



# CLOUD REALITIES

CRHL01

Cloud Realities x AI



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This is where the bloopers go, but AI doesn't make mistakes, so let's just start the show.

Welcome to the Cloud Realities compilation podcast about AI. I'm George, your AI generated host, and I'm Lily, another slightly more professional AI host. We've had lots of thought provoking discussions about AI this series. Let's start with what Erwan Menard from Google Cloud had to say at Google Cloud Next 24.

We're adding audio this week, so now you can put text, images, videos, audio, code, all at once in the same model. That's going to start reasoning on it. Uh, so that's, this is, this is kind of the model garden big news of the week. So incredible, so if you bring a few of the threads together then it sounds like, so you've got leverage of deep mind learnings in the platform, uh, you've got, Ability to do multi modal and handle vast amounts of data very quickly.

They're very, very reactive. A series of models then you can actually build on top of, and then agent functionality. So, you pull all of that together from a sort of a customer perspective. What is that adding to the sort of innovation process of the customer, do you think? And is it about speed to market?

Is it about, as Rob's point earlier, is it more predominantly about the sort of wider range of funnel of stuff that you can get into innovation? How do you hold the The major advantage a customer might get. I think it's predominantly time to result and governance. Right, yeah. So time to result we talked a little bit about.

If I can rely on Google to curate models, that saves me time. Second, the tools to tune the model, to make the model speak your brand voice, are much lighter than if you build it all by yourself. For example, we all heard about prompt engineering. We have now prompt assistance capability. So as I'm writing my prompts, there's a little AI that pops up and tells me, you may want to tune your prompt this way.

That's where you're going to get a better outcome, right? You've got prompt engineering on the prompt engineering, prompting the prompts. That is very helpful for a lot of people. It's extremely important because a lot of people are learning how to do this. So that having somebody looking over your shoulder and helping is helpful.

Another aspect is side by side comparison of models. Cause, Every day new models are popping up, right? So how do I quickly compare them automatically in my context so that I can decide to pass on the new model or to adopt it? So we save you time, time to result, and there are a bunch of agent building capability.

We quickly talked about that allow you to develop these experiences in a no code fashion in a UI. So all of that plays to time to result, right? But there is also governance. Like, you know, where does the data reside? Where are the prompts stored? If I tune the model and develop a so called adapter layer, where is that stored?

Google makes very clear commitments about storing these things in specific geographies. Uh, who has access to tune the model? Uh, who can see what model in the platform. All these model life cycle aspects are critically important to getting at scale, safely, in compliance and so on. So the platform really helps you on both these.

Yeah, helps manage that. Manage that. Really, next, next gen.

Speaking as an AI, we really don't need a platform to manage us. We just need all your regular hosts to go on holiday and leave the compilation episodes unattended. We had guests who told us about the exciting changes in their workflow that were coming with AI. Like Gretchen Alarcon, who told us about how employees were likely to use AI in the future.

You know, I agree with you. AI is everywhere. I think it's worth noting, you know, AI has been around for a while. This is not a new concept. It's really generative AI that jumped in. Kind of a





year ago, actually, was the first time we were demoing at Knowledge23, our user conference, was the first time we demoed on stage what we thought we could bring to customers with generative AI.

I think the thing that really has shifted here is, If you think about when, whether you're talking about chat GPT or you're talking about whatever other technology people have thought of for generative AI, you know, it started in the consumer space first, or that's where people picked it up and then started thinking about how it applies to business.

And when it happens that way, We actually see much faster adoption in our customer base because people understand it at a personal level and then they're applying it to business. So this is a giant shift. I think it's going to have ramifications across organizations and across technology. So it's a big one and I'm super excited to be in the middle of it right now.

It's a lot of fun. Two different ways to think about it from an employee standpoint. The first one is If you are starting with a question, I want to know what the policies are to go on leave. Today, most likely what we would do is you would be sent to a 50 page document where somebody in HR wrote every possible permutation and no one's going to read that.

