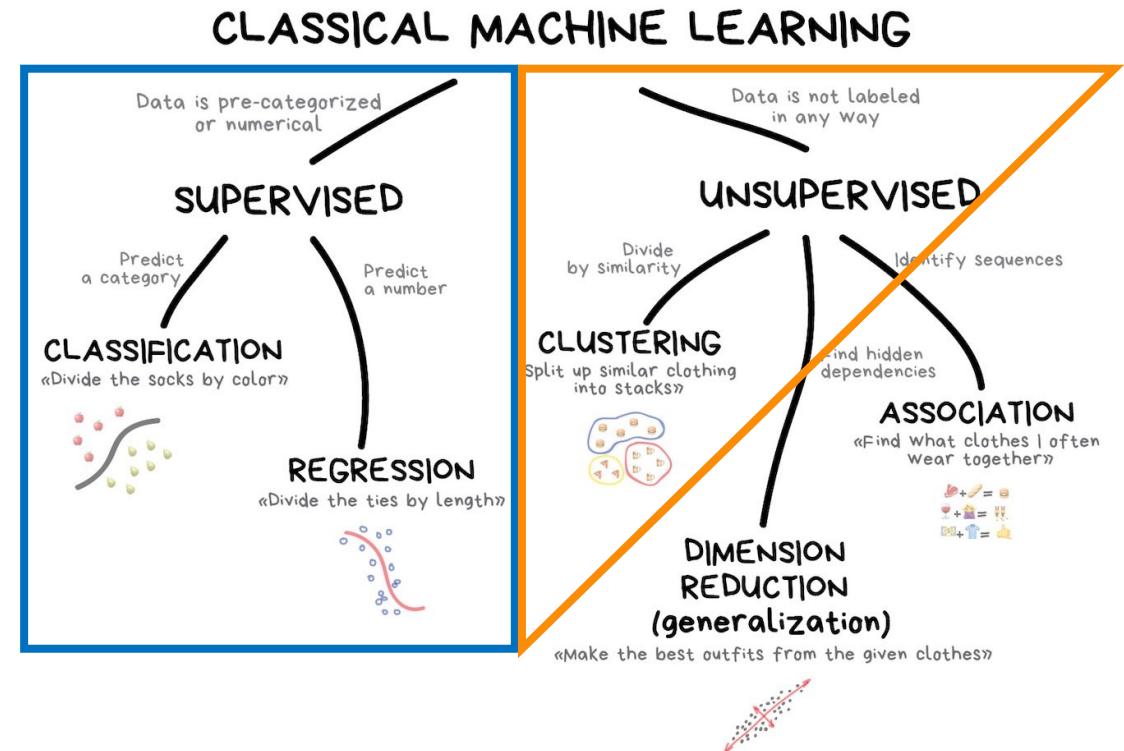
# Two Types of ML

## Supervised

- We teach the computer how to learn something
  - E.g., Which transactions are fraudulent?
  - A specific purpose
  - Requires specifying a target

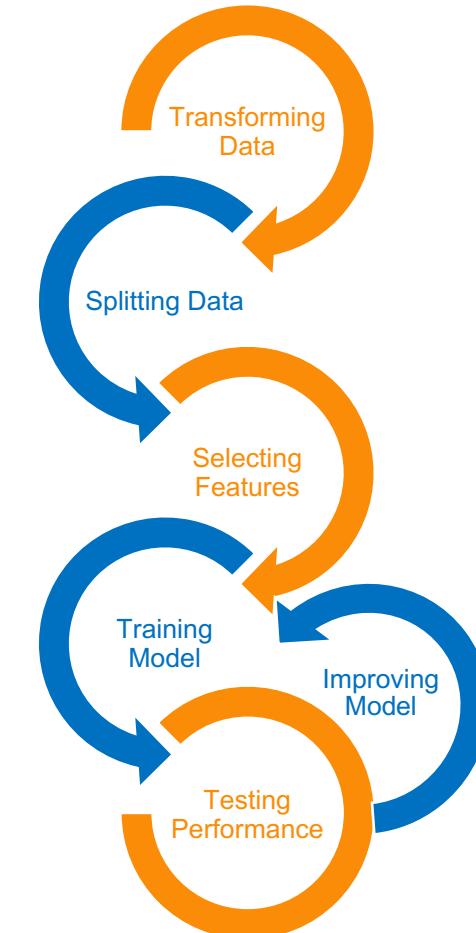
## Unsupervised

- We let the computer learn by itself
  - E.g., Do our transactions naturally fall into different groups?
  - No specific purpose
  - No need to specify a target



# Typical Supervised Learning Process

From variable character to numeric  
Training and test sets  
Manual or automated feature selection  
Choosing an algorithm (LR, Logistic)  
RMSE or Accuracy, Precision, Recall  
Different algorithm, regularization



