AI for Staff and Administration

Toolbox Series Video Transcript

Hello.

Welcome to this month's lunch and learn. It's so nice to CU such a large crowd here this month.

So I'm going to do some really quick introductions, and then I'm going to turn it over to our speakers, because I know you're all anxiously awaiting to hear about AI.

Um, so for those of you who don't know me, I'm Debbie Lammers. I'm the assistant vice chancellor of learning and development, and I get the distinct pleasure, um, each month in introducing our speakers.

This month we have, um, three wonderful individuals from OIT. First, I want to introduce Christopher Smith. Chris is the CIO and vice chancellor for information, strategy and services.

And he's been an integral part of. CU since. Um, CU Anschutz since 2011. He's held several leadership positions.

He previously served as the campus technology strategy officer and associate dean of Administration and finance for the School of Medicine.

Before joining CU Anschutz, Chris spent 15 years at the University of Iowa, where he worked in the Department of Internal Medicine.

In his current capacity, he oversees a diverse portfolio of information and data services.

These encompass cutting edge technology supporting artificial intelligence, business integration, core infrastructure,

and development of solutions that are integral to the university's mission areas and strategy priorities.

As an academic health care leader, Chris has fostered collaboration and encourages innovative thinking,

challenging teams to be proactive, nimble, and focused on continuous improvement to move us forward.

Next, we've got Charlotte Russell with us today.

Charlotte is the CISO and assistant vice chancellor for information security and IT compliance.

She joined CU in 2022 and oversees the connection between, um, cyber security and the compliance missions of the university.

Charlotte was most recently the ABC and chief information security officer at University of North Texas System,

and also served as interim CIO overseeing the enterprise technology um operations for the Multi Campus Systems.

She has served as a leader in information technology for over 25 years, and is dedicated to collaboration and partnership and supporting our university mission.

And last but not least, we have Michael Miller. He's the assistant vice chancellor and deputy CIO and has been with CU Anschutz since 2009.

Holding, holding various leadership positions within Information Services.

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These roles focused on developing technology solutions to help advance medical science, health care education and clinical care outcomes. His expertise spans application development, data analytics, software engineering, and strategic I.T leadership.

Michael is driving technological innovation in enterprise research, computing and ensuring operational excellence across the audio, visual, customer service and support, enterprise application services, enterprise operations and infrastructure domains for the Anschutz Medical Campus.

Michael's enthusiasm lies in staying abreast of emerging technologies, delivering customer centric technology solutions,

and is committed to aligning these innovations with our campus mission areas.

So today, they're going to talk about AI, um,

on our campus and a variety of different things and give you plenty of opportunity to ask lots of questions.

Um, thank you all who sent in questions beforehand They've tried to encompass that into their presentation today, and will do their very best to answer as many of those questions as absolutely possible.

So I'm going to turn it over to Chris. All right.

Thanks, Debbie. So, you know, when we were preparing for this, I thought there's a couple things.

Um, last I think it was last week I had the opportunity or the pleasure to be able to go to the School of Medicine Innovation showcase.

And I saw a lot of things that. Right. People are jumping into the deep end with both feet.

Um, they're looking at how do we innovate, how do we use new technology to make our lives easier?

This is one example of that. My guess is, for those of you who haven't dabbled in it, you will certainly dabble in it after today.

And we will start to build, uh, communities.

Communities of excellence or communities of experience, um, around AI, uh,

here at CU Anschutz and really start to build that and share that with each other.

So we can utilize this generally useful, uh, tool and you'll see why here in a few minutes.

Um, to be able to make our lives easier so we can focus on what's important and start to, to take that noise down and get more of the signal back.

So, um. All right. We're. Okay.

All right. Hold on. Is there a clicker?

I don't know. That's okay. Let's go back here.

Let's not switch on. So completely confusing.

There we go. Thank you, I appreciate it. Thank you.

Okay. So AI does a lot of interesting things.

I think one of the things you'll see most right now is summarization.
So because I'm a nerd and you will see, um, a lot of AI, we used a lot of AI to actually do this presentation and we'll show you that here.

But I pulled this presentation up on my phone last night because I thought, oh, did I make an error in that slide?

So, you know, PowerPoint on your phone, you pull it up and it said, hey, do you want to summarize this deck?

Copilot did. So according to the presentation.

This presentation is about artificial intelligence, its usage, safety and etiquette.

The presentation has 13 slides and covers the following topics.

Introduction and presentation. Explanation of AI and chat bots.

Discussion of potential chat bots to prioritize user satisfaction over accuracy.

That's an important one. We'll get to that. Uh, importance of using protected and approved AI.

Importance of knowing the data classification used in AI, etiquette for using AI, including, uh, disclosure, citation and bias assessment.

Examples of AI approved assistants, image generators, and environments.

Example of a document summary. Uh, using uh, the paid Copilot tool, for example, lists of AI usage,

safety and compliance resources, invitations for questions, and the end of the presentation.

So basically, we all get really large PowerPoint decks.

We get those emails that are this long.

One of the immediate use cases for AI assistants is to summarize that, so

that's those are the I did screenshots because it's lame,

but whatever screenshots from my phone and it'll say exactly what slide

each one of those summaries was on.

And it doesn't rely on the headers of the slide or anything else.

You can jump right to it and then see what it is and in effect, saving time. All

right. Let's get into the meat of it okay. So we already did the introductions.

So here's the deal. Uh, my partners in crime, here we are

I'll say leading or guiding the way. We're really just shepherds here.

