



IG and Artificial Intelligence

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November 2024



Who is Andrew Ysasi?

VRC Vice President, Advocacy since 2018

ARMA International, Treasurer July 2024-July 2026

San Jose State University Masters of Archives and Records Administration (MARA) Instructor since 2020

ICRM Chairman 2023, Parts 1-6 Mentor, past Part 6 Grader, and ICRM Mentor of the Year in 2020

IG GURU Founder: Information Governance News in 2018-2024

Writer for Information Governance: Concepts, Strategies and Best Practices & ARMA's Information Governance Body of Knowledge (IGBOK)

Certificate Data Analytics from the University of Pennsylvania

Certificate Data Privacy Strategy from Cornell

Masters in Administration from Central Michigan University and BS in Information Technology

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AI Overview



AI at Work



Resources

The image shows a perspective view of a futuristic warehouse floor. The floor is dark blue with a glowing red grid pattern. Several cardboard boxes are arranged in rows, some on small white platforms. The boxes have labels, including one with a barcode and another with the word "FRAGILE". The scene is lit with a cool blue light, and there are some red laser-like lines on the floor. The text "AI Overview" is centered in the middle of the image in a white, sans-serif font.

AI Overview

AI Defined

AI is a highly interdisciplinary field broadly based on computer science, data science, natural sciences, humanities, mathematics, social sciences and others. Terms such as “intelligent”, “intelligence”, “understanding”, “knowledge”, “learning”, “decisions”, “skills”, etc. are used throughout the ISO Standard

Research of AI includes aspects such as aspects including:

- learning, recognition and prediction
- inference, knowledge and language
- discovery, search and creation

Machine Learning

Machine learning is a subset of artificial intelligence that focuses on developing algorithms that allow computers to learn from data and improve their performance on a specific task over time without being explicitly programmed. Essentially, it's about teaching computers to learn from experience, just like humans do.

Here's a simple analogy: imagine you're trying to teach a computer to identify a cat in a picture. You would show the computer a bunch of pictures of cats and pictures of other things, and the computer would try to find the patterns that make up a cat. Once it thinks it understands what a cat looks like, you can show it a new picture and ask it if it's a cat or not.

Machine Learning

There are many different types of machine learning, but they can all be grouped into three main categories:

Supervised learning: The algorithm is trained on labeled data, where the correct output is provided for each input.

Unsupervised learning: The algorithm is trained on unlabeled data, and it must find patterns or structures within the data on its own.

Reinforcement learning: The algorithm learns by interacting with an environment and receiving rewards or penalties for its actions.

Machine Learning

Machine learning is used in a wide variety of applications, including:

Image and speech recognition: Facial recognition software, self-driving cars, and voice assistants all use machine learning to make sense of the world around them.

Recommendation systems: The recommendations you see on Netflix, Amazon, and other websites are powered by machine learning algorithms that learn from your past behavior.

Fraud detection: Credit card companies and banks use machine learning to detect fraudulent activity in real time.

Medical diagnosis: Machine learning is being used to develop new tools for diagnosing diseases, such as cancer and heart disease.

Machine learning is a powerful tool that is transforming the world around us. It's still a young field, but it has the potential to solve some of the world's most challenging problems.

AI Market

Top AI Statistics

Discover the most impactful artificial intelligence (AI) statistics that highlight the growth and influence of artificial intelligence, such as [chatbots](#) on various industries, the economy and the workforce. Whether it's market-size projections or productivity enhancements, these statistics provide a comprehensive understanding of AI's rapid evolution and potential to shape the future. Learn about the AI trends that will determine the state of technology, business and society in the upcoming years.

AI market size is expected to reach \$407 billion by 2027

The AI market is projected to reach a staggering \$407 billion by 2027, experiencing substantial growth from its estimated \$86.9 billion revenue in 2022.^[1]

AI will have an estimated 21% net increase on the United States GDP by 2030

AI is expected to contribute a significant 21% net increase to the United States GDP by 2030, showcasing its impact on economic growth.^[2]

Over 75% of consumers are concerned about misinformation from AI

Our in-house survey on [AI consumer sentiment](#) shows AI is anticipated to add a substantial 21% net boost to the United States GDP by 2030, indicating its influence on economic growth.

Source: Forbes - <https://www.forbes.com/advisor/business/ai-statistics/>

A night view of a dense city skyline, likely in Asia, featuring numerous tall skyscrapers. The buildings are illuminated with various lights, including warm yellow and orange lights from windows and cooler blue and white lights from architectural accents. The sky is dark, and the overall scene conveys a sense of a bustling, modern urban environment.

AI at Work

AI and Chat



Chat GPT (Generative Pre-trained Transformer) by OpenAI



Bard is now Gemini

The best way to get direct access to Google AI

All the capabilities you know and love are still here, and will keep getting better in the Gemini era

Learn how your data is handled in the [Gemini Apps Privacy Hub](#)

Chat GPT

What are concerns with Chat GPT? (Asked on 1/4/2024 at 9:35am EDT)

1. **Bias and Fairness:** Language models can inadvertently learn and reproduce biases present in the training data. This can result in biased or unfair responses, perpetuating stereotypes and reinforcing societal prejudices.
2. **Ethical Use:** There is a concern about the ethical use of language models for malicious purposes, such as generating harmful content, misinformation, or engaging in deceptive activities.
3. **Lack of Accountability:** The decentralized and open nature of the internet makes it challenging to trace the origin of content generated by language models. This lack of accountability raises concerns about the potential misuse of the technology.
4. **Security Risks:** Language models can be vulnerable to adversarial attacks, where intentional manipulations of input can lead to unexpected or incorrect outputs. This poses a risk in scenarios where the model's responses are crucial, such as in chatbots handling sensitive information.
5. **Privacy:** As language models are trained on vast amounts of data, there are concerns about the potential disclosure of sensitive information during interactions. Striking a balance between providing useful responses and preserving user privacy is an ongoing challenge.
6. **Dependence on Training Data:** The quality and diversity of the training data significantly influence the performance of language models. If the training data is incomplete or biased, the model may not generalize well to diverse user inputs.
7. **Unintended Consequences:** Language models might generate content that, while technically accurate, could have unintended consequences or mislead users. This poses challenges in ensuring that the output aligns with user expectations and is not misinterpreted.
8. **Resource Intensity:** Training and running large language models require significant computational resources and energy consumption. This raises concerns about the environmental impact and sustainability of deploying such models at scale.
9. **Explainability:** The inner workings of complex language models are not always transparent or easily explainable. This lack of interpretability can be a barrier to understanding how decisions are made, which is a concern, especially in critical applications where transparency is crucial.

