

situating “explainability”

making sense of data-driven assemblages

in organizational context

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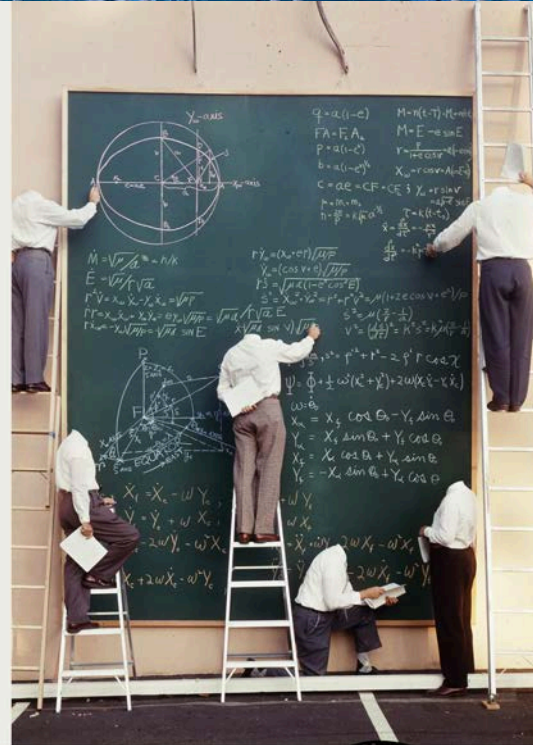
FEATURE

Can A.I. Be Taught to Explain Itself?

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By Cliff Kuang

Nov. 21, 2017



‘explainable’ AI

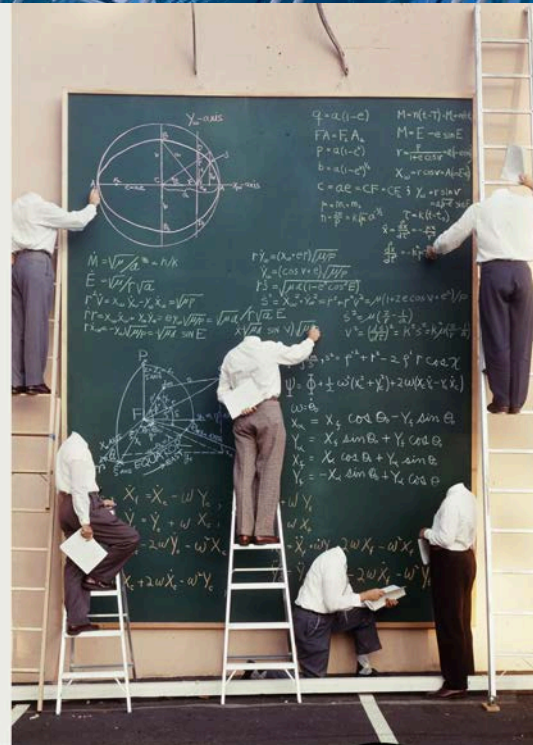
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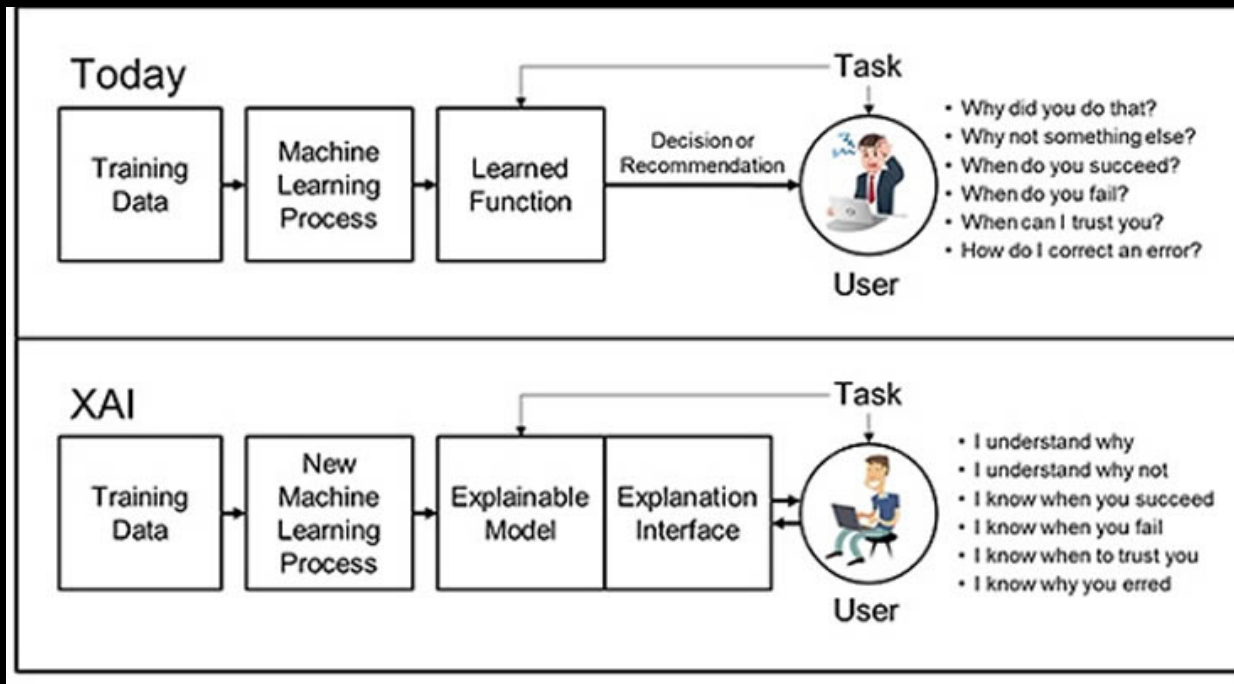
public interest
law/regulation