# Objective of ML

1. Draw causal insights

"**What is causing** our customers to cancel their subscription to our services?"\*

2. Predict future events

"**Which customers** are likely to cancel their subscription next month?"\*

3. Understand patterns in data

"**Are there groups of customers** who are similar and use our services in a similar way?"\*



# Why ML?

Being able to **accurately** and **precisely** predict future events is **valuable**

MIT News  
ON CAMPUS AND AROUND THE WORLD

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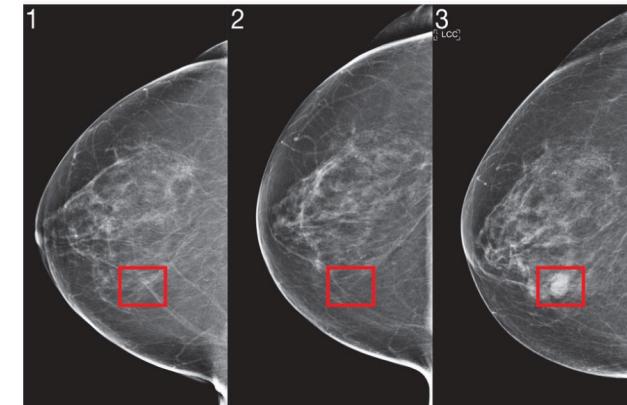
## Robust artificial intelligence tools to predict future cancer

Researchers created a risk-assessment algorithm that shows consistent performance across datasets from US, Europe, and Asia.

[Watch Video](#)

Rachel Gordon | MIT CSAIL  
January 28, 2021

[PRESS INQUIRIES](#)



MIT researchers have improved their machine learning system developed to predict cancer risk from mammogram images, and validated their effectiveness with studies across several hospitals.

Images courtesy of the researchers.

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[!\[\]\(ab4e2b3fc7e7887b7a72f548aa6f5e60\_img.jpg\)](#) [!\[\]\(0a20d1259d5ab849a22cc9906b421113\_img.jpg\)](#) [!\[\]\(7aa29892bff760d52365d7f4c0908c26\_img.jpg\)](#) [!\[\]\(5c1b64962792396e8fbc2d4fb35c2fdb\_img.jpg\)](#) [!\[\]\(2fcd7569af249233d6cf78ae7a1b6845\_img.jpg\)](#)

Paper: "Toward robust mammography-based models for breast cancer risk"

To catch cancer earlier, we need to predict who is going to get it in the future. The complex nature of forecasting risk has been bolstered by artificial intelligence (AI) tools, but the adoption of AI in medicine has been limited by poor performance on new patient populations and neglect to [racial minorities](#).

Two years ago, a team of scientists from MIT's Computer Science and Artificial Intelligence Laboratory (CSAIL) and Jameel Clinic demonstrated a [deep learning system to predict cancer risk](#) using just a patient's mammogram. The model showed significant promise and even



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<https://news.mit.edu/2021/robust-artificial-intelligence-tools-predict-future-cancer-0128>

# Business Requirements (SOA)

## Business scope - fraud example

1. **Situation** - The fraud rate has started increasing
2. **Opportunity** - Reduce fraud rate by X %, resulting in Y USD savings
3. **Action** - Work on improving fraud detection system, reduce fraud drivers, and manually review transactions at risk



# Business Requirements (SOA)

## Business scope - churn example

1. **Situation** - The customers started to churn more
2. **Opportunity** - Reduce churn rate by X %, resulting in Y USD revenue saved
3. **Action** - Work on identifying and improving churn drivers (website errors, too much/little advertising, customer service issues etc.); identify customers at risk and introduce retention campaigns