Uh, there's a lot of folks involved in this. There's a lot with the technology.

We have our security and compliance group. We have our enterprise

application group.

They're the ones enabling to make sure when we turn on these tools that

we're not putting the university at harm,

but also enabling them so we can use them. Zoom AI is going to be one of

those that we'll talk about.

Okay AI basics. So.

So what the heck is AI? So AI talks about

Computers using really fast computational analytics to be able to simulate a

human answer.

And it does it in a conversational way. So you ask a question, a complex

question, and it returns an answer.

It tries to understand what the next step is, so it can actually prompt you with even more information.

That's basically what AI is. It's it's it's seeking algorithms.

And what you're looking at. It looks for the algorithms in the data which is ingested.

So. When we go to our chat bot, it's ingested tons and tons and tons of information.

So when we're going, it's just like querying Google,

but querying Google on steroids because it's actually giving you additional ideas into what you just asked for because it knows,

oh, if they're going to ask me about, wow, what does this job description look like?

Or what are the pieces of this job description? It's probably going to they're probably going to ask these next pieces so I can tee it up. And it has context around that versus like a Google search,

that's a singular type of search. So and you'll notice here I'm going to show you a couple things.

I can't point to them. So I'm going to point just look at it here.

So these silly emojis are literally returned by the chat bot.

I would never put emojis in a presentation. Uh but they're returned by the chat bot.

Whatever. It's fine. So when we say prompts, prompts are what we type into the chat bot.

So we put what is AI? That's the answer. It returned.

What is a chat bot? That's the answer. It returned and we put the source

down in the bottom.

So for those of you who don't know. So I'm going to just dispel this right

now.

And I'm going to say it a lot throughout the presentation. And people are

like, well, let's use ChatGPT to do that.

We should use ChatGPT. Okay. We're going to stop with ChatGPT.

ChatGPT is not an approved data source. Ever.

And we'll come to this later. But when you use copilot.microsoft.com and

you're logging in through the university, that is a safe place.

To to interact with with AI. It also uses GPT.

So plus to that, and it uses the newer versions of GPT as they become

available.

So you're using GPT and you're doing it in a safe environment. We'll come

to why that matters here in a minute.

What? What is the deal? Oh, yeah.

And the graphic at the bottom. So here's the other thing I actually don't.

You remember our habits for going out and searching for an image on

Google Images to use in a PowerPoint presentation, which, um, let's

be frank, isn't exactly copyright appropriate.

Um, I actually don't use any Google images anymore.

The chat bot creates every single image. I don't have the text on this one.

Uh, what it looks like. But I'll show you what it looks like in the next one.

So that is created by giving it a phrase and saying create.

And what I find really interesting, I don't know if you will. There's a couple funny things about AI.

If it returns a picture of a person. A lot of times there are five fingers and a thumb.

If there's text in the image, a lot of times the text will be misspelled. But I also from a personal piece. I'm very polite with the chat bot because it is very polite in talking back.

Oh, here's something you might like to consider.

So when I ask for it, and this is probably not my norm, I think most people would say, please create me an image that's da da, da da, da da.

So it is a very nice, conversational, pleasant back and forth versus, you know, you're typing in chat bot image cartoon on Google Images.

Please create me an image and it'll customize it. It'll give you four options. We'll come to that. Okay. Okay.

What's the catch? All right. Just like all things on the internet, you can't always believe what you see.

And here's the trick because.

It's looking for what it thinks you're going to ask for.

It's basically looking for what it thinks you want to hear.

Let me be clear.

AI isn't thinking it's a computational assessment, but it's looking for what you want to hear based on all of the universe that it's ingested.

That could be incorrect information, misinformation, whatever you want to call it.

But it's going to return what it thinks you want to see next.

That doesn't mean it's the right answer. Okay.

So. The other kicker is.

If you ask the same question several times, it may not actually give you the same answer each time.

So you just. You have to. You have to approach this. Some of us are natural skeptics.

I'm optimist. I'm an optimistic skeptic. Um, a very optimistic skeptic. Um, but some of us aren't. And you have to put on your skepticism glasses when you're using this.

Just say you understand, um, what it looks like. You know, the other pieces, they don't really understand intent.

So just like when we're sending emails to each other and we all know in emails go sideways,

it's because people are reading into the intent or reading into what they perceive as the language behind it.

Chat bots are kind of dumb that way too. Like we you can't jump out of a set of, um, of letters to understand what the true meaning is.

So you have to. Actually, somebody made this, uh.

This comment before you have to talk to a chat bot like you're talking to a five year old, going to get you a glass of water.

I need a regular sized glass. And could you go, please fill it from the refrigerator and fill it almost to the top?

So you don't get a glass this big that's got this much water in it that came from the hot water tap in the kitchen.

Right. So you have to be very explicit. The other piece is really you have to think about bias.

So if we think about and I think this is really important, we need to think about DEI.

And bias. And if we think about the, the, the dramatic amount of data that is pulled into these systems.

So they just scraped the heck out of the web. That's how they are so smart.

Right. But there's bias in that.

So if you're asking something that you're specifically looking for a diverse answer, you're probably not going to find it.

So you really need to think about that. And, um, when you start creating, uh.

Uh, pictures. You will notice it instantaneously.

You will have to specify diversity. You will have to specify all of these pieces because the assumptions are right now quite imperfect.

Okay. Oh.

