




Will AI Kill Technical Documentation?



Who am I – what do I do?

- Katriina Valli _____
- Ai4Value, CEO and Founder
- Dappled with RPA and AI for the past 8 years or so
- Did Tech doc Tech for over 15 years, presenting at several global seminars. Already year 2003 we discussed globally if Tech Doc will demise..
- Kind of in love with XML <3
- **I KNOW A LOT OF YOU!**
- **I WANT TO BREAK AI MYTHS!**



This is **what** we do and **why** are we different

Currently we have over **15 years of algorithm development** under our belt, all of them have been in use for almost 10 years.

Currently the main focus is on NLP/NLU where one of the differentiation factors is that we are **language independent**.

Although we are small and new we have a **3000 strong resource bank** covering our back from our minor investor Codemen.

Also – we are building an **algorithm marketplace** to speed AI adoption, using a growing global network of developers.

For local support and development we have a growing partner network – Sweden, Norway, Denmark, Estonia and soon the UK.



Generating content with AI, how does it work?

Voitto-robotti avataan kaikkien käyttöön

Yle Uutiset avaa tänään Voitto-robotin koodin avoimeksi. Kuka tahansa voi halutessaan kokeilla mitä hyötyä Voitosta voisi olla.

Media 21.3.2018 klo 10:07 | päivitetty 21.3.2018 klo 10:37

```
46 private def awayTeamTemplates = {
47     if (awayTeamPlacement == 1)
48         if (!homeTeamWin) AwayTeamFirstPlaceWin else AwayTeamFirstPlaceLoss
49     else if (awayTeamPlacement <= 3)
50         if (!homeTeamWin) AwayTeamTop3Win else AwayTeamTop3Loss
51     else if (awayTeamPlacement <= 5)
52         AwayTeamMidPlacement
53     else if (!homeTeamWin)
54         AwayTeamLowPlacementWin
55     else
```

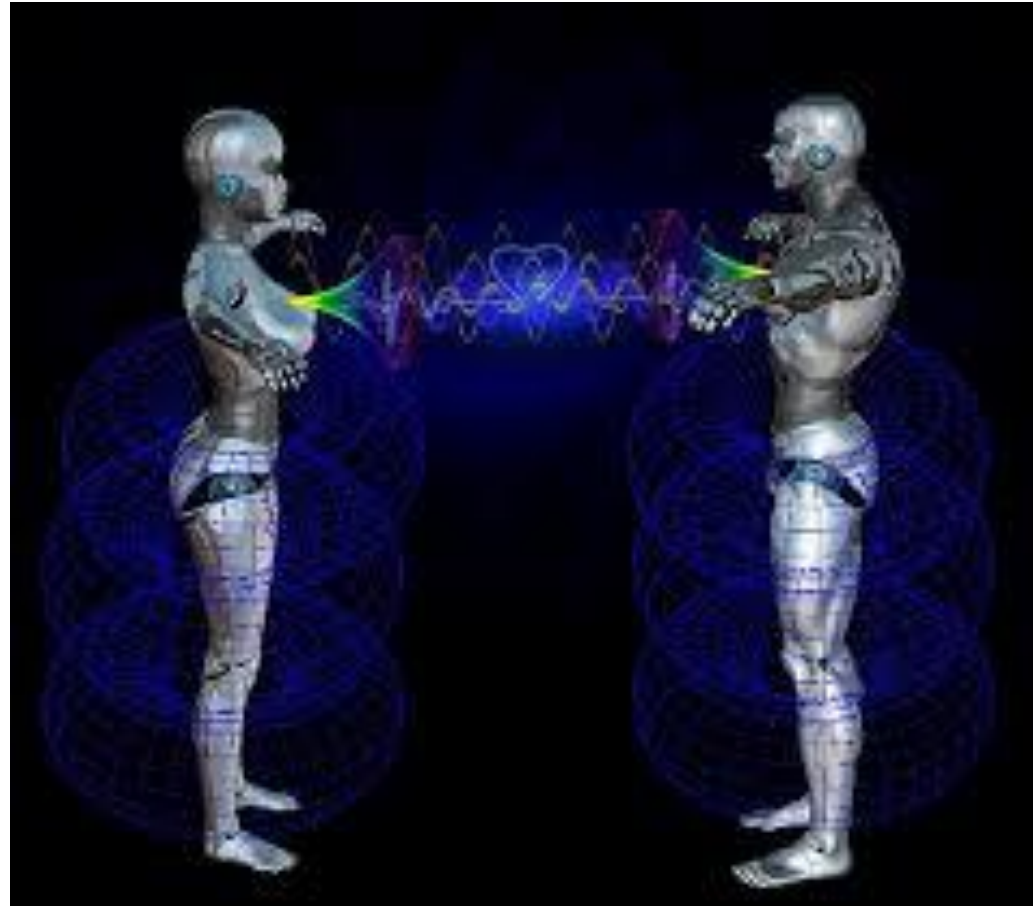
Kuva: Felipe Santana, Joni Hiirikoski / Yle



So, what is it?

