



Are You Asking the Right Questions? The AI Guide

Description

topic this week, you probably realized that you've seen any of these before. Before diving into the for that, for those who were unaware. In the posts in the last two weeks. There is a reason of July, a cliff notes version it goes like this: I suffered a near-drowning episode at the end but I hit my head while under the water. This, which admittedly I cannot recall quite a bit, became okay, but still is, somewhat much worse: led to another concussion, which later and am slowly coming back. There you go. Oh, and than expected. I took a few weeks off, I take it day by day. I am doing well, solid

us. Then you have more and more folks in L&S, The trade show circuit is nearly upon seeking out learning technology and learning. Training, HR, and other departments of all stripes pitching AI. Finally, there are systems wanting AI. Next, there are vendors so forth, seeking to add AI. Corporate aims for companies, businesses, associations, and EdTech aims across the place, with the assumption of Enterprise versions. EdTech K-12, Higher that AI detection tools for plagiarism will work so save your money. A complete falsehood. BTW

and entities are using ChatGPT as we speak. They Employees at your business, company, if they are entry-level or managers. They doing it in their day-to-day work. Regardless are boss they are doing so. You have HR departments challenge is that many will not tell their let alone Legal getting involved, let alone who have no plan in place for dealing with this, understanding of just everything around AI. the whole

Sidebar

is already embracing AI for all their employees. Visa just announced that "One company every employee will get access to GPT-4

Guide hopes to resolve some of those issues. This

it virtually, a presentation, "Shameless Plug" now offer a service where I can come or do Training, EdTech, Education)association(folks 1/2 day or full-day workshop for L&;, HR, and AI)machine learning is one type(. The who need a strategy and approach with Gen-AI but that can be discussed. If you are a learning sessions go further than just this, vendor, I offer a service around Gen-AI, and Al again, "technology or learning system full-day. If you are interested "going in-depth either online or on-site, presentation, 1/2 or please contact me "in learning more **HERE** . The shameless plug is now complete. And it due to the "ever be brought up again t"now Oh, this info is not yet on my biz site, remodeling of the biz site.

"Asking the right questions "The AI Guide to vendors or even internally

full guide, but there is enough here to help you a strong recommendation if "This is not a vendors, learning technology, talent/performance you are talking to learning system for those folks in L&;, Training, and HR who development, and other entities. Plus plenty they need to address. I decided to go with are recognizing that this is something folks think are this way, when in reality it is questions I hear quite a bit, plus a couple that that way.

?wonk Did you

computing power and thus, the carbon footprint Gen-AI requires a high amount of amount of computing power also requires a large exceeds cryptocurrency. The high chips(, and thus a high cost. To cool down the investment in such computers)with those real concerns around the water aspect, for those computers, water comes in. There are curious.

Model(, but will say that the most t"now I go into the in-depth LLM)Learning Language It is just one of many LLMs that OpenAI)the popular, Gen-AI chatbot, ChatGPT is an LLM. There are a lot of companies out there that have company that developed it(is out there. of LLMs. Google is one, Microsoft is another albeit the "developed their own LLM or lots too. Meta has a few, and so on. Will Apple ever Azure one is OpenAI, and Amazon is one no idea. "publicly, I say yes "launch its own but when,

so on, for this post. What I will think is go on or will I go into the co-pilot or AI agents and through are the following:

- System, Learning Technology, HCM, HRIS, and The Questions to Ask your Learning other solution you want to buy that pitches AI whatever
- difference between machine learning and Gen-AI
- members, customers, and the person down ChatGPT and your employees, students, but you find out, is on that committee at your the street who refuses to wave to you, ChatGPT can be contained. Oh, and they never business that is deciding on whether kid to raise funds for their school. Cheap! buy candy bars from your
- will Private vs. Public Those data sets A lot of companies believe Private Gen-AI, Sorry, to say eliminate all hallucinations you are wrong.

