Digital Humanism, October 12, 2021

Human-Centered AI: A New Synthesis

Ben Shneiderman **@benbendc**

Founding Director (1983-2000), Human-Computer Interaction Lab
Professor, Department of Computer Science

Member, National Academy of Engineering

Photo: BK Adams

UNIVERSITY OF MARYLAND

What is Human-Centered AI?

What is Human-Centered AI?

Amplify, Augment, Empower & Enhance People

Human-Centered AI

Human Values
Rights, Justice & Dignity

Human-Centered AI

Human Values
Rights, Justice & Dignity

Individual Goals
Self-efficacy, Creativity, Responsibility & Social Connections

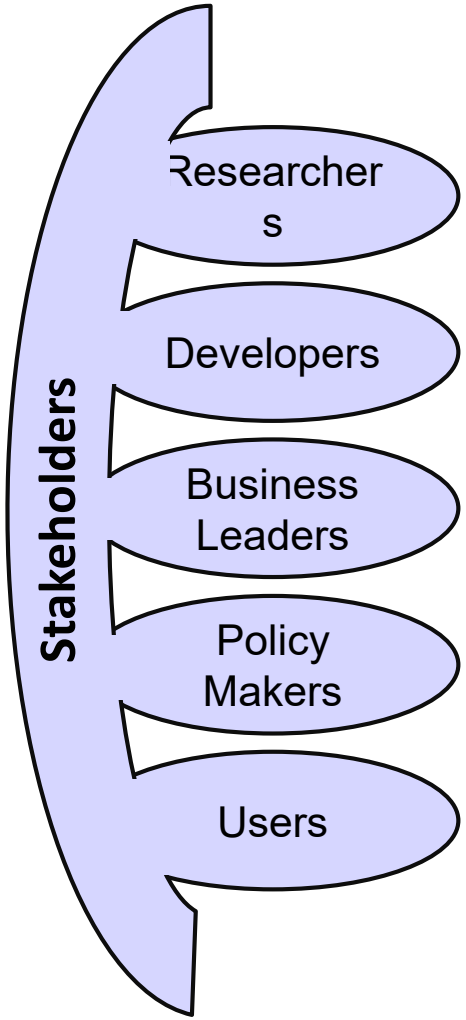
Human-Centered AI

Human Values
Rights, Justice & Dignity

Individual Goals
Self-efficacy, Creativity, Responsibility & Social Connections

Design Aspirations
Reliable, Safe & Trustworthy
Team, Organization, Industry & Government

Human-Centered AI

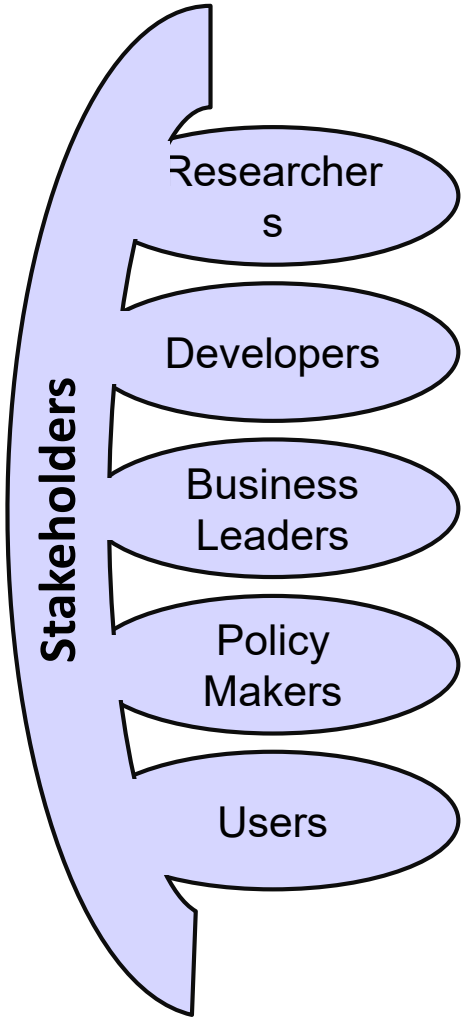


Human Values
Rights, Justice & Dignity

Individual Goals
Self-efficacy, Creativity, Responsibility & Social Connections

Design Aspirations
Reliable, Safe & Trustworthy
Team, Organization, Industry & Government

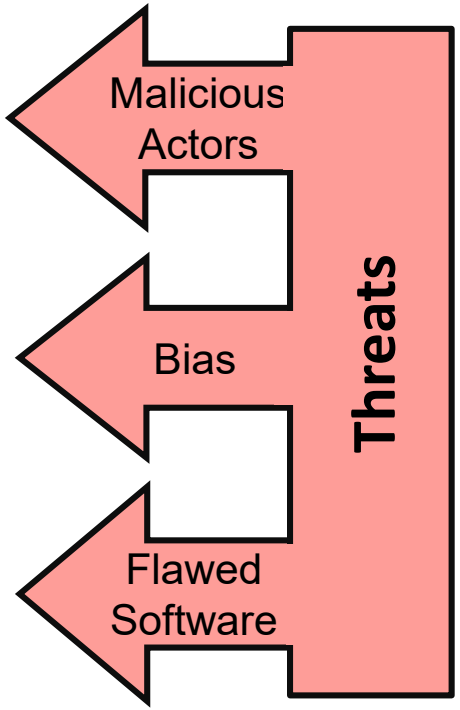
Human-Centered AI



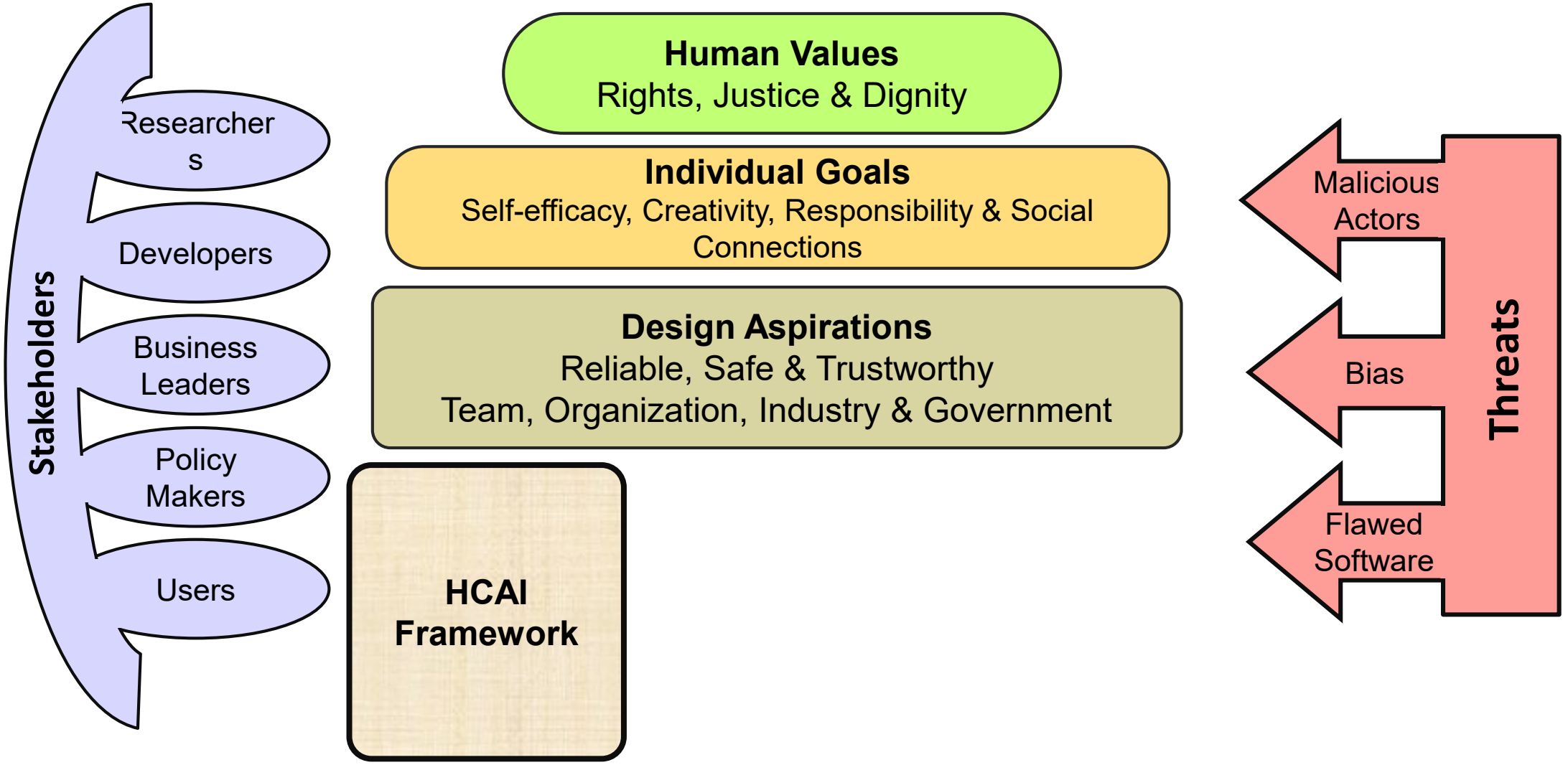
Human Values
Rights, Justice & Dignity

Individual Goals
Self-efficacy, Creativity, Responsibility & Social Connections

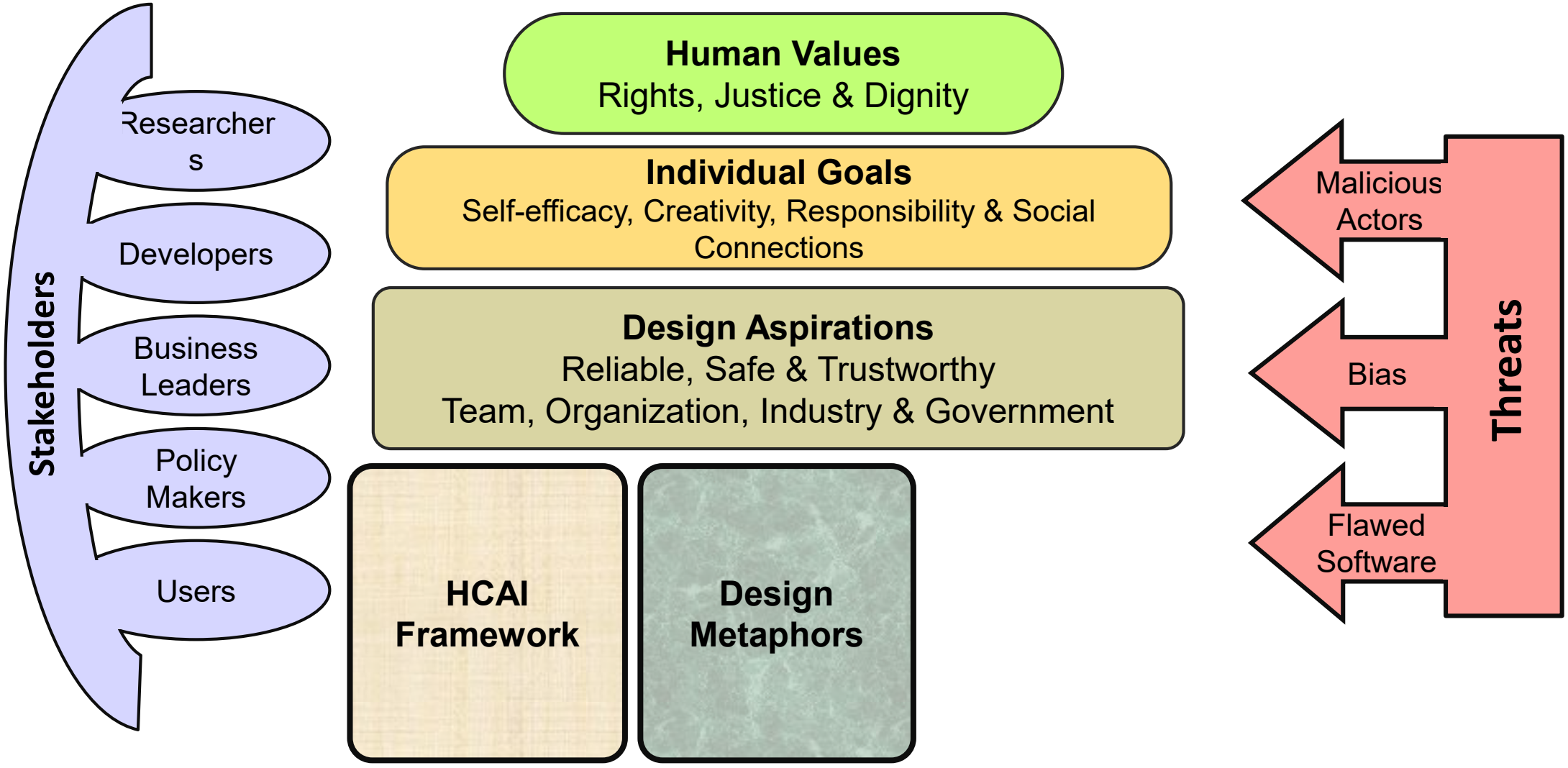
Design Aspirations
Reliable, Safe & Trustworthy
Team, Organization, Industry & Government