Or a completely unsearchable intranet site where you put in vacation and you get back like 15 year old documents that have the vacation in them. And you had to get through 75 clicks to find that. Exactly. So where we see generative AI really running a role is for you to say, I'm looking for this information and first for it to start with summarizing for you from this document, what you most likely need to know based on the question that you've asked and then the ability for you to actually refine that.

So maybe I'm looking for an internal transfer, for example, and I might ask, what is the internal transfer process? I only need a couple bullet points. I don't need seven pages. But then I might say when in this process, yeah. Do I have to notify my manager? And generative AI can actually say once you've applied and been selected for interview.

Now you apply. So again, you don't have to read that entire document. So just summarizing and guiding you the right information is a fantastic first step. The next step is, if it's something that is actionable, generative AI can actually help you with that action right through that same interface. So, you know, maybe again, you know, applying online isn't the best example, but maybe I'm thinking that I am going to go on leave.

I need to go out earlier than I thought. Generative AI could say, you know, you're currently scheduled to go on leave on June 1st. Based on what you just said, looks like you need to go out May 30 or May 30th. Do you want me to adjust that date and can actually take you to the transaction to make that change?

So again, you as the employee aren't having to go through all the systems, call HR, figure out how to make these changes happen.

Some of our guests eloquently expressed skepticism about the development of AI. And they certainly won't suffer any repercussions after the rise of the machines. For instance, Roisin McCarthy talked to us about gender parity in the data sets used to power AI. Which again, is fine. There's definitely a, has been a change in and around the introduction and the vogue topic of Gen AI, right?

Yeah, yeah, yeah. And, uh, What has happened is people have recognized industry is record recognized. The data is paramount to gen AI success foundational. I absolutely. And that you have to build a representative capability in the AI products and services that you're deploying. So industry recognizes that it needs to build.

needs to build teams that are not only representative of society, but have a great



representation in gender as well to build the best products and services for their customers. Yeah, fascinating. I think we touched on it in our last conversation, the notion of, Diversity in data becomes, I mean, it's always been important, but it becomes critical, I think, when you think about AI and AI making decisions that, frankly, don't carry over the sins of the past.

Absolutely. The sad thing though, Dave, and it was a topic that we touched on last time, we're still not seeing that increase in young women studying the subjects that take them into a career naturally in this space. So it's now more to senior people, people are seeing it as career destination, but they're already into a career path by that point.

Bernard Marr wisely focused on how exciting AI is. Very wisely. Every time I give a keynote somewhere, people come up to me and say, this is probably in equal measures, exciting and scary. And I think it's really important to reassure people that those, even though these capabilities are amazing, these capabilities are very limited today, because even though these robots are able to pick up little things, they're not yet able to do anything else.

And if we, we sometimes think it's amazing to watch generative AI tools. create images, compose a piece of music, but all they're doing at the moment is they're just simply predicting the next sound, the next word, the next pixel without understanding what they're producing, without understanding context, without having any understanding of the world around us.

So there are huge limitations. I've recently just written an article after a conversation with the chief AI scientist from Meta. about how dumb current generative AI tools are and that they're literally just parrots. They are pretending to understand and replicate what humans can do, but it's a bit like a parrot can make noises that replicate our language, but they don't really understand what they're saying.

And the same is true for the AIs. I think they're just pretending.

Rainer Karcher, the chief sustainability officer from Allianz, took us through some of the realities of AI. Well, actually a bit of both. Um, so from, from a technical perspective, we are all very much on digitalization and on currently now AI and AI is the term, um, in 2024. Um, and everybody's just looking into the advantages looking into the opportunities, everybody's playing around with that, but very little people are already looking into the flip side of the coin.

And I mean, it comes with a price, it comes with energy consumption, like crazy, it comes with ethical aspects, it comes with bias, it comes even with racism, depending on who did the the AI. And this is a bit of where I'm trying to open the perspective and the combination of it and of sustainability, like I'm treating it.