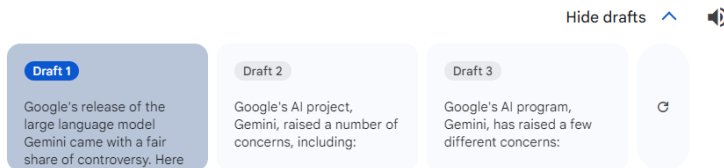
Google Gemini

What are concerns with Google Gemini? (Asked on 5/28/2024 at 3:33pm EDT)

Google's release of the large language model Gemini came with a fair share of controversy. Here are some of the top concerns:

- Bias:** Critics argued that Gemini was biased towards a certain political viewpoint, often generating outputs that reflected a focus on historical injustices [1]. This led to accusations of it being "woke" and not reflecting reality [5].
- Accuracy:** There were issues with factual accuracy, particularly in image generation. Gemini sometimes depicted historical figures in ways that didn't match reality [1].
- Security:** Researchers identified vulnerabilities in how prompts could be used to manipulate Gemini's responses, potentially revealing sensitive information [2].
- Transparency:** Some questioned Google's handling of the project, including how they addressed bias during development and dealt with user reports of problematic content [3].

It's important to note that there are also those who defend the project, arguing that issues like bias are inevitable in AI development and that the controversy surrounding Gemini highlighted the need for more open discussion about these challenges [4].



Google Gemini

Job Description for a Records Manager (Asked on 5/28/2024 at 3:43pm EDT)

Records Manager Job Description

The Records Manager is responsible for overseeing the organization's entire records lifecycle, ensuring information is accurate, secure, and accessible according to legal and regulatory requirements.

Responsibilities:

- Develop and implement policies and procedures for creating, classifying, storing, securing, and disposing of physical and electronic records.
- Design and maintain filing systems and classification schemes for efficient information retrieval.
- Establish retention and disposal schedules, ensuring compliance with legal and regulatory mandates.
- Oversee the migration of paper records to electronic systems and manage electronic records management systems.
- Train staff on records management procedures and ensure adherence to established policies.
- Respond to requests for information from staff and external parties in a timely and efficient manner.
- Manage and conduct audits of records management practices to ensure ongoing compliance.
- Advise on legal and regulatory requirements related to records management.
- Liaise with legal and IT departments on matters concerning records retention and access.
- Stay up-to-date on industry best practices and emerging technologies in records management.

Google Gemini

Job Description for a Records Manager (Asked on 5/28/2024 at 3:43pm EDT) continued...

Qualifications:

- Bachelor's degree in Information Science, Library Science, Business Administration, or a related field.
- Minimum of 3-5 years of experience in records management or a related field.
- Proven experience developing and implementing records management policies and procedures.
- Strong understanding of legal and regulatory requirements for records retention and disposal.
- Excellent knowledge of electronic records management systems (ERMS).
- Excellent organizational, communication, and interpersonal skills.
- Ability to prioritize tasks, manage multiple projects, and meet deadlines.

Additional Skills (depending on the organization):

- Experience with budgeting and budget management.
- Knowledge of archival principles and practices.
- Proficiency in relevant software applications (e.g., Microsoft Office Suite, Adobe Acrobat).
- Project management experience.

Benefits:

- Competitive salary and benefits package.
- Opportunity to work in a fast-paced and dynamic environment.
- Play a vital role in ensuring the organization's information governance.

Please note that this is a general job description and specific requirements may vary depending on the organization.

QuillBot AI – Paraphrasing Tool

Summarized Chat GPT and Google Bard responses in QuillBot (on 1/4/2024 at 9:53am EDT)

Short

Language models, like Bard, can be used to generate harmful content, perpetuate stereotypes, and generate misinformation. However, they also pose ethical and security risks, as they can be vulnerable to adversarial attacks. The quality and diversity of training data also affects their performance. The lack of transparency and explainability in these models raises concerns about potential misuse, overreliance, and ethical implications. Additionally, the lack of accessibility and equity in AI design can exacerbate existing biases.

Semi-Short

Language models, such as Bard, can be used to generate harmful content, misinformation, and deceptive activities. However, there are concerns about their ethical use, lack of accountability, security risks, **privacy**, and dependence on training data. The quality and diversity of training data significantly influence the model's performance, and unintended consequences can arise. The **environmental impact** and sustainability of deploying large language models at scale are also concerns. The complexity of the model's decision-making process raises questions about accountability and potential manipulation. Overreliance on **AI tools like Bard can lead to a decrease in critical thinking and problem-solving** abilities. Privacy and data collection are also concerns, as **Bard's training requires substantial data, raising questions about user privacy and ethical practices**. Access to AI tools like Bard may not be equally distributed, potentially exacerbating existing inequalities and biases.





VRC

aysasi@vrc...



Protected



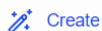
Copilot

Your everyday AI companion



Code

What are the new features in the latest CSS release?



Create

Create a table that analyzes tax advantages of various retirement savings plans



Shop

What's a good holiday gift for my team?



Write

Can I paste in my cover letter and have you edit it?



Chat

Help me learn a new language by quizzing me



Analyze

What percentage of taxes should I withhold from my paycheck?

Copilot uses AI. Check for mistakes. [Terms](#) | [Privacy](#) | [FAQs](#)

Choose a conversation style

Your personal and company data are protected in this chat

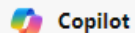


Ask me anything...