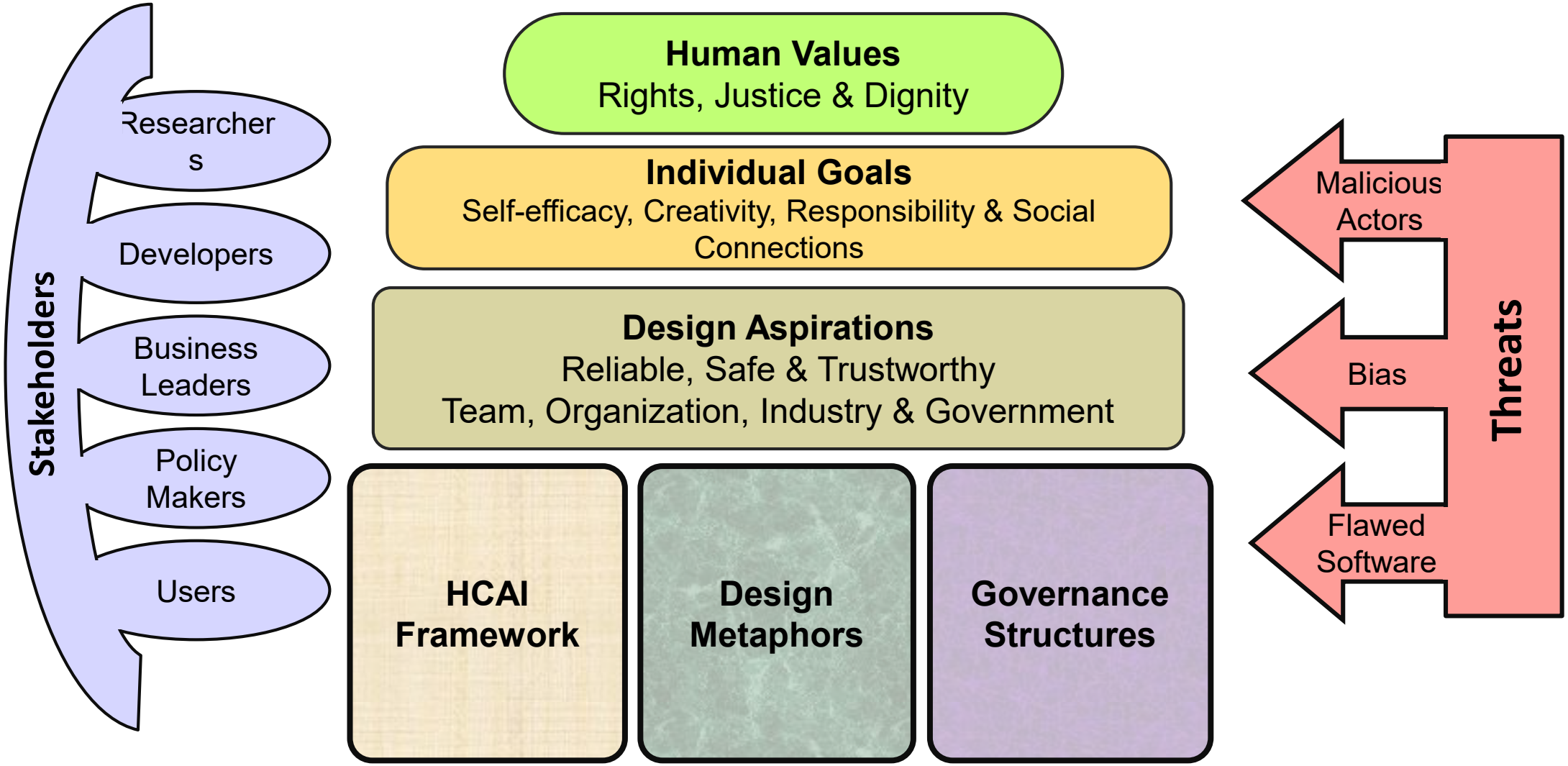
Human-Centered AI



Human-Centered AI



Human-Centered AI

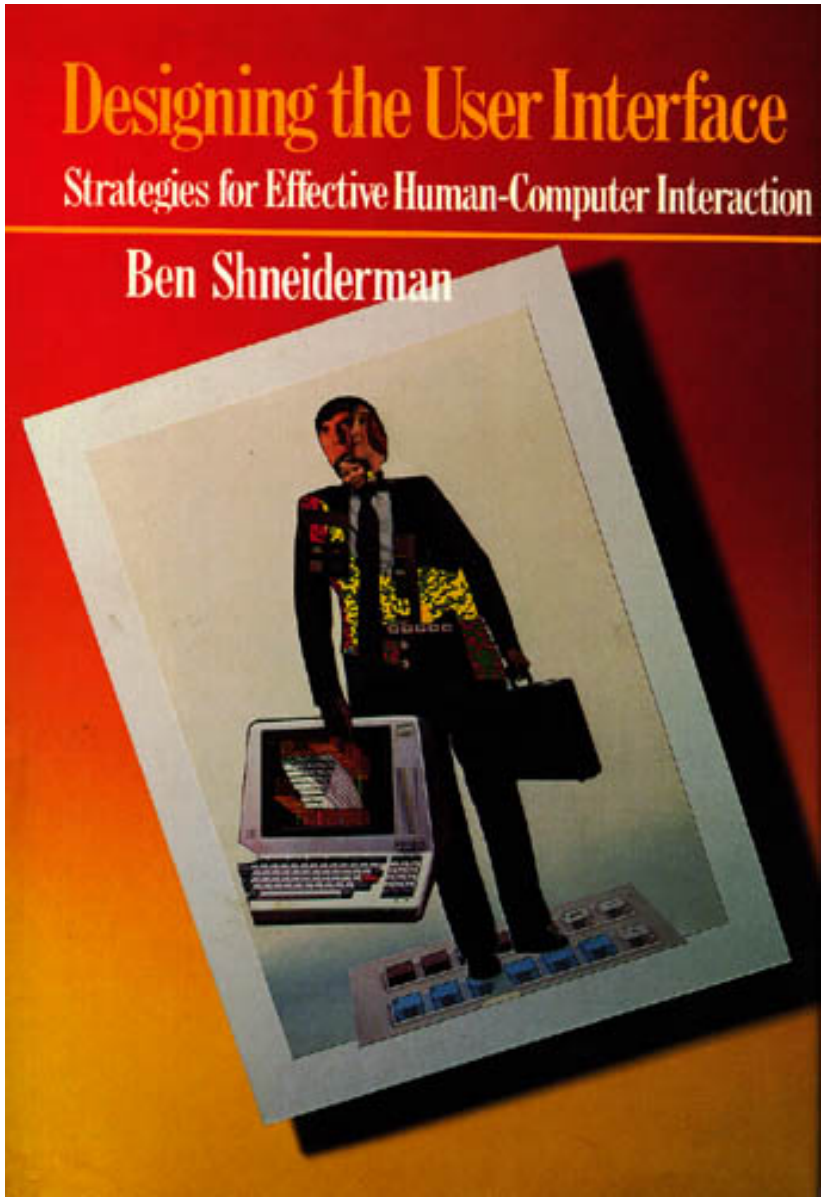


Oxford University Press (January 2022) `https://hcil.umd.edu/human-centered-ai/`

HCAI Framework

Designing the User Interface

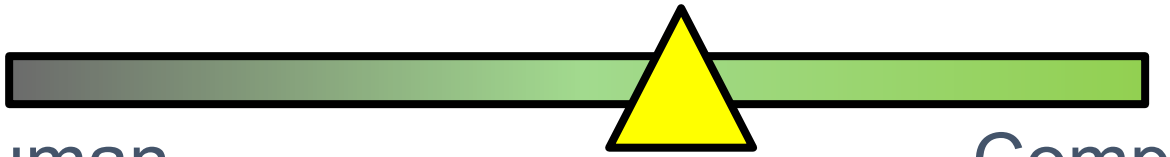
Balancing automation & human control



First Edition: 1986

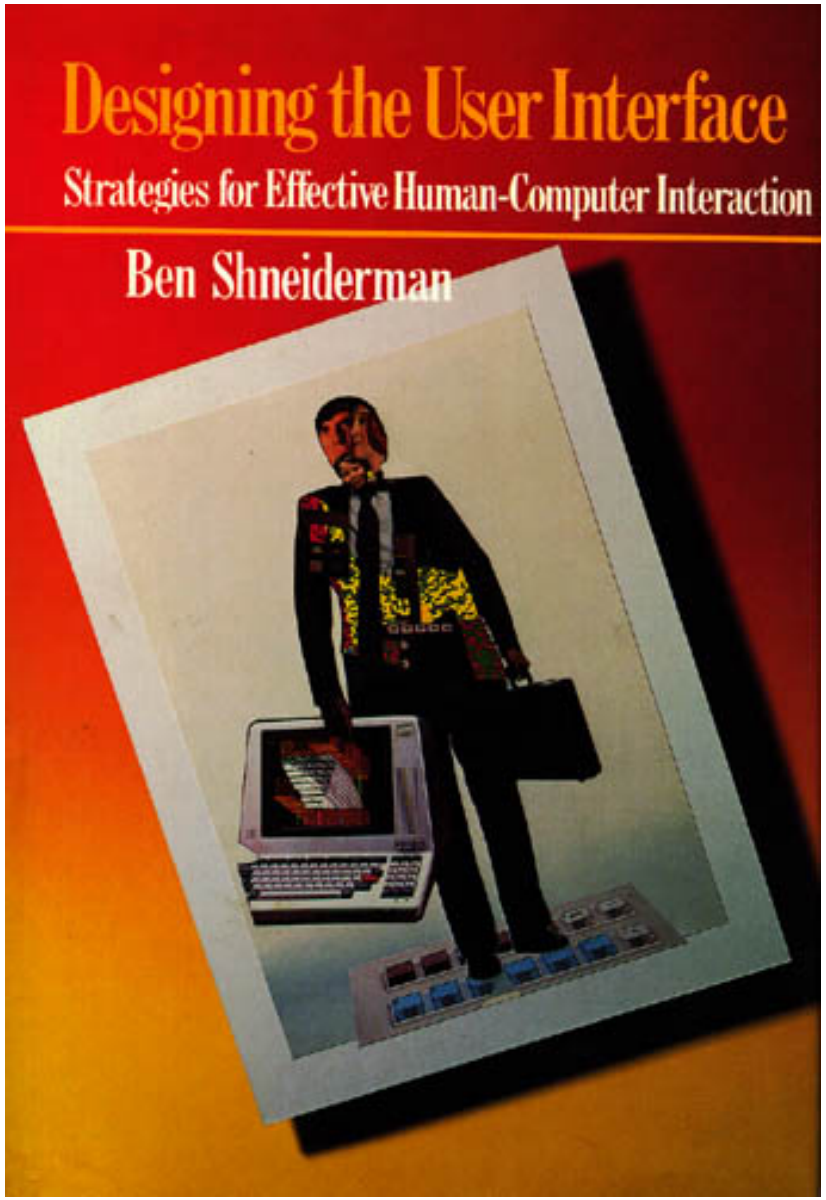
Designing the User Interface

Balancing automation & human control



