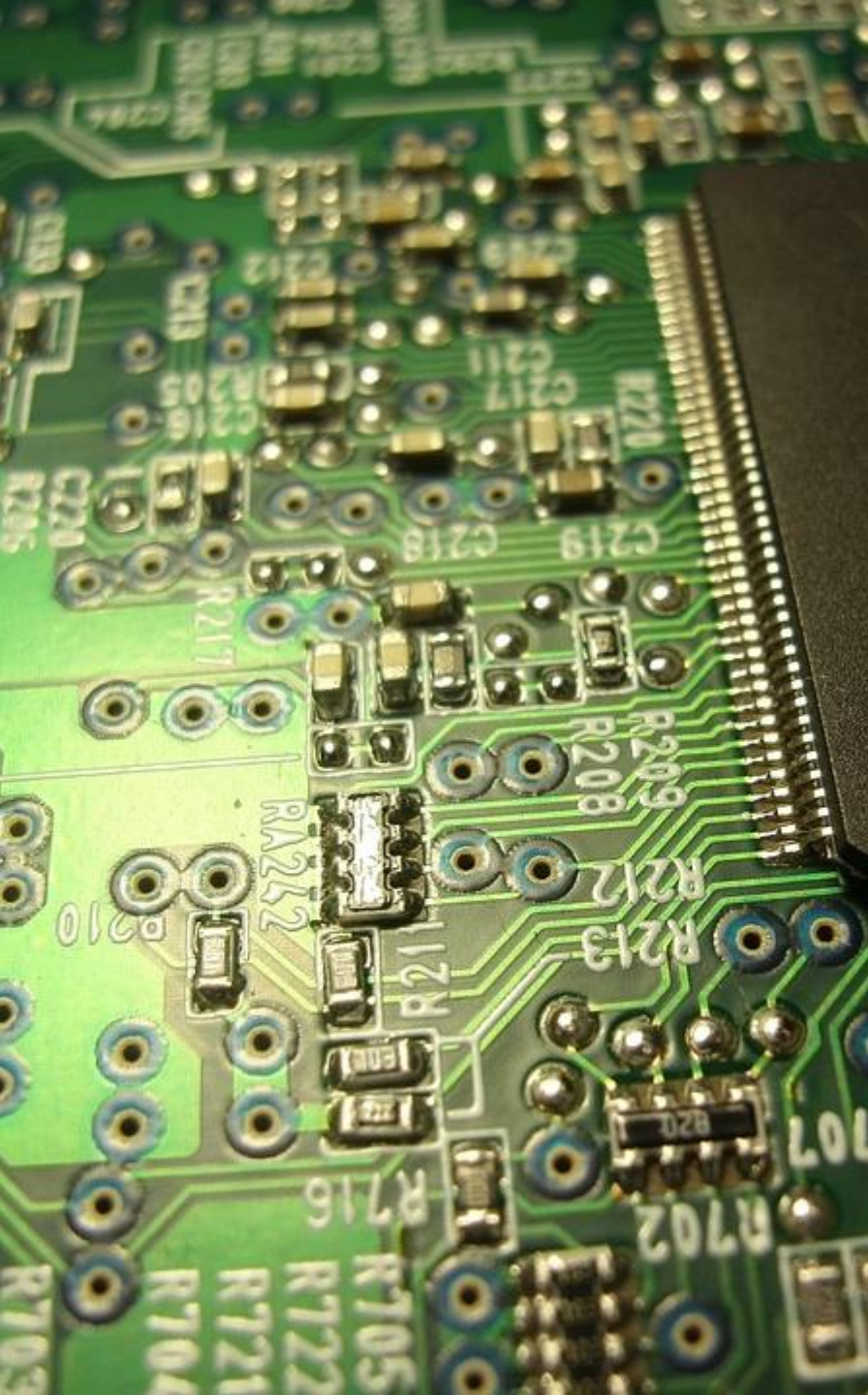# DEVELOPING A USE CASE

DEVELOPING A USE CASE

- THERE ARE MANY WAYS TO USE AI WELL AND POORLY

- BE COGNIZANT OF STRENGTHS AND WEAKNESSES