Okay AI safety. So this is a big one. And it's really a two part equation.

Like our IT team has done a fantastic job about really trying to help us put those wide guardrails in place.

So if we do lose control of the car, we don't go careening over the mountainside.

Fear. That's a good Colorado, uh, idea.
Um, but it's you still have to be careful. Now, why does this matter?

Because you want to use protected chat.

Chat bots. Protected AI. Because if not, anything you put into a, um, chat bot is there forever.

You cannot undo it. You put. You're protected.

Let me give you a really good example, because I really hope folks haven't done this and I really don't want you to.

But if you decide to put your after visits, you go to the doctor and you have an after visit summary,

and you decide to cut and paste that with your name in it, especially into a chat bot, and say, please summarize this for me.

That's there forever. And if somebody is smart enough, they can probably extract it.

So that is now public information essentially. That's the same thing with the university.

When we put our information there and remember everything that we do that we don't specifically public is considered university confidential, and we'll come back to that. We don't want to put that out publicly. Um. So the answers aren't always right. I'm going to keep pushing on this bias thing because you kind of you just have to keep looking at it.

Um, I'll come to the classification. Okay.

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I'm curious here and I'm sorry we can't see online, folks, but who here understands or knows what data classification is here at the university?

Okay, so there's like three people. Okay.
All right. Give you a little, but we'll come to that in a minute.

That's actually important because as we start interacting with data and we start interacting,

what I would say with the outside world and these tools, we just we want to be aware.

It doesn't mean we need to freak out. But we need to be aware.

Okay. Oh, also, I didn't give credit where credit's due.

And the key is. I'm sorry, I can't see the slides here, so I didn't remember which slide I was on here.

Um, this is chill, Bill. And any of who is actually old enough probably knows that that's Bill Gates, founder of Microsoft.

When he was like, I don't know, ten and already really rich. Um, but that's chill Bill.

And the way I think about this is if we're if we're really using reasonable privacy

and reasonable thoughtfulness when we're using AI and or using the tools here,

we can be chill Bill, it's all right. We're going to use these tools to help us move forward.

And we can do it in a safe. And there's not a reason necessarily to worry.

Does that make sense? Okay. Um, and that's Ted's picture.

And that is not created by Microsoft Copilot. Okay.

So this is data classification. So we will probably talk about this in the future again.

But it's just a good idea to understand. So what's public directory data. Public policies. Everything we put on the website is public data. Anybody from the public can get to it. It's public data. Um what's confidential data?

Um faculty, staff, personnel records. Benefits, salaries, performance evaluations, purchase requisitions, level.

If we really want to get into this in the student folks are really well versed in this.

There are many levels of student, uh, data classification. We're not going to get into that today, but levels two and three.

And then the easy way to think of it is all internal work product we do here. I write a process paper. I write an analysis.

I write anything, even if I share it with 50 of you. That is considered university confidential information.

Side note does that mean it cannot be shared via a CORA request? No.

It can be shared via a CORA request. You should always think about that, but it's considered university confidential information.

Then we go up to the next step. It's where it's really even more protected.

So protected health data, social security numbers, payment card that mean, you know,

like credit card numbers, actual account numbers, banking account numbers, that that goes even higher.

Um, but you'll notice some of our systems, when you go out there are approved for highly confidential data.

Here's a good rule about highly confidential data. Do not have it.

Do not use it. Do not store it. Do not transmit it unless you absolutely need it.

Because when something goes sideways, your life is not probably going to be fun.

And it's just a good way to make sure that you're as clean as possible there.

If you don't need it, don't use it like you should.

Never have a spreadsheet with Social Security numbers on it when everything we do is basically on employee ID.

It's just a thought. It's actually more than a thought.

It's actually it's an important piece, but it's a really good way to start thinking about things.

Okay, AI etiquette. Oh, here. No.

Oh, this one was by Melissa Coons, also not AI.

He also knows because everything is spelled correctly. Okay, but this one, let's go to this picture first and then we'll go to the others.

So created with Microsoft Copilot again right.

Go out there. Ask it. Please make a set of computer screens, one with a disgusted face and one with a happy face.

I don't know how else to write it. So that's what I wrote and this is what it came up with.

It gave me four options. This was the, uh, I wasn't going to go through much what's called prompt engineering, where you can keep refining your prompt, but this is what it came up with.

Okay, AI etiquette. So if you're going to use AI we had a lot of questions on, gosh, what's my work and what's AI's work.

It's your work. You're the one who's ultimately responsible for it.

So if you use AI to to, to, um, summarize a document and you're using that summary, but you can attribute it.

But you're standing behind that summarization, so you better be sure it's correct.

Zoom AI is another one. And we'll talk about that a little bit.

But zoom AI has really great meaning summary tools.

But if you use those 100% okay, let's do another poll.

Who here has used zoom AI for, uh, meetings so far?

Wow. Like three people. Okay. Who here knew the zoom AI existed?

Okay. All right.

I'm curious here. Just shout it out. So is there a reason folks haven't used it but knew it existed?

Go for it. Okay, so the answer was I wasn't aware that the university had now approved use of it.

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You know what? Thank you. I actually appreciate that. Uh, we appreciate that for sure.

Um, we do, and we have instructions. We'll show you that next.

Anybody else have another reason? I'm just. I'm really curious. Go for it.

Okay. Um, one of the one of the, uh, comments was fear and intimidation. To get started with that. Let's come back to that in just a second. There was one more back there.

Go ahead. Okay.