Human control

Computer automation



First Edition: 1986

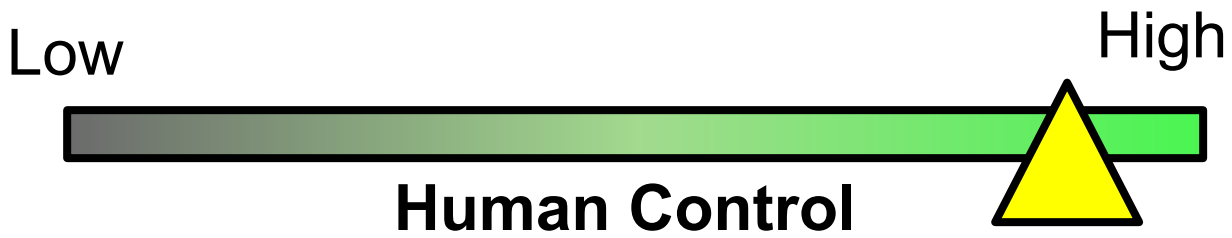
Designing the User Interface

Ensuring human control
while increasing automation

Sixth Edition: 2016

Designing the User Interface

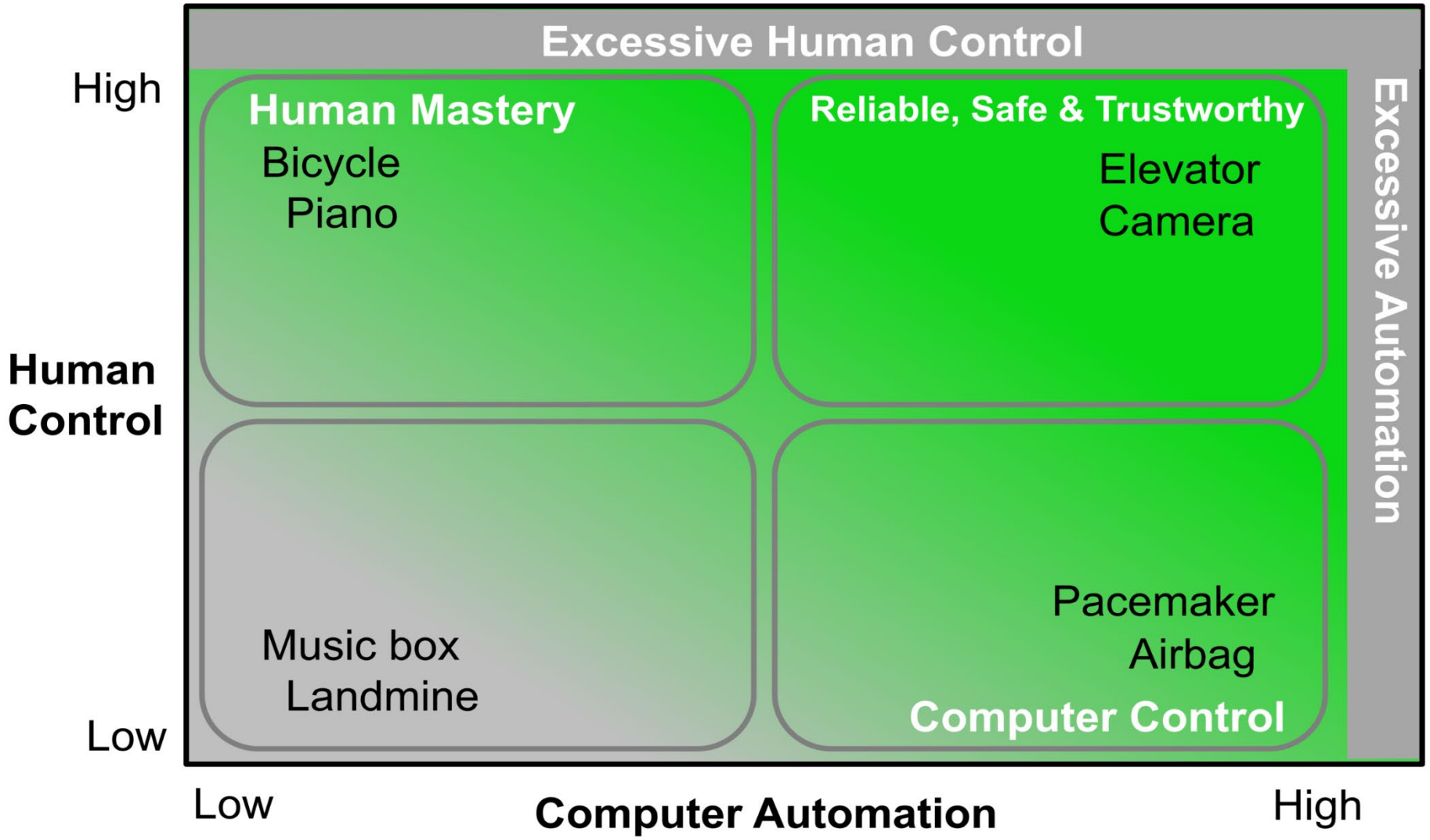
Ensuring human control
while increasing automation



Sixth Edition: 2016

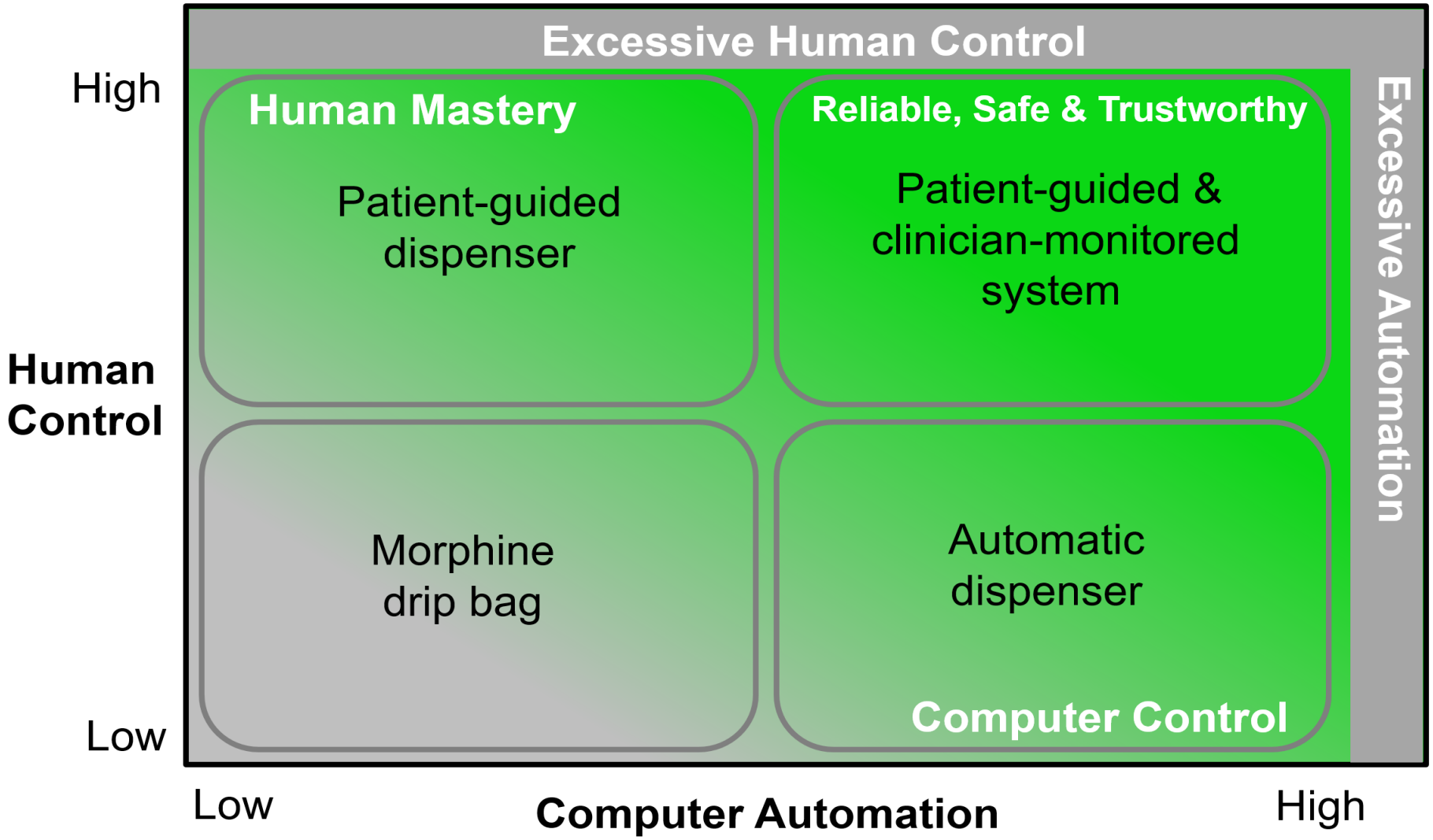
IJHCI (2020) **https://doi.org/10.1080/10447318.2020.1741118**