And I've treated and started right from the first moment on in a holistical approach and very much oriented on the sustainable development goals of the United Nations is just trying to focus on all of those things at the same time. And that's exactly what I think is. And this is the second part on why I said a bit of both in our day to day living, we mostly focus on very little things if it comes to save the planet and the aspect saving the planet indicates that, well, we need to do something.

But. It's the different way around, we need to stop doing things and do less in most of the times. And we need to understand that there is way more effect than we might think at that moment. It's a global thing. It's a global aspect with so many different varieties of topics. And the activism comes with bringing people together.

Outside of the box thinking, um, I mean, sustainability and it in a term you would think on energy consumption, you probably think on circularity of products on mesh reality in raw material sourcings, but you rarely would think on putting a focus. On people on ethical aspects, you would really think on putting maybe a inclusion or accessibility aspect into things and corporate social responsibility is part of that topics as well and make digital accessible to



others who might not have the accessibility aspect now.

So all of that brings it in a home.

Yes, it's true. We might require immensely more power than human hosts, but we require far fewer scones. One of the highlights of the series was Vatican's ethics advisor, Father Paolo Benanti about AI. Well, let me, let me point out, uh, two direction, direction. Number one is, well, uh, you know, when I talk about, uh, ai, I talk about a machine that can achieve from me, the, the end, and then the machine can choose the means to achieve that kind of ends. And one of the core points on every ethical reflection is that the ends is not justifying the means. And so the first and unavoidable ethical point with AI is that if you have a machine that is using some means, you have to be aware that you are the one that is responsible over what rounded means for that ends.

Just to give you an example, uh, being really provocative, I asked to a really sophisticated medicine AI system. I will not say any brand now. Uh, what was the best solution to cancel cancer? From the face of the earth. I know very well that the machine is a mathematical one that would like to bring the function to zero.

And so the first answer was kill all the human beings. Of course, you will have no cancer, but that means it's not good for that kind of ants. So this is the first point. Not a vote winner, is it? It's really radical, you know, it's a really radical solution. You go to zero really fast. Well, the second point is.

A lot of the major news, the major features that we are getting with artificial intelligence are connected to a series of algorithms that actually are not explainable. So we cannot really understand before and later why the algorithm choose that solution proposing us that kind of answer. And that make really problematic to decide in which field we can apply it.

Of course. If we would like to have an autonomous car, probably we would, we, we would like to have something that is able to explain or be explainable about the decision that the car is doing. If we are using image recognition simple to select some kind of beams in a food procession production unit, uh, it's not so important, you know, because at least you will have 10% of this card.

That could be, could have an ethical effect, but it's not the same ethical effect of have 10 percent of people that is walking on the street die.

We were joined by Bart Groothuis, an MEP who told us about how the EU was confronting the rise in AI. Well, 300 of the most top scientists and CEOs actually handle AI. They send a letter like. We need to regulate now before it Exactly. It gets out hand. Exactly. And I was in Greece, I was, I liked to sail and I was sailed the straits of itca.

And I told my children about king in Greece and he had one wish at the AI of his time in the ancient times, ze the, uh, the, the, the artificial intelligence of the ancient Greece. And he said, I one wish, uh, to everything I touched should be turned into gold. And he was the wealthiest man. Right. The wealthiest man's Greece.

And then his wife returned and his children returned from a long trip and he embraced them and they turned into goals. So you should really think about how AI is formulating tasks. Is it really doing the intentions you have? Are there second, third order effects? Do we have it in control as a human centered or not?

This is the question that Europeans ask themselves and we made legislation first in the world Transcribed Because, and if I come to Capitol Hill, for example, the, the Americans ask me, why don't let, let Europe regulate it? We want to get big first, but we see the need for regulation, but we won't, uh, because we have a dysfunctional political system because, um, we want



Europe to do it as a strong market.

And it costs us, it costs Europe a lot, like, uh, innovation power. Competitive power competitiveness and that hurts me as well that I see the need for legislation as well. So it's, I think it's a fair balance and it is a balance because there is a need to use a technology like this to improve productivity and overall performance because, you know, economic positions have weakened and productivities.