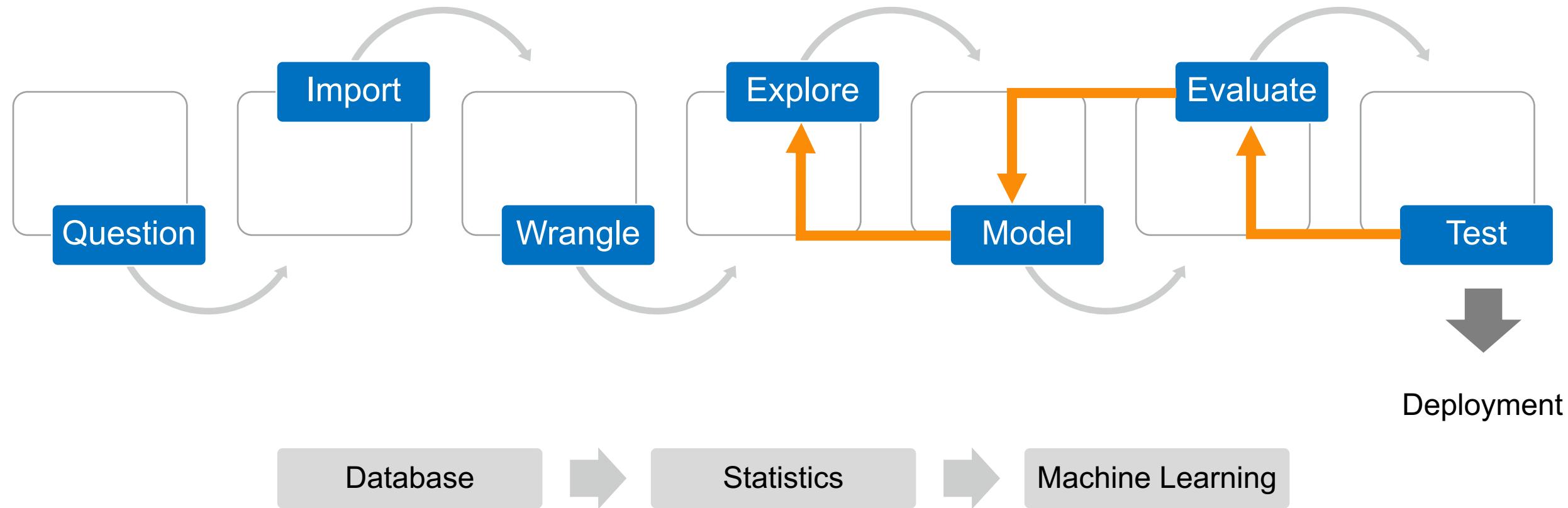
# Things to Consider

Defining the situation requires **asking the right question**, which can be difficult!

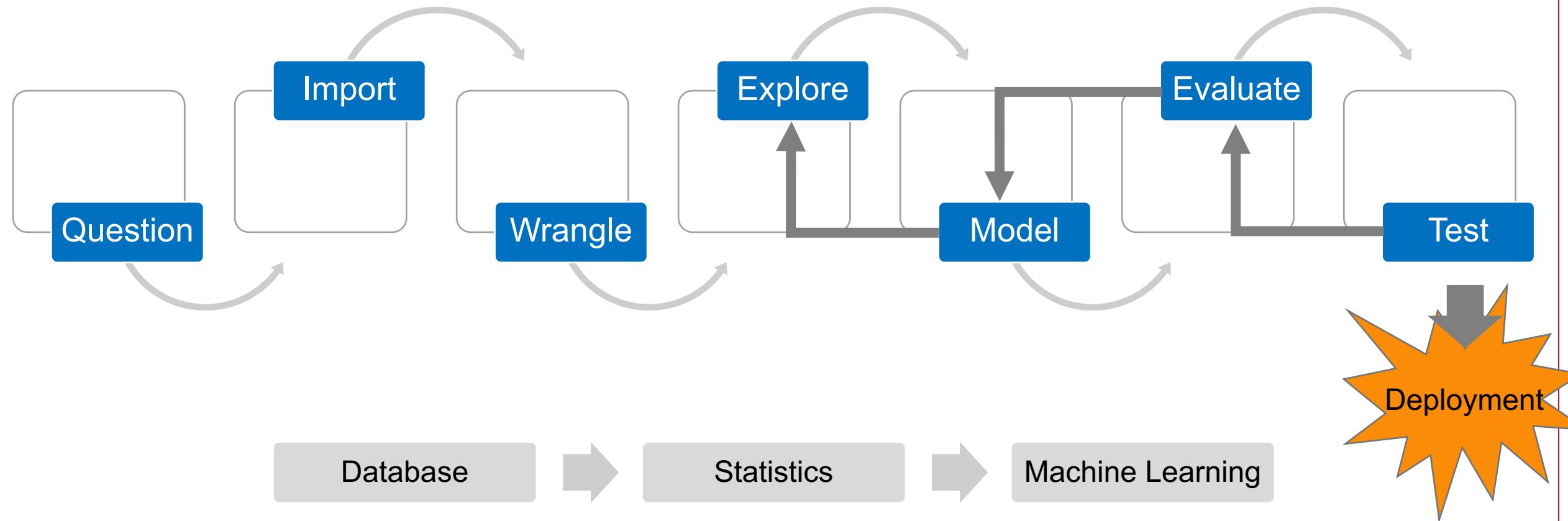
- Familiarize yourself with the **context** to identify a problem
- Engage in research to learn how others have handled the problem
- Start with causal question to address problem
- Define prediction question from causal question



# Data Value Creation Model



# Data Value Creation Model



# Things to Consider

Even with great accuracy, the results might not be actionable – i.e., **you still may not be able to affect the predicted outcome**

- Look at historical data identify people susceptible to the problem
- Run experiments targeting such individuals with a particular treatment
- Repeat experiments to ensure results replicate



# Example

Assume we have a great model to predict customer churn, how do we know whether such a model is **actionable**?