HCAI Framework

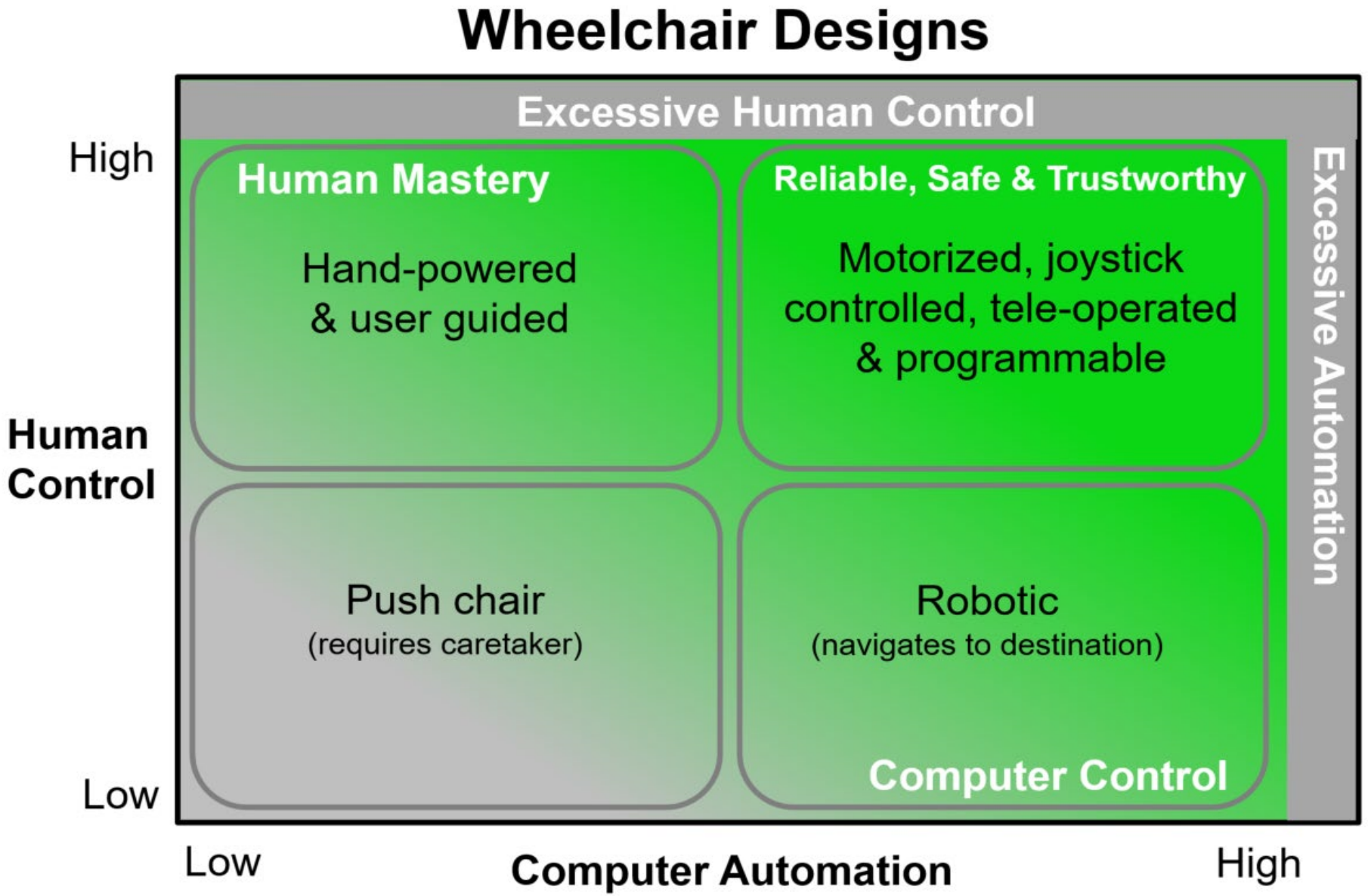


HCAI Framework

Pain Control Designs

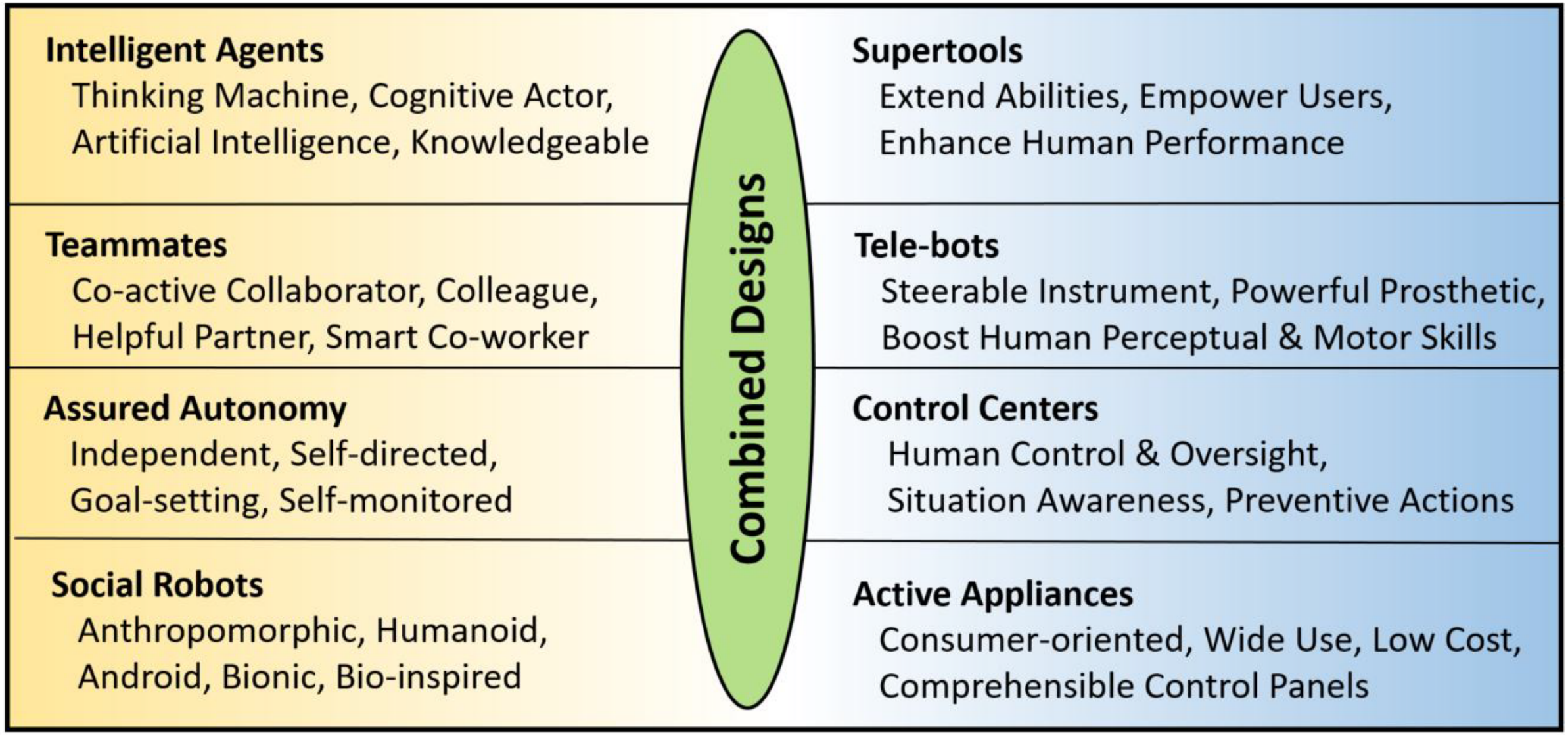


HCAI Framework



Design Metaphors

Design Metaphors

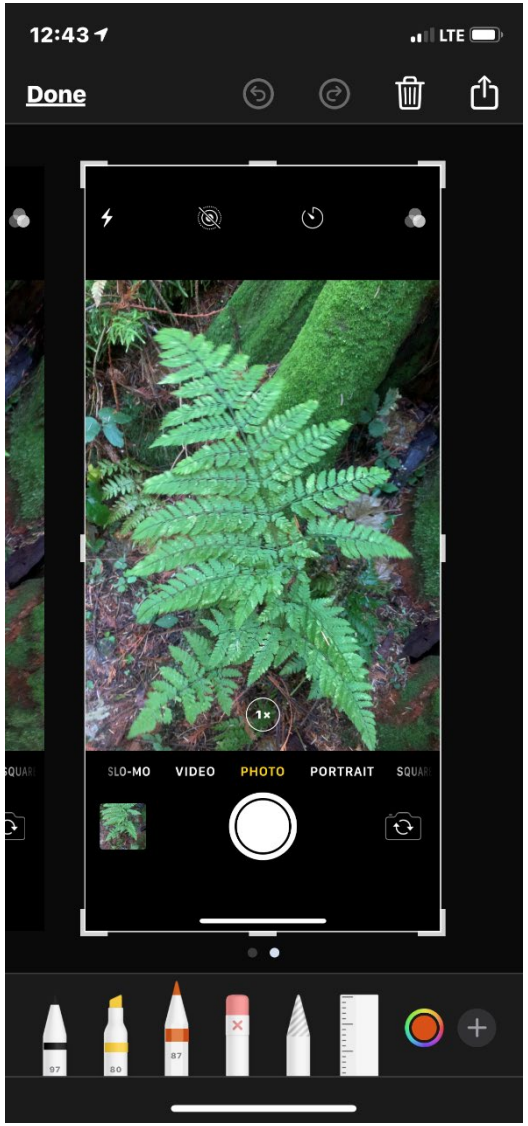


“Robots are simply not people”: Margaret Boden
“Humans, not robots, are responsible agents”: Joanna Bryson

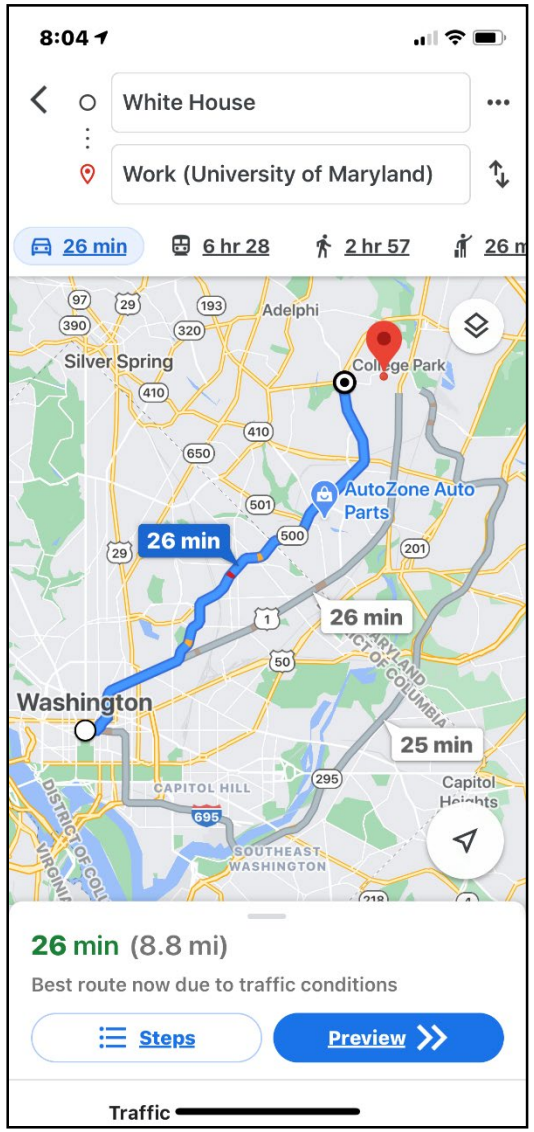
- **Responsibility:** Only humans are liable, legally and morally
- **Distinctive capabilities of computers:** sophisticated algorithms, huge databases, superhuman sensors, information abundant displays, & powerful effectors
- **Human creativity:** passion, empathy, humility & intuition

