

Transcript | Hacks for Working with CoPilot

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00:00:03.440 --> 00:00:04.460

Lowell Weisbord: Hello!

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00:00:04.950 --> 00:00:18.929

Lowell Weisbord: Hello, everyone, as you join. Welcome to this quick-fire masterclass on hacks for working with Copilot. My name is Lowell Weisbord, and I'm a Senior Product Manager here at Apolitical.

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00:00:19.130 --> 00:00:32.290

Lowell Weisbord: As people join the room for the next couple minutes, it would be great to hear from all of you. So feel free to post in the chat, where you're joining us from and what organization you work for. We can all kind of get a sense of who's in the room.

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00:00:32.290 --> 00:00:45.680

Lowell Weisbord: Again, for anybody who's just joined, my name is Lowell Weisbord, I'm a product manager here at Apolitical. I am calling from our offices in London, United Kingdom, but as you join, feel free to pop in the chat.

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00:00:45.960 --> 00:00:56.350

Lowell Weisbord: Where you're calling from and what organization. Okay, brilliant. Cabinet Office, based out of East Yorkshire, welcome. Good morning from Bermuda. The Home Office, welcome in the UK.

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00:00:56.450 --> 00:01:07.730

Lowell Weisbord: Canada, Alberta, Edinburgh, Halifax. Hello and welcome to all of you. For those of you who may be joining us for the first time, welcome.

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00:01:08.040 --> 00:01:25.210

Lowell Weisbord: Apolitical is the world's largest community for government, used by over a quarter million public servants and policymakers from more than 170 countries, a good group of which it seems like we have represented in this call today, from South Africa, Jersey.

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00:01:25.400 --> 00:01:38.689

Lowell Weisbord: Newcastle, really good Canadian and UK representation today. Hello and welcome. Our mission is to make government smarter, and we do this by putting the best knowledge and skills at the fingertips of public servants around the world.

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00:01:39.080 --> 00:01:51.629

Lowell Weisbord: If you have joined an apolitical event before, welcome back, and if not, we're delighted to have you here. This event is going to be rapid, compact, 30 minutes, tightly focused on building your skills with Copilot.

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00:01:51.660 --> 00:02:00.989

Lowell Weisbord: We know that as public servants, you're likely short on time, and we want these events to suit your learning needs and work with many people's different busy schedules, time zones, etc.

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00:02:01.320 --> 00:02:19.330

Lowell Weisbord: We're gonna get into the presentation very shortly, but I just have a quick few pieces of housekeeping. First, I'd like to extend an invitation for you to join APolitical's AI and government community, which is a space for conversations, insights, ideas, resources, sometimes on

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00:02:19.330 --> 00:02:39.010

Lowell Weisbord: practical things, like how do I use Copilot, I've just been given a license, or, you know, higher level things around policy, regulation, what are we doing about, workforce and AI? Just a space for all of that kind of conversation, practical, otherwise, that you might have as a civil servant.

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00:02:39.360 --> 00:02:52.379

Lowell Weisbord: But feel free to take a look at that link, which my colleagues dropped in the chat. Secondly, I must let you know that this event is recorded for on-demand viewing on the website, so just please don't record it yourself.

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00:02:52.410 --> 00:03:01.170

Lowell Weisbord: Contact details for privacy concerns are on our homepage footer, and closed captions are available and can be toggled on in your Zoom settings.

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00:03:01.620 --> 00:03:05.090

Lowell Weisbord: With all that fun stuff out of the way.

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00:03:05.120 --> 00:03:21.839

Lowell Weisbord: Before we introduce our two really great speakers we have for this event, we're gonna run a quick poll to get a sense of where you're coming from, your experience, and kind of some of the interesting things that might be relevant to this event. So, our first question is, what's your biggest time sink at work?

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00:03:23.660 --> 00:03:32.580

Lowell Weisbord: what is your biggest time sink at work? Obviously, we have people in different roles, different governments, different departments.

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00:03:33.020 --> 00:03:34.929

Lowell Weisbord: So that's quite an interesting one.