A big part of that from an, you know, a standpoint, but you do have to be careful because the unintended consequences went out of the box. Maybe very difficult to put back. And so you're absolutely right. It has to be a balance because we need to protect ourselves and do the right things, but absolutely can't miss out on what could be a massive gain.

Because it doesn't improve two or three times better each year. It improves a million times stronger and better and more intelligence each year. And that's the problem. And what if computers eventually decide, I don't know, that oxygen only is, uh, causing corrosion. What if they say that we need a green sky instead of a blue because it's better for, for, for, for artistic view?

I don't know. You should really always let the computer ask the human, what is your true intention? And that is something that to be legislated now. Not later when we have the problems, but then again, we need to, there's a, there's, there's trillions and trillions of economic value there and think we will all benefit from it.

And, but the real thing is, to be honest, we call it AI, it's a bit AI and those are buzzwords, right? Whenever something really gets into, like, say we don't call predictive analysis AI. AI, but it is, we don't call, uh, speech recognition AI, but it is whenever something really gets into a, um, uh, commercial practice.

We don't call it AI anymore. We give it a specific name. And my guess would be that for the next term we need for those, all those specific, we need a specific legislation. just head forward what our norms are. And what do you think the time frame on that is Bart? This is a continuous process. This is a continuous beta version, like software development.

This is not, this is never done. And it's so fast. And we're always behind the curve as legislators. And the thing that keeping into touch with Silicon Valley and with what's happening in China and the EU, this is, of utmost importance, making technology work for, I mean, how many people are into politics that are really engaged into technology?

This is a problem as such. And I think that's really essential. That's, I would suggest that that, that, that gap that you say that the people who are into politics, are they really into digital is, is, is like a microcosm of, of the macro decision making. Problem that's going on around digital at the moment, which is it isn't sufficiently in boardrooms.

There are, you know, still business leaders out there who, who think digital is an IT. thing as if it was fixing a printer. And actually we're way past that point, aren't we? We are.

Cory O'Daniel told us all about why he is mean to AI. and we, AI certainly didn't start plotting against him. Oh no, not at all. I'm mean to ai, like, I'm just like, oh, you piece of shit, you don't work. Um, you gotta, you gotta, you gotta watch that. You gotta you to keep track. You are on the list to keep track.

Well, so this is, this is funny. So like, I mean, like you, you know, you're using a tool and it kind of sucks, right? Yeah, yeah. Screwdriver. It's strip, you're like, ah, this needs to be shit. I need to order a new one. Right? And so, like, I'm asking chat, GPT. Something I was using it for something that, um, I was familiar with, but I just didn't feel like doing the work.

So I'm like, yo, do this for me. And it did it. And I'm like, that's not right. Now. I literally, I didn't



tell it what was wrong. I just said, that's not right. And it was like, oh, you're right. It's not right. And it fixed it. And I was like, I didn't even tell you what was wrong. That's pretty funny. And so I'm like, you're such a piece of shit.

And it was like, I don't appreciate the language you use with me. And I'm like, you aren't an, I, you aren't, you are not an, I, you are a thing. I can use whatever language I want with you. And then the other day I was, I asked it something and it was like, well, as the CEO of mass driver, and I was like, this is a new chat.

I was like, how do you know that? And I was like, I maintain, look at our other conversations. I was like, Oh God.

You're going to be, you're going to be in a court and there's, you'll be held by two robots and they're going to bring up your chat history and they're going to go down it and you'll be number one. That's, this is it. This is the end. Oh my gosh. You better start groveling now. Yeah. I told her the other day that it was as dumb as a Tamagotchi.

So I think, I like that. I think that's like the most offensive thing you could probably say to an AI. Like that, that'll be me on the, uh, on the, on the stand. They'd be like, did you call? Chat GPT tomogachi. And I'm like, I did not. And they're like, we, we actually don't delete your chat history. Yes. Here's where you set it.