Supertools

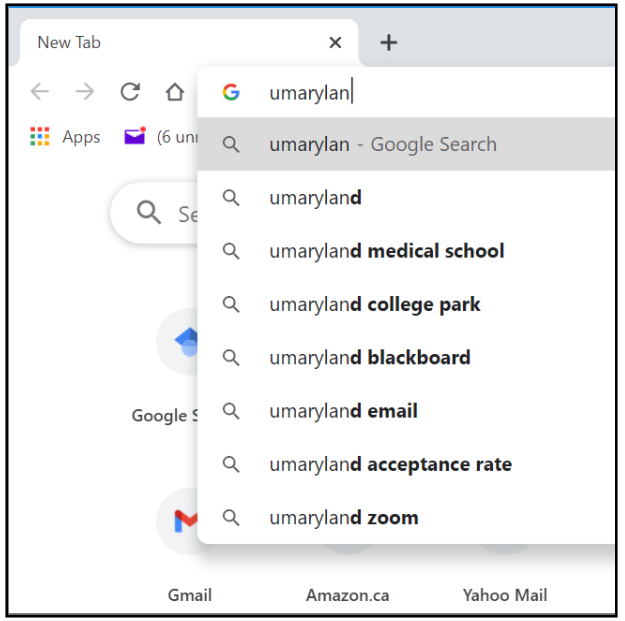
Digital Camera Controls



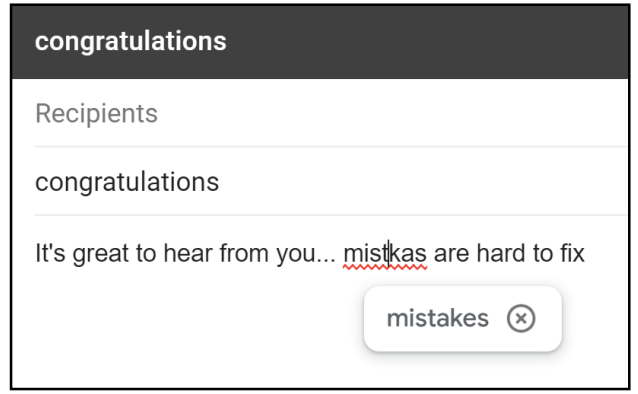
Navigation Choices



Texting/Search Autocompletion



Spelling correction



Supertool: Bloomberg Terminal

Active Appliances

Thermostat, Coffee maker, Rice cooker, Roomba

Google Nest

Panasonic Rice Cooker

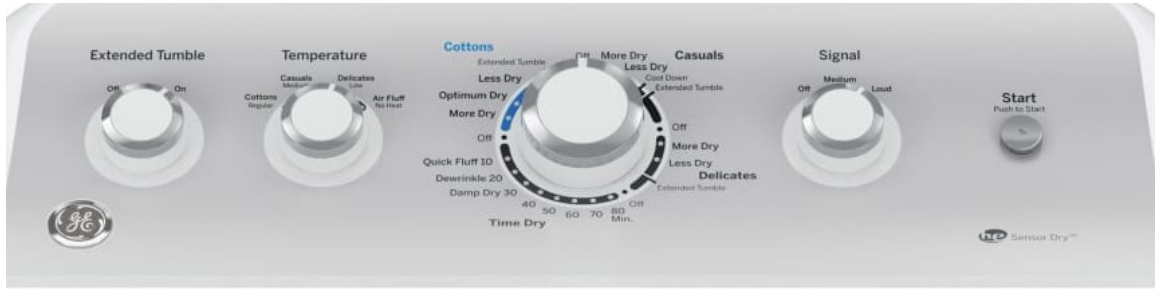
Cusinart Coffee Maker

iRobot Roomba

Dishwasher, Clothes Washer/Dryer

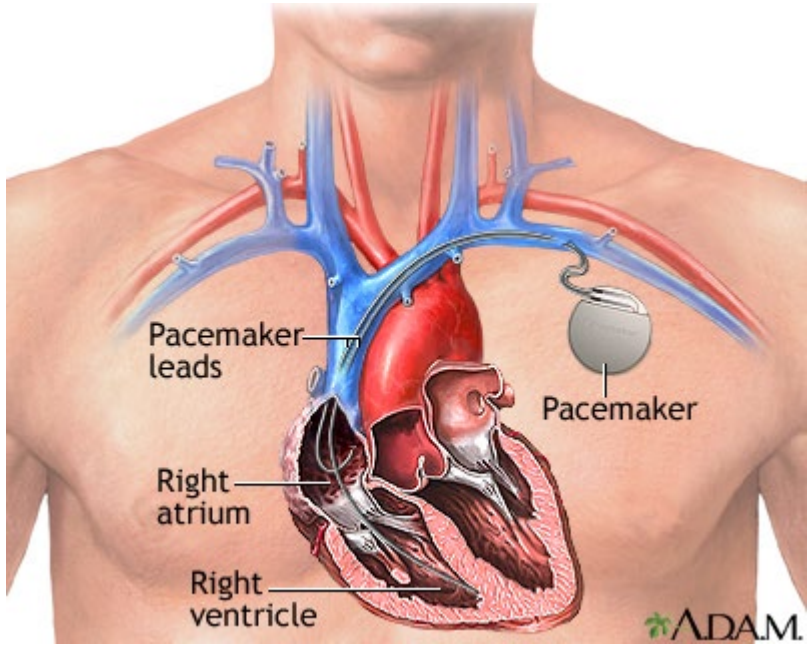
Miele Dishwasher

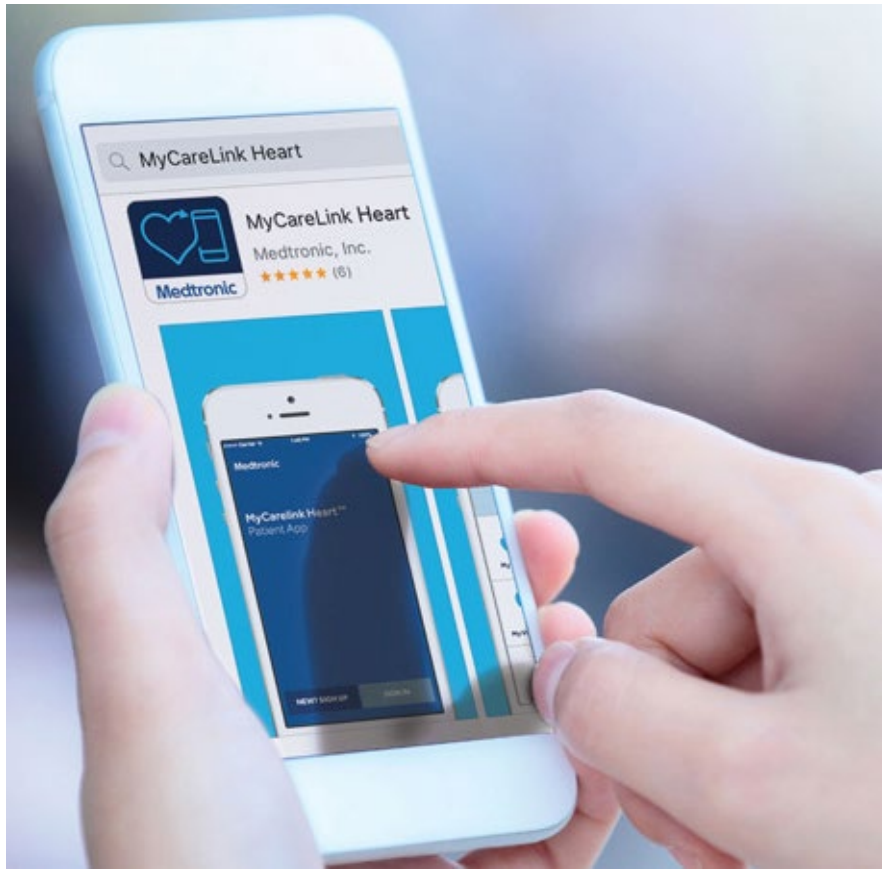
General Electric Washer

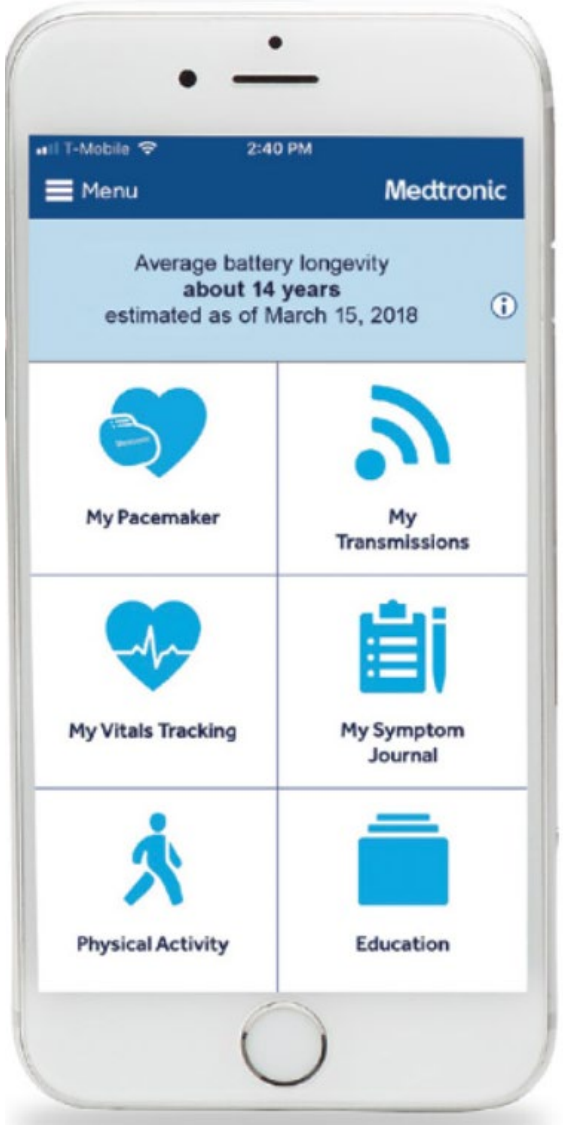


General Electric Dryer

Active Appliance: Implanted Cardiac Pacemakers

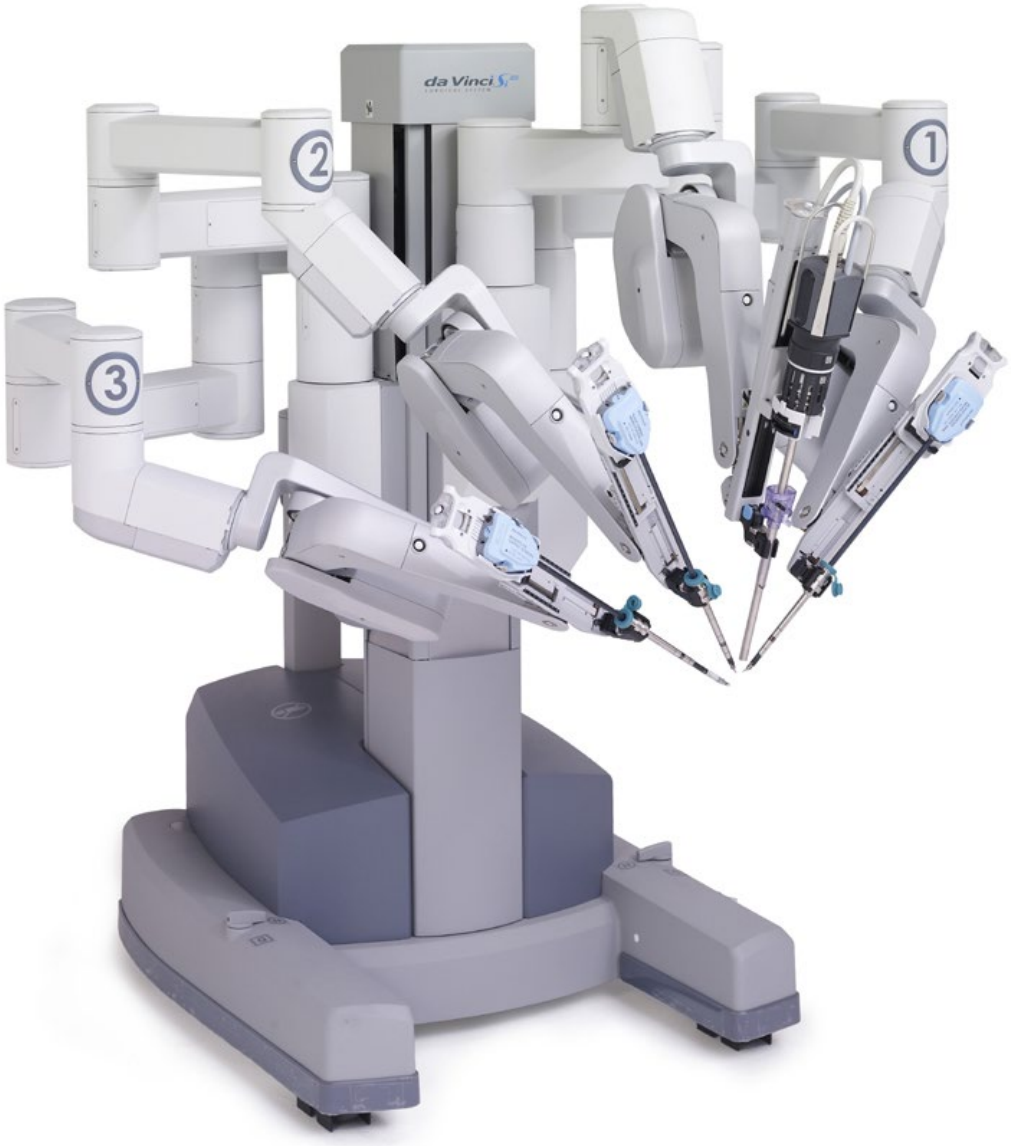






Tele-Bot: NASA Mars Rovers

Tele-Bot: Da Vinci Surgical System



“Robots don’t perform surgery. Your surgeon performs surgery with da Vinci by using instruments that he or she guides via a console.”

