



Generative AI

Start an Actionable Automation & Augmentation Plan

LEARNING OBJECTIVES

By the end of the lesson, you will be able to...

- Identify which tasks are able to be automated or augmented, and which have lower potential.
- Apply this skill to your own role, to enable you to design an automation and augmentation plan.





Generative AI and, in particular, large language models (LLMs), underpinned by advancements in machine learning and natural language processing, represent a paradigm shift in how we interact with information and, by extension, how we work.

- Saadia Zahidi, Managing Director, World Economic Forum
- Kathleen O'Reilly, Tech Industry Practices Chair, Accenture

Automation by the Numbers

1,435

Estimated # of tasks that will be fully automated by 2028, for 900 job types.

40%

Working hours likely to be impacted by LLMs, across industries.

62%

US working hours that involve language tasks, on average.

\$50b

Estimated investment in Generative AI startups, globally, in 2023.

10

Number of hours US employees report being bored at work each week.

LEARN

Identifying Tasks to Automate



Reinventing Existing Roles

Accenture, a consulting firm, highlights a process of translating existing jobs into underlying **bundles of tasks**.

Then, they assess the extent to which generative AI might affect each task — **automated**, **augmented**, or **unaffected**.

Finally, they add **new tasks** related to human oversight of machines.

To assess how specific jobs will be reinvented with AI, an Accenture analysis decomposed one customer service job into **13 component tasks**. We found:



4 tasks would continue to be performed primarily by humans, with low potential for automation or augmentation.

4 tasks could be fully automated — such as gathering, classifying, and summarizing information on why a customer is contacting the company.

5 tasks could be augmented to help humans work more effectively — such as using an AI summary to provide a rapid solution with a human touch.

Importantly, new job tasks might also be needed to ensure the safe, accurate and responsible use of AI in customer service settings, such as providing unbiased information on products and pricing.

Steps to Identify Automation/Augmentation Potential

Step 1

Language tasks
identification

Prompt: Do the following tasks...



Language – Require a certain level of language ability
(natural, mathematical, computational)?

Step 2

Assess knowledge
use on task

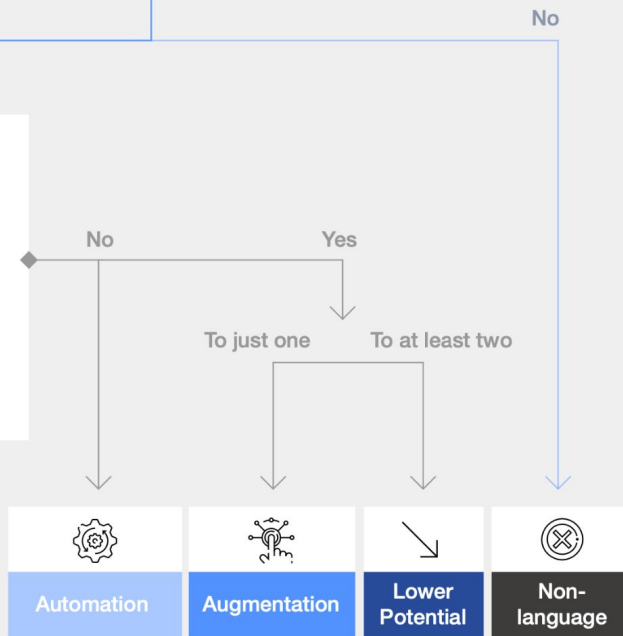


Knowledge - Does the task
require a certain level of
knowledge or skill...
(1) to solve creatively
ambiguous problems?
(2) to work together with
others in real time?
(3) to meet a commitment
or compliance, e.g. legal,
financial, health?

Step 3

Label task
transformation
potential

Generative AI
transformation
potential labels



Knowledge Check:

Identifying exposure potential of tasks and jobs



Tariq is a therapist who is evaluating his client's mental health conditions and considering various treatment options. What category does this task belong to?