Somebody that uses teams already more than zoom and is using the copilot functionality there, which is actually pretty similar.

Let's come back to the the fear piece. I'm going to own this.

I actually am in the same boat. Or was in the same boat.

Um. When we think about.

So. And my. My fear was two pieces, right?

Is it useful? Is it going to be wrong? Is it going to catch something? I don't know, or is it going to say something that isn't true? And what are people going to think?

I don't really like recorded meetings. I don't know about you all. Um, I think we should have an honest conversation there and have the conversation and come out with our, um, uh, with our with our action points and move forward.

And that's kind of the, the next piece. So when I started doing this, I would at the beginning of my meetings,

when I'd use it, I'd say, hey, just so you know, I'm turning on the AI assistant.

It's using the summary feature. It's sending it to me. I want to see what it's going to be like for accuracy.

If it's reasonable, I'll send it to everybody. So that's how I started it.

Um, and I'm going to again, another kind of tip here.

You could automatically send it to everybody. That's a bad idea.
Uh, especially given its accuracy. I just, you know, have it send to the meeting host, figure out what's useful, cut and paste the snippets.

and away you go. It's still way better than having a note taker.

And what I mean by that is like when I become the note taker, I don't I'm not an active part of the team.

I'm not an active part of that meeting. So you lose a person's valuable input, valuable participation when they're note taking.

And for me, I actually write an incredible amount of notes anyway, so the more I can rely on something else and the more I can rely on that, then I can actually participate more because I don't want to miss something. So we'll come back and I bet we'll have lots of questions. So assess bias and fairness.

So yeah you know. The other interesting thing is.

How we're, Um, and I'll use the zoom AI too.

My name automatically comes as Christopher Smith. When people mentioned Chris in the meeting, it doesn't understand that we're the same person.

My written name. That's the way I do it. So I'm like, I don't, I don't care, I just move on with that.

But it doesn't necessarily tie the two together. When I speak, it understands it.

Um, but you just have to understand that. But let's get into the real bias.

There are going to be bias in models that are going to make assumptions based on all of that information that they've pulled in,

which we know there's bias all over the internet.

So you have to understand when it gives you the results it's going to

have that when it summarizes your document, it's going to have that. So that's why you have to reread it. That's why you're responsible. I'm responsible for everything I put out from it.

Okay. Okay approved AI assistance.

So this is on our website now, There's going to be a whole list of links that you'll have access to after this.

So you can go there and really start digging in. So I think that comes back to the I didn't know is available.

And we will do a better job at that. We had one that when zoom went live we did one email and it's been in our.

I don't know if you all, I don't know that I want to ask for people to raise hands.

Um, I'm going to anyway. So the IT and IT security newsletters that come out once a month they alternate.

Who knows about those. Okay? More than I thought.

All right. Thanks. I mean, uh, you all get a lot of emails, too.

So it's in there, and we'll continue to post, uh, pieces in there.

Um, so this is on the website. We will continue, just like AI is developing every day,

just like the innovation in the school of medicine and all of the things that they were developing there in that really cool session.

Um, and talked about that. We will continue to highlight that innovation here, whether it's tips and tricks, whether it's tools,

whether it's gotchas and gotchas are just as important as tips and tricks sometimes, and we should label them as such.

We'll put them out here. So Microsoft Copilot for the web.

So most of the stuff that you've seen has had a little bit of Microsoft Copilot from the web, all the images, for the most part, most of the questions answered. And you can start playing with that. Um, my team knows that one of my favorite, we'll say less than work.

Things that I like to do with it is I like to write odes to the team or to the project team or songs to the team.

And Microsoft Copilot does it for me. Yeah, I know it's cheesy, but I can never write a song or a poem.

And if you say, I would like to write a ode to the security and compliance team for doing this most recent one,

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or I'd like to write an ode to the email team for helping reduce our amount of spam.

It does a really good job. And if you even name some people and what their roles are, um.

Yeah, that's that's what it that's how I use it.

It's fun for recognition. Okay. Um, zoom AI companion.

So this is the zoom piece. There are basically three components to zoom AI companion.

There is the let's summarize a meeting. You start it. Uh, here's the thing I learned later on.

It only starts summarizing from when you started.

So if you go into your zoom settings, all that instructions are there and just have it automatically do it.

It will always start it at the beginning and send it to you.

Um, it can record meetings. So, you know, like when you actually do need to record meetings for, uh, archival purposes, it records the meeting. Then AI goes on top of it, gives you a transcript, will give you meeting highlights, and can give you an analysis of the meeting.

It's pretty ridiculous, but it's nice to be able to see.

I don't know about you all, but if there's a hour meeting, I can scan that transcript pretty fast and say, oh, okay.

Or if you really want to nerd out, take the transcript, throw it into Microsoft Copilot and say, please summarize this for me.

I don't know. There might be a summarization feature in zoom, I just haven't figured that part out yet.

Um, the the meeting summaries are actually very concise.

Here's basically who started the meeting. These were the main talking points.

These are the action items. These are the the details of the sections. And it tries to figure out what the sections of the meetings are. You know, an interesting side effect of that is.

I've become more structured in the way I have meetings, because I know it's going to pick it up if you don't jump all over.

I don't know, the team may not agree with that.

Um, well, let's see what Mike says or Charlotte says later, but, um, but I think it really helps you focus in on that,

and then it gives you a really good product afterwards that you don't have to do any additional work for.