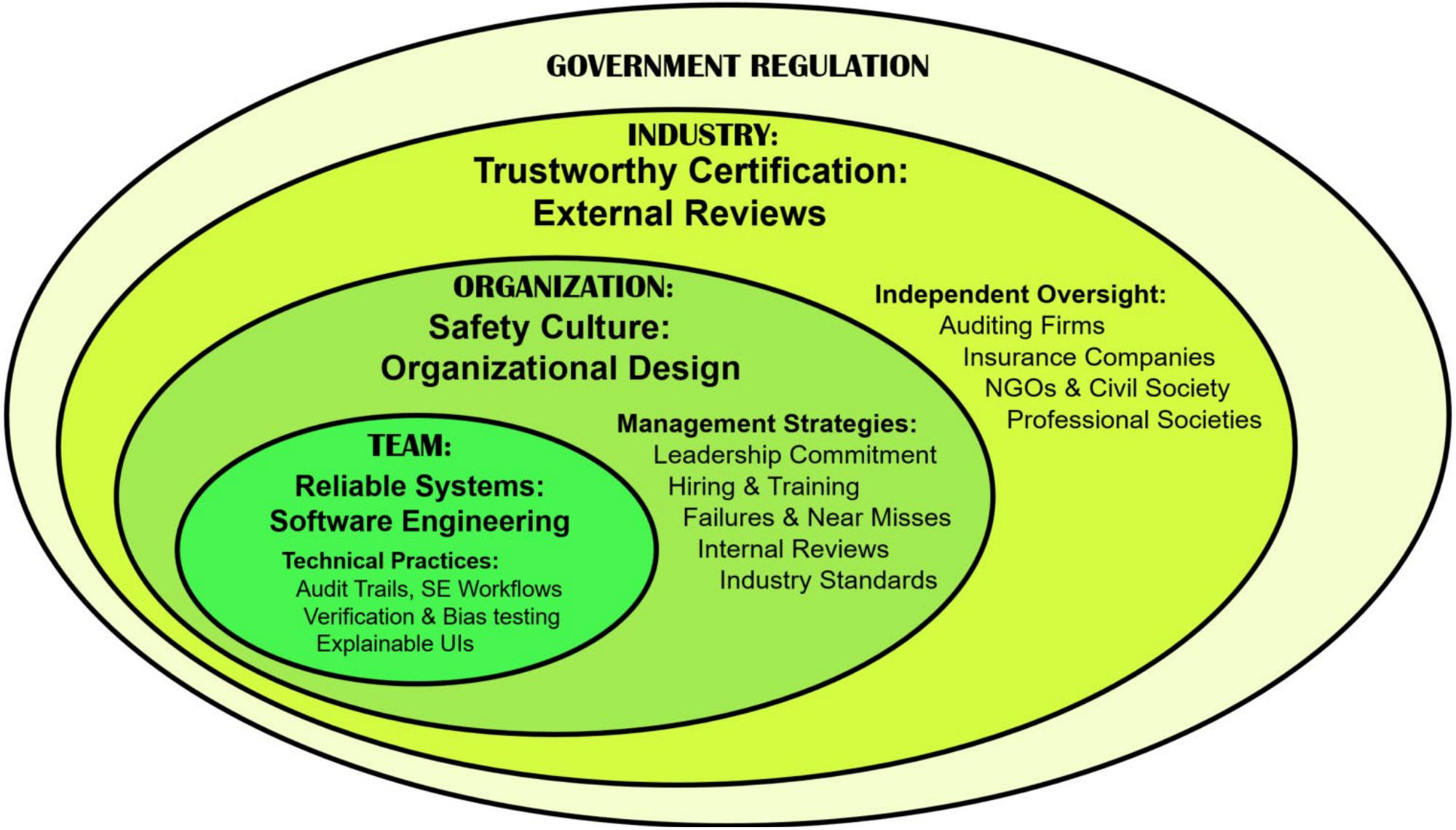
https://www.davincisurgery.com/

Control Center: Hospital

Control Center: Counter Terrorism

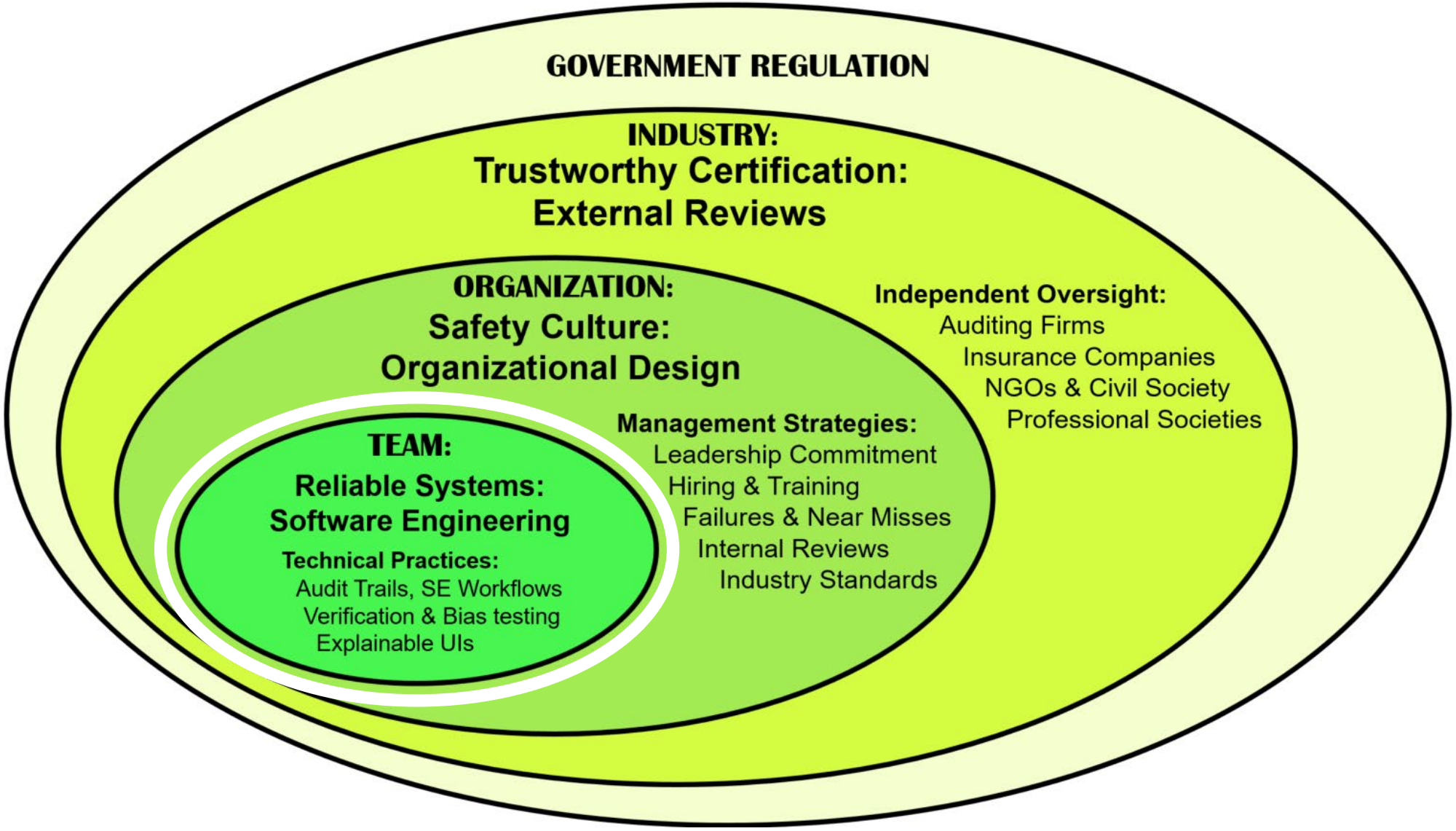
Governance Structures

Governance Structures for Human-Centered AI



ACM TIIS (Oct 2020) **https://dl.acm.org/doi/10.1145/3419764**

Governance Structures for Human-Centered AI



ACM TIIS (Oct 2020) **https://dl.acm.org/doi/10.1145/3419764**

TEAM

Reliable systems based on software engineering practices

1) Audit trails and analysis tools
2) Software engineering workflows
3) Verification & validation testing
4) Bias testing to improve fairness
5) Explainable user interfaces

TEAM

Reliable systems based on software engineering practices

1) Audit trails and analysis tools
2) Software engineering workflows
3) Verification & validation testing
4) Bias testing to improve fairness
5) Explainable user interfaces

Reliable Systems

Software engineering practices for a TEAM

5) Explainable user interfaces

- Retrospective explanations (local & global)

New Goal: **Prevent** confusion and surprise

- Prospective user interfaces
- Interactive, visual, exploratory

Mortgage Loan Explanations

Post-hoc Report

Enter amounts to request mortgage:

Mortgage amount requested	375000
Household monthly income	7000
Liquid assets	48000

Submit

Mortgage Loan Explanations

Post-hoc Report

Enter amounts to request mortgage:

Mortgage amount requested	375000
Household monthly income	7000
Liquid assets	48000

Submit

Enter amounts to request mortgage:

Mortgage amount requested	375000
Household monthly income	7000
Liquid assets	48000

Submit

We're sorry, your mortgage loan was not approved. You might be approved if you reduce the Mortgage amount requested, increase your Household monthly income, or increase your Liquid assets.

Done

Mortgage Loan Explanations

Post-hoc Report

Enter amounts to request mortgage:

Mortgage amount requested 375000

Household monthly income 7000

Liquid assets 48000

Submit

Enter amounts to request mortgage:

Mortgage amount requested 375000

Household monthly income 7000

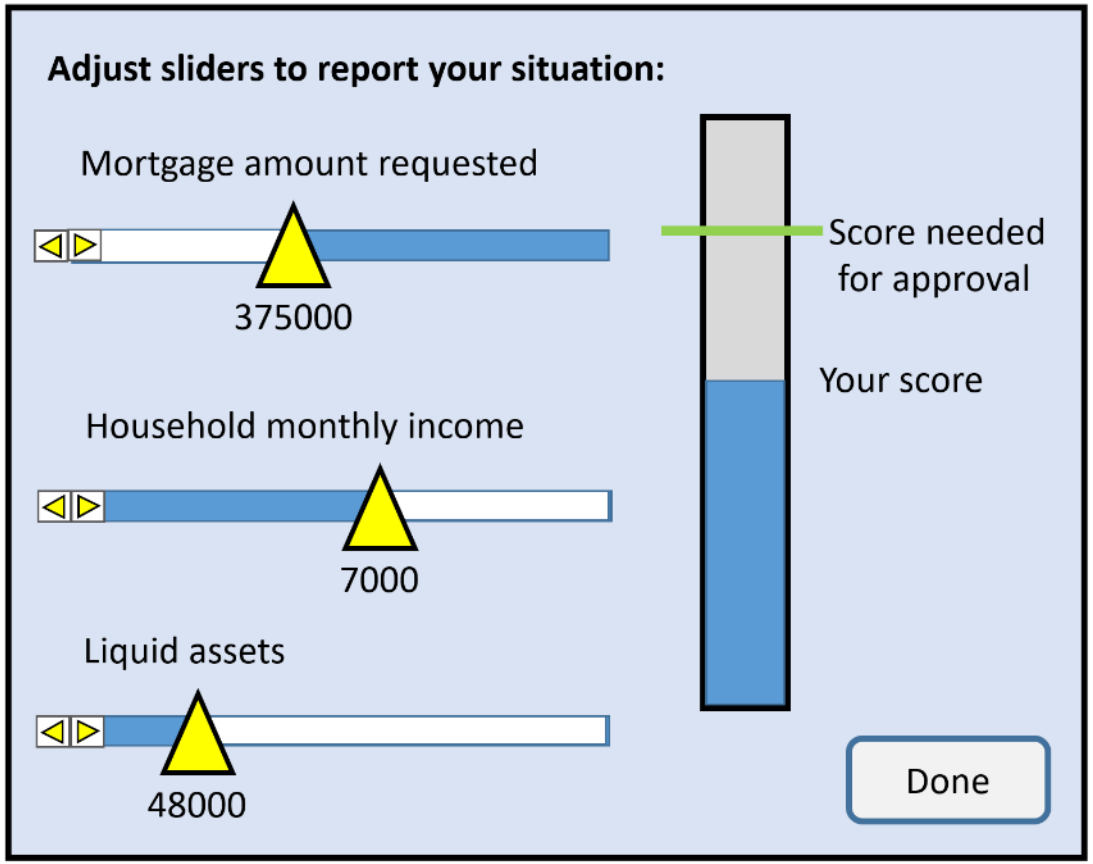
Liquid assets 48000

Submit

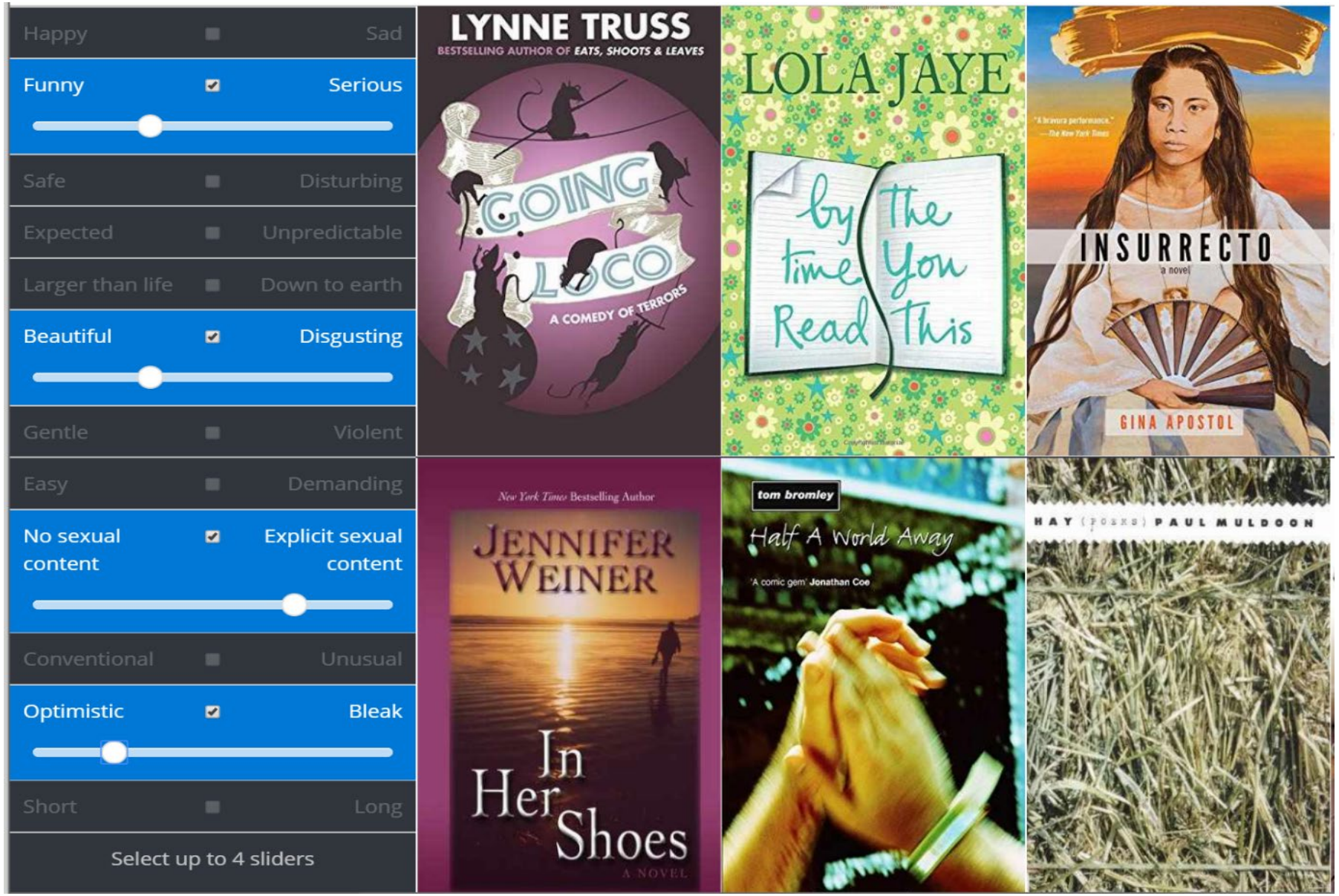
We're sorry, your mortgage loan was not approved. You might be approved if you reduce the Mortgage amount requested, increase your Household monthly income, or increase your Liquid assets.