- Run randomized (field) experiments with 2 groups of customers predicted to churn – target one group (A) with an incentive (e.g., discounts) and do nothing to the other group (B), which is your control

## Business scope - churn example

1. **Situation** - The customers started to churn more
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# Example

Assume we have a great model to predict customer churn, how do we know whether such a model is **actionable**?

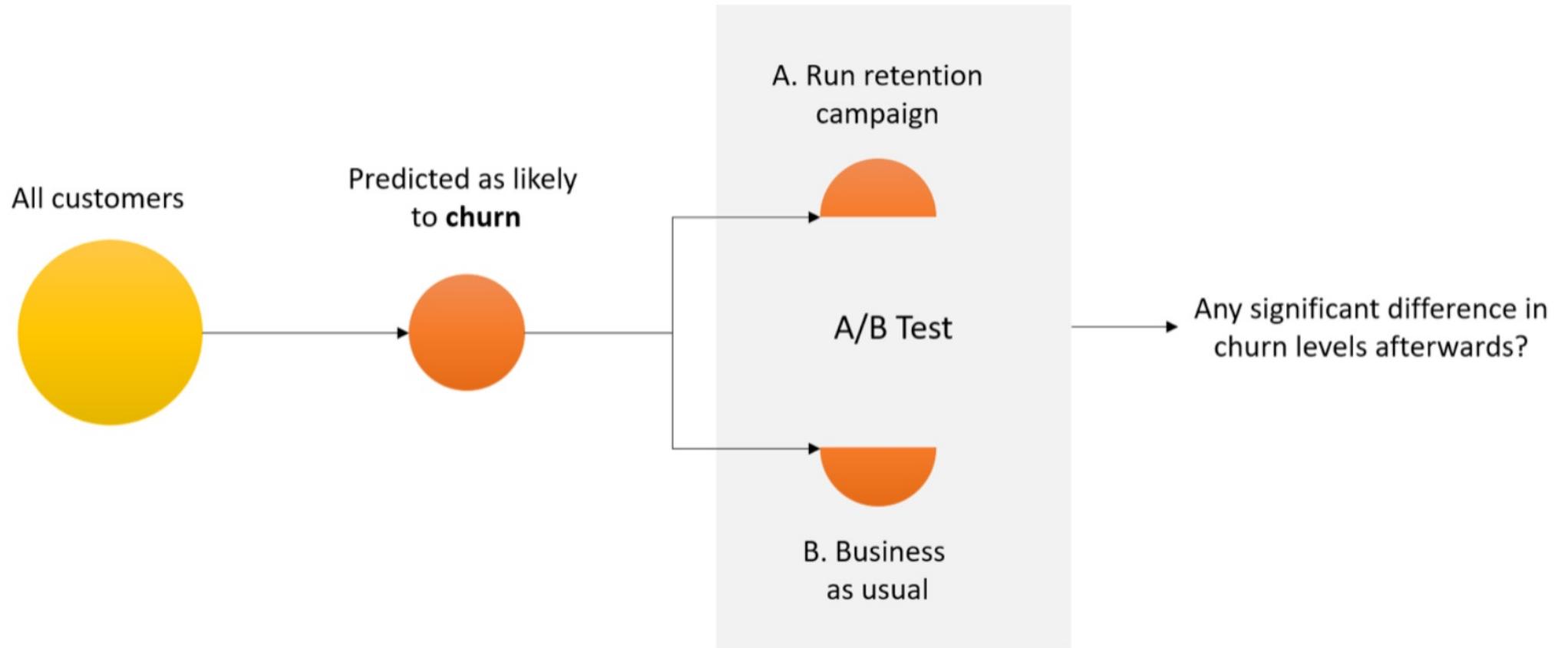
- Do you find statistical differences in churn level between A and B across different experiments? If yes, is it in the expected direction? i.e., did offering discounts decrease churn? If yes, then your model is actionable

## Business scope - churn example

1. **Situation** - The customers started to churn more
2. **Opportunity** - Reduce churn rate by X %, resulting in Y USD revenue saved
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# Example