You're just changing things around a little. Um, and then copilot for Microsoft 365.

So this is a this is an this is a paid add on.

I don't like paid add ons, but that's the way it is because Microsoft wants their money.

Um, I guess chill Bill and needs chill Bill things.

Well, he's not really there, but you know what I mean. Um, just to be blunt, it's, I think 360 a year.

360 a year. And what it does is it.

Really turns on more features around the web, and then adds all of those copilot features to every one of the, um, Microsoft Office tools.

So I think the biggest one like that I see is email summarization. Again, you get those emails like this. It summarizes it and says ding ding ding ding ding.

And like here, the action points. And we could go through those all day long.

Excel it supposedly, uh, analyzes your data.
I'm an Excel junkie. I don't think it does a good job analyzing the data yet.

Um, but it will actually give you suggestions for some of the more simpler, uh, equations that you don't have to look up and use help on.

It's kind of nice. Again, it's an assistant. It assists us in doing things.

Uh, if you feed it a document and say I need a ten page, uh, PowerPoint out of this, it'll actually do it.

It's kind of weird, but it'll do it. Um, it's not pretty. I mean, you need to throw it into your format, but it'll do it.

And then, of course, you need to go and polish it.

We own everything, no matter how you.

If you have somebody write a rough draft with you, and then you do it, you still own it.

If AI does it, you still own it. So it's really important.

I hope that makes sense. All right. Next one image generators.

So those of you who have the Adobe suite Firefly is just another one.

Is is like a slightly fancier version than Copilot for the web.

Firefly has AI, uh, image generation into it now.

Um. And actually what you start seeing, like in Photoshop and some of the other pieces that they're really bringing AI to do,

adaptive fills and all these other pieces. And you probably see this in a lot of apps you're using.

You see the little, I don't know what you call. It's almost like the diamond with the little swirl.

Right. And that generally means AI. And that's starting to pop into a lot of our applications now.

Um, and then copilot for web. So this one, uh, a computer creating a beautiful.

Uh. Oh. Wow. I didn't even use great English here. Awesome.

So a computer creating a beautiful, impressionistic piece of art could have done better, but it knew what I meant.

And that's the image it created. So you can do basically whatever you want.

That's using copilot. I don't use anything fancy like Photoshop. I just use the basic copilot.

All right. And then approved AI environments this is really where we're starting to get into the work automation um research.

So this is not a research discussion. I should have said that at the beginning.

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This is administration and and how we all really facilitate moving our missions of the university forward.

Um, but this is a big thing for research.

And when we start to get into automation and how we want to automate things, these environments allow us to do AI in a safe space.

So instead of going into, you know what the okay, I'm.

I'm probably on the edge of language that we're all comfortable with, but if we use what's called an API application programing interface into ChatGPT, that's not a safe way to do it.

But if we use and that's that's how you do what I would say more automated ways.

But if we use our environments here, that allows us to have a safe place to interchange data to be able to, uh, leverage AI for our business here.

Okay. There is a lot of text here.

You'll see it on the slides afterwards, but this is an interesting one.

Okay. So the strategic plan or the results for the strategic plan for the University of Colorado Anschutz Campus 52 page PDF file.

So, uh, sorry to be clear, I was using there are limitations on the free version of copilot.

When you have the paid version of copilot, those limitations go away because this is, well, mostly go away.

This is an 11 page, 11 megabyte PDF file, so 52 pages.

I uploaded it into the safe space.

Even though it is a public document, it's still important really to be using our safe tools and said, please summarize this in bullets 52 pages.

It took it down to this. And then if you want, you can actually ask follow up questions.

Um. So this allows you to get to the meat of some really dense stuff.

Pretty quick to know. Do I need to dive into that or am I okay?

This is just one of the use cases. There are hundreds of different use cases.

I'm sure folks do this pretty much all the time. Okay.

These are the resources. So the, um, information strategy and services, that first page.

This is where we list basically all the resources that you can get to.

We we we will. Will we? Debbie? Will we share the presentation?

Okay. Great. Okay. So you'll have this and there's clickable links.

So you don't have to try to type in this horribleness.

Um, and then the 365 copilot that it remember that's the 360 per year has to be done through purchasing.

But all the instructions are there to, um, copilot chat.

That's how you get to it. So you type in copilot dot microsoft.com and then log in to it.

And you'll know because it says. And all these are on there too. It'll say protected in the upper right hand side.

And I'll show your university address up there. That's how you know your safe little green check box.

Boom. Ready to go? Um, zoom AI companion.

That's how to turn it on. That's where all the settings are. And then you can look at the different options.

And I think what's important is as you are using this, providing feedback into where instructions could be better, where tools might be lacking, where there's other gaps. That's good.

Feed it back and we'll figure out how to do this. My guess is.

Actually, I want to see if that comes up. We'll come back. Um, well, that was bury the lead.

Okay. Um, and then the AI compliance piece. You know what, I missed something.

Here. Okay. I was just thinking about this.

So when you all buy a piece of software, when you ask for a piece of software to be purchased, it goes through what's called the rack process.

And. All right. Who else knows about the rack process for buying software?

Okay. If you buy software, it it doesn't matter how small the software.

So like that was 25% of the room, maybe 33 whatever it needs to go through the rack process.

And why does that matter? It actually reviews the software to figure out if it can leak the data.

We've had a lot of third party leaks over the last year across the CU system with third party, uh, software a lot.