Done

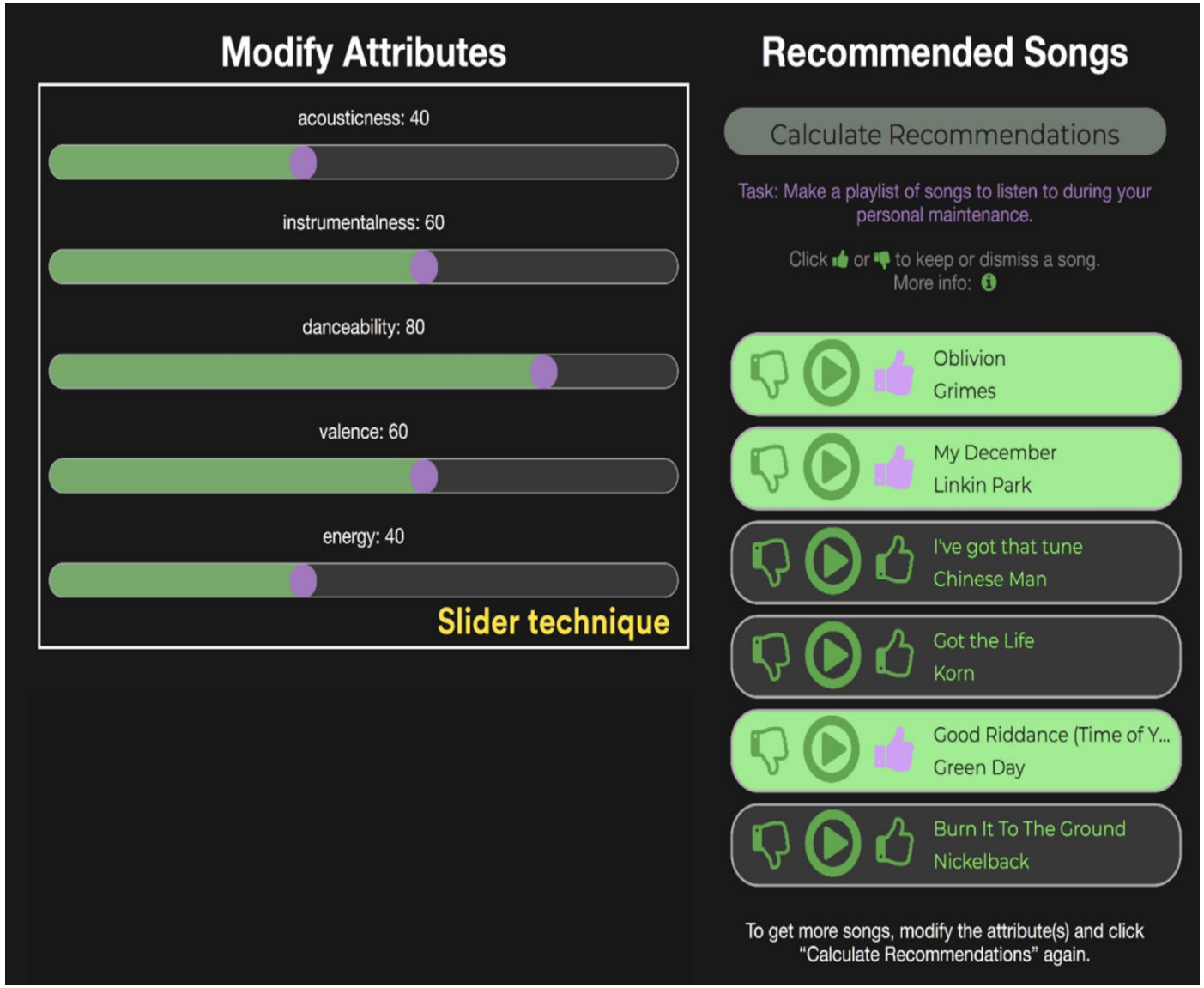
Prospective User Interface

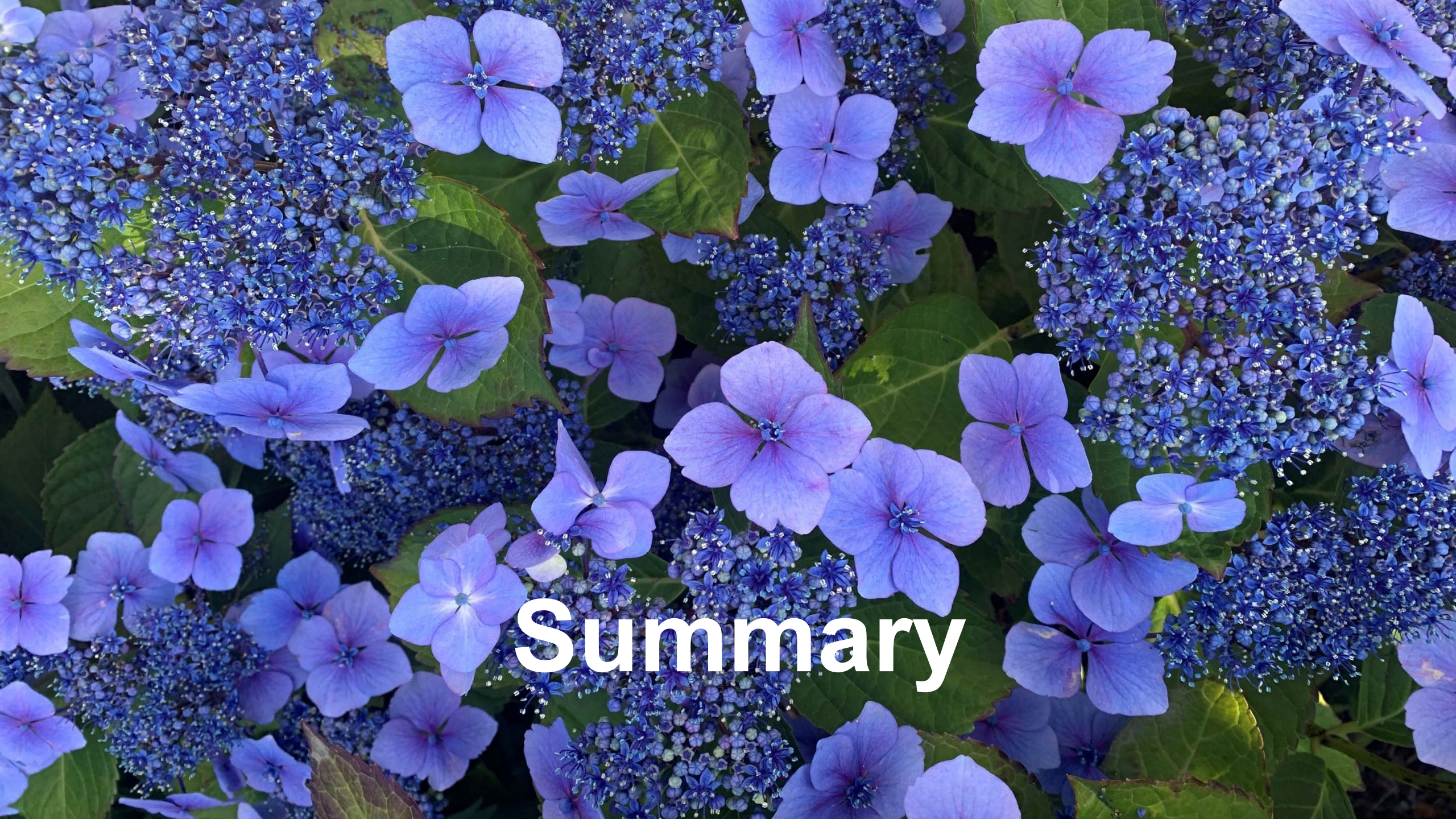


Recommenders: Whichbook.net



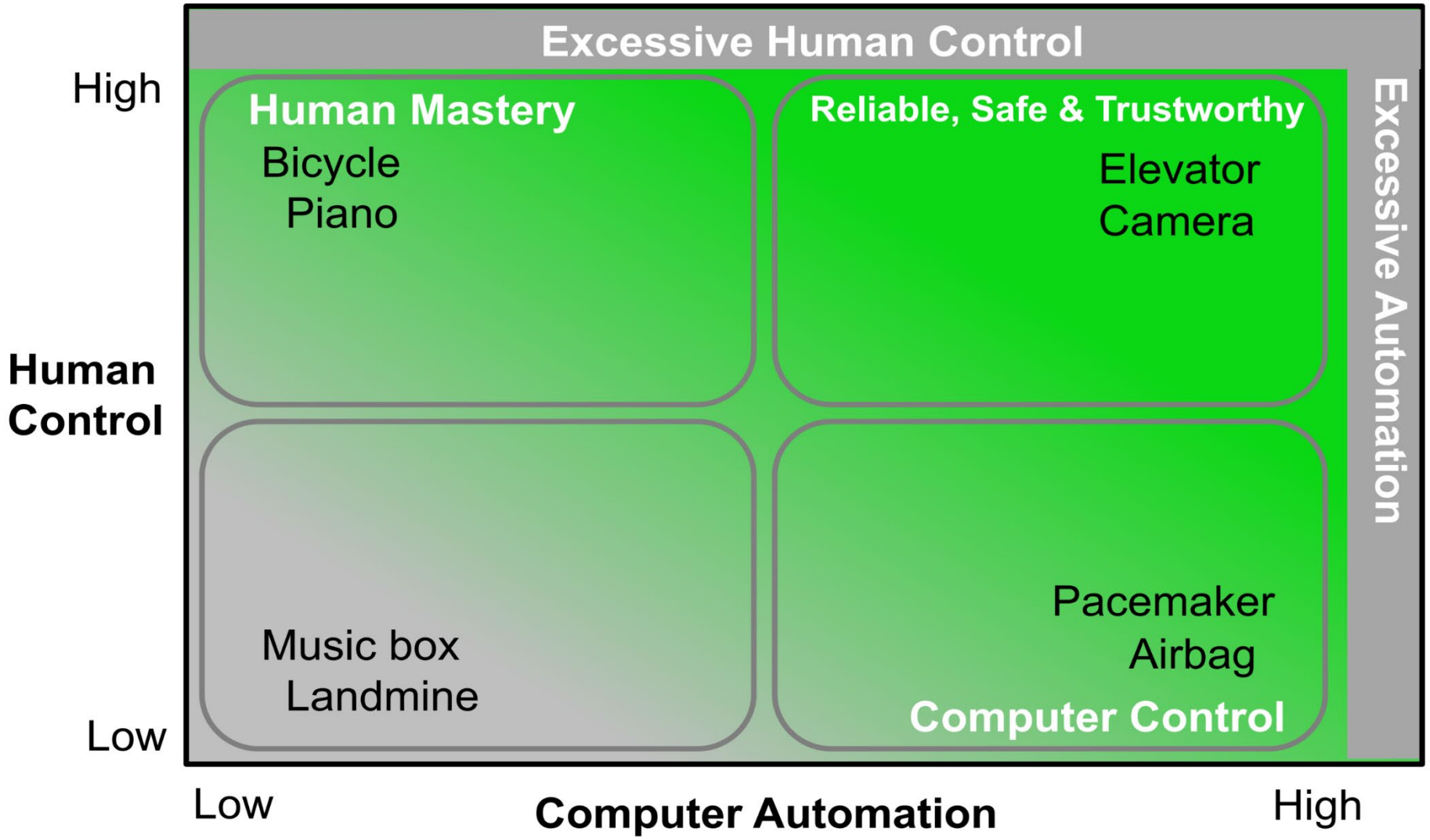
Recommender Control Panels



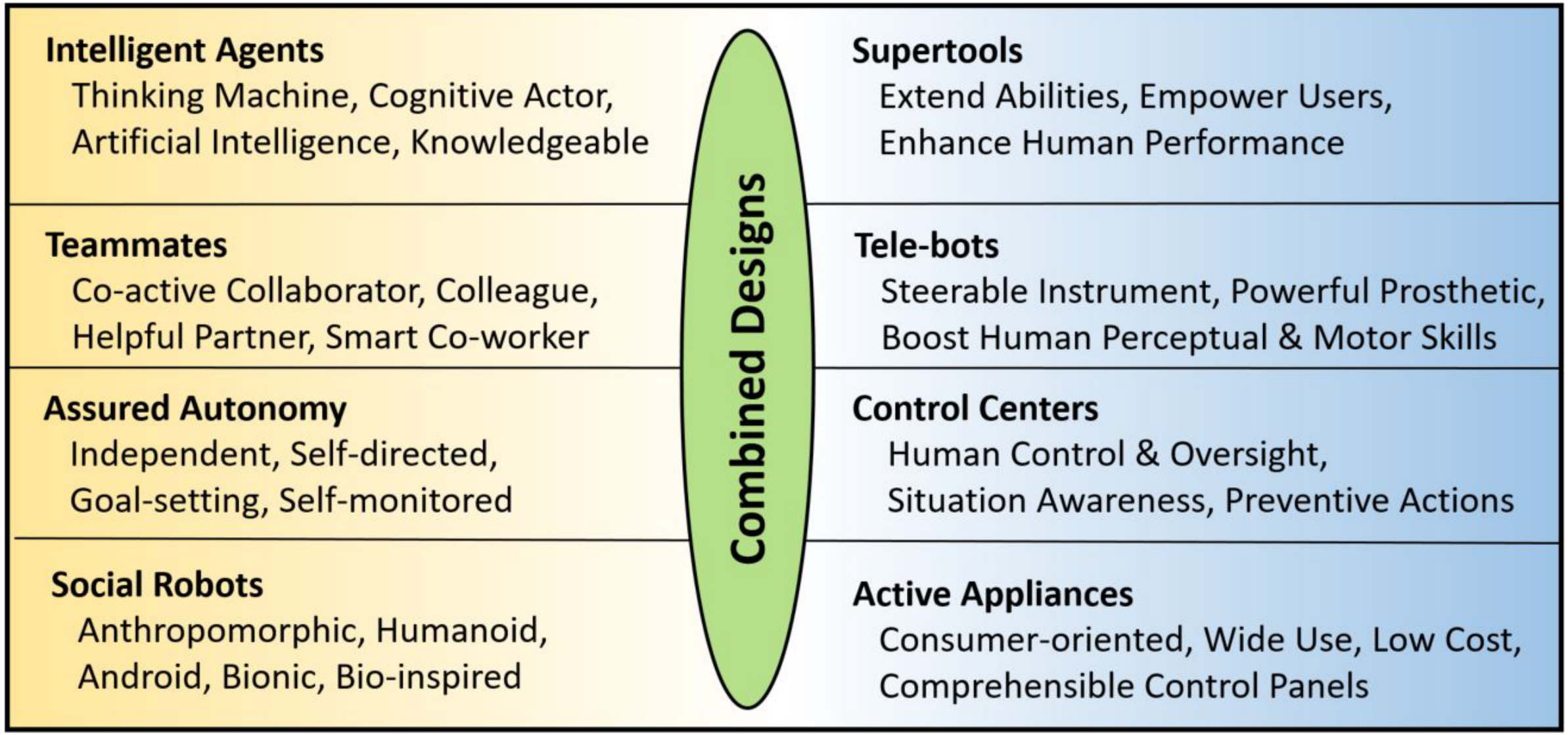


Summary

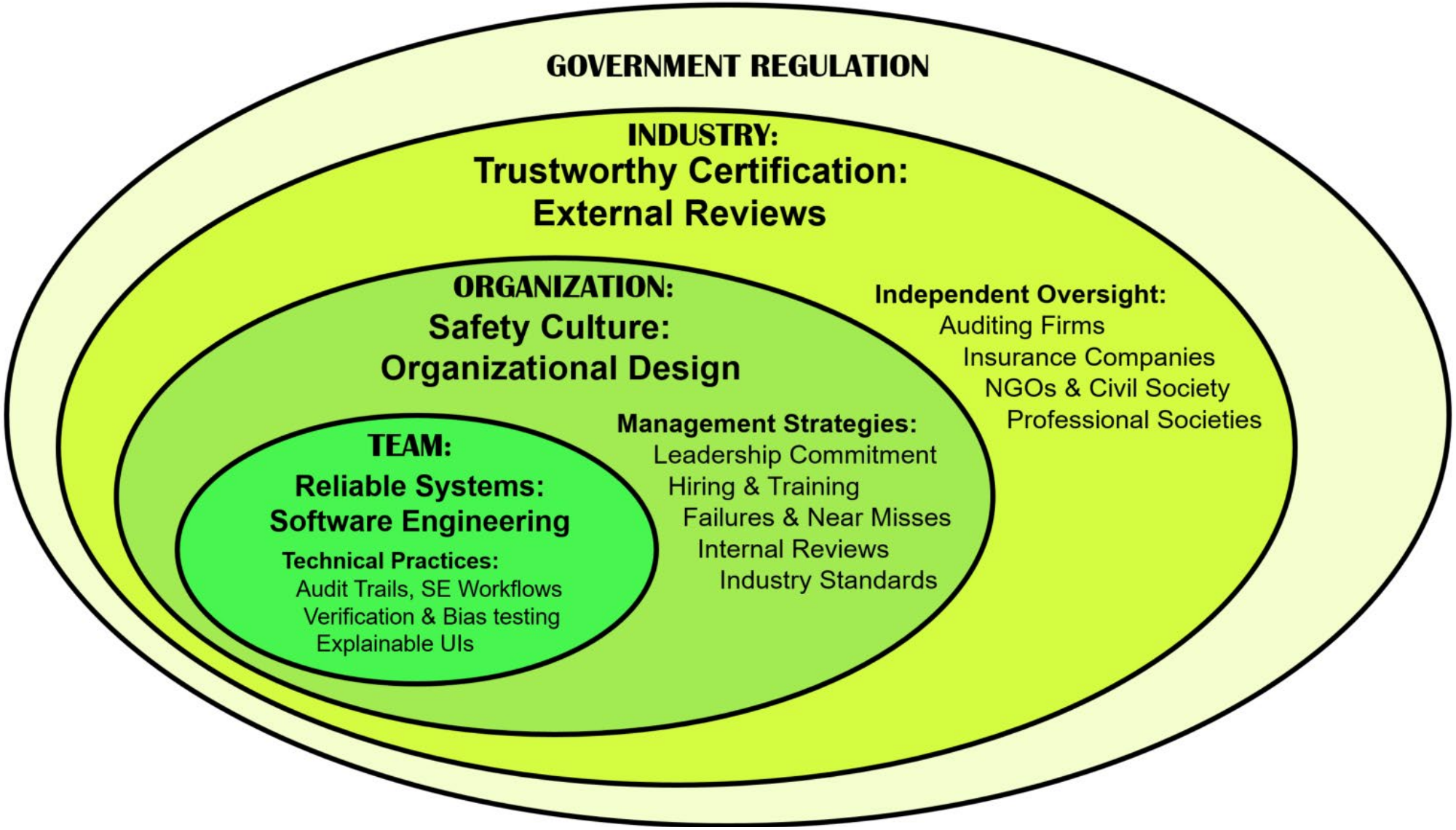
HCAI Framework



Design Metaphors



Governance Structures for Human-Centered AI



ACM TIIS (Oct 2020) **https://dl.acm.org/doi/10.1145/3419764**

Human-Centered Artificial Intelligence: Reliable, safe & trustworthy, *International Journal of Human-Computer Interaction 36,* 6 (March 2020). https://doi.org/10.1080/10447318.2020.1741118

Design lessons from AI's two grand goals: Human emulation and useful applications, *IEEE Transactions on Technology & Society 1,* 2 (June 2020). https://ieeexplore.ieee.org/document/9088114

Bridging the gap between ethics and practice: Guidelines for reliable, safe, and trustworthy Human-Centered AI systems, *ACM Trans. on Interactive Intelligent Systems 10,* 4 (Oct 2020). https://dl.acm.org/doi/10.1145/3419764

Human-Centered Artificial Intelligence: Three fresh ideas, *AIS Trans. on Human-Computer Interaction 12,* 3 (Oct 2020). https://aisel.aisnet.org/thci/vol12/iss3/1/

