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Andrew Ng

# Building AI in Your Company

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Introduction

# Building AI in your company

- Case studies of complex AI products
- Roles in an AI team
- AI Transformation Playbook
- Taking your first step



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Case study: Smart speaker

# Smart speaker



Amazon  
*Echo / Alexa*



Google  
*Home*



Apple  
*Siri*



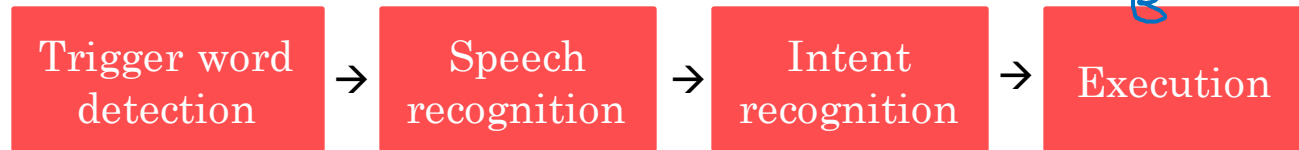
Baidu  
*DuerOS*

“Hey device, tell me a joke”

# *“Hey device, tell me a joke”*

Steps to process the command:

1. Trigger word/wakeword detection
2. Speech recognition
3. Intent recognition
4. Execute joke



Audio → “tell me a joke”

“tell me a joke”

A

Audio → “Hey device”? (0/1)

A → B

A → B

joke?

time?

music?

call?

weather?