Um, sometimes it's preventable, sometimes it's not. This helps look at

do they have proper protections in place? Do they have proper

insurance in place? Do they,

do they do that one of the and actually there's two things that are going to

be that are being added right now or have been added accessibility.

So we all know the new accessibility laws coming into place in four days.

Five days. Okay. All right. If you don't we should talk about that after the

session.

Um, and then. Accessibility, uh, is looked at through there.

But also all these tools have AI in them like we have a great, uh, project

management tool and there's an AI summary in it.

Oh. What's changed? That's it's for, for me to look at that versus try to

interpret the Gantt is a lot easier to be able to look through that.

So when you're buying software it's almost guaranteed that there's AI in it.

So this helps

look at that figure. All right. Are they putting our data in a public LLM um

which means large language model or AI database or is it safe?

And one of our big things was. Which why it took so long.

I'm gonna go back to your point about zoom. AI isn't because they made a

really great press release about a year ago, maybe a year and a half ago,

that they were going to use all of our meetings, recorded or not, to train the

AI model.

And we're like, no, absolutely not. And the good news is, is as our academic license, they couldn't.

But until we had the right assurances that they couldn't use our meetings or any of that for anything, and it was strictly just us.

Then that's when we said, okay, now we can go to the community.

Okay. Resources. Um, okay.

This is a really neat one. I've been in academic medicine my entire career.

I love academic medicine. We are in the business of making people's lives better right?

Through research, clinical care, helping people become new providers. So let's tie that to AI that bottom link, the Transforming Health Care lecture series.

The last group that just did a presentation on that was all on AI and health care.

It's awesome. I mean, it's absolutely amazing.

If you're going to look at this other stuff, do that. Figure out how it can help you.

But take a look at that so you understand where AI,

as a technology isn't empowering us in our mission here in science and clinical care and taking it forward.

And those are all our folks. We're all doing that here.

And I'm not going to go into details. Okay.

I could talk about it for hours. I love it, but the way we've improved cancer care, the way we've improved, uh,

pharmaceutical uptake by working with our UCH partners and Children's partners.

This is a big deal. So take a look at that.

And that's we're using it for the. For our lives.

This is applying it to our lives in a different sphere in the lives of our community.

So I'd really take a look at that. Um. And jump in.

Okay. Questions. I'm guessing they're probably a lot based on the questions we had.

We tried to answer a lot of those through this presentation.

I've never seen so many questions before, but I'm really appreciative for them.

So what else do you have? Lay it on. None.

Really. Okay. Yep.

Is the mic on? Yes. So yes the process.

We work with the PSC to ensure that those purchases, those requests are submitted to our team to review.

So that's going to happen automatically as long as you submit to the PSC or you go through the formal process of submission.

Uh, right now Pcard purchases are being looked at to determine how those will be handled,

but you can contact the rec team at any point to have us assess any technology that you want to purchase.

Also just real briefly too. It also also looks at some of the hardware, so if hardware is running some software on it.

So if you buy a microscope that has some software attached to it. So it's not just software, but going through PNC, they'll see if there's anything that needs to run through rac from a technology perspective.

Do we repeat the question? I'm sorry we didn't repeat the question. So the question was, um, when we're purchasing, should we bring anything that has even the word software in it through rack review?

Um, and sometimes that includes hardware. And then that was Charlotte's answer.

So the short answer is yes. We like to take a look at those to ensure the question was, are there exclusions to going through the rock rac process? We like to take a look at those to ensure we understand what that what you're considering, an exclusion is something that we would consider an exclusion. So yeah. It's, I want to tag on to that one more time. One of the continuous improvement processes is actually put in a list of software and hardware that's already been approved, and the circumstances around it. So back to the data classification. This software that's been approved for this use with this data classification.

Oh it has? Great. Now I can use it. So to do that.

So the conversations we've had right now are as they are, like notes if you take notes during a meeting.

Um. Oh, I did it again.

I didn't repeat the question. Sorry. The question was if you have confidential, um, discussions during a meeting, um,

and you have a zoom AI taking transcripts or notes during it, how do you treat that?

Um, and it's treated, you know, a lot like the minutes you take or notes you may take during a meeting.

I mean, technically, all of that. Is work product.

So the key is, you know, is that are you going to record that?

Well, you know, I think it's interesting because so the question is, does it stay in there?

Um, and the zoom transcripts, they timeout after a while.

Do you know, 30 days? Excuse me, I believe is 30 days.
But they go associated with with you Tim. So then they're going to be in your account.

You have control of those just like you take notes on your piece of paper.

They don't go broader.

As Chris said, you can send them out to everybody, but we're recommending you keep those sort of within your own account. You review those and you can choose to move those out. And I think I looked this morning, it was 30 days before they start purging those old ones.

Yeah. So if you don't pull them, they're gone. I would, I would not use, uh. ucdenver.zoom.us as your storage place for meeting notes. And just just to clarify, we don't have access to those. We don't look through those. We can't mine those. Those are just like your notes that you have locked away in your desk, um,

for your account associated with you or whoever else in the meeting, you chose to share them with.

Go ahead. Yeah.

So the question is, uh, are you alerted when somebody is using the zoom AI tool, like the recording?

Yes. It will actually pop up on the very top.

And I think that's changed with the clients over the last, but it's that top little toolbar and it'll say using this,

you know, one of the other piece I didn't talk about this. So there's the summary piece, there's the recording piece.

And one of the other ones is actually the AI companion is what it's called.