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00:03:35.470 --> 00:03:41.310

Lowell Weisbord: We'll give everyone another... Few seconds to get into that.

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00:03:42.350 --> 00:03:54.989

Lowell Weisbord: And we have pretty interesting results, like, quite mixed responses, which we don't always get, but 28% of folks have said writing or responding to emails.

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00:03:55.090 --> 00:04:02.060

Lowell Weisbord: 23% creating or formatting documents, 5% scheduling and meeting admin.

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00:04:02.160 --> 00:04:15.339

Lowell Weisbord: 28% finding or summarizing information, and 13% manual data entry. Feel free to keep writing things in the chat here, too. There's some interesting ones, reporting on compliance, meetings.

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00:04:15.530 --> 00:04:32.800

Lowell Weisbord: looking at data bugs, but yeah, the three... the three biggest ones here, the kind of modalities are writing emails or responding to emails, formatting or creating documents and finding information, which is interesting, because I think we'll touch on

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00:04:32.840 --> 00:04:38.249

Lowell Weisbord: some things related to all three of those, probably, in this call. So, that's...

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00:04:38.250 --> 00:04:56.120

Lowell Weisbord: more than enough from me today, so it's my great pleasure to introduce Aywin Nayak and Alexandra Rodney, who are our speakers for today. Iwin is a transformation leader with over 15 years in government, healthcare, and manufacturing as a senior manager at the Cabinet Office in the Government of Canada.

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00:04:56.120 --> 00:05:11.590

Lowell Weisbord: He advances process improvement with generative AI. He specializes in project management, Lean Six Sigma and AI strategy, blending technical skill with a people-first approach to drive innovation and resilience.

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00:05:11.590 --> 00:05:21.570

Lowell Weisbord: We also have Dr. Alexandra Rodney, who is a manager of the Transformation Oversight Unit at the Ministry of Health in the Government of Toronto.

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00:05:21.650 --> 00:05:39.630

Lowell Weisbord: She owned her... she honed her problem-solving skills at the University of Toronto and the Ontario Digital Service. Now a manager of project managers, she fosters a culture of continuous improvement. She encourages the use of Gen AI to make processes more effective, even for users without technical expertise.

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00:05:39.630 --> 00:05:47.799

Lowell Weisbord: You can check out both speakers' full bios in the resources tab at the bottom of your Zoom screen, but more importantly, we have two people who are

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00:05:47.800 --> 00:06:02.580

Lowell Weisbord: interested in using generative AI in government, who are also helping their teams use generative AI, so I'm looking forward to hearing from both of them today. I'm gonna hand it over to you all to share your presentation, and

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00:06:02.580 --> 00:06:09.659

Lowell Weisbord: We'll have time for a Q&A at the end of all this, so feel free to put stuff in the chat, and we'll come back to that at the end, but...

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00:06:09.660 --> 00:06:11.930

Lowell Weisbord: Without furthermore, over to you all.

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00:06:13.230 --> 00:06:28.049

Alexandra Rodney: Thanks, Lowell. Ivan's going to be sharing the presentation today, and I'll start off for a few slides, and then pass it back to Ivan. So, coming to, as Lil said, from Toronto today.

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00:06:28.050 --> 00:06:38.449

Alexandra Rodney: And, I'm going to start off on the first slide by just, giving you a list of...

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00:06:38.610 --> 00:06:49.680

Alexandra Rodney: some tasks that hopefully you've played around with, on Copilot or another Gen AI tool, that can help you do work in the public service faster.

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00:06:49.680 --> 00:07:00.780

Alexandra Rodney: So I, we kind of, when Ivan and I were brainstorming for this presentation, we were thinking of, talking about hacks that you may not have heard of yet, so here's some baseline ones.

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Alexandra Rodney: But you can consider this a preliminary of hacks for things you can do in Copilot that can help you save time on some common time-consuming tasks in the public service.

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00:07:11.470 --> 00:07:24.130

Alexandra Rodney: So if we go to the next slide, though, I'll give you the first... the first two hacks. So, at, my organization at the Ontario Public Service, we have a limited co-pilot license.