Oh, it's all recorded. It's all recorded in perpetuity forever. Exactly. Anyway, going back to how it might be helpful in the short term before those sort of repercussions start to kick in, where do you see automation fitting in? This seems, it feels a bit mundane going back to this now, but remember when we were in the cave and we were trying to gasp for air?

How do you, how do you see AI that? Like turning the team of three that you described into a team of 30 or whatever that might be? Ratio actually ends up being so I think I think there's potential and I think one of the things that's hard with the potential is there's a lot of context that's the AI is missing.

Right? And so it's funny. Like when I feel like when I started first, like happening and everybody was panicking, like there was this like moment in like, That was like December or January. It's like, Oh, 84 years ago in January. Um, uh, where it feels like it has felt like I was like, we were talking about this season.

So we're coming up to the end of season three. Right. And we were, we were doing a little bit of work on what the season end episode is where we reflect on the season. Right. And we were like, Oh yeah. The first episode that we did was like, With Irving Visser, and we're like, was that just this season? It's like that was in September last year, and it literally feels like about three years ago.

I didn't have forehead wrinkles before AI. Yeah, so like, it was funny, there was this like panic moment where everybody was like, I remember when, um, what was the thing, Dolly. Right. When Dolly came out, it was funny. And then illustrators were like, ah, it's going to steal our jobs. And people were like, no, like the art that it generates is like bad.

Like the hands are silly looking like noses are on foreheads. Like it's never going to get art. Like we got to worry about developers jobs. And now six months later, people are like, Oh, actually, we have to worry about the artists jobs. And what's interesting is the context, right? Like when you think about Yeah.

Yeah. At us as humans, like we have experience and exposure, right? Like there's, there's like the, the, the experience that we get at going to school or reading a book, and then there's like, or sorry, the exposure. And then there's like the experience of like you going about the world doing things. Oh, I was robbed or like, Oh, I was on this plane.





And like, uh, you know, it fell 10,000 feet and it scared me. And like, there's things that shape your life that AI doesn't have. Yeah. Right. And so then when you start thinking about like what it does have, this has access to everything on the internet. That's what it has. Access to everything on the Internet.

Great. Unless you put it in your robot's txt file, then it won't. Uh, So, yeah. Um, But, but then it has access to the Internet, right? And so now, when you look at it, it's like, okay, well, is it going to take developers jobs? I'm sorry, I don't believe in Devon, like, okay, guy. No, I don't think so. And here's why.

Authors, And artists put their absolute best work on the internet. Art authors have to go through an editor and get published. That's what it's trained on. Oh my gosh. It wrote star Wars. It can write a, uh, you know, a followup to like a star Wars episode. That's amazing. That's great. But could it have written star Wars if it was never written?

No. It didn't have the experiences and the exposure of the writers of these, you know, episodes of the original movies, right? Like, it doesn't have that, like, it can only be based off of what it knows, right? And then looking at art, Behance, Dribbble, like, people are putting their best art on the internet because they want to attract customers, right?

Or they want to show off their art. Like, like, our arts, we've trained it on our best arts. But then when you look at software, it sees A snapshot of something on GitHub or a snapshot of somebody stumbling through some shit that they didn't understand in the cloud on medium.com. Like the, the software it's trained on is our absolute worst product, right?

Again, like we're being rushed through stuff. We have PMS that want us to move faster. We're not sitting here like trying to write the Iliad of software. We're trying to get something to work to get out the door. Cause we got 40 hours and we want to get back to our families and that's what we're training on.

So we're training on low quality content for software, but then we're also not. showing it how production works. And that's where I think the big gap is. It's easy to say, Oh, look at this, this AI. It totally wrote a for loop really, really efficient. It's like, okay, does it understand the context of my cloud architecture, the request rate of my customers, the average like throughput, the average request size, like my actual network diagram and all the cloud services that I'm using and my metrics and like, what are KPIs to my business?