And if somebody turns that on during the meetings. Let's say you come to a meeting late, you can actually get caught up with what's happened. Hey, what's happened in this meeting, or has this been referenced in the meeting?

And it'll actually answer questions based on what it's already heard in the meeting.

So that that's the middle tier AI component of zoom is what's called the AI companion.

And there are demos of that online too. So you can kind of see what it looks like.

I actually use again to get comfortable with it.

I turn it on and this is a this is a big thing for me.

It took me a while to turn this on in any of my meetings, but I'd have, you know, one on ones or something like that.

I said, I'm going to turn it on or try it, see what happens.

And I would literally ask the AI companion questions during the meeting just to see if it understood what the heck we were talking about.

And it does a pretty good job. Go for it.

Nope. You're good. Yep.

Okay, so the question was, if we're working with somebody to, uh, craft a professional email, uh, to be able to send or even,

you know, a regular old letter to send out to the community, uh, what would you do in terms of attribution?

So here's the thing. When you get that letter back. There's not a need to credit it to AI because you are not going to use it as is.

Is it going to be pretty good? It'll be pretty good, but you're going to have to tweak it.

So I think this is actually a great example. And some of the when I have to deal with a really sensitive issue that is complex.

I tend to write complex emails. Um, so what I'll do is I will write the email.

I will go into our secure Microsoft Copilot, and I will say, please make this more concise in a professional manner.

And the reason I say professional manner is it's already starting that way.

But I don't want. So when you look at GPT, for instance, there's a very creative and there's a very professional and there's the middle.

I usually stick with the middle because to me it's usually the best iteration of the engine.

But I want it to keep the language or the style to a professional or business style.

So I'm feeding it, talking to my five year old.

I'm feeding it more information on what I want it to do.

So please do this, this and this. And maybe I say I want it.

I already write in bulleted points, so it's going to feed it back to me the same way.

But maybe if somebody is we know folks that write and you know one giant paragraph, you could actually just take that and say,

please bring this back to me in separate paragraphs or separate bulleted points, and it'll do that too.

So by that point you're editing it. You're sending it out again.

You have full ownership for that letter.

Because I think the thing we don't ever want to hear any from anybody is, well, AI wrote it for me.

No, uh. Absolutely not.

Adrianne, you have one. Yeah. Okay.

And I think so. Let me go. One more thing, because we did have an interesting research related.

Question about attribution. So if you're submitting papers or presentations to.

Certain um, uh, associations or grant agencies, they will have very specific rules and regulations on how you should attribute AI.

It's your your personal communications. That's one thing. But.

So for instance, I helped my aunt, um, publish her books on Amazon.

Amazon added within the last few months. Is there any AI in the text of this book?

Is there any AI in the image creation of this book, like they actually want to know in their publishing service, their Kindle press where the AI sits?

I'm not actually sure what they're doing with it yet, but it's interesting. So. We don't. We don't have any available. Now, that was actually I was kind of wait until to the session got into.

So we talked about prompts earlier. Those are good prompts up there.

Pretty simple when you get started.

I think the ode and the poems are a good way to just play around with those prompts.

Um, but we don't have anything on campus right now.

We've explored this with a couple of our vendors, Microsoft, uh, Dell, um, and a couple others out there, if you're interested.

Revision 1.0

As we go talk to them. They bring prompt engineering and they want some specific context.

So again, if we get groups together saying, hey, can we get some prompt engineering around this topic around that topic?

So, so what we bring in for research would be different from administration. Um, we didn't talk about that.

But when you talk to these engines, sort of tell them how to act. So act as an accountant and I'd like an annual report.

And like in this format, the more descriptive you can get, the better.

Um, and I'd also share that with each other. So this is a good forum. I like the big forums. It's better in smaller groups. So so Chris and I go back and forth.

Okay. Let me see your prompt. How did you get that versus what I got out of it.

And sometimes like, oh well, will you added this in and you explain more? My prompts are pretty long now.

They're paragraphs just to get a couple things out of it and really refining.

So again, if you have those um, this is a good thing. Bring that forward. Bring that forward to your groups. We're happy to bring resources in. Um, there's a lot of them on the internet right now about how to get there, but I think some of this is working together, and then we can create some customized training around it if needed.

But as I talked to to our vendors, they want specific topics to sort of work through versus just prompt engineering in general.

But that's that's where we're at today. It's not just a search. As Chris said, it's not talked to like a five year old.

And really explain what you want, what the outcome is and then keep refining. Did you repeat the question?

The question was, do we have any other resources for prompt engineering? Sorry.

Thank you. Sorry, I just remembered. All right. Go ahead.

So I was just saying that the prompt engineering guides are usually tied to the model.

So since copilot currently uses GPT four, you can go to the OpenAI website and look at their guide for prompt engineering.

And then the other question I had regarding the zoom AI.

Are you aware of it's kind of more an emerging thing of, uh, whether or not it is using only voice or both video and voice for the transcription,

uh, generation, because I know that there is a kind of an imminent risk of impersonation in the AI, uh, space to be aware of.

I'm actually not, uh, sure of the answer to that question right now.

I think we probably need to look into that. If it uses, uh, video or just voice. I don't believe it

does any analysis of the chat, for instance, so I'd be surprised if it was sophisticated enough to do the video, but we'd have to see.

Like. I would imagine it would be fine for officially licensed products like zoom,

but just to make people more aware of that, uh, kind of emerging, uh, threat.

Thank you. Real briefly too while you mentioned the resources that are out there.

