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MORE ARTIFICIAL, LESS INTELLIGENT? HOW DO HUMANS **FACTOR** IN AN AI FUTURE

From the first stone ax to the printing press to the latest ERP solution, technology that reduces or even eliminates physical and mental effort is as old as the human race itself. However, that doesn't make each step forward any less uncomfortable for the people whose work is directly affected – and the rise of artificial intelligence, (AI), is qualitatively different from past developments.

Simply put, **Artificial Intelligence (AI)** is the ability of a computer or robot controlled by a computer to do tasks that are usually done by humans, because they require human intelligence and discernment.

“ As a species, humans are driven to push past boundaries, to try new things, to build something worthwhile, and to make a difference. We have strong instincts to explore and enjoy novelty and risk - but ...these instincts crumble if we don't cultivate them. ”

Until now, we developed technology to handle specific routine tasks. A human needed to break down complex processes into their component tasks, determine how to automate each of those tasks, and finally create and refine the automation process. AI is different. Because AI can evaluate, select, act, and learn from its actions, it can be independent and self-sustaining.

Any job that involves routine problem-solving within existing structures, processes, and knowledge is ripe for handing over to a machine. Indeed, jobs like customer service, travel planning, medical diagnostics, stock trading, real estate, and even clothing design are already increasingly automated. As for more complex problem-solving, we used to think it would take computers decades or even centuries to catch up to the nimble human mind, but we underestimated the exponential explosion of deep learning.

WHERE DOES AI LEAVE HUMAN?

This raises an urgent question for the future: How do human beings maintain our economic value in a world in which AI will keep getting better than us at more and more things?

The concept of the technological singularity – the point at which machines attain superhuman intelligence and permanently outpace the human mind – is based on the idea that human thinking can't evolve fast enough to keep up with technology. However, the limits of human performance have yet to be found. It's possible that people are only at risk of lagging behind machines because nothing has forced us to test ourselves at scale.

Other than a handful of notable individual thinkers, scientists, and artists, most of humanity has met survival-level needs through mostly repetitive tasks. Most people don't have the time or energy for higher-level activities.

But as the human race faces the unique challenge of imminent obsolescence, we need to think of those activities not as luxuries, but as necessities. As technology replaces our traditional economic value, the economic system may stop attaching value to us entirely unless we determine the unique value humanity offers – and what we can and must do to cultivate the uniquely human skills that deliver that value.

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Have you heard the term **5G** and wondered what it means?



In telecommunications, 5G is the fifth generation technology standard for broadband cellular networks, which cellular phone companies began deploying worldwide in 2019. It is the planned successor to the 4G networks which provide connectivity to most current cellphones.



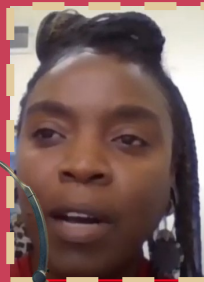
OURIC in the **YEAR OF THE PANDEMIC!**

You've heard it said, haven't you? 2020 was the worst year ever! It all started with a pandemic! The death and destruction caused by it. The governments handling, or mishandling of it. The ways that the pandemic exposed the failures of our social system. The ways that it has affected our routines, the people we love and the delusions once held that the future is in our control. Yes! We can all agree that it wasn't our best year ever! But in the midst of it all there were some great moments for the OUR Information Centre, specifically the one highlighted below.

Under the banner of National Library and Information Week, OURIC devised a series of activities to bring awareness; generate interest in OUR materials; and build networks with local and regional collaborators. The events were promoted on OUR's social media platforms. Here are some highlights in case you missed them.

⇒ **ZOOM, ZOOM, ZOOM!**

2020 October 28
The OUR Information Centre (OURIC) zoomed into its first Virtual Symposium, *OURIC Untapped: Unlocking the resources of the OUR Information Centre* with over 80 participants, including regional partners local universities and various library associations, affiliates and networks -



⇒ **PRINT AND SOCIAL MEDIA PROMO**

2020 October 25 - 31.
OURIC was promoted in a Gleaner ad and on OUR's Facebook, Twitter, Instagram and LinkedIn pages during National Library Week Messaging:

- UNLOCK OUR FUTURE;
- UNLOCK OUR VALUE
- UNLOCK OUR RESOURCES

⇒ **EXTRA! EXTRA! READ ALL BOUT IT!**

2020 October 29
OURIC Coordinator turns Gleaner writer for a day, publishing article in the Gleaner's LIAJA supplement titled: OURIC: the only specialised utilities library in the English-speaking Caribbean.