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Alexandra Rodney: It's not integrated into all applications, so it's a sandboxed version through the app. It can generate content only by the app itself, which is why we're calling it a sandbox version.

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Alexandra Rodney: It's fairly common, understandably, for the risk-averse public service institutions that we work in to have introduced a limited version of a Gen AI app like this, as we all learn about what generative AI is and what it can do.

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Alexandra Rodney: But hopefully you should have some degree of access to the settings in there. So my first suggestion is to turn on contextual memory in your settings. This feature means that Copilot will remember helpful details that you share, it'll remember it across conversations.

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00:08:10.420 --> 00:08:21.689

Alexandra Rodney: Things like your preferences, your goals, your work role, or important events that you've mentioned. And you can prompt it to generate what it remembers about you.

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00:08:21.690 --> 00:08:30.769

Alexandra Rodney: This may already be automatically enabled, but if not, I suggest that you turn it on. So you can prompt Copilot with something like...

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00:08:30.790 --> 00:08:45.690

Alexandra Rodney: My profession is ships captain. Please sprinkle nautical references liberally throughout all of my communications, henceforth. And you can prompt it to specifically remember this for future interactions.

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Alexandra Rodney: If you dig into your settings about contextual memory, you can also generate a list of what it has remembered about you, and delete or add accordingly.

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00:08:56.350 --> 00:08:59.760

Alexandra Rodney: And there's just an image on the bottom of...

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00:08:59.800 --> 00:09:16.909

Alexandra Rodney: what this, the co-pilot personalization looks like in my app. Obviously, where this setting is might differ, depending on, the version that you have. But also, in that, Copilot personalization section in, in your settings.

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00:09:16.910 --> 00:09:20.479

Alexandra Rodney: It is a feature called Custom Instructions.

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00:09:20.480 --> 00:09:36.769

Alexandra Rodney: So Copilot can use custom instructions from you to improve the quality of its responses that it produces. So if you played around with Copilot producing content for you, you'll know that it can have a tendency to...

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00:09:36.770 --> 00:09:46.350

Alexandra Rodney: Use bold text liberally, or use emojis, or, as we all know, a high degree of M-dashes in your responses.

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00:09:46.440 --> 00:09:50.929

Alexandra Rodney: So you can specifically load in custom instructions.

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00:09:50.930 --> 00:10:13.080

Alexandra Rodney: Like, please never use bold text, or please never use emojis, or... or use them, sparingly. So if you think about the kinds of things you always have to edit out of, the responses that you get from Copilot, you can, you know, work upstream and ask it to stop doing those things.

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00:10:13.810 --> 00:10:23.679

Alexandra Rodney: So... I am now going to turn it over to Ivan for the next couple of packs. And, oh, just should mention also, please throw out the chat if

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00:10:23.700 --> 00:10:39.129

Alexandra Rodney: Any of you have, hacks, we'd love you to share those in... in the chat so that we can sort of crowdsource here a big... a big, list of hacks, that, simultaneously can learn from us, but also learn from each other in the chat.

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00:10:39.230 --> 00:10:40.639

Alexandra Rodney: So, over to Ivan.

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00:10:40.930 --> 00:10:59.100

Iwin Nayak: Thank you, Alexandra. The next two hacks that I'm going to speak about are Copilot notebooks and the Copilot schedule prompts. Think of notebooks as a way of organizing your work, into separate sections, so it leverages,

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00:10:59.100 --> 00:11:05.190

Iwin Nayak: An artificial intelligence assistance, if you may, to answer questions, summarize information.

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00:11:05.190 --> 00:11:11.320

Iwin Nayak: draft content based on the materials that you add in that notebook.

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00:11:11.680 --> 00:11:30.749

Iwin Nayak: And the second hack is the scheduled prompts. So, it allows any user of Copilot to automate the execution of prompts at a user-defined schedule. So just getting rid of that repetitive task every day, and then I'll go into a bit more details about how you can go about using these tools.