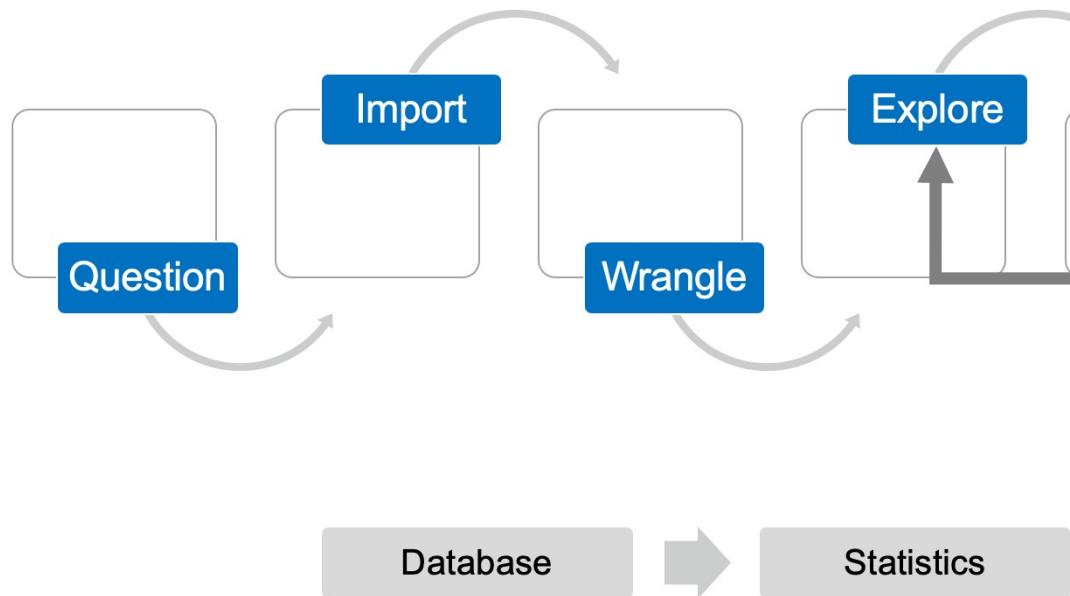
# Things to Consider

Do not lose sight of the opportunity – i.e., **do not spend more than what you can get**

- If your model is actionable, **estimate cost-benefit** of building automated process
- If your model is not actionable, consider collecting more data or engaging in qualitative research or narrowing down the scope of question or improving the model and testing again



# Some Practical Advice for Moving Forward



## Mistakes

- Machine learning first
- Not enough data
- Target variable definition
- Late testing, no impact
- Feature selection



# Some Practical Advice for Moving Forward

## 7 How large do the dev/test sets need to be?

The dev set should be large enough to detect differences between algorithms that you are trying out. For example, if classifier A has an accuracy of 90.0% and classifier B has an accuracy of 90.1%, then a dev set of 100 examples would not be able to detect this 0.1% difference. Compared to other machine learning problems I've seen, a 100 example dev set is small. Dev sets with sizes from 1,000 to 10,000 examples are common. With 10,000 examples, you will have a good chance of detecting an improvement of 0.1%.<sup>2</sup>

### Mistakes

- Machine learning first
- Not enough data
- Target variable definition
- Late testing, no impact
- Feature selection



# Some Practical Advice for Moving Forward

What are you trying to predict? Need to be able to clearly define it

Can you observe that? If yes, how are you measuring it? If no, consider a different target

It is important that the definition of your target variable matches the measurement of the target variable – i.e., it is vital for you to predict what you are setting out to predict!

- e.g., adding items to cart is not equivalent to purchasing them but may reflect instead intention to purchase

## Mistakes

- Machine learning first
- Not enough data
- Target variable definition
- Late testing, no impact
- Feature selection



# Some Practical Advice for Moving Forward

You may spend too much time on trying to build the perfect model or the best model possible

Don't overthink it! Rather, start off with some idea on how to build your model

Implement the idea in code, then test the idea with experiments (if possible), use the learning to generate more ideas and keep on iterating