B

AI pipeline

# *“Hey device, set timer for 10 minutes”*

Steps to process the command:

1. Trigger word/wakeword detection      Audio → “Hey device”? (0/1)
2. Speech recognition      Audio → “set timer for 10 minutes”
3. Intent recognition      “set timer for 10 minutes” → timer
4. a) Extract duration  
    “Set timer for 10 minutes”  
    “Let me know when 10 minutes is up”  
    b) Start timer with set duration

# Other functions

- Play music
- Volume up/down
- Make call
- Current time
- Units conversion
- Simple question
- ...

Key steps:

1. Trigger/wakeword detection
2. Speech recognition
3. Intent recognition
4. Specialized program to execute command



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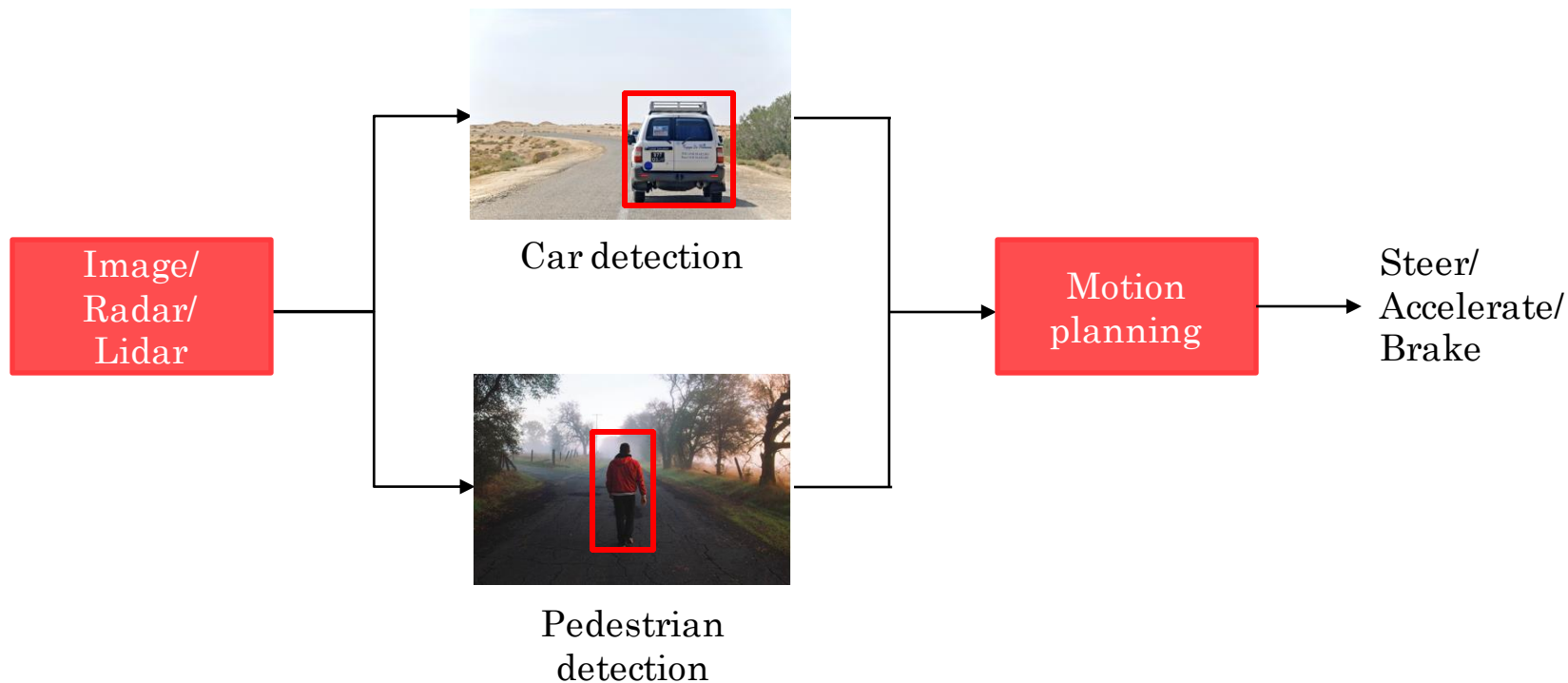
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Case study: Self-driving car