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Iwin Nayak: So, now imagine yourself as a senior policy analyst, developing policy options, something that we do in the public sector, quite frequently, that is creating policies. How does Copilot Notebook, become?

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00:11:51.000 --> 00:11:53.399

Iwin Nayak: useful in that. So, this is...

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00:11:53.450 --> 00:11:56.679

Iwin Nayak: Of structure of a prompt.

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00:11:56.690 --> 00:12:18.869

Iwin Nayak: So role, task, style, format, and constraints. So, you give yourself a role, or give co-pilot a role, as of a senior policy analyst, and then you give it a task. So, you would say, like, hey, I want to draft a two-page policy options note, using the attached Excel files. I'll speak on that a bit more.

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00:12:18.870 --> 00:12:35.310

Iwin Nayak: as sources. You'll give it a style, you'll say, make it plain, concise, in a public sector tone, use bullets and short paragraphs. Again, you can leverage the custom instructions that Alexandra just mentioned, to do that.

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00:12:35.310 --> 00:12:51.870

Iwin Nayak: You can give it a format. So, the document that you create should have the problem, evidence section, fiscal table, risk, and legal, stakeholder views, etc, whatever you need for that particular document. And then you'll give it a constraint, so...

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00:12:52.130 --> 00:13:01.819

Iwin Nayak: keep to less than or equal to 900 words, reflect distributional impacts, etc. So this becomes the structure of the prompt that you'll use.

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00:13:02.130 --> 00:13:07.119

Iwin Nayak: Now, where do you go about to find notebooks? So, again, the... the...

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00:13:07.530 --> 00:13:16.999

Iwin Nayak: This might differ on your Copilot arrangement, but, like, towards the left side, you see the notebook section, you add in a

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00:13:17.220 --> 00:13:18.640

Iwin Nayak: new notebook.

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00:13:19.670 --> 00:13:43.130

Iwin Nayak: And then, once you open the notebook, you'll see a section called as the references, and these are the references. So, Copilot can tailor your response just based on whatever documents you add in here. So, any Excel files, any raw data, any legislative documents that you needed to reference very specifically for your end product, add in all of those as references inside your notebook.

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00:13:43.530 --> 00:14:02.930

Iwin Nayak: In this case, I've added, like, these are dummy Excel sheets, but, like, in our policy development world, you'll sort of use a problem definition evidence, or stakeholder inputs, risk and legal information, and fiscal options, maybe. So these are 5 Excel sheets that you add in.

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00:14:03.450 --> 00:14:14.229

Iwin Nayak: And then this is just copy-pasted the same prompt that I just showed you. I put that in the prompt section, so the task, the style, the format, constraints, etc.

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00:14:15.060 --> 00:14:30.820

Iwin Nayak: And then at the end, what it gives out as an output is a Word document with everything. So, as you mentioned, in terms of their format and constraints, it'll go through all of your documents, and then it will arrange it in whatever way you have asked it to.

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00:14:31.730 --> 00:14:47.659

Iwin Nayak: So that's notebooks. So, put in all of your information in the notebook, all the files that you wanted to very specifically refer to when you're creating the end product, and then it'll create the end product accordingly.

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00:14:47.920 --> 00:15:07.590

Iwin Nayak: Now, in the same notebook, you can go about creating multiple different end results, or end products. So, you prompt accordingly for your different end products, you use maybe the same raw data, you use the same Excel sheets, and then you create data analysis, your stakeholder synthesis.

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00:15:07.590 --> 00:15:14.000

Iwin Nayak: Fiscal analysis, so it just creates, makes life easier, and quicker, and faster.

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00:15:15.350 --> 00:15:28.149

Iwin Nayak: And based on... based on, evidence, like, comparable evidence between a manual method, so if you're actually going about doing this manually, you would take 8 hours to do data analysis, you'll take

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00:15:28.220 --> 00:15:40.550

Iwin Nayak: similar amount of hours to do stakeholder synthesis. And then using the co-pilot method, you see, like, at least on average, like, an 80-85% reduction in

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00:15:40.550 --> 00:15:49.060

Iwin Nayak: the amount of time you save using this method. So, yeah, have at it. Feel free to use the method.