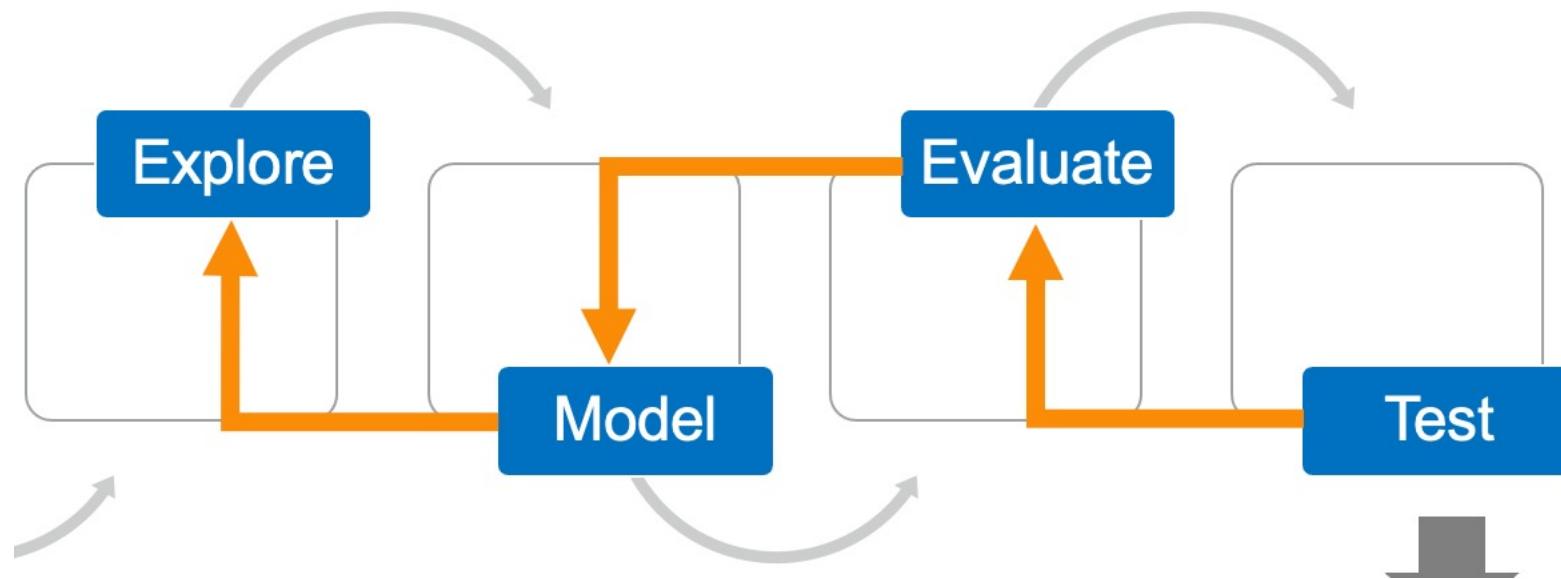
***Build your first model quickly,  
then iterate***

## Mistakes

- Machine learning first
- Not enough data
- Target variable definition
- Late testing, no impact
- Feature selection



# Some Practical Advice for Moving Forward



# Some Practical Advice for Moving Forward

Consider **starting with unsupervised learning** to explore the data (e.g., cluster analysis), or get it to a manageable size (e.g., PCA), then use the results from unsupervised learning to help predict something

Engage in **error analysis** – i.e., look at the classifications or estimated values that your model got wrong manually; do you see a pattern?

If your task is of classification, **compare results to human-level performance**

- Easy to get humans to label
- Draw on human intuition to improve model
- Use human-level performance to set a desired error rate



# Some Practical Advice for Moving Forward

## 8 Establish a single-number evaluation metric for your team to optimize

Classification accuracy is an example of a **single-number evaluation metric**: You run your classifier on the dev set (or test set), and get back a single number about what fraction of examples it classified correctly. According to this metric, if classifier A obtains 97% accuracy, and classifier B obtains 90% accuracy, then we judge classifier A to be superior.

Having a single-number evaluation metric speeds up your ability to make a decision when you are selecting among a large number of classifiers. It gives a clear preference ranking among all of them, and therefore a clear direction for progress.

“If you really care about both **Precision and Recall**, I recommend using one of the standard ways to combine them into a single number. For example, one could take the average of precision and recall, to end up with a single number. Alternatively, you can compute the “**F1 score**,” which is a modified way of computing their average, and works better than simply taking the mean”



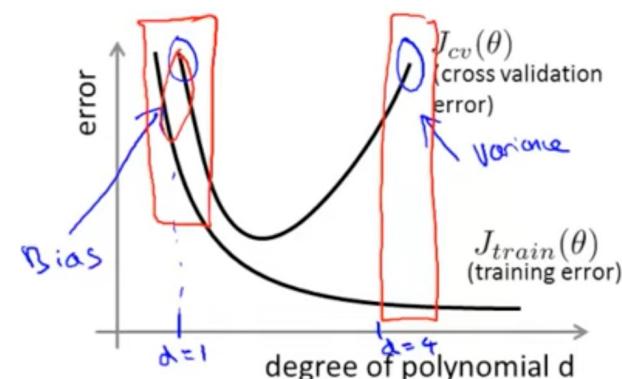
# Some Practical Advice for Moving Forward

Diagnose the nature of the error

If the amount of error is high in both training and test sets, then you have a problem of **underfitting**

If the amount of error is high for the test set, but low for the training set, then you have a problem of **overfitting**

Suppose your learning algorithm is performing less well than you were hoping. ( $J_{cv}(\theta)$  or  $J_{test}(\theta)$  is high.) Is it a bias problem or a variance problem?