Human-Centered AI, *NAS ISSUES 37, 2* (Winter 2021). https://issues.org/human-centered-ai/

Summary & resources: https://hcil.umd.edu/human-centered-ai/

Human-Centered AI

Oxford University Press

- January 2022

The book is well-structured and a delight to read. The coverage is comprehensive. But it will be controversial.

— *Alan Mackworth, University of British Columbia*

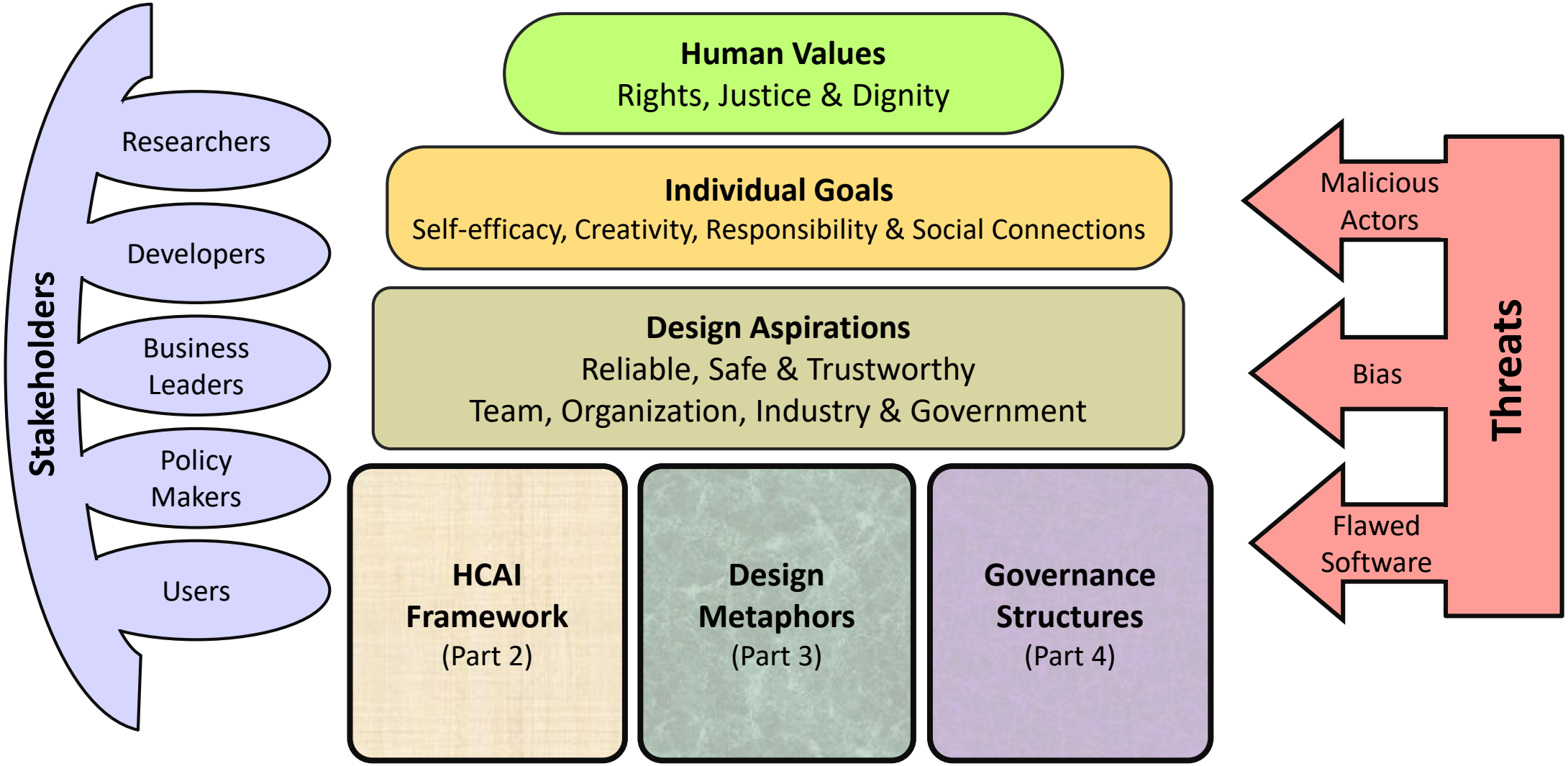
From design metaphors to the much needed governance structures, this new book by Ben Shneiderman is a tour de force into the increasingly important topic of human-centred AI. A must read.

— *Virginia Dignum, Umeå University"*

Intellectually re-positioning the practice of AI is the most important social movement of our age. Human-Centered AI is a moral imperative.

— *Sean McGregor, Founder and Project Lead, the AI Incident Database (Partnership on AI)*

Human-Centered AI



Oxford University Press (January 2022) **https://hcil.umd.edu/human-centered-ai/**

The Future is Human-Centered

Google Group

`https://groups.google.com/g/human-centered-ai`

Twitter Account

`@HumanCenteredAI`

Website

`https://hcai.site`

The Future is Human-Centered