System, Learning Technology, HCM, HRIS, The Questions to Ask your Learning other solution you want to buy that pitches AI and whatever

and I was going to only focus on our industry learning systems, learning technology, However, with HR Tech nearly upon us, and specifically e-learning) which is our industry(. there are many folks in HR who purchase learning DevLearn shortly, plus to their purchasing systems/learning tech I do not want to leave them out when it comes system) non-learning(they are aiming to. though not make this a habit. s of whatever (? I : () I kid, or do

think What I tend to find when it comes to AI especially Gen-AI) again, most folks game in town, and thus a vendor says ChatGPT because it is ChatGPT is the only when you know the product is tissue paper(, that common, as though you say Kleenex information. There are those who are somewhat they are all over the map with yet to find anyone who knows it inside and out unless they knowledgeable, but I have and the person you are speaking with knows LLMs, are from a vendor who only does AI the Co-Founder of Lucy.ai a while back, and heard other items. For example, I spoke with he is the co-founder, and we are talking clearly was extremely knowledgeable. However, about salespeople.

not knowing anything is for right now a common Thus, the somewhat knowledgeable to out the information for you, then as one sales thread. Some are very honest and will find) system to not be named(, they do whatever they exec told me about their salespeople nice. t si even if it can to close the sale fully accurate. How

If I were a vendor at a trade show, for example, have one data scientist there or don't who can provide the answers you want. If they then make a trade with you, someone who knows the answer. I'm sure, you get the name and e-mail address scan the vendor will get back to you on this. I find it very rare. Think this way when they because you are interested in their system, they show their badge and tell you they will follow, I was at, 1 out of all the vendors I spoke with, actual % is beyond low. At a recent show ever followed up.

Items to Remember

- built their own LLM and did not use a 100% open source freebie OR open source but you pay what they do(is low. Building your own LLM from scratch is extremely expensive, with no guarantee it will work. take LLM from scratch is extremely expensive, as I recall GPT-4 (now referred to as GPT-4o) for example. They use the system space, the vendors who have added Gen-AI, ChatGPT Plus(. In the learning space, the vendors who have added Gen-AI, ChatGPT Plus(. In the learning space, the vendors who have added Gen-AI, ChatGPT Plus(overwhelmingly are using the LLMs from OpenAI specifically the GPT Models. which is very affordable compared to GPT Plus expensive.
- I have yet to find a vendor who is date, again with our industry, corporate-wise, besides the one from OpenAI or the Azure one which is the using another LLM, of vendors in our industry are OpenAI one GPT models. Even though, the majority because Falcon LLM is intriguing, Claude2 (Amazon). This to me is odd, 100% free, Cohere (do way more than ChatGPT is totally Enterprise and it is also focused, and I could go on.
- fees, and why there are vendors who clearly haven't written about the Token data and thus, try to skirt want to pay those fees This will be a it gets really pricey, question to ask BTW. Here is the info about **Token data fees** and why Token data is so relevant.
- ChatGPT data set is from 2021. It is public as in via the web, but only through information you might seek that is say current, be there. now 2021. Thus any
- surprisingly it was able to produce information Claude2 is from 2022, although around an Apple release in Feb 2023.

Ask Some Questions

whose offering you are interested in, that There are questions you should ask any vendor pitches they have AI.

Is the AI, Generative-AI Machine Learning, or a?

Reason: token fee is why there are vendors who skirt in that, they may have some "That no token fee". In the learning system space, I Gen-AI, and then use machine learning then another source for scouring the net to know of a vendor or two, that use Gen-AI, they are using "Why bring back free content. The Token data cost. Gen-AI is fee-based the GPT-4 (and the other source is lower.

Q: What data sets did you train your LLM This question is asked only if the whose foundation is a LLM. vendor has Gen-AI

Reason: data sets is crucial, it is the way Gen- Nobody wants old data sets, and training use public "say the net, scouring sites" or Yes, you will "etavirp AI learns. Did the vendor foundation has some data "be able to data sets depending on the LLM, but initially, the sets.