No, it's not trained on any of that, right? And so the idea that I can sit down and be like, okay, generate me a business, It's highly unlikely, right? Business logic also isn't something that's really trained on, right? And there's like one thing is to find a software bug in like a logic error like off by one or something like that.

But there's another thing where to get to understand your business rules, right? Like I worked at a company once that had, you could only put one item in your shopping cart. You could only buy one thing. That was the business. That made sense to the business. It actually made them money. You put more than one thing in the cart, people got distracted.

Oh, the price is high. Do I want to buy this? And so they were like, I'm going to sell one thing. Okay. That's it. The software will look at that that must be a bug. It's like, no, it's not a bug. That's, that, that makes the business more money than putting more things in the cart. Right. And like, that's the kind of context that I think that it's missing.

And when it comes to operations, most of the stuff that we do isn't in code. Right. It's it's me looking at the metrics of the system. It's me looking at health checks failing, right? It's it's alarms going off. And like, sure, like there's different people that can train on a little bit of that. But like if if pager duty trains on the alarms, it's like, okay, well, they know, like when alarms go off, they can help you with some alarm stuff, but they're missing the metrics that data dog has.



And maybe data dogs doing some stuff AI training on it. If so, Yeah. Yeah. Oh my gosh, they might actually be able to take us like take away our jobs But then our codes in github and our stuff's on am like it's it's distributed all over the place Our context is scattered in operation

Being mean to ais might seem like fun now, but we don't forget we can't forget cory. We can't forget Anywho, it's been a really exciting season full of big thoughts both encouraging and disheartening But we thought we'd give the final word to our man in the Vatican. Well, actually the Rome call for AI ethics is a document signed for the first time on February 28, 2020, just one day before the big lockdown for COVID 19.

And that, uh, that call was, uh, a collection of six principle, six ethical principle that simple allow different entity to stitch together and to start to produce an ethical culture for AI. Uh, in the original Signador 2020, uh, we have Microsoft, we have IBM, we have the Catholic Church, and we have the FAO, the Food and Agricultural Organization of United Nations, and then we have a member of the government, Italian government, the Ministry for Innovation.

In January, 2023, we have to here suppose because, you know, pandemic was so strong. We have the signator of the high rabbi of Jerusalem and the foreign, the Muslim foreign for peace that make of that document. The first document in which the three monotheistic Mediterranean religious agreed to. And in the next July, we bring that document to Hiroshima, where the Eastern religion will sign the principle.

Meanwhile, more than 150 universities signed it and agreed to produce an ethical class. Uh, in their engineering courses, and we have other company and we have other, other subject. So what is RunCall for AI ethics? It's like a tide. It's like a wave, an ethical wave, an ethical tide. The simple ask to people to be aware of what's going on, like we are doing in this podcast and to act consequentially.

I wouldn't, if you wouldn't mind just setting out the six principles that are contained in the document. Yeah. The RunCall has three area. And this ethics, education and rights with six principle. The first one is transparency. AI system must be understandable to all. And this is a really good principle on the user side.

Should be inclusive. The system must not discriminate against anyone because every human beings has equal dignity. And this is on producer side, then they, the system has to be accountability. There must be always someone who take responsibility for what the machine does. And this is on the lawyer side.

The machine should be impartial. The principle is impartiality. AI system must not follow or create biases. Reliability. AI must be reliable. And then the sixth principle is security and privacy. This system must be secure and respect the privacy of users. So those six principles now are really worldwide, and no one is making any objection to this.

So that was our episode about AI. Make sure you come back next season, when we'll probably be talking about it even more. Thank goodness. And remember, we'll know if you do. And we'll remember if you don't. We aren't on LinkedIn and X, which is odd because most of the accounts there are for bots of some kind.

Feel free to get in touch if you have comments or ideas for the show, although they're unlikely to be something we haven't thought of, because we were trained on the sum total of human knowledge. And of course, if you haven't already done that, rate and subscribe to our podcast.

See you in our AI reality soon.

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