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00:15:50.540 --> 00:15:51.409

Iwin Nayak: To do that.

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00:15:51.570 --> 00:15:58.579

Iwin Nayak: The second hack that I'll speak about is scheduled prompts.

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Iwin Nayak: So imagine, like, again, like, imagine yourself to be an executive assistant, supporting a senior leader to automate their daily deliverables. Again, this crosses into the private sector as well.

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00:16:13.000 --> 00:16:19.709

Iwin Nayak: You're keeping on task about all of the daily deliverables that the senior leader wants.

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00:16:19.710 --> 00:16:23.369

Iwin Nayak: And you would go about using Copilot's scheduled prompts.

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00:16:23.680 --> 00:16:40.700

Iwin Nayak: Now, what schedule prompts is beneficial for is, like, automation. So, you avoid re-entering the same prompt multiple times, you stay informed on recurring items like weekly summaries or task reminders that the senior executive would require.

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00:16:40.700 --> 00:16:49.349

Iwin Nayak: You automate routine tasks and streamline your information gathering, and you prevent tasks and reminders from being overlooked.

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00:16:50.080 --> 00:16:52.069

Iwin Nayak: So how do you go about doing that?

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00:16:52.220 --> 00:17:09.249

Iwin Nayak: So this is a very simplified version of a prompt, but, like, let's say you're an executive assistant for a deputy minister. So you'll say, summarize the deputy minister's calendar and meeting priorities for today, include the location, the prep notes, if there are any.

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00:17:09.250 --> 00:17:12.950

Iwin Nayak: Any key participants, and then,

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00:17:13.280 --> 00:17:23.319

Iwin Nayak: in the corner, there are three dots that you click, and then it'll give you this time sort of clock icon, which says, schedule this prompt. So...

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00:17:23.410 --> 00:17:34.689

Iwin Nayak: Once you have identified the prompt or finalized some sort of a prompt that you would like to schedule on a daily or weekly basis, you need not enter it every day.

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00:17:35.190 --> 00:17:46.679

Iwin Nayak: what happens next is then it'll take the prompt, and it'll ask you some details about the frequency. So, it starts on October 7th at 8 o'clock.

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00:17:46.680 --> 00:17:58.480

Iwin Nayak: Every week, on a weekday, it runs 15 times, and then whenever the responses are ready, you'll get an email saying, hey, Copilot is done working, and these are the responses.

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00:17:58.800 --> 00:18:03.310

Iwin Nayak: And then you use that in whatever format or shape you want.

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00:18:04.080 --> 00:18:24.569

Iwin Nayak: this is just a brief, like, very high-level example of what it can do. So, let's say on 7.45 a.m. daily, you run a prompt summarizing the Deputy Minister's calendar. Now, what Copilot does, it scans your calendar, Outlook calendar, all the meeting invites, all the Teams chat, and what

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00:18:24.570 --> 00:18:29.110

Iwin Nayak: delivers, or what the outcome is, it generates a daily scheduled brief

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00:18:29.110 --> 00:18:37.590

Iwin Nayak: For the deputy. Maybe you, at 9 o'clock, you're supposed to do, list all the new stakeholder emails marked urgent.

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00:18:37.710 --> 00:18:53.680

Iwin Nayak: what Copilot does is then it searches your inbox for flagged or urgent items, and I see 80% of y'all in the poll said, like, writing or responding to emails is a time sink. So draft email replies or templates for approval.

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00:18:54.160 --> 00:19:02.370

Iwin Nayak: And it does this on a very periodic basis, so you just put it in, set it, and forget it. Let's put it that way. And then...

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00:19:02.580 --> 00:19:08.859

Iwin Nayak: It does that on a daily basis, weekly, monthly, whatever, whatever time frequency you require.

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00:19:10.620 --> 00:19:25.580

Iwin Nayak: And that brings me towards the end. So, what Alexandra and myself have spoken about is contextual memory, so enables Copilot to remember key work details and preferences, so responses stay personalized without reputation.