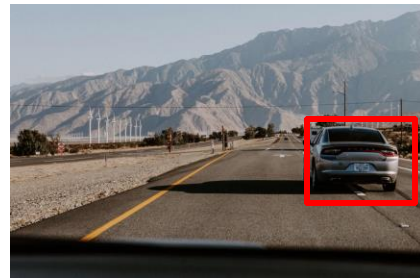


# Steps for deciding how to drive

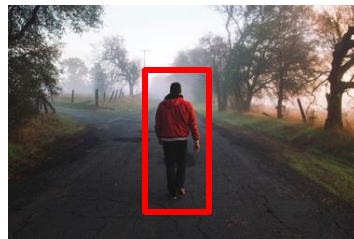


# Key steps:

1. Car detection



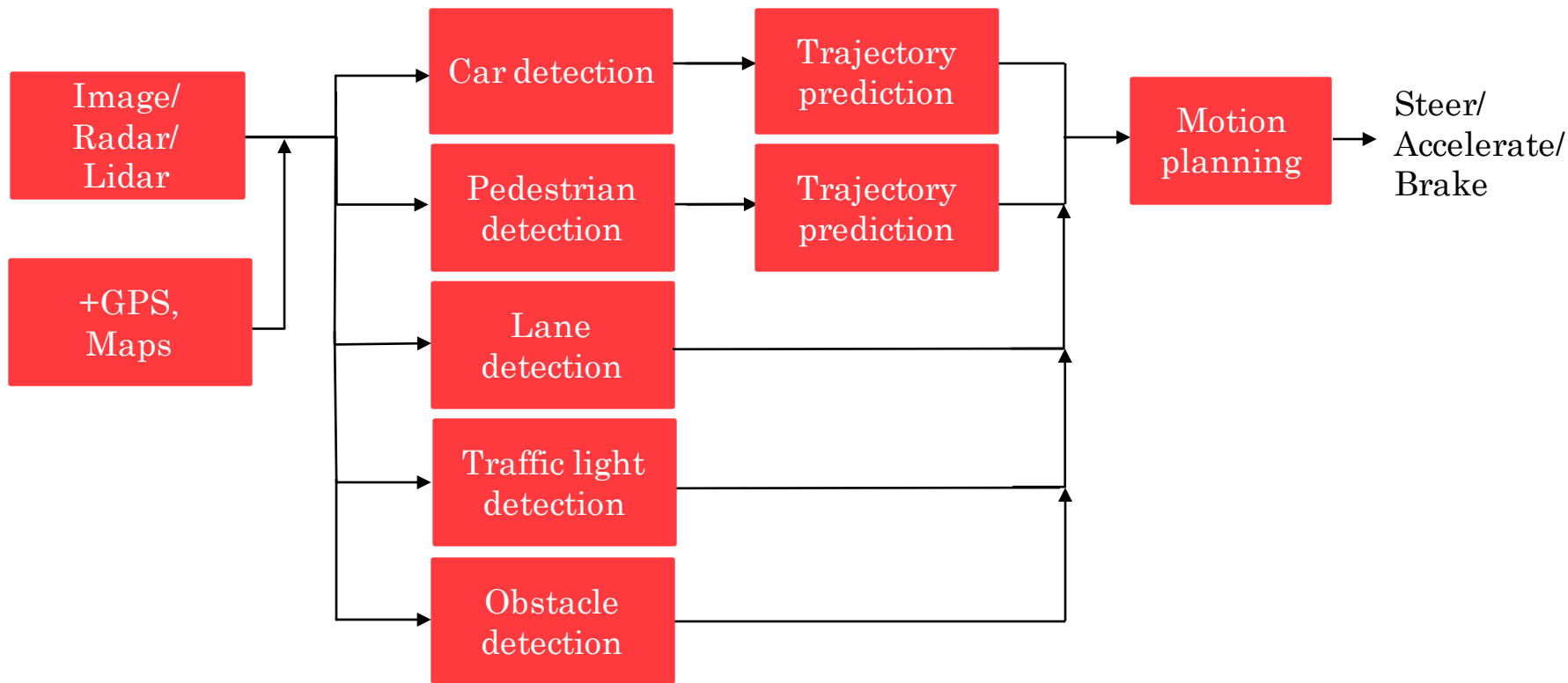
2. Pedestrian detection



3. Motion planning



# Steps for deciding how to drive





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Example roles of an AI team

# Example roles

- Software Engineer
    - E.g., joke execution, ensure self-driving reliability, ...
  - Machine Learning Engineer
    - $A \rightarrow B$
  - Machine Learning Researcher
    - Extend state-of-the-art in ML
- Applied ML Scientist

# Example roles

- Data Scientist

- Examine data and provide insights
- Make presentation to team/executive

- Data Engineer

- Organize data
- Make sure data is saved in an easily accessible, secure and cost effective way

→ 1 MB (megabyte)  
→ 1,000 MB = GB (gigabyte)  
→ 1,000,000 MB = TB (terabyte)  
→ 1,000,000,000 MB = PB (petabyte)

- AI Product Manager

- Help decide what to build; what's feasible and valuable

# Getting started with a small team

- 1 Software Engineer, or
- 1 Machine Learning Engineer/Data Scientist , or
- Nobody but yourself



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AI Transformation Playbook  
(Part I)