⇒ **MIC CHECK, 1,2,3..**

2020 October 28
Radio programme - OURIC Coordinator made debut with a guest appearance on OUR's weekly radio programme aired on Radio Jamaica and Nationwide News Network - Inside the OUR



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HONING THE HUMAN ADVANTAGE

As a species, humans are driven to push past boundaries, to try new things, to build something worthwhile, and to make a difference. We have strong instincts to explore and enjoy novelty and risk – but according to psychologist Mihaly Csikszentmihalyi, these instincts crumble if we don't cultivate them.



AI is brilliant at automating routine knowledge work and generating new insights from existing data. What it can't do is deduce the existence, or even the possibility, of information that it isn't already aware of. It can't imagine radical new products and business models. Or ask previously unconceptualized questions. Or envision unimagined opportunities and achievements. AI doesn't even have common sense! As theoretical physicist Michio Kaku says, a robot doesn't know that water is wet or that strings can pull but not push. Nor can robots engage in what Kaku calls "intellectual capitalism" – activities that involve creativity, imagination, leadership, analysis, humor, and original thought.

At the moment, though, we don't generally value these so-called "soft skills" enough to prioritize them. We expect people to develop their competency in emotional intelligence, cross-cultural awareness, curiosity, critical thinking, and persistence organically, as if these skills simply emerge on their own given enough time. But there's nothing soft about these skills, and we can't afford to leave them to chance.

LESSONS IN BEING HUMAN

To stay ahead of AI in an increasingly automated world, we need to start cultivating our most human abilities on a societal level – and to do so not just as soon as possible, but as early as possible.

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Singularity University chairman Peter Diamandis, for example, advocates revamping the elementary school curriculum to nurture the critical skills of passion, curiosity, imagination, critical thinking, and persistence. He envisions a curriculum that, among other things, teaches children to communicate, ask questions, solve problems with creativity, empathy, and ethics, and accept failure as an opportunity to try again. These concepts aren't necessarily new – Waldorf and Montessori schools have been encouraging similar approaches for decades – but increasing automation and digitization make them newly relevant and urgent.

One critical aspect of the challenge we face is the assumption that the vast majority of people are inevitably destined for lives that don't require creativity or critical thinking – that either they will somehow be able to thrive anyway or their inability to thrive isn't a cause for concern. In the era of AI, no one will be able to thrive without these abilities, which means that everyone will need help acquiring them. For humanitarian, political, and economic reasons, we cannot just write off a large percentage of the population as disposable.

In the end, anything an AI does has to fit into a human-centered value system that takes our unique human abilities into account. Why would we want to give up our humanity in favour of letting machines determine whether or not an action or idea is valuable? Instead, while we let artificial intelligence get better at being what it is, we need to get better at being human.

That's how we'll keep coming up with ground-breaking new ideas like jazz music, graphic novels, self-driving cars, blockchain, machine learning – and AI itself. What's your take?

SOURCE:

- <https://www.digitalistmag.com/digital-economy/digital-futures/2017/12/04/human-factor-in-ai-future-05585396/>



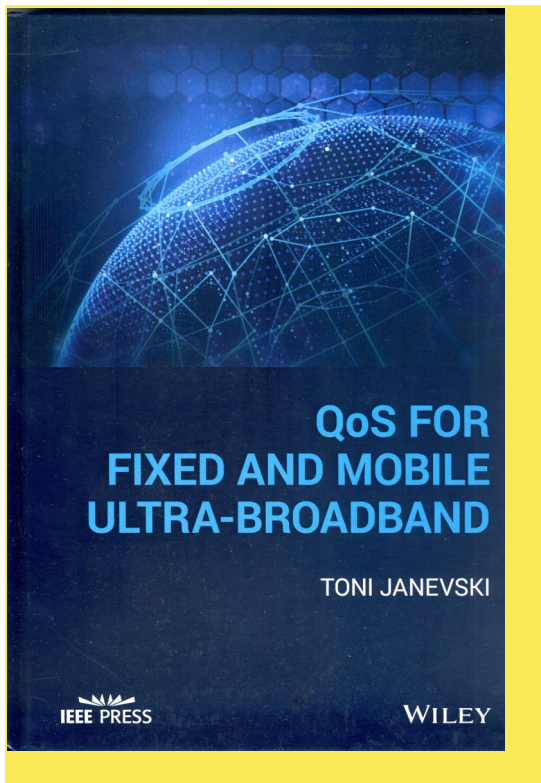
Upcoming EVENTS

- DEVELOPMENT OF OURIC DIGITAL LIBRARY
- OUR ACQUIRES NEW WEBSITE WITH OURIC WEBPAGE
- ROLL-OUT OF ONLINE CATALOGUE
- LIBRARY WEEK ACTIVITIES

STAY TUNED!