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00:19:25.580 --> 00:19:34.809

Iwin Nayak: Custom instructions, so users can set preferences for role, tools, environment, response style, which Copilot applies automatically.

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00:19:34.810 --> 00:19:36.969

Iwin Nayak: Again, without the reputation.

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00:19:37.000 --> 00:19:50.889

Iwin Nayak: Copilot Notebooks leverages AI Assistant to answer questions, put in all of your required information inside that notebook, and it will consistently pull information from whatever you have given it.

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00:19:51.080 --> 00:20:00.180

Iwin Nayak: And then Copilot Schedule Prompt, so allows users to automate the execution of prompts at whatever schedule or frequency.

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00:20:01.350 --> 00:20:04.569

Iwin Nayak: And that brings me to the end of our...

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00:20:04.820 --> 00:20:09.010

Iwin Nayak: Quick chat, let's say, and any questions.

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00:20:09.300 --> 00:20:10.220

Iwin Nayak: How welcomed.

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00:20:11.070 --> 00:20:19.679

Alexandra Rodney: Lowell, I know you're probably jumping in to try to facilitate, but can I just do some, a fast follow and answer some quick questions from the chat?

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00:20:19.980 --> 00:20:40.640

Lowell Weisbord: Yeah, yeah, I was gonna... I mean, I was gonna suggest almost on all of the practical... if we start... I mean, I think we're probably jumping to the same piece, Alexandra, but on the practical question side, very quickly, in terms of licensing and what license... do you have access to Notebook and stuff like that, I was gonna even suggest that maybe some of this we could send in a follow-up email, because I know

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00:20:40.640 --> 00:20:51.829

Lowell Weisbord: people's excitement around how to use these specific things, we could... we could add, to the event page afterwards, or... or... I don't know if you wanted to... if you could rapid-fire answer some of those as well.

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00:20:52.440 --> 00:21:15.230

Alexandra Rodney: I think step one is figuring out, which, which version of Copilot, that your organization has enabled. So I would definitely start with, sort of, your IT, folks. I assume that you're going to have some sort of a policy page as well. There were some questions about, you know, privacy and security.

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00:21:15.230 --> 00:21:32.139

Alexandra Rodney: So definitely, start with figuring out what version do you have, and what's your organization's, policy around use. For example, in ours, we're not allowed to, input any high classification materials, into the app.

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00:21:32.170 --> 00:21:38.970

Alexandra Rodney: And then there was a question about will we share the presentation? Yes, we're happy to share that.

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00:21:38.970 --> 00:21:56.379

Alexandra Rodney: Some good comments in the chat, too, around, things you can, enter into custom requirements, like loading accessibility requirements in, or using it to parse out what is somebody actually asking for in a vague email.

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00:21:56.620 --> 00:21:59.560

Alexandra Rodney: So lots of good suggestions in the chat there.

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00:22:02.990 --> 00:22:21.909

Lowell Weisbord: Yeah, that's... I think that's really helpful. I think one that came up before and during is, I mean, you just touched on it briefly, Alexandra, but, going a little bit more into privacy slash security concerns. I mean, we have quite a few people from the Canadian government. Obviously, this is the kind of thing, on a departmental or governmental level, you have to kind of

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00:22:21.910 --> 00:22:23.899

Lowell Weisbord: Try to parse, what...

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00:22:23.900 --> 00:22:35.119

Lowell Weisbord: instructions, regulation, or otherwise you've gotten, potentially from your boss or department. But, do you want to speak to a little bit around maybe some of the kind of guidelines that you both

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00:22:35.120 --> 00:22:47.429

Lowell Weisbord: Follow, or kind of examples of how you think through things that maybe, you know, there's a difference between classified information, protected business information, or even things that you're just not quite sure how you kind of think through that.

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00:22:49.780 --> 00:22:59.260

Alexandra Rodney: So, beyond, beyond just thinking about what you're allowed to use in Copilot, your, institution should have

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00:22:59.460 --> 00:23:10.390

Alexandra Rodney: an information and security classification policy. So that sort of is, like, the precursor. First, understand how to classify materials that you're working with.