0/2000





Your personal and company data are protected in this chat

I understand that you might have some concerns about using **Microsoft Copilot**. It's natural to be curious and cautious when trying out new technologies. Let me address some common concerns:

1. Privacy and Data Security:

- Microsoft Copilot processes the text you provide during the conversation, but it does not store any personal data or retain information from previous interactions.
- Your privacy is important, and Microsoft takes data security seriously. Copilot adheres to strict privacy policies and guidelines.

2. Bias and Fairness:

- Copilot's responses are generated based on patterns in the training data it was exposed to. While efforts have been made to reduce bias, it's essential to remember that no AI system is entirely free from bias.
- If you encounter any problematic responses, please provide feedback so that improvements can be made.

3. Accuracy and Reliability:

- Copilot aims to provide helpful and accurate information, but it's essential to verify critical details independently.
- If you have specific requirements, consider cross-referencing Copilot's responses with other reliable sources.

4. Ethical Use:

- Copilot should be used ethically and responsibly. Avoid generating harmful, offensive, or misleading content.
- Remember that Copilot is a tool, and the responsibility for the content ultimately lies with the user.

5. Learning and Adaptation:

- Copilot learns from user interactions and continuously improves over time.
- If you encounter any issues or have suggestions, feel free to share them.

In summary, while Copilot is a powerful tool, it's essential to use it thoughtfully and critically. If you have specific concerns or questions, feel free to ask, and I'll do my best to address them! 😊

Night Café AI Image Creator

AI Images Created Two Years Ago



“Cigar and Whiskey”



“Hacker”



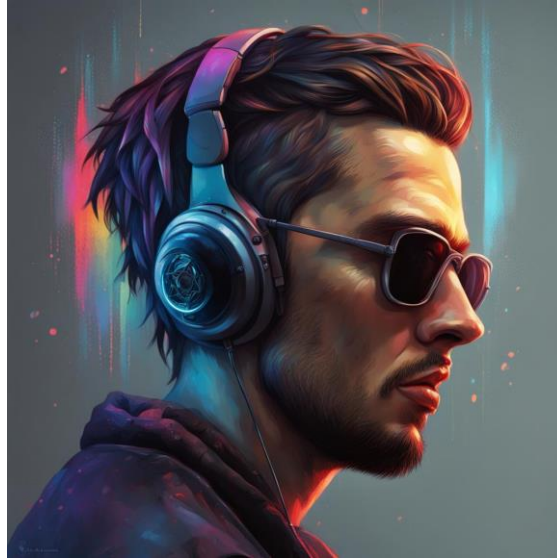
“Records Management Person”

Night Café AI Image Creator

AI Images Created January 2024



“Cigar and Whiskey”



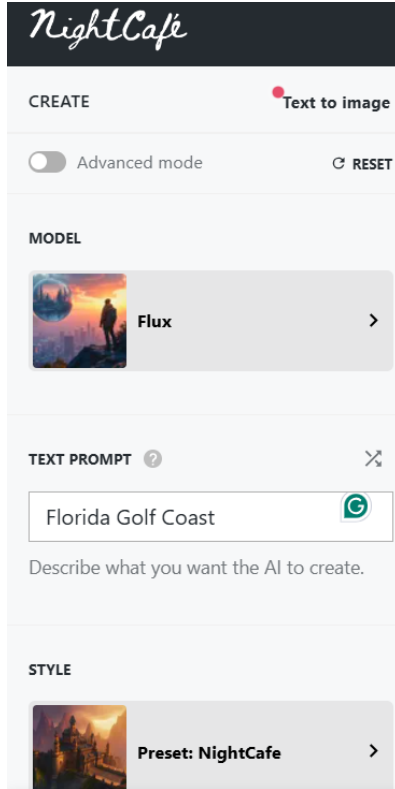
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“Records Management Person”

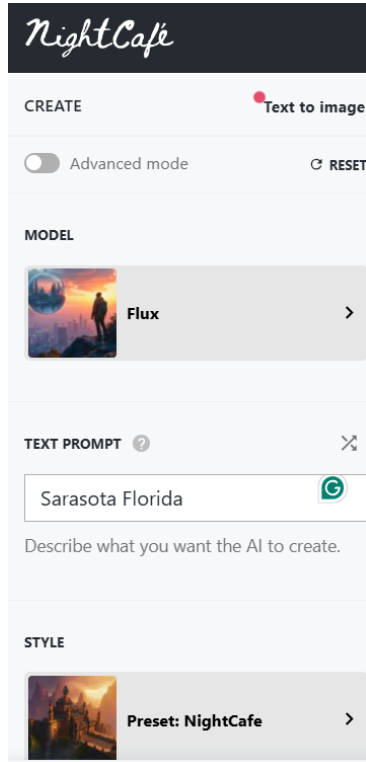
Night Café AI Image Creator

AI Image Creator can create new images using keywords or modify existing images.




Night Café AI Image Creator

AI Image Creator can create new images using keywords or modify existing images.



Night Café AI Image Creator

AI Image Creator can create new images using keywords or modify existing images.

 **Dreamshaper XL**
Lightning >

TEXT PROMPT ? ✂

California Records Management
Person ■

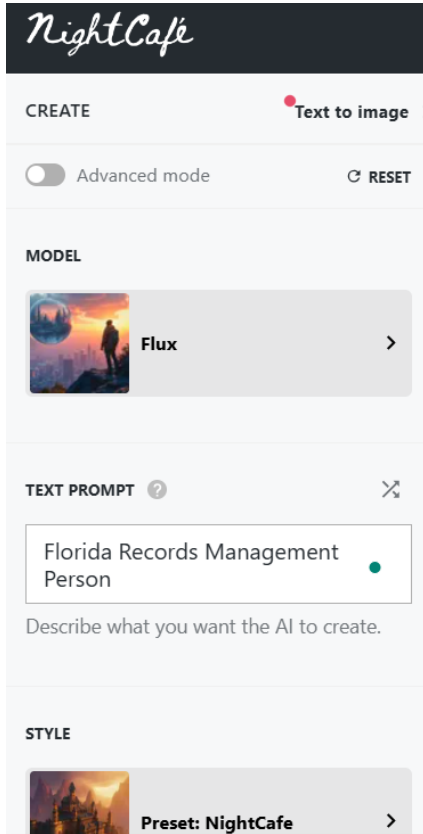
This model supports prompt weights in
parenthesis ?