We didn't sort of demo a bunch of copilot stuff either. Um, Microsoft Copilot has a ton of good stuff.

How to create a presentation, how to craft an email. We didn't feel it was valid to sort of go through the steps that that are already out there.

So check that out. I believe that's one of the links in there. Um, if not, we can get it to you.

But tons of videos, how to use it, where to use it, how to craft emails, how to summarize, how to kind of create a PowerPoint.

Um, as we go through it, they're adding. So we're learning new things along the way.

But um, as you said, Steven, a lot of the websites that provide these interactions also show you how to use them.

And what we're trying to do is replicate what's already out there pretty freely available. Okay.

So I'm going to address this one I hold on, just one sec. So yeah. So I just saw I'm going to throw this out there and I don't know where it came from.

Um that there is a bubbles note taker on the zoom call.

That's not an approved tool. Probably shouldn't be.

Not probably it should not be being used here at the institution at all. Uh, for zoom. I'm not sure really where it's coming from. We're going to have to actually figure that out.

But like, here's an important piece. So the information that's gone in this call is now been leaked into a, uh, an AI tool.

Like we don't have any review of that. That's happened.

And I think that is that's a a poignant, unfortunate example of the risks, uh, that are sometimes taken.

So it's, it's something we really need to be aware of. Um, and look forward with that.

Well, briefly on security too, tons of add ons. Please don't add ons.

They're just like other software that we have to add. I think that was a good point that that we got to bring up here.

Um, a lot of people are like, hey, can I plug this in here? Can I plug this in there?

Um, what you will see, I think the other question came at where is AI going in the future?

I wish I knew. I don't think anybody knows. Um, you're going to see it integrated everything you have.

It's going to be part of windows pretty soon is going to be part of all their

software. Pretty soon you're going to see these things all over. But in

the gap between there,

there's all these companies trying to create add ons are trying to find that

niche market that that looks really attractive.

Um, as we start looking at companies, we're not sure where they are, who

they are. They're startups.

They're they're coming out of, uh, different regions that we're unsure of.

Um, be very careful. Add ons don't add add ons for anything, but AI is the

ones that seem to be very attractive for folks as they get going.

Uh, was there another question? Go ahead.

So make sure I understand your question.

You said there's. Let me just bring the mic to you. What? You ask the

question so everybody actually can you just repeat it Charlotte.

So we make sure we can get to the next ones. Yeah. Are you asking about

whether a an application on the Microsoft page was approved?

Let me let you repeat the question to make sure.

On your slide, you outlined that you have, uh, copilot 360 for the web

approved on Microsoft's Copilot 360 website.

There is also a desktop application you can load from Microsoft.
Is that approved? So we have assessed the web.

We have not assessed the desktop application,

but typically we do eventually get to those applications because they are

covered in many of our agreements.

But we'll take a look at that to make sure and get back. And I'll answer your question that point.

So good. Good transition point there. Just briefly. There's about 9 million AI applications out there right now.

We're trying to prioritize which ones we can bring in. So we can't get them all in at once, wholehearted agree.

And then we'll copilot. Microsoft did not do themself a favor. Everything they have around AI is called copilot.

So I should about the wheel. The wheel of death. There's a million products. They all sort of relate back to Cobot as they're weaving them in. I'm not exactly sure which one that one is.

There was another one was Copilot Pro, which we found out is a consumer grade product,

versus Copilot studio, which is a university, sorry, which is a, uh, a corporate product that we can use.

Bring those up. Um, what we're looking for on this group too is just, hey, these are the ten things I really want, and we can help prioritize that, because right now, we're getting these things just thrown us randomly all of the time, and we can't do them all at once.

So I'll look into that one. I don't think we've assessed it, but there's a lot of AI products out there trying to prioritize. has been tough. So one of the really popular questions online was, is there a plan to implement skill soft trainings or working groups teaching us how to actually use these tools?

And it was thumbs up a lot. Uh, much like how we navigate data security, etc.

So I think what we've heard here is there is a definite need for a community and the way to,

uh, get this information more out there you will find on the, on the um, tools page.

There are on each one of those, there's at least the how to get started and how to do it.

I think the point about prompt engineering that was a really good one.

So. How we start that virtual community.

I think, uh, probably needs to be a little bit more of a discussion.

But as we start that virtual community, to be able to put that stuff out there is an important way to go, whether there are skillsoft, uh.

Actually, there's probably LinkedIn learning that's tied to that. We should look at that now.

Um, I didn't think about that until. That's a really great question.

Thank you. Um, and we can tie that around. So we'll look at it to that point to we also we see AI is a technology problem that we're working to solve.

And it's not it really is going to be that partnership between technology and business. So so prompt engineering is great.

I can show you how to write the prompts and then has to relate to your specific area. Um, we didn't get into clinical.

We can talk about all the cool stuff the hospital was doing, dig in to research all these different areas,

have different domains, and what we're looking to do build that community out. That is not just technology telling you how to use the tool.

It's really the business sort of working together saying, hey, here's what we need. Here's our report.

So again, if I was to bring a prompt engineering group in for my technology group,

it'd be different than me before in my clinical operations folks or some of my research folks.

So we need to build that community together. It's not just a technology solution we can fix.

I can't just give you a computer. And say here's how to use it.

Um, it really has to have that interaction when we're talking through building the community as well as bringing training in.

Other questions. We're about time, aren't we? Okay. Okay.

Thank you all.