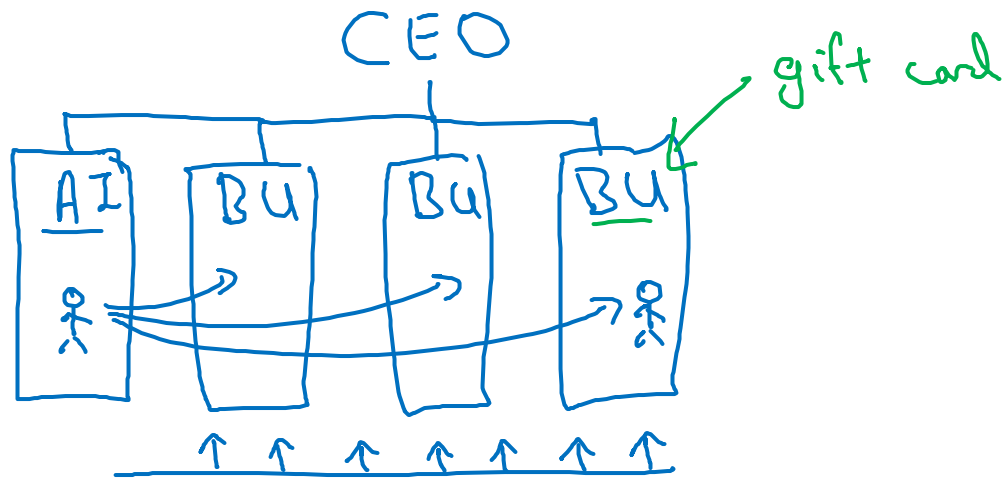
# AI Transformation Playbook

1. Execute pilot projects to gain momentum
  2. Build an in-house AI team
  3. Provide broad AI training
  4. Develop an AI strategy
  5. Develop internal and external communications
- 

# 1. Execute pilot projects to gain momentum

- More important for the initial project to succeed rather than be the most valuable
- Show traction within 6-12 months
- Can be in-house or outsourced

## 2. Build an in-house AI team



BU= Business Unit

AI function can be under CTO, CIO, CDO, etc. or a new CAIO

### 3. Provide broad AI training

Role	What they should learn

The smart CLO knows they should *curate* rather than *create* content



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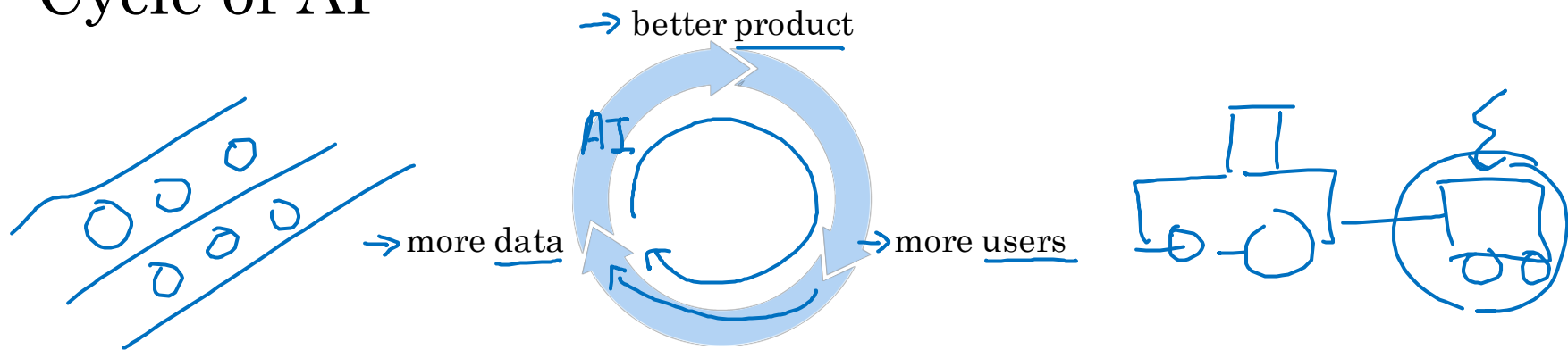
AI Transformation Playbook  
(Part II)

# AI Transformation Playbook

1. Execute pilot projects to gain momentum
2. Build an in-house AI team
3. Provide broad AI training
4. Develop an AI strategy
5. Develop internal and external communications

## 4. Develop an AI strategy

- Leverage AI to create an advantage specific to your industry sector
- Design strategy aligned with the “Virtuous Cycle of AI”



## 4. Develop an AI strategy

- Consider creating a data strategy
  - Strategic data acquisition
  - Unified data warehouse
- Create network effects and platform advantages
  - In industries with “winner take all” dynamics, AI can be an accelerator



## 5. Develop internal and external communications

- Investor relations
- Government relations
- Customer/user education
- Talent/recruitment
- Internal communications

You can download the AI Transformation Playbook in the next section.