Bias (underfit):

$$\left. \begin{array}{l} J_{train}(\theta) \text{ will be high} \\ J_{cv}(\theta) \approx J_{train}(\theta) \end{array} \right\}$$

Variance (overfit):

$$\left. \begin{array}{l} J_{train}(\theta) \text{ will be low} \\ J_{cv}(\theta) \gg J_{train}(\theta) \end{array} \right\}$$



# Some Practical Advice for Moving Forward

Diagnose the nature of the error

## Test Set

```
> # how did we do with test set? confusion matrix  
> confusionMatrix(data = churn_test$pred_churn,  
+                   reference = churn_test$Churn,  
+                   mode = "prec_recall",  
+                   positive = "Yes")  
Confusion Matrix and Statistics
```

	Reference
Prediction	No Yes
No	925 176
Yes	107 197

Accuracy : 0.7986  
95% CI : (0.7766, 0.8193)

No Information Rate : 0.7345  
P-Value [Acc > NIR] : 1.342e-08

Kappa : 0.4511

Mcnemar's Test P-Value : 5.296e-05

Precision : 0.6480  
Recall : 0.5282

F1 : 0.5820

Prevalence : 0.2655

Detection Rate : 0.1402

Detection Prevalence : 0.2164

Balanced Accuracy : 0.7122

'Positive' Class : Yes

## Training Set

```
> # how did we do with training set? confusion matrix  
> confusionMatrix(data = churn_train$pred_churn,  
+                   reference = churn_train$Churn,  
+                   mode = "prec_recall",  
+                   positive = "Yes")  
Confusion Matrix and Statistics
```

	Reference
Prediction	No Yes
No	3697 693
Yes	434 803

Accuracy : 0.7997  
95% CI : (0.789, 0.8101)

No Information Rate : 0.7341  
P-Value [Acc > NIR] : < 2.2e-16

Kappa : 0.4569

Mcnemar's Test P-Value : 1.527e-14

Precision : 0.6492  
Recall : 0.5368

F1 : 0.5876

Prevalence : 0.2659

Detection Rate : 0.1427

Detection Prevalence : 0.2198

Balanced Accuracy : 0.7159

'Positive' Class : Yes

```
139 model <- train(Churn ~ InternetServiceN + PaperlessN + SeniorCitizen +  
140                                         PartnerN + TechSupportN + DependentsN + OnlineSecurityN +  
141                                         PaymentN + tenure + ContractN,  
142                                         data = churn_train, # use training set  
143                                         method = "glm") # simple additive logistic regression  
144  
145 # now predict outcomes in test set  
146 p <- predict(model, churn_test, type = 'raw')  
147  
148 # also do it in the training set to check for underfitting / overfitting  
149 pTr <- predict(model, churn_train, type = 'raw')  
150  
151 # add predictions to initial dataset  
152 # test set  
153 churn_test$pred_churn <- p  
154 # training set  
155 churn_train$pred_churn <- pTr  
156  
157 # how did we do with test set? confusion matrix  
158 confusionMatrix(data = churn_test$pred_churn,  
159                     reference = churn_test$Churn,  
160                     mode = "prec_recall",  
161                     positive = "Yes")  
162  
163 # how did we do with training set? confusion matrix  
164 confusionMatrix(data = churn_train$pred_churn,  
165                     reference = churn_train$Churn,  
166                     mode = "prec_recall",  
167                     positive = "Yes")
```



# Some Practical Advice for Moving Forward

Diagnose the nature of the error

## Test Set

```
> # how did we do with test set? confusion matrix  
> confusionMatrix(data = churn_test$pred_churn,  
+                   reference = churn_test$Churn,  
+                   mode = "prec_recall",  
+                   positive = "Yes")  
Confusion Matrix and Statistics
```

	Reference
Prediction	No Yes
No	906 186
Yes	126 187

Accuracy : 0.7779  
95% CI : (0.7553, 0.7994)

No Information Rate : 0.7345  
P-Value [Acc > NIR] : 9.989e-05

Kappa : 0.3998

McNemar's Test P-Value : 0.0008371

Precision : 0.5974  
Recall : 0.5013  
F1 : 0.5452

Prevalence : 0.2655  
Detection Rate : 0.1331  
Detection Prevalence : 0.2228  
Balanced Accuracy : 0.6896

'Positive' Class : Yes

## Training Set

```
> # how did we do with training set? confusion matrix  
> confusionMatrix(data = churn_train$pred_churn,  
+                   reference = churn_train$Churn,  
+                   mode = "prec_recall",  
+                   positive = "Yes")  
Confusion Matrix and Statistics
```

	Reference
Prediction	No Yes
No	3727 650
Yes	404 846

Accuracy : 0.8127  
95% CI : (0.8022, 0.8228)

No Information Rate : 0.7341  
P-Value [Acc > NIR] : < 2.2e-16

Kappa : 0.4936

McNemar's Test P-Value : 4.471e-14

Precision : 0.6768  
Recall : 0.5655  
F1 : 0.6162

Prevalence : 0.2659  
Detection Rate : 0.1503  
Detection Prevalence : 0.2221  
Balanced Accuracy : 0.7339