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00:23:10.660 --> 00:23:22.829

Alexandra Rodney: then understand what you're permitted to use Copilot with, and then... and then you can use it. Ivan, do you have other thoughts about how you think about this day-to-day?

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00:23:22.830 --> 00:23:25.399

Iwin Nayak: Yeah, so... and...

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00:23:25.820 --> 00:23:38.690

Iwin Nayak: like, this might be similar for other public service sectors as well, or organizations, but in Ontario Public Service, we have all of our files tagged with classifications, and our,

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00:23:39.210 --> 00:24:01.790

Iwin Nayak: AI guidelines or Copilot guidelines that we have, that OPS has created, very clearly specifies what information to add into Copilot and what not to. So we stick to that. Like, we stick to the guidelines as closely as, we should, basically.

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00:24:02.600 --> 00:24:12.129

Iwin Nayak: Yeah, so if there are guidelines available, as Alexander mentioned, like, you know, follow that, and only put in information into Copilot. That is...

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00:24:12.240 --> 00:24:14.629

Iwin Nayak: Permissible to add... to be added.

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00:24:16.880 --> 00:24:19.300

Lowell Weisbord: Yeah, helpful.

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00:24:19.390 --> 00:24:28.860

Lowell Weisbord: I think one of the earlier questions we got, it's a, you know, they pre-cursed it with, this might be a bit of a niche question. I had Copilot make some icons for us.

131

00:24:28.860 --> 00:24:42.420

Lowell Weisbord: requested it provide them with a background... a transparent background, but it didn't do that. Do you have any suggestions for prompts so that it will deliver exactly what we've asked for? So, I think going a bit broad... broader than Copilot here, but if you both have any kind of specific

132

00:24:42.420 --> 00:24:59.130

Lowell Weisbord: prompting advice for generative AI tools? How do you get the thing that you ask for? What are your strategies you take here, in terms of, you know, what context you provide, or, you know, apart from just how you set up the tooling, for example?

133

00:24:59.720 --> 00:25:02.320

Iwin Nayak: I can take this. So...

134

00:25:03.320 --> 00:25:20.510

Iwin Nayak: Now, this is getting better. Like, compared to 2 years back, when we asked it to generate images, and, like, it used to make a whole lot of hallucinations, mistakes, like, extra fingers on hands, and whatnot, like, it's getting... it's getting there, but it's getting a bit more specific. Now.

135

00:25:20.710 --> 00:25:27.320

Iwin Nayak: this is, in general, the AI world, not specifically for Copilot, but what I'll...

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00:25:27.600 --> 00:25:35.760

Iwin Nayak: And this may not be the perfect advice, but, like, be as specific as possible, and then

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00:25:35.760 --> 00:25:41.099

Iwin Nayak: Based on the response it gives out in terms of images,

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00:25:41.100 --> 00:26:04.399

Iwin Nayak: go back and change, so, like, if you ask something to be, like, give me 7 things, he'll most probably not understand 7, it'll give you 8 things, in which case you're like, hey, like, you have added an extra, like, can you remove that, like, and see what happens. Not the... not very perfect right now, but be as specific as possible in your prompts about exactly what you want, and then see how it goes.

139

00:26:07.490 --> 00:26:14.600

Lowell Weisbord: Yeah, I think really helpful. More specificity, more context, some of the AI tools... I was...

140

00:26:14.930 --> 00:26:29.819

Lowell Weisbord: working on... with another product manager on an AI tool that had an 8,000-word prompt, right? So I think the point is that these things can take large amount of context, and it helps. A few questions are kind of following up on this, but on reducing hallucinations, so just...

141

00:26:29.820 --> 00:26:45.110

Lowell Weisbord: what is it, AI hallucination? I mean, I can quickly just... when the LLM makes something up. So, Iwin, Alexandra, again, some of what you were talking about, of additional construct... instructions, adding context, or even

142

00:26:45.110 --> 00:27:05.059

Lowell Weisbord: the tooling, like the notebook tool, are strategies for reducing hallucinations, really, right? Those are kind of giving more context around what you're specifically working on. What are other ways you've checked for hallucinations, or, you know, improved kind of accuracy?