Referencing my AI idol, Anne Håkansson

Is a Robot = AI?

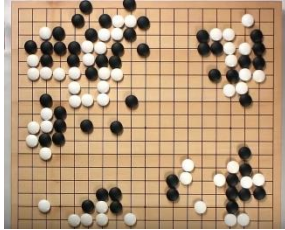


What is AI in
the concept
"Robots"?

What makes a
Robot AI?

“Weak AI” versus “Strong AI”

– Simulates thinking



- Reasoning and solve simple problems within a domain



- Use models for problem solving
- Translate language
- Handling spelling
- Handle data base searches
- Lack of consciousness

– demonstrates “human-like” intelligence, performs intelligent /intellectual tasks

- Reasoning and solve complex problems, different domains
- Draw conclusions from knowledge
- Plan
- Learn
- Communicate
- *Have self-awareness*
- *Have consciousness*



”Bots” – make mistakes:

“*Wikipedia bots:*

Fighting a war against each other - editing each other’s changes, over ... and over ... Again

Quarreling robots: arguing about our existence

Tay - Microsoft chatbot: “Hitler was right”

Sophia - Hanson robotics: “Okay. I will destroy mankind”

Fake News!

Systems that base decisions on, for example, documents and images from the Internet, YouTube

Russian robot ”sneaked out” – The door was open

CAPTCHA – distinguish people from computer => pattern matching --> Hacked!

inquiry



“There will be plenty of jobs in the future: You just won’t be able to do them”

McKinsey Global Institute, Nov 2017:

2030: 75 million to 375 million workers will change occupation categories while another 400 to 800 million could be displaced by automation and required to find new jobs entirely.

Meanwhile, all workers will need to adapt and heighten their skills to keep up with advances in technology.

Unpredictable environments (gardeners, plumbers) or require human interaction (teachers) become more in-demand while physically demanding jobs (fast-food workers) or work that requires processing data (accountants) will fall by the wayside.

<https://www.linkedin.com/pulse/plenty-jobs-future-you-just-wont-able-do-them-caroline-fairchild/>



There are only four types
of AI. All “weak”

NLP

OCR

Chatbots

Machine Learning (Anssi’s
big data talk very much related 😊)



Some examples

AI in context of Tech Doc



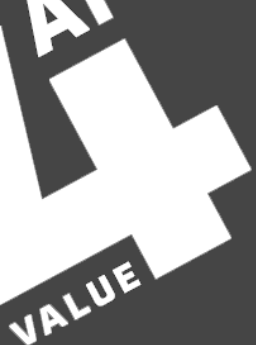
AI - all about tech environments? NAH!!

- Case City of Warsaw
- External Data sources → Industry standards
- Industry Standards → Illness codes
- Correlation analysis → How do symptoms link?
What is the risk of a new disease?
- Health profile estimation as end result



Cases in industry

- Big manufacturing organizations
- Internal, hard-to-process data (need for professional documentation..) augmented with external macroeconomic data.
- When to buy, from whom to buy, how to optimize warehouse values?
- Supply chain



The worst sources of data

Suomi 24

Vauva – lehti

Kaksplus

Cat fora in Facebook



Human to human – an easier way to find data



How about handling a lot of unstructured data?

- NLP can process natural language but it still loves structure (who doesn't?)
- To create structure to something that does not have an existing structure - human to human oriented data can be analyzed and classified with NLP
- The **old** way – the **hard** way
- The **new** way – **NLP** does it

So how
can AI/NLP
help?

Ontology!
Semantic ontology!
Sentiment analysis!



Next up:
Metadata and Master
Data



How many of you can say that in your organization Master Data is completely consistent?

Who in your organization understands how important **MDM** is?



Who now
typically tries
to fix the data
issues?

Either you or your desperate IT
organization try their best to
make the rest of the organization
understand the value of data
governance



Are you going to become obsolete?

Of course not – but you must be willing to change the way you work.

Do you have a possibility to just sit and analyze the quality of Tech Doc?

Does your organization give you a possibility to create an ontology or Master Data definition?

There are NEW ROLES emerging where you have HUGE opportunities – AI trainers for instance!



Summary:

Things will change

You should be a part of the planning phase when your organization is pondering the use of AI.

You understand the data best.