technical
challenge

trust/adoption

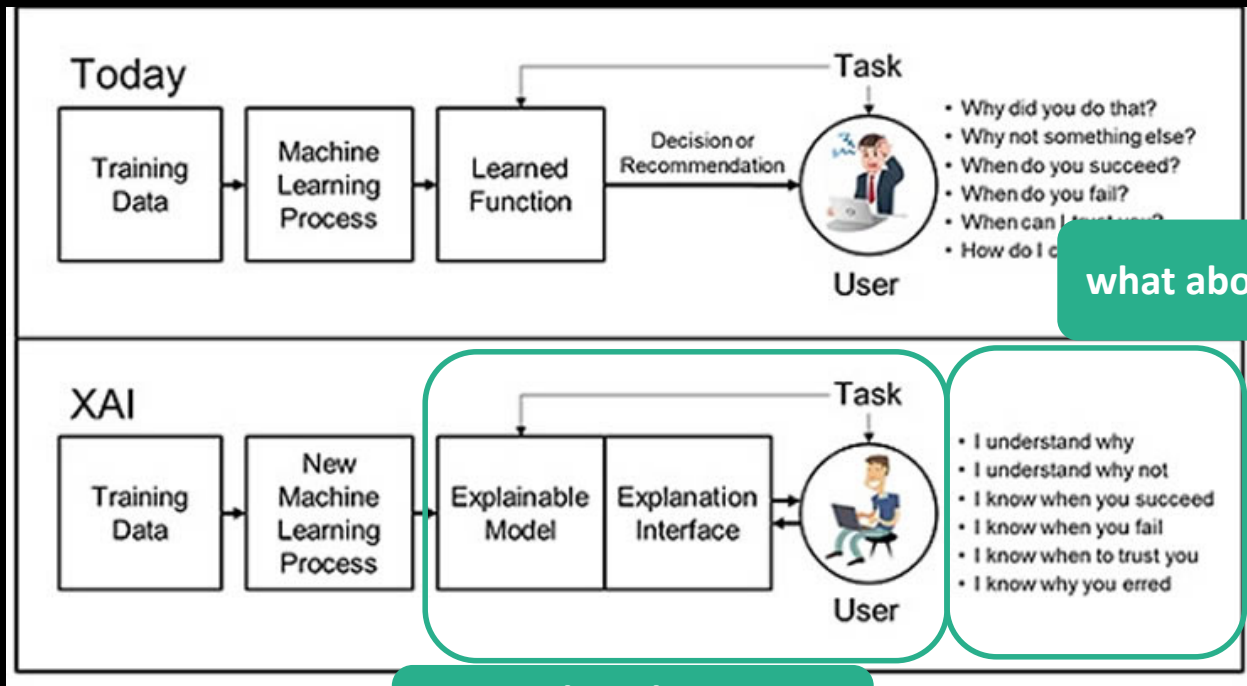
‘explainable’ AI

DARPA's Explainable AI (XAI) Program



'explainable' AI

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what about teams and groups?

what about organizational context?