'Positive' Class : Yes

```
139 model <- train(Churn ~ InternetServiceN + PaperlessN + SeniorCitizen +  
140                               PartnerN + TechSupportN + DependentsN + OnlineSecurityN +  
141                               PaymentN + tenure + ContractN,  
142                               data = churn_train, # use training set  
143                               method = "knn") # k-Nearest neighbors  
144  
145 # now predict outcomes in test set  
146 p <- predict(model, churn_test, type = 'raw')  
147  
148 # also do it in the training set to check for underfitting / overfitting  
149 pTr <- predict(model, churn_train, type = 'raw')  
150  
151 # add predictions to initial dataset  
152 # test set  
153 churn_test$pred_churn <- p  
154 # training set  
155 churn_train$pred_churn <- pTr  
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164 confusionMatrix(data = churn_train$pred_churn,  
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166                               mode = "prec_recall",  
167                               positive = "Yes")
```



# Some Practical Advice for Moving Forward

To address **underfitting**, you might try the following:

- Increase model complexity (e.g., from linear to polynomial regression)
- Remove regularization

To address **overfitting**:

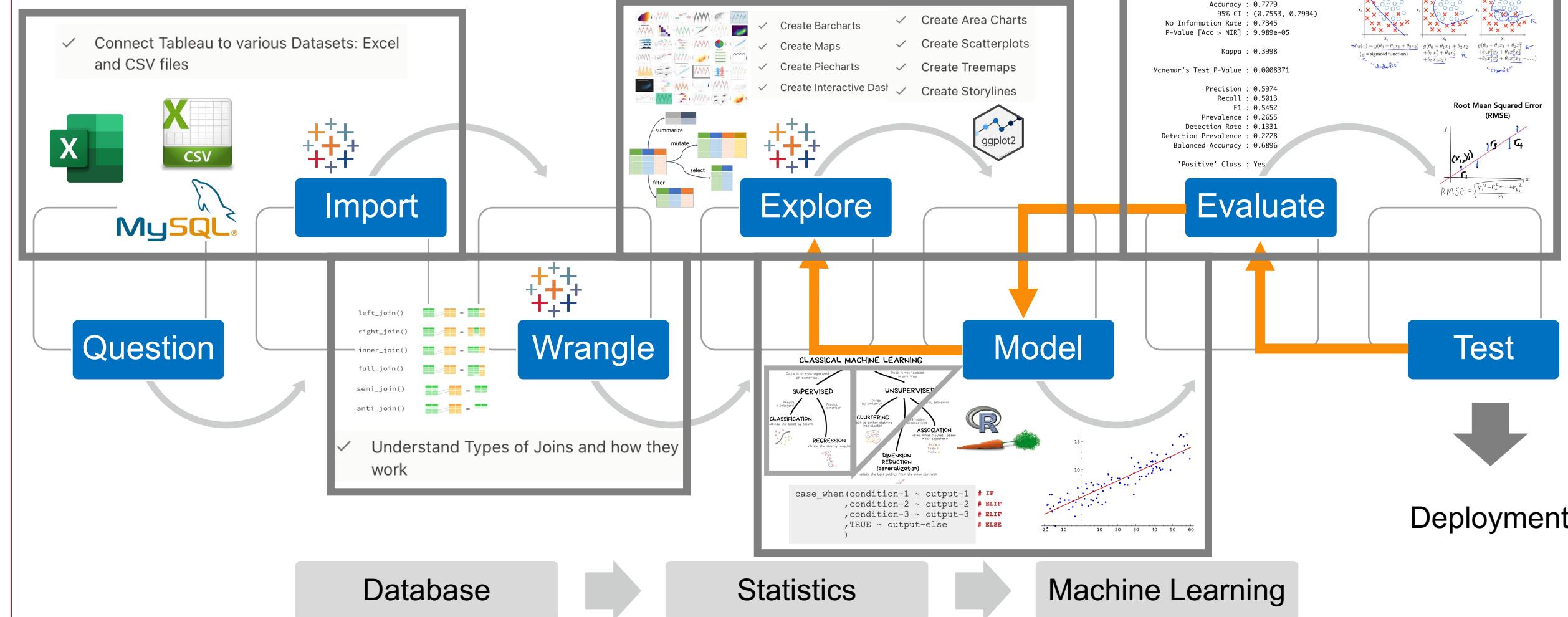
- Add more training data
- Decrease model complexity
- Add regularization (e.g., Lasso or Ridge)
- Significantly reduce the number of features

*Modify input features based on insights from error analysis - can help with both*

- In theory, adding more features could lead to overfitting; but if that is the case, then use regularization



# Summary



# *Thank You!*



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