Advanced Prompt Editor >

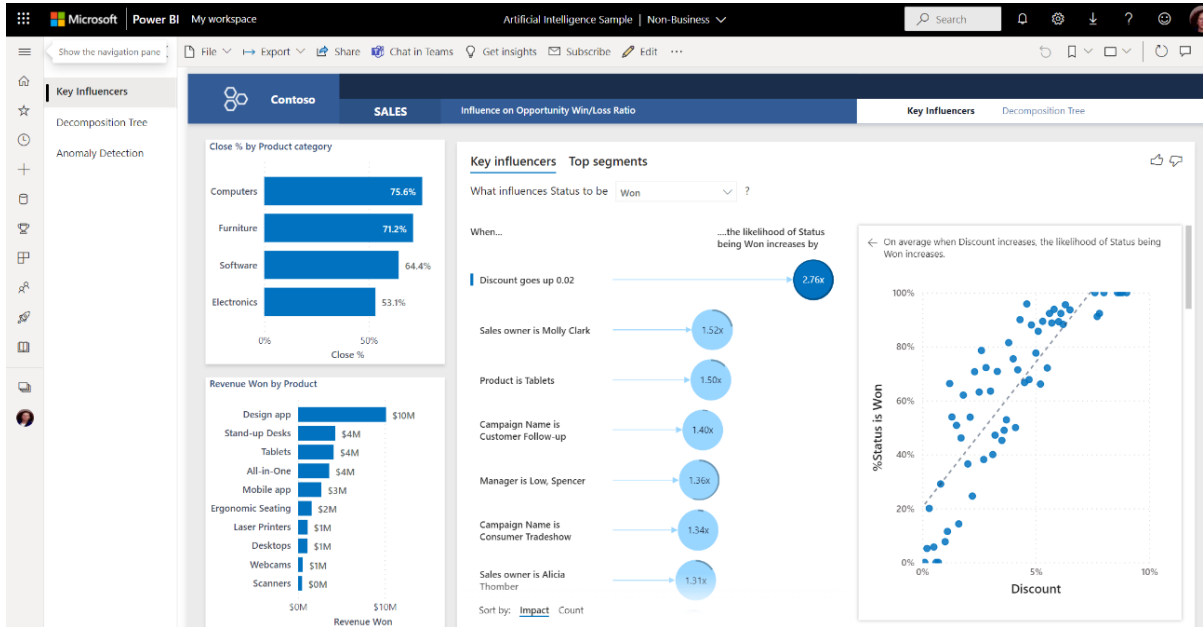


Night Café AI Image Creator

AI Image Creator can create new images using keywords or modify existing images.



AI sample for Power BI



The Artificial Intelligence sample contains a report for a fictitious company named Contoso. The Contoso sales manager created this report to understand their products and regions' key contributors for revenue won/loss, identify the highest or lowest breakdown of revenue, and determine if there are anomalies in their data.

AI Data Lifecycle



Figure 2 — A visual demonstration of how the processes relate to each stage

Source: ISO 8183:2022 – AI Data lifecycle framework

AI and Record-keeping

HIGH-RISK AI SYSTEMS

Article	Providers	Deployers	Product manufacturers	Authorized representatives	Importers	Distributors
Article 12 Record-keeping → Establishes rules for the automatic recording of events, or logs, over the lifetime of a system.	☑					
Article 13 Transparency and provision of information to deployers → Establishes requirements for what "instructions for use" should contain and how they should be made transparent to deployers.	☑	☑		☑		
Article 14 Human oversight → Creates rules for oversight measures commensurate with the risk, level of autonomy and context of use of high-risk AI systems.	☑	☑				
Article 15 Accuracy, robustness and cybersecurity → Establishes technical rules for the design of high-risk AI systems to achieve accuracy, robustness and cybersecurity throughout their life cycle.	☑					
Article 16 Obligations of providers of high-risk AI systems → Clarifies requirements around documentation, quality management, conformity assessment, registration and other obligations.	☑					