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AI pitfalls to avoid

# AI pitfalls to avoid

## Don't:

- Expect AI to solve everything
- Hire 2-3 ML engineers and count solely on them to come up with use cases

## Do:

- Be realistic about what AI can and cannot do given limitations of technology, data, and engineering resources
- Pair engineering talent with business talent and work cross-functionally to find feasible and valuable projects

# AI pitfalls to avoid

## Don't:

- Expect the AI project to work the first time
- Expect traditional planning processes to apply without changes
- Think you need superstar AI engineers before you can do anything

## Do:

- Plan for AI development to be an iterative process, with multiple attempts needed to succeed
- Work with AI team to establish timeline estimates, milestones, KPIs, etc.
- Keep building the team, but get going with the team you have



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Taking your first step in AI

# Some initial steps you can take

- Get friends to learn about AI
  - This course
  - Reading group
- Start brainstorming projects
  - No project is too small
- Hire a few ML/DS people to help
- Hire or appoint an AI leader (VP AI, CAIO, etc.)
- Discuss with CEO/Board possibilities of AI Transformation
  - Will your company be much more valuable and/or more effective if it were good at AI?



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Survey of major AI  
application areas  
(optional)

# Computer Vision

- Image classification/Object recognition

-Face recognition



cat

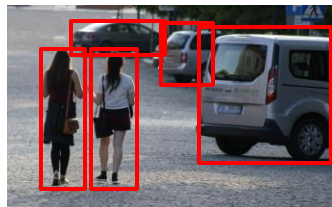
register



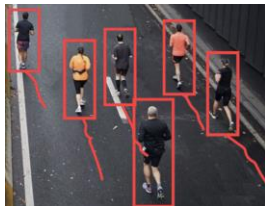
new



- Object detection



- Image segmentation



- Tracking







# Natural Language Processing




- Text classification
  - Sentiment recognition
- Information retrieval
  - E.g., web search
- Name entity recognition
- Machine translation

Email  Spam/Non-Spam

Product description  Product category

“The food was good”  

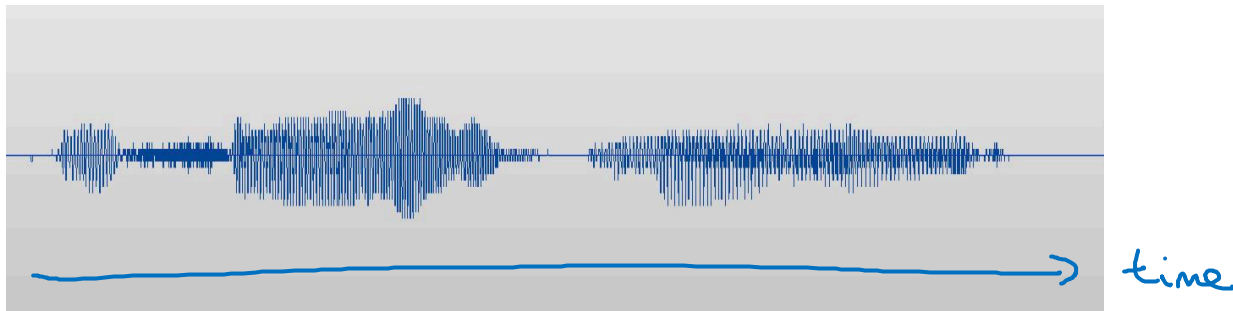
“Service was horrible”  

“ Queen Elizabeth II knighted  
 Sir Paul McCartney for his  
services to music at the  
 Buckingham Palace”

AIは、新たな電気だ

AI is the new electricity

# Speech ↑



- Speech recognition (speech-to-text)
- Trigger word/wakeword detection
- Speaker ID
- Speech synthesis (text-to-speech, TTS)

The quick brown fox jumps over the lazy dog.

# Generative AI

Artificial intelligence systems that can produce high quality content, specifically **text, images, and audio**.