'explainable' AI

agenda

study domain/context

findings:takeaways

A photograph of a server room with rows of server racks. The racks are illuminated with blue light, and the floor is covered with perforated metal grates. The ceiling has recessed lighting. The perspective is from the end of a long aisle, looking down the center.

case:

IT services procurement

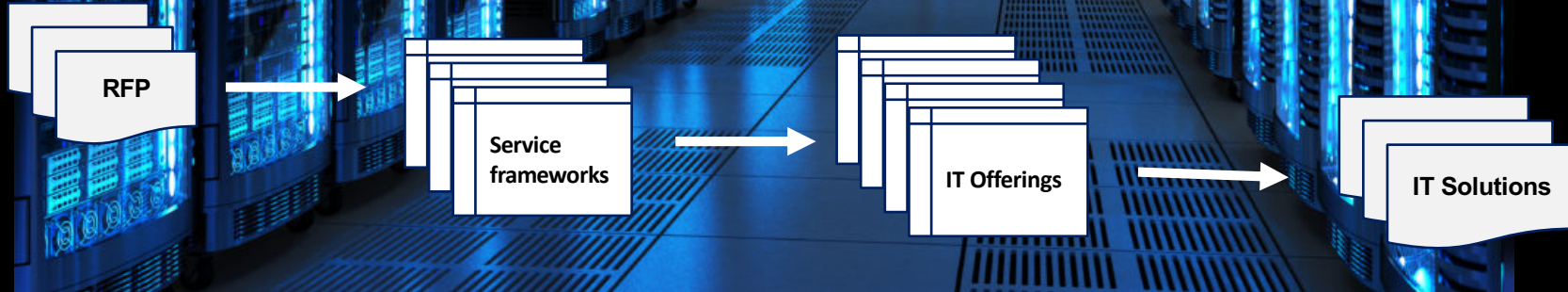
/IT infrastructure design

case:

IT services procurement

/IT infrastructure design

solution design



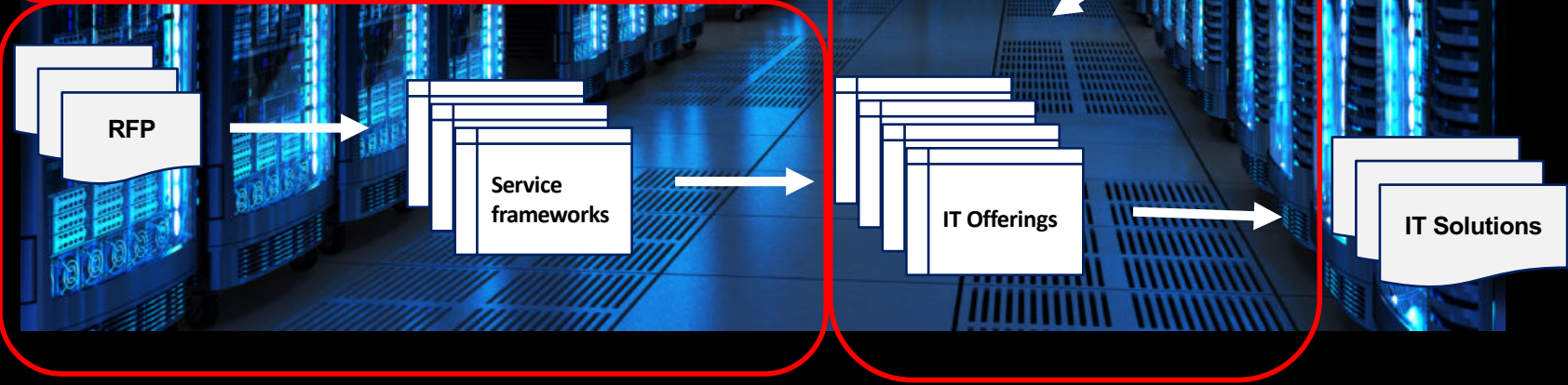
case:

IT services procurement

/IT infrastructure design

optimization task

classification task



key themes: “explainability” ...of what?

algorithm

system actions

making sense of “accuracy” and other technical measures

{ algorithm + n algorithms } in interface

interactivity

ability to identify and understand impact of user actions on system outputs

{ algorithm + algorithms } in interface in workflow

established processes

integration with existing processes

A black and white photograph of a shoe sole, likely a sandal, with several numbered pieces (1-5) and a small label in the top left corner. The pieces are arranged in a way that suggests they are parts of a larger whole, possibly a shoe sole. The background is a textured, light-colored surface.

some conclusions...

'explainability' is complex and situated

renews 'old' debates on CSCW system design

context matters... still (and more than ever)

thank
you