143

00:27:06.640 --> 00:27:23.799

Alexandra Rodney: I think for this one, I think we can think of hallucinations in the same way that humans will actually produce responses when they don't know the answer. So if you think about a child asking you, why is the sky blue? And if you don't know, sometimes you'll just make up something to have an answer.

144

00:27:23.800 --> 00:27:43.400

Alexandra Rodney: So AI, Gen AI will also do that. If it doesn't know the answer, it'll produce something. So my best strategy is to work with it in a way where you're uploading information... uploading what you want it to work with. If you're just abstractly asking it about...

145

00:27:43.860 --> 00:27:56.390

Alexandra Rodney: something in general out in the universe, there's a high potential of, you know, it making something up, and then you're having to do a lot of work to fact-check. So I think that...

146

00:27:57.730 --> 00:28:01.970

Alexandra Rodney: Oh, another point I wanted to make, though, related to that, is that...

147

00:28:02.470 --> 00:28:13.259

Alexandra Rodney: you can't always assume... you always have to review what it... what it outputs, right? So you could... it's very risky to sort of just take what it produces verbatim, so part of...

148

00:28:13.260 --> 00:28:23.159

Alexandra Rodney: good use of Gen AI is, you know, checking or evaluating whatever it's producing. You can't just, you know, go with verbatim and hope for the best.

149

00:28:24.950 --> 00:28:26.059

Iwin Nayak: I would admit.

150

00:28:26.060 --> 00:28:34.660

Lowell Weisbord: I have to... sorry, I just have to cut us off here. We've been moving with pace, unfortunately. It's a really compact event today.

151

00:28:35.080 --> 00:28:35.780

Lowell Weisbord: So...

152

00:28:36.720 --> 00:28:52.580

Lowell Weisbord: We've had some really incredible wisdom from our two experts, and we had actually a plethora of questions that we can't get through. I encourage everyone to continue the conversation in the community, but before that, let's give a big virtual round of applause to Iwin and Alexandra.

153

00:28:53.300 --> 00:29:04.730

Lowell Weisbord: And thank you to all of the attendees for investing in learning, being so engaged with the topic. I apologize for the slightly abrupt ending to the event here.

154

00:29:04.980 --> 00:29:19.949

Lowell Weisbord: But it really was great. I'm seeing Zoom freeze a little bit from all of the chat and emojis coming up, so that's really good to have nearly a thousand folks in the middle of a Tuesday afternoon come to learn about Copilot. That's really, really brilliant.

155

00:29:19.950 --> 00:29:33.939

Lowell Weisbord: The team is going to pull up a quick poll just to find out how you felt about this event. We're always trying to improve our learning, have you use your time well. We care about the public service and giving you

156

00:29:33.940 --> 00:29:42.540

Lowell Weisbord: great materials quickly. So you'll see that, just ranking your agreement with the statement, this event was a valuable use of my time.

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00:29:42.620 --> 00:30:04.739

Lowell Weisbord: Finally, we're excited to be publishing a list of public sector leaders transforming government with AI. We thought this would be an interesting thing for this group. If you know of a colleague or leader who deserves a nomination, I'm going to drop that link in the chat as well. Feel free to put their name in the running with the link below. So, again, just another initiative we're doing, trying to honor folks who are doing really great work in the space.

158

00:30:05.280 --> 00:30:17.349

Lowell Weisbord: summarize this meeting. I think that's a really great final takeaway, and wishing that it could be a little bit longer and we could keep going into hacks, but unfortunately we can't, so...

159

00:30:17.450 --> 00:30:35.559

Lowell Weisbord: Thank you all for coming, thank you to our speakers, we hope you found it helpful again, and look for the email for today's recording, and potentially with some of the materials from the speakers, and look forward to seeing you all at an apolitical event soon. Have a happy Tuesday.

160

00:30:37.270 --> 00:30:37.920

Iwin Nayak: Thank you.