- A) Higher potential for automation
- B) Higher potential for augmentation
- C) Lower potential for exposure (automation or augmentation)
- D) Non-language tasks

Knowledge Check:

Identifying exposure potential of tasks and jobs



Tariq is a therapist who is evaluating his client's mental health conditions against guidance criteria and considering treatment options. What category does this task belong to?

- A) Higher potential for automation
- B) Higher potential for augmentation**
- C) Lower potential for exposure (automation or augmentation)
- D) Non-language tasks

Does the task require a certain level of knowledge or skill...

☒ to solve creatively ambiguous problems?

☒ to work together with others in real time?

☒ to meet a commitment or compliance, e.g. legal, financial, health?

Rationale: Evaluating patient or client conditions and treatment options is a task with a higher potential for augmentation. LLMs can assist in making a diagnosis and help reduce bias when it comes to treatment options.

Knowledge Check:

Identifying exposure potential of tasks and jobs



Priya is a database administrator who is responsible for designing databases. What category does her task primarily belong to?

- A) Higher potential for automation
- B) Higher potential for augmentation
- C) Lower potential for exposure (automation or augmentation)
- D) Non-language tasks

Knowledge Check:

Identifying exposure potential of tasks and jobs



Priya is a database administrator who is responsible for designing databases.
What category does her task primarily belong to?

- A) Higher potential for automation
- B) Higher potential for augmentation
- C) Lower potential for exposure (automation or augmentation)
- D) Non-language tasks

Does the task require a certain level of knowledge or skill...

☒ to solve creatively ambiguous problems?

☒ to work together with others in real time?

☒ to meet a commitment or compliance, e.g. legal, financial, health?

Rationale: Designing databases falls under tasks with a higher potential for automation. LLMs can automatically generate database schemas based on inputs, though human oversight is still valuable for complex systems.

Knowledge Check:

Identifying exposure potential of tasks and jobs



Sarah, a supply chain manager, is responsible for negotiating contracts with international suppliers. Which category does her task belong to?

- A) Higher potential for automation
- B) Higher potential for augmentation
- C) Lower potential for exposure (automation or augmentation)
- D) Non-language tasks

Knowledge Check:

Identifying exposure potential of tasks and jobs



Sarah, a supply chain manager, is responsible for negotiating contracts with international suppliers. Which level does her task belong to?

- A) Higher potential for automation
- B) Higher potential for augmentation
- C) Lower potential for exposure (automation or augmentation)**
- D) Non-language tasks

Does the task require a certain level of knowledge or skill...

☒ to solve creatively ambiguous problems?

☒ to work together with others in real time?

☒ to meet a commitment or compliance, e.g. legal, financial, health?

Rationale: Sarah's task of negotiating contracts falls under tasks with lower potential for exposure to automation or augmentation, owing to needing all three knowledge skills. But she could still consider using an LLM coach.



PRACTICE

Group Discussion:

Triage the Tasks in Your Role

Group Discussion: Triaging Tasks

Instead of working solo, let's make this a collaborative exploration. Discuss and list your main responsibilities, then decide as a group what can be automated or augmented. Here's how to proceed:

- 1 Take a few minutes to reflect on your current role or a past role. Write down all the main tasks you are responsible for.
- 2 Take turns sharing your lists with the group.
- 3 For each task, discuss whether it can be automated (technology does it for you) or augmented (technology helps you do it better).
- 4 As a group, select one task that is most suitable for automation and one for augmentation.

REFLECT

Automation & Augmentation



Reflection: Automation & Augmentation Plans

Taking what you learned and what you practiced, answer the following reflection questions.

- 1 Which tasks are you most keen to Automate or Augment?
- 2 How will you use the task triage to decide which tasks to work on first?
- 3 Did you “borrow” some tasks from another occupation?
- 4 How much is compliance a factor in your role? Real-time collaboration? Creative ambiguity?



Tips for Reflection:

Think carefully through the questions, provide specific details and examples, and try to break down your thinking.

