Unity Dill

2/20/24

ENGL-362

Professor

**Policy Memo Draft**

**Part 1**

Dream Job:

My dream job is to be the director of information technology. My roles would include, overseeing all technology operations and evaluating them according to company goals, coming up with and establishing IT policies and systems to support business strategies, and analyzing the business requirements of all departments to determine their technology needs. My primary audience would be the employees of the organization that use any technology resources. My prospective co-workers would be database administrators, infrastructure engineers, data analysts, IT managers, network administrators, network engineers, network architects, Hardware technician, IT support specialist, chief information officer and more.

1. The name of the company is Lumen Technologies . Kori Pierce is the CIO (chief information officer). The chief information officer is someone who oversees and maximizes computer systems and technology resources to achieve company objectives. They provide guidance on efficient resource utilization based on current requirements and future plans.
2. As far as personal relationships I'd say we would be friends given that our jobs work so closely together. Professionally Kori Pierce would be my boss
3. Kori's position would be an upper management position. Upper management runs the company, makes the big business decisions and supervises other team managers and directors.
4. From the email I gather that Kori Pierce has a general understanding of generative AI. In the email they mention not knowing a lot about ChatGPT but they also conducted research. They know that AI can cause privacy and data protection issues and that the sources for which AI generates its information from may not be completely accurate. They also have an understanding of the history of it implementation as they mention beta testing phase
5. The minimum education requirement to hold a CIO position is a bachelor's degree in IT, computer science, or other related fields. Many companies prefer graduate level degrees and MBAs.
6. I think Kori believes in a collaborative work space and one that is professional and precise. Kori takes their employees' ideas seriously and works with them to find a solution. This is because they ran a manager's request up the chain of command and also left room for me to come up with a new solution. They seem to want keep thing professional and precise by conducting research and consulting other employees and reviewing material before it goes into effect
7. The primary audience is all the employees that write communicated messages. The secondary audience could be the people who read these messages such as lower level employees who take orders or customers read business communications
8. I would expect a positive response because we are trying the improve and communication while being through which could put a lot of confidence in the business
9. My primary audience differs from secondary because it directly affects how the employees work. For example how much time it takes to write communications and how effective they are. The secondary audience differs in way that not be as well educated on the topic and how it affects the business overall
10. I must reshape my message in a way that uses plain english and explains my point in full detail while accommodating their potential bias. The secondary audience and so forth might not understand certain business terminology. This information could be completely new to them so it provides a lot of detail so they can formulate accurate opinions.

**Lumen Technologies Company**

Interoffice Memorandum

**To:** Lumen Technologies Employees

**From:** Unity Dill

**Date:** February 21,2024

**Subject:** New Policy onthe use of generative AI for workplace communications.

I’ve conducted research on the risk and benefits of using generative AI, specifically

ChatGPT for workplace communication. Research shows that although ChatGPT

Is beneficial to communication efficiency and accuracy it poses a greater overall risk to the organization that we must all be aware of as new technology develops.

**Research Findings**

According to research the benefits of AI in the workplace are fewer errors, streamlined repetitive tasks and efficient analysis. AI is not exposed to all the factors that affect our attention to detail. AI runs consistently and constantly making it less prone to mistakes. This is also why AI is good for repetitive tasks. This leads to fewer errors, minimal downtime and a higher level of safety. With the proper training AI can also analyze thousands of datasets in minutes. After conducting research on the drawbacks the results revealed that Generative AI poses 4 main risks; misinformation, copyright and plagiarism infringement, data privacy, and data leaks. ChatGPT’s algorithm is based on patterns, instead of facts and data, and is trained [using datasets with specific cutoff points](https://www.bbc.com/news/world-us-canada-65735769). Meaning that, ChatGPT does not have access to the most up to date information. Secondly ChatGPT does not credit sources directly opening us up to the possibility of plagiarism and copyright infringement. As a result, our organization may be permanently damaged in terms of consumer trust, in addition to facing legal repercussions and heavy fines. Privacy is another important concern. ChatGPT uses user queries to train and improve their models. This is dangerous because company information is being stored externally which can compromise the organization. Furthermore employees could potentially reveal confidential information. Chat GPT itself warns:“Organizations that deploy ChatGPT should implement strict data privacy and security measures to protect user data and ensure responsible use of the technology.

**New Policy**

Moving forward the new policy is as followed

* Employees should refrain from inputting any sensitive or proprietary company data to ChatGPT, including identities, client information, and other data.
* This can include codes, meeting notes, or any other data, even if it is internal-only.
* Employees must secure all accounts by using a long, unique password and multi-factor authentication controls. And opt-out having data used for further purposes
* While ChatGPT can be useful for creating outlines in some situations, it shouldn't be utilized to produce documents for work that are credited to human writers.

Although ChatGPT is a very clever and practical tool, it must be utilized appropriately and for the intended goals. This isn't to say it wont further be implemented in future as it is still being developed and improved.

Sources

[ChatGPT & Cybersecurity: Security Risks for Your Business to Consider (cybersafesolutions.com)](https://www.cybersafesolutions.com/insights/chatgpt-cybersecurity-security-risks-for-your-business-to-consider#:~:text=As%20with%20any%20nascent%20technology%2C%20ChatGPT%20has%20its,and%20copyright%20infringement%2C%20account%20compromise%2C%20and%20leaked%20information.)

[ChatGPT: The Risks & Benefits (workamajig.com)](https://www.workamajig.com/blog/chatgpt#:~:text=ChatGPT%3A%20The%20Risks%20%26%20Benefits%201%20Risks%20and,Wrapping%20up%20Now%2C%20you%20be%20the%20judge.%20)

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