- Text generation

“Suggest three funny, creative names for a line of chocolate ice cream”



1. Choco-Chuckle Swirl
2. Fudge-tastic Delight
3. Silly Cocoa Scoops

- Image generation

“a purple friendly robot eating ice-cream”



- Audio generation
  - Speech, music

“drum solo 140 bpm”

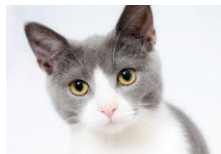
# Robotics

- Perception: figuring out what's in the world around you
- Motion planning: finding a path for the robot to follow
- Control: sending commands to the motors to follow a path

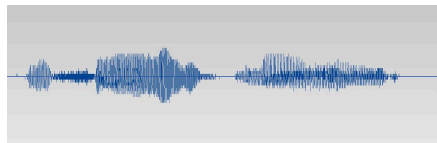


# General machine learning

- Unstructured data (images, audio, text)



image



audio

AIは、新たな電気だ

text

AI is the new electricity

- Structured data

House size (square feet)	# of bedrooms	Price (1000\$)
523	1	100
645	1	150
708	2	200

Clay batch #	Supplier	Mixing time (minutes)
001	ClayCo	35
034	GooClay	22
109	BrownStuff	28



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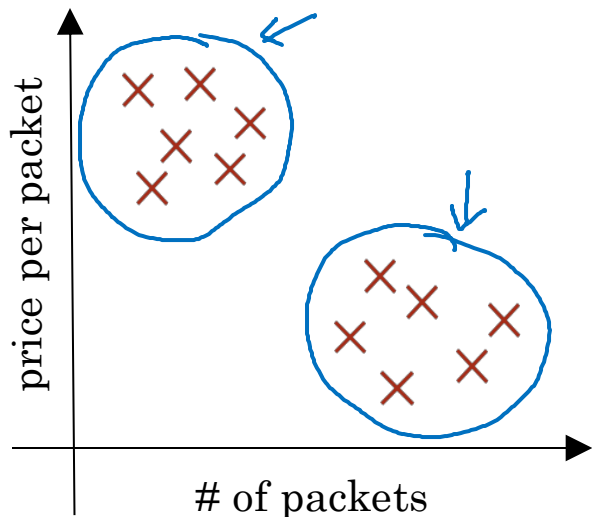
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Survey of major AI techniques  
(optional)

# Unsupervised learning

## Clustering Potato chip sales



$A \rightarrow \underline{B}$

Given data (without any specific desired output labels), find something interesting about the data



