



# **Artificial Intelligence – Creators and Consumers**

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# Agenda

- Introduction
- Creators and Consumers
- Use Cases
- Key Challenges
- Looking Forward

# Artificial Intelligence

## Definition

The ability of a machine to perform cognitive functions that we associate with human minds (e.g., natural-language understanding, generation, speech processing, translation) and to perform physical tasks using cognitive functions (e.g., autonomous driving, physical robots).

# Understand Who You Are

## CREATOR

- Create or develop/write the algorithms
- Unique skills and competencies
- Small proportion of the community

## CONSUMER

- Consume or use the algorithms
- Mainstream skills and competencies
- Vast majority of the community

# Use Cases

In play at SBA

- Anomaly detection
- Forms Processing
- Natural Language Processing (NLP)
- Predictive Capabilities
- Algorithmic Based Decision Support

# Key Challenges

How to increase trust in AI systems

- Understand who you are: Creator, or Consumer
- Depends on the use case
  - Predictive capabilities in email
  - Algorithmic based decision support
- AI/ML is increasingly being built into tools/solutions
- Targeting specific business scenarios
- Keeping “human in the loop”

# Looking Forward

- Increased use of algorithmic based decision support
- Commercially available “as a service” model
- Investing in workforce who know the right questions to ask

**Thank you!**