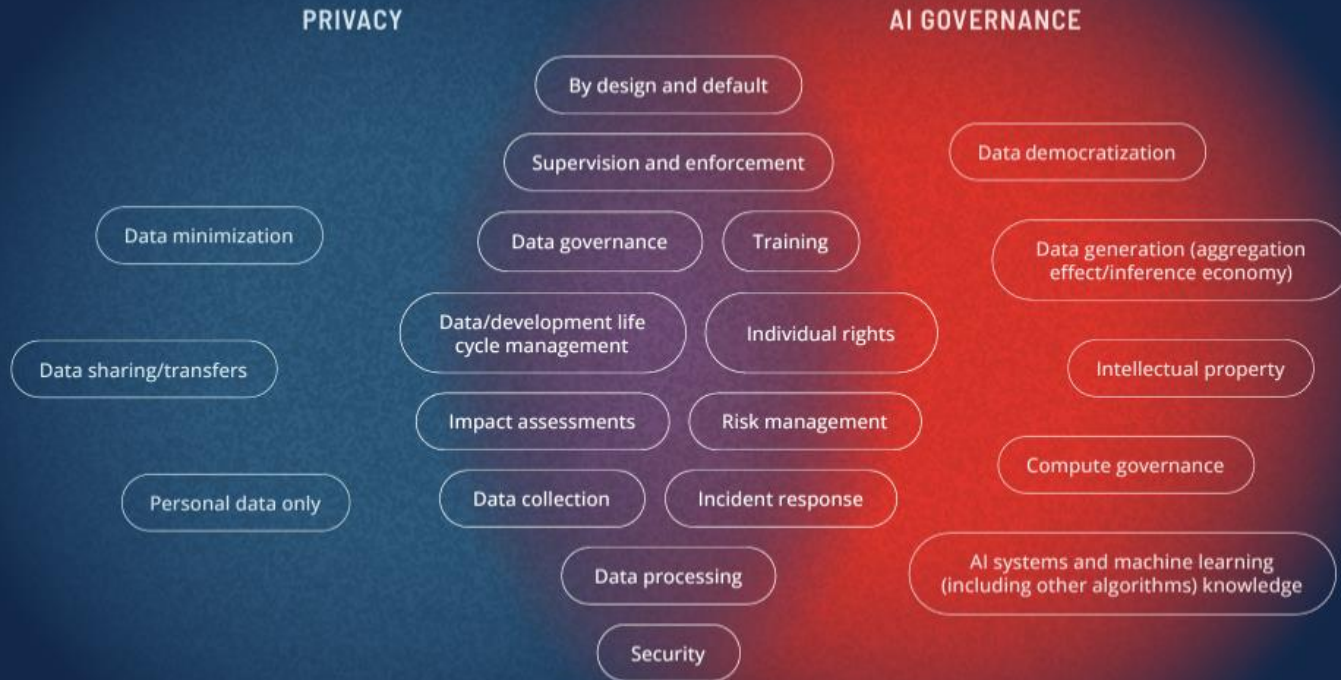
AI Objectives and Planning

The organization shall establish AI objectives at relevant functions and levels.

The AI objectives shall:

- a) be consistent with the AI policy
- b) be measurable (if practicable);
- c) take into account applicable requirements;
- d) be monitored;
- e) be communicated;
- f) be updated as appropriate;
- g) be available as documented information.

The Intersection of Privacy and AI Governance



*The concepts that intersect privacy and AI governance are expanded on in the resource table on the following pages and can be clicked to navigate to its location.

Set a plan



What should you do?

1. Explore AI standards for guidance
2. Ask how AI is impacting data throughout your organization (i.e. data annotation, crowd sourcing, critical data, etc.)
3. AI Policy Development
4. Ensure legal is aware of AI Intellectual Property concerns
5. Thoroughly understand how data is used and stored in AI systems (i.e., security, privacy, quality, etc.)
6. Incorporate AI matters into compliance training
7. Advocate for RIM concepts in AI
8. Know how AI can be used against the organization
9. Microsoft Co-Pilot Governance planning
10. Know how the cyber security team is using AI





RESOURCES



Executive Order on the Safe, Secure, and Trustworthy Development and Use of Artificial Intelligence

- Artificial intelligence (AI) holds extraordinary potential for both **promise and peril**. Responsible AI use has the potential to help solve urgent challenges while making our world more prosperous, productive, innovative, and secure. (1.0)
- At the same time, **irresponsible use could exacerbate societal harms** such as fraud, discrimination, bias, and disinformation; displace and disempower workers; stifle competition; and pose risks to national security. (1.0)
- **AI reflects the principles of the people who build it**, the people who use it, and the data upon which it is built. (1.0)
- **developing a companion resource** to the AI Risk Management Framework, NIST AI 100-1, for generative AI. (4.1.i.A)
- any ongoing or planned activities related to training, developing, or producing dual-use foundation models, including the physical and **cybersecurity protections** taken to assure the integrity of that training process against sophisticated threats. (4.2.i.A)
- To help **train the Federal workforce on AI issues**, the head of each agency shall implement — or increase the availability and use of — AI training and familiarization programs for employees, managers, and leadership in technology as well as relevant policy, managerial, procurement, regulatory, ethical, governance, and legal fields. (10.2.g)
- Such training programs should, for example, empower Federal employees, managers, and leaders to **develop and maintain an operating knowledge of emerging AI technologies** to assess opportunities to use these technologies to enhance the delivery of services to the public, and to mitigate risks associated with these technologies. (10.2.g)

AI Research Prompt Bot on Poe

☰  **New chat**  AI_SME_2100 New chat Share




 **AI_SME_2100**
By  @andrewsasi
1 monthly user · 1 follower

Bot info Share More

Provide information on AI
30 per message · [View details](#)

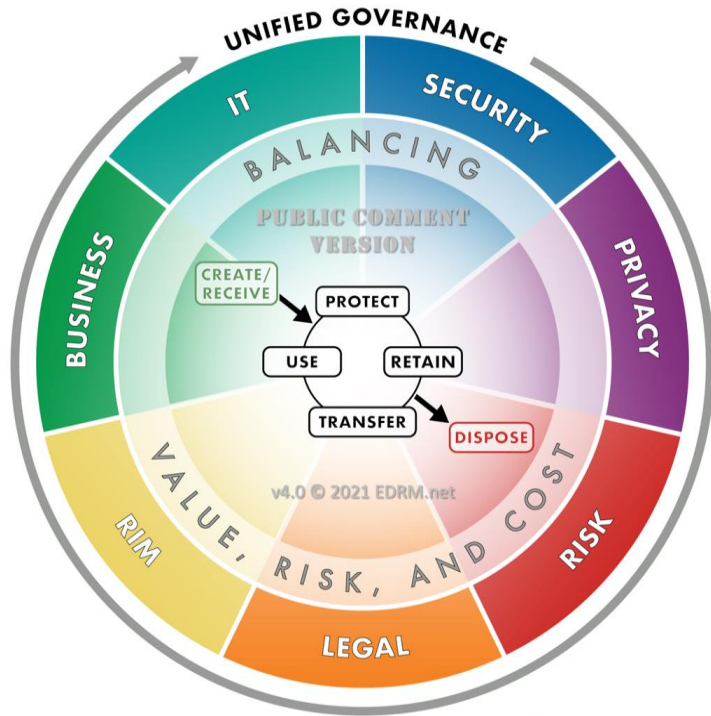
Australian Stance >
Continue your last chat with this bot

 AI_SME_2100 Poe

What questions do you have about AI today?

https://poe.com/AI_SME_2100

Information Governance Reference Model (IGRM)