Finding cats from  
unlabeled YouTube videos

# Transfer learning

## Car detection



100,000 images

## Golf cart detection

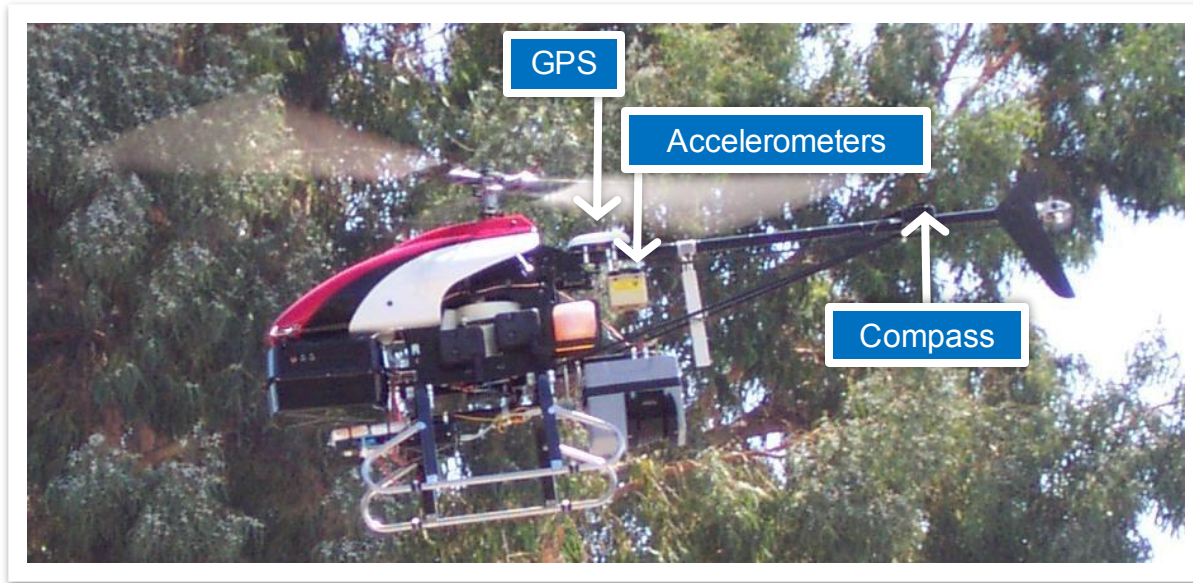


100 images

Learn from task A, and use knowledge to help on task B



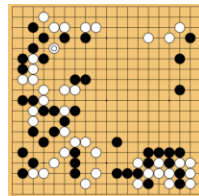
# Reinforcement learning



$A \rightarrow \underline{B}$

Use a “reward signal” to tell the AI when it is doing well or poorly. It automatically learns to maximize its rewards.

# Reinforcement learning



Use a “reward signal” to tell the AI when it is doing well or poorly. It automatically learns to maximize its rewards.

# GANs (Generative Adversarial Network)

Synthesize new images from scratch



[Source: Karras et al. (2018). Progressive Growing of GANs for Improved Quality, Stability, and Variation]

# Knowledge Graph

leonardo da vinci


All Images Books News Videos More Settings Tools

ada lovelace

All Images Books Videos News More Settings Tools

About 9,260,000 results (0.35 seconds)

**Ada Lovelace - Wikipedia**  
[https://en.wikipedia.org/wiki/Ada\\_Lovelace](https://en.wikipedia.org/wiki/Ada_Lovelace) ▼  
Augusta Ada King, Countess of Lovelace was an English mathematician and writer, chiefly known for her work on Charles Babbage's proposed mechanical ...  
Resting place: Church of St. Mary Magdalene, ... Spouse(s): William King-Noel, 1st Earl of Lovelace  
...  
Known for: Mathematics, computing  
Charles Babbage · Analytical Engine · William King-Noel, 1st Earl of · Lady Byron

  
More images

**Ada Lovelace: Founder of Scientific Computing**  
<https://www.sdsc.edu/ScienceWomen/lovelace.html> ▼  
ADA BYRON, COUNTESS OF LOVELACE ... Ada Byron was the daughter of a brief marriage between the Romantic poet Lord Byron and Anne Isabelle ...

People also ask

What is Ada Lovelace famous for?

What did Ada Lovelace invent and what impact it had?

When did Ada Lovelace invent the computer?

What is Ada Lovelace Day?

Feedback

**Ada Lovelace | Biography & Facts | Britannica.com**  
<https://www.britannica.com/biography/Ada-Lovelace> ▼  
Jan 3, 2019 - Ada Lovelace, in full Ada King, countess of Lovelace, original name Augusta Ada Byron, Lady Byron, (born December 10, 1815, Brompton, ...

Ada Lovelace

Mathematician

Augusta Ada King, Countess of Lovelace was an English mathematician and writer, chiefly known for her work on Charles Babbage's proposed mechanical general-purpose computer, the Analytical Engine. [Wikipedia](#)

**Born:** December 10, 1815, London, United Kingdom  
**Died:** November 27, 1852, Marylebone, United Kingdom  
**Spouse:** William King-Noel, 1st Earl of Lovelace (m. 1835–1852)  
**Children:** Anne Blunt, 15th Baroness Wentworth, MORE  
**Parents:** Lord Byron, Lady Byron  
**Known for:** Mathematics, Computing

People also search for

View 15+ more

Ada Lovelace	
Born	Dec 10, 1815
Died	Nov 27, 1852
Bio	English mathematician and writer...

Northern Rooster Hotel	
Address	45 Rooster St, LA
Phone	(650) 555-3992
Wifi	yes
Pool	no