Bonus: them " If they say machine learning is their AI it is also built on data sets. Ask "no D what data sets were trained and how old. data sets are eht "get wrapped into the data sets. "halb constantly updated, and blah No kidding. You want to know the original those data "Absolutely "saib Can data sets have which is why you want to know about showing up quite a bit. Even with those who add sets. Bias in AI is a real concern and is regardless of enterprise or not "their own data I am referring to "say within a company, your place of business.

have Gen-AI. If the "gnisu What LLM are you This is only if they say they use ChatGPT, you then should ask the following you erA "vendor says we "TPG tahC using the GPT model or just

Reason: then they may be or thinking about using If they are using the GPT-models, or GPT-4 "referred to as GPT Plus (. Oncedown the road, GPT-3.0 "referred to as ChatGPT (launches GPT-5, that slides under the model. OpenAI

Q: What are you using to strip out

and I have found vendors who have added GPTA lot of people never ask this question, into that cannot respond to it. If they say their learning system or learning technology, is in strip out. There are Pii vendors out there the LLMask how many Pii items can the LLM there, Pii solution is a layer that goes over the LLM. whose

Private Gen-AI

or tell you that you are able to add all your There will be vendors who pitch Private Gen-AI be (files, and so on, from your company. So if materials, information) whatever it might training or learning materials, PDFs, guides, you are in L&; or Training, this would be your types of content. If you are in HR, all your courses) in a couple of cases (, and other content.

Private Gen-AI premise is that it is your and not public. Thus it is private. synapmoc data This protects No public. No net, no nothing just within your own business/company. think security and privacy.

What they fail to note

and so on, you will still have hallucinations. Even with your own materials, content, data, the system learns from You may have bias too since it comes from your content. Yes, are an inherent component of any LLM on the this, and so forth, but hallucinations vendor says, it does not produce hallucinations they are either lying or market. If a guardrails in place to reduce hallucinations clueless. A vendor might tout they have There are plenty of significantly but nobody has removed 100% of hallucinations. hallucinations will exist in LLM years from now. experts in the AI space who believe that

with private, which gives you a false sense hear vendors pull the spin of higher accuracy accuracy of private data is between 95% to 98%. of security or hope. Right now, the 97% or 98%, as though this is great. The problem Vendors will push numbers such as of neuromarketing, this though is that this a test or exam you are taking. This is a form of how your brain thinks. Focus on the minus 2% to %% of the information because will be a hallucination. I want to stress this mean everything your seed outputted However, it will appear with some responses. employees see will be false or fake.

involved. Always. Thus it is crucial to let your Which is why a human element must be and verify before submitting or placing those employees know that they need to re-check responses into whatever they are working on.

a human or humans to maintain the LLM, check the data, and so on all the time. But I digress, and that is

What

Hallucinations that the AI will push out. There are plenty of Fake or False information I have heard vendors say their AI is infallible. I know that hallucinations exist. In my own have heard people say, well my employees not the case. Even with companies that are using research, I overwhelmingly find that is And even no bias. their own private data they erroneously believe no hallucinations.

Can you untrain the

you see errors or want to remove some of your There is likely going to be times when the LLM. The term for actually doing this, but I recall it; the good that is that you cannot un-train all of it. Thus, you will have some remnants of your data files in there. we can remove and re-train that LLM. Nope, it's all go away.

Bottom Line

know that to be listed. And the premise that a few questions to ask. A few hey did you to validate the information being presented which in fact, you will need at least one human. Always.

sets to generate text, images, video, audio, and Remember Gen-AI which is training data to revamp and change the not just so much more down the road; is totally going but for us, corporate learning is a huge way everything,

technology The challenge I see today the number of learning system and learning too early stage(, nor that they are targeting it vendors who lack Gen-AI)it makes sense, the lack of planning on their roadmap for 2024 which makes 100% sense; no, it is a company wants to connect their LLM to the around the realization that at some point, or learning technology LLM. systems learning

going to be today or tomorrow. It

Perhaps it will be an integration that take a lot of time, but what happens when that company has a different LLM, than?

Because it will happen.

for finding such a connection, and a few already exist, you are going to find out

and knowing the right answers in this case, That preparation

Is going to require you to go beyond

Asking Bing, Bard, or even down the road

future LLM.

E-Learning 24/7

Category

1. AI
2. Gen-AI
3. Generative AI

Tags

1. AI
2. ChatGPT
3. e-learning
4. Generative-AI
5. GPT
6. HCM
7. learning and development
8. learning systems
9. learning technology
10. training

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