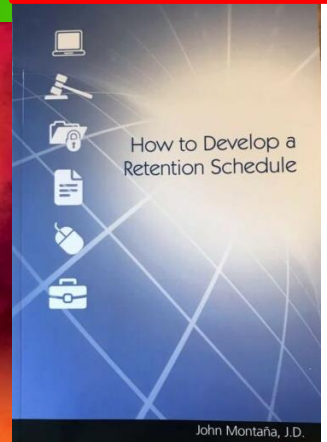
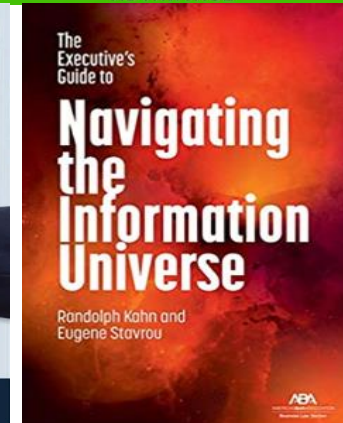
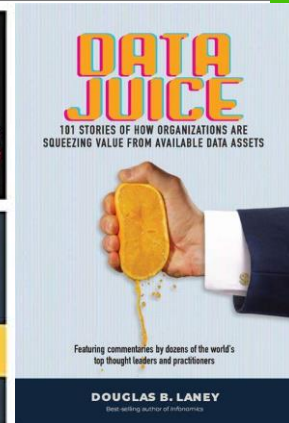
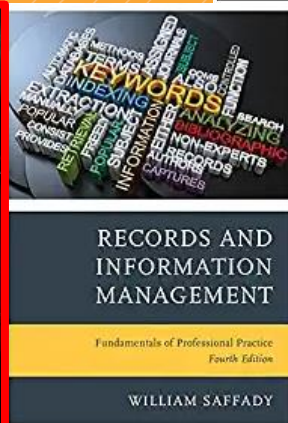
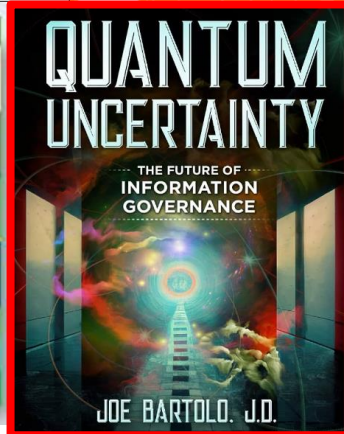
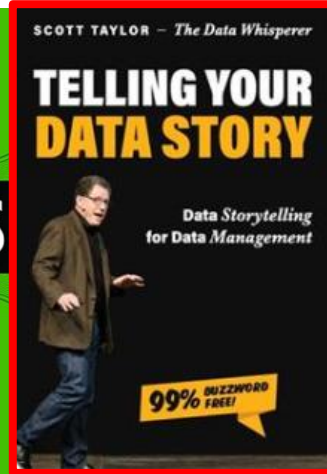
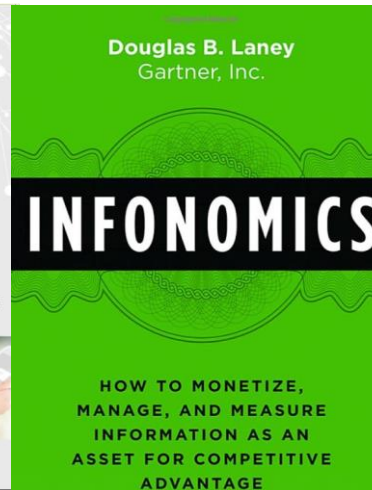
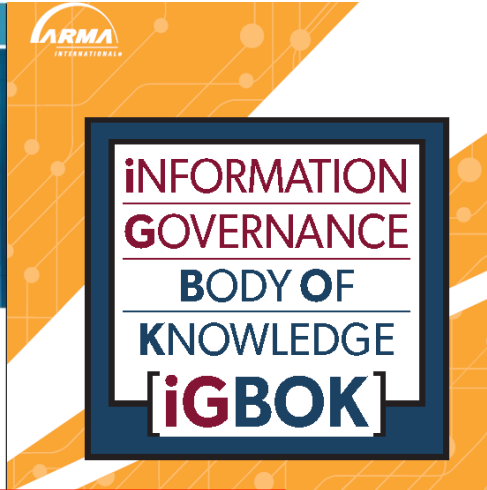
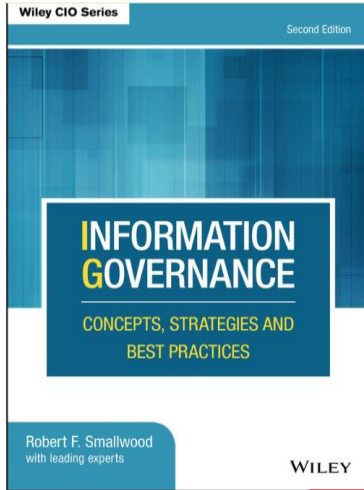
v4.0 © 2021 EDRM.net

