

Thinking Lifecycle as an implementation of machine understanding in software maintenance domain

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Abstract

IT maintenance domain is wide and contains a lot of tools that help to solve a lot of every-day problems. IT maintenance also contains a lot of primitive incidents that seem to be easy to automate. However there is still the gap occupied by human specialist understanding and decision making as well as implementation even primitive incidents. Key to machine understanding is human thinking and its parts: correlation, simulation, and reformulation. All those ways to think work in thinking cycle and it could be considered as a key for whole machine understanding of IT maintenance request. In 2006 Marvin Minsky has published his book *The Emotion Machine* which was our inspiration and the base of implementation described below.

Keywords: AI, machine understanding, IT outsourcing.

1 Introduction

In 2006 year Marvin Minsky has published his book The Emotion Machine where he provides model of human thinking dividing all actions into 3 categories:

1. Critic
2. Selector
3. Way To Think

1.1 Critic

Critic could be understood as probabilistic predicate. In real world when human faces with the problem several critics are activated. In ITSM domain, for example, when auto generated incident comes to queue Auto Generated Incident critic will be activated. After activating critic becomes Selector. From another point of view activated Critic is a Selector For example:

1. Learned Reactive Critics.
2. Deliberative Critics.
3. Reflective Critics.
4. Self-Reflective Critics.
5. Self-Conscious Critics.

1.2 Selector

Selector is capable to retrieve Resources (Critic or Way to think) from memory.

1.3 Way to think

For example:

- Simulation

- Correlation
- Reformulation
- Thinking by analogy
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Practical example 1, If incident is an automatically generated, process it using instruction book A. Practical example 2, If I now the problem, use analogy to solve it. In current implementation Way To Think is a worker that modifies short term memory.

1.4 Thinking levels

Minsky indicates six thinking level. Every thinking level has its own functionality. Every next level is a more complex than previous.

1. Instinctive
2. Learned
3. Deliberative
4. Reflective
5. Self-Reflective
6. Self-Conscious

On the first level there are inborn instincts and there are highest ideals and personal goals on the top level.

1.5 Facts and statistics

One of the inspirations for this work is the study of Incident Dump of Fujitsu GDC Russia Company¹. Study indicates that there are a lot of typical incidents that can be automated.

¹Russia, Kazan, Fujitsu GDC Russia, <http://ru.fujitsu.com>

1.6 Emotion machine prototype

This implementation based on triple Critic-Selector-Way to think. There are several critics, way-to-think and selector has been created:

1. Natural language processing based on RelEx.
2. Incident classification critics.
3. Simulation.
4. Reformulation.
5. Correlation.
6. Solution search.

1.7 Implemented thinking levels

1. Learned
2. Deliberative
3. Reflective
4. Self Reflective
5. Self Conscious

Implementation currently doesnt include first instinctive level because there is no direct instinct or inborn reaction on ITSM incident. However, this level is planned for future use as acceleration of automatically generated incidents.

1.8 Thinking life cycle

Thinking lifecycle is a main process of current implementation. One of the part of TLC is a data transfer component called short term memory. Short term memory contains a set of current processing data required for other components: domain model, last processing result e.t.c.

Domain model. Domain model is a set of current knowledge for specific scope: known problems, solutions, existing concepts, existing how-tos,

critics, way to think.

Workflow. TLC is also holds workflow for application activating specific critics and way to think according to requirements. Typical workflow can be described in following steps:

- Incident processing starts
- Suitable critic activates and returns selector request
- According to selector request Selector retrieves suitable Way to think
- Way To Think modifies data in Short term memory
- Process repeats until all the goals are satisfied

1.9 Parallelism of Thinking Lifecycle

TBD

2 Thinking Model

2.1 Learned

Preprocess manager. This manager activates several Way To Think to perform initial incident processing. The goal on this critic is to prepare and formalize incident description. There are several Way To Think:

- Auto Correction of spelling
- Synonymic search
- Annotation finding existing concepts in Knowledge Base

2.2 Deliberative

On the deliberative level selects suitable analyzers from Knowledge Base for Learned level, searches solutions.

Direct Instruction Analyzer. This Critic activates when direct instruction detected in incoming request. For example, Please install MS Office 2012

is a direct instruction for system. *Problem With Desired State Analyzer*. Critic activates when problem with desired state detected by the system. For example, I have Internet Explorer 8 installed, but finance software required Internet Explorer 7.

2.3 Reflective

On the reflective level system sets processing goals, performs time control, solution completeness manager.

Processing goals. Processing goals required to increase performance of incident processing. They have linked critics, way to think Main goal is a Help User. There are other goals, that derived from it, for example:

- Resolve incident
- Understand incident type
- Model Direct Instruction

Time control. Time control watches across the thinking levels for time of incident processing. (SLA² in terms of ITSM)

Solution completeness manager. This manager finds how-to and solution for current incident.

2.4 Self-reflective

On this level system controls parts on lower levels like init context or start time control. All communication of user is also regulated on this level by Do Not Understand Manager and communication with end user. *End user communication*. *TBD*

2.5 Self-conscious

This level is a top in hierarchy. On this level system watches its Emotional State. By reacting for long incident processing system changes emotional state to allocate resources for processing.

²SLA-Service Layer Agreement, the time for which incident should be processed

3 Initial processing results

TBD

4 Conclusions

TBD

5 References

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