COLLECTION FEATURES:

WHAT'S NEW IN OURIC?



SOMETHING BIG IS COMING



Quality of Service (QoS) has been mandatory for traditional telecommunication services such as telephony (voice) and television (TV) since the first half of the past century, however, with the convergence of telecommunication networks and services onto Internet technologies, the QoS provision remains a big challenge for all ICT services, not only for traditional ones.

QoS for Fixed and Mobile Ultra-Broadband covers the standardized QoS technologies for fixed and mobile ultra-broadband networks and services, including the business aspects and QoS regulation framework, which will all have high impact on the ICTs in the current and the following decade.

The book begins by introducing readers to the telecommunications field and the technology, and the many aspects of both QoS and QoE (Quality of Experience). The next chapter devotes itself to Internet QoS, starting with an overview of numerous technology protocols and finishing with business and regulatory aspects. The next three chapters look at QoS in Next-Generation Network (NGN) and Future Networks, QoS for fixed ultra-broadband, and QoS for mobile ultra-broadband.

The book also provides in-depth accounts of services in fixed and mobile ultra-broadband; broadband QoS parameters, KPIs, and measurements; network neutrality; and the QoS regulatory framework. *QoS for Fixed and Mobile Ultra-Broadband* is an excellent resource for managers, engineers, and employees from regulators, ICT government organizations, telecommunication companies (operators, service providers), ICT companies, and industry.

It is also a good book for students and professors.

OUR Information Centre:

The only specialised utilities library in the English-speaking Caribbean

SPECIAL LIBRARIES have long been known for delivering specialised services and providing information that is relevant to the work of their parent organisations. In the words of one writer, special libraries are the "blood vessels of the specials" – special subjects, special clientele and special space – playing a pivotal role in research activities for national development.

The level of support provided to the organisation from special libraries is as critical for its success, as is the support given



by the organisation of which

it is a part. It is a reciprocal relationship with mutual interchange of privileges between both parties: the guiding principle on which the Office of Utilities Regulation's Information Centre (OURIC) was established.

OURIC provides access to resources in various formats, on both primary and collateral subjects. As a specialised utilities library, it boasts a vast

array of materials pertaining to the utility sectors in Jamaica, making the facility the only one of its kind locally or within the English-speaking Caribbean.

Of significance also is that the facility houses a special collection of the OUR's publications: Guaranteed and Overall Standards; Tariff and Consultation Documents; the National Numbering Plan; Directives and Determination Notices or Decisions that have had national impact. As the container of the OUR's body of work, OURIC is, therefore, uniquely positioned as the repository for all regulatory publications relating to Jamaica's electricity, water and sewerage and telecommunications sectors.

With such a wealth of information, OURIC seeks to promote balance in the provision of access to its resources. Not only does it provide a special clientele

with specialised content from a special space but it has also found a special place in the heart of the public – a public special library, if you may! OURIC's staff is guided by the OUR's mission and recognises that the public and other potential stakeholders need to be informed to better understand utilities regulation. To this end, it has reached out to universities, with a view to adding materials on their reference and reading lists, and to its regional and global partners to share this knowledge with their own user communities.

OURIC also manages the content on the OUR's website and provides research services to interested stakeholders.

Recognising that we are now in unusual times, the mantra of information sharing, transparency and accessibility has led the team to explore other avenues through which

to make documents in OURIC accessible. As such, it is strategically and incrementally developing information-sharing networks to make this possible.

So, what makes OURIC special? Is it our publications? Is it our unique positioning? Is it our users? Well ... yes!

Despite the challenging times, OURIC continues to serve both our internal and external customers safely, as it moves to fulfil its mandate, purpose, and special commitment to you.

Contact us at 876-968-6053, or ouric@our.org.jm. We can't wait to hear from you!

Happy Library and Information Week to all library professionals across Jamaica.

Colleen Mignott
Coordinator of the Office of Utilities Regulation's Information Centre (OURIC)/Information Officer



WE WANT TO HEAR FROM YOU! Drop us a line at:

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Kingston 10
Tel: 876-968-6053



We're on the Web!
www.our.org.jm