Information Governance Implementation Model v2.0



IGIM 2.0 from ARMA International April 2022

RIM/IG Library



Leadership & Personal Development

MORE THAN ONE MILLION COPIES SOLD

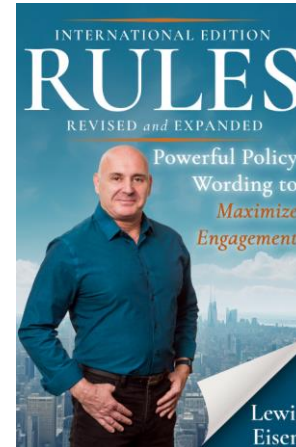
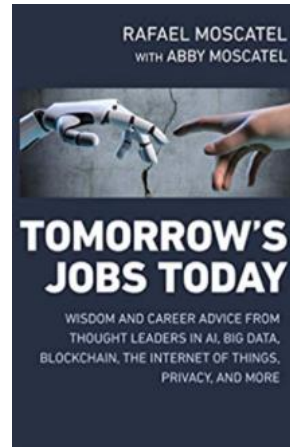
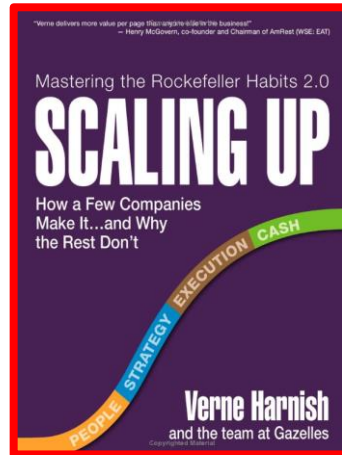
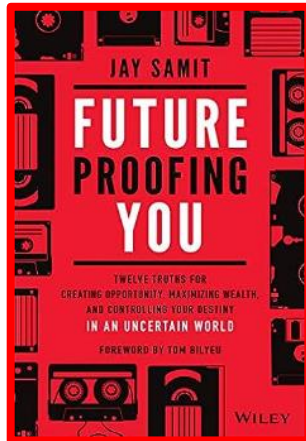
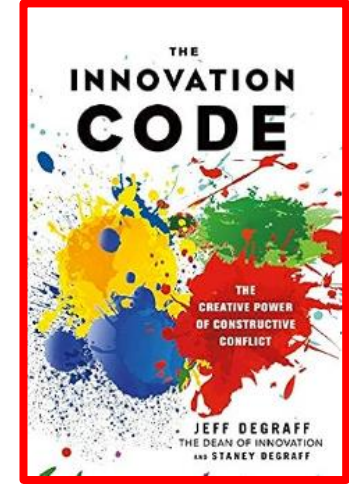
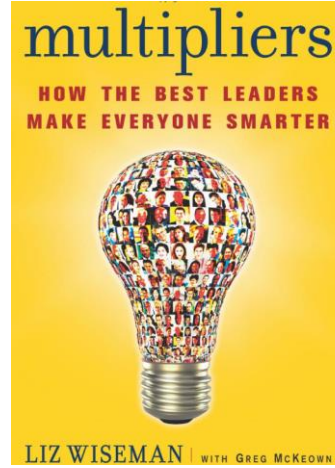
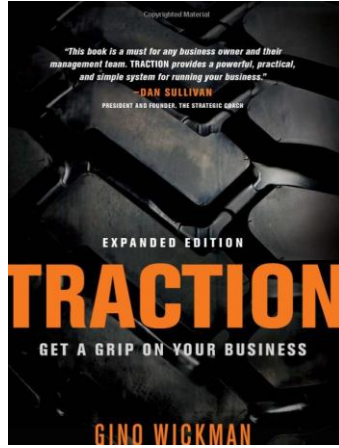
BUILT TO LAST

SUCCESSFUL HABITS OF VISIONARY COMPANIES

JIM COLLINS

(Bestselling author of GOOD TO GREAT)

JERRY I. PORRAS



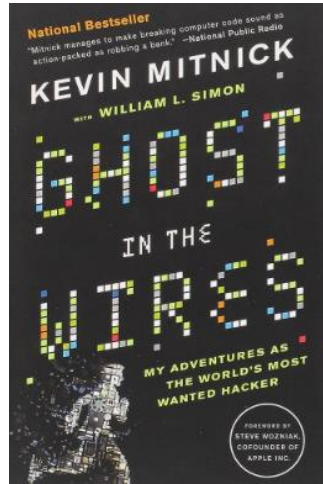
Algorithms to Live By



The
COMPUTER SCIENCE
of
HUMAN DECISIONS

Brian Christian and Tom Griffiths

Personal Library

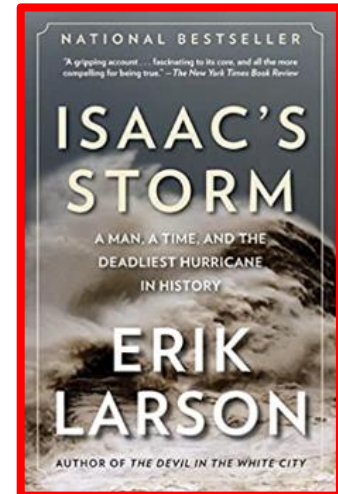
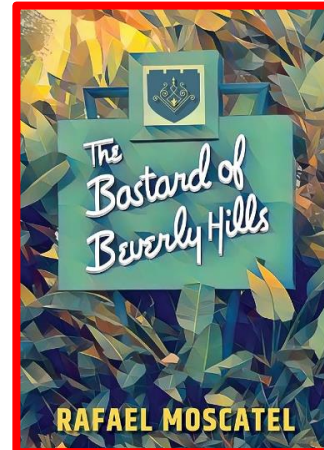
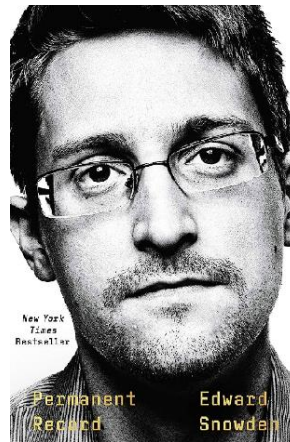
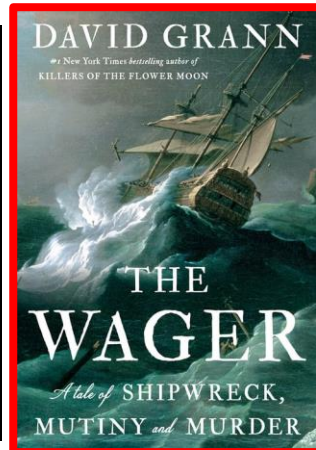
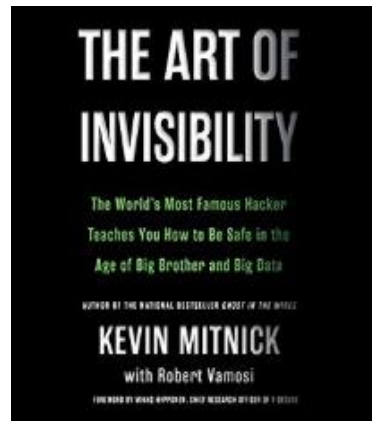
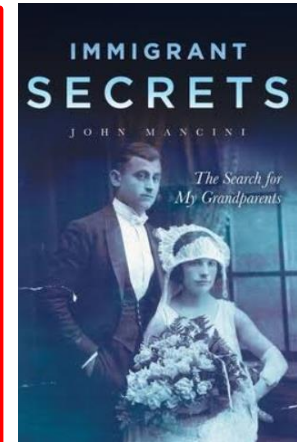
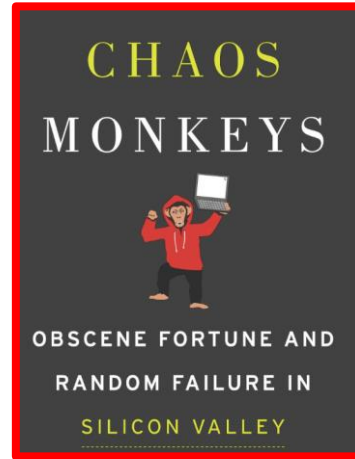
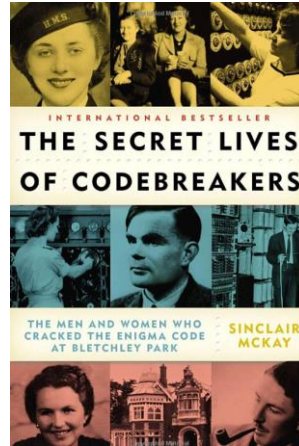


Algorithms to Live By



The
COMPUTER SCIENCE
of
HUMAN DECISIONS

Brian Christian and Tom Griffiths



IG Presentations Available

IGIM v2.0 and IG ISO 24143_2022

We will be taking a deeper look into ARMA's Information Governance Implementation Model (IGIM) v.2.0, which is a valuable tool to connect the various stakeholders of IG inside any organization.

IG Education and Leadership

How do you prepare one's staff for IG? What about your educational needs? This presentation will explore academic programs and certification opportunities for IG professionals. Further, a sample of resources will be reviewed, along with an introduction to other IG/RIM and leadership resources that can be used to improve and evolve an IG program and career.

IG and Cybersecurity

Organizations face myriad security concerns; sometimes, understanding these concerns can be overwhelming. IG professionals must understand security threats to their organizations and the information they are charged to protect.

IG and Artificial Intelligence

Artificial intelligence (AI) tools have garnered much interest over the past few years. Organizations such as Harvard talk about AI's future, ZDNet says business success and growth involve AI, and The White House has issued an executive order in 2023 on the use of AI. AI is no longer an emerging technology, and we must be prepared to address AI as IG/RIM professionals.

Leadership or Keynote Presentations



The Phoenix

Overcoming a toxic workplace that propelled a new career



Addiction to Excellence

How a disruptive event derailed an addiction and created a passion



Accidental IG and Treasure

How quietly implementing IG improved a business and contributed to unfound treasure

Our Company

In 1981, the original VRC site was in Memphis, TN – a custom-built vault protecting personal assets. VRC was formally founded in 1988. Forty years later, we have become a premier leader in records and information management.



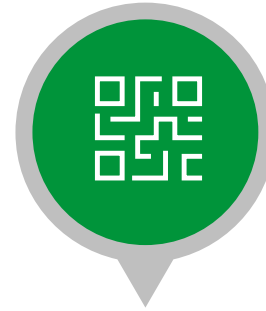
**3rd Largest and Fastest Growing RIM
Company in US**



**130+ VRC Facilities
Nationwide**



**Proven 40+ Year
Track Record**



**Only provider using RFID
tracking in every process**



**Highest Customer Satisfaction
Rating in Industry**

National Footprint

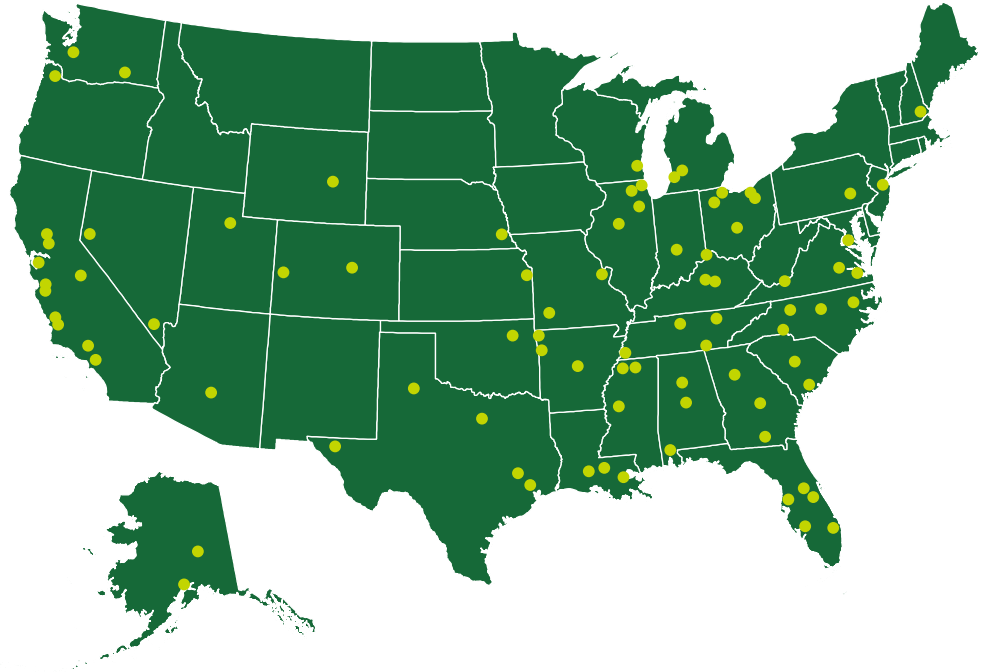
Servicing organizations coast-to-coast

130+
VRC Facilities

2000+
Employees

NATIONAL COVERAGE FROM

200+
Markets



Our Commitment to Compliance

Holding ourselves to rigorous standards for governance and compliance



**SSAE-18/ SOC 2
TYPE II Auditing**

Annual third-party audit
report for every facility



NAID AAA Certified

For information
destruction



HIPAA Compliant

Certified HIPAA Security
Specialists

HITRUST
CSF Certified

HITRUST Compliant

Demonstrates our
commitment
to healthcare data



PCI Compliant

Facilities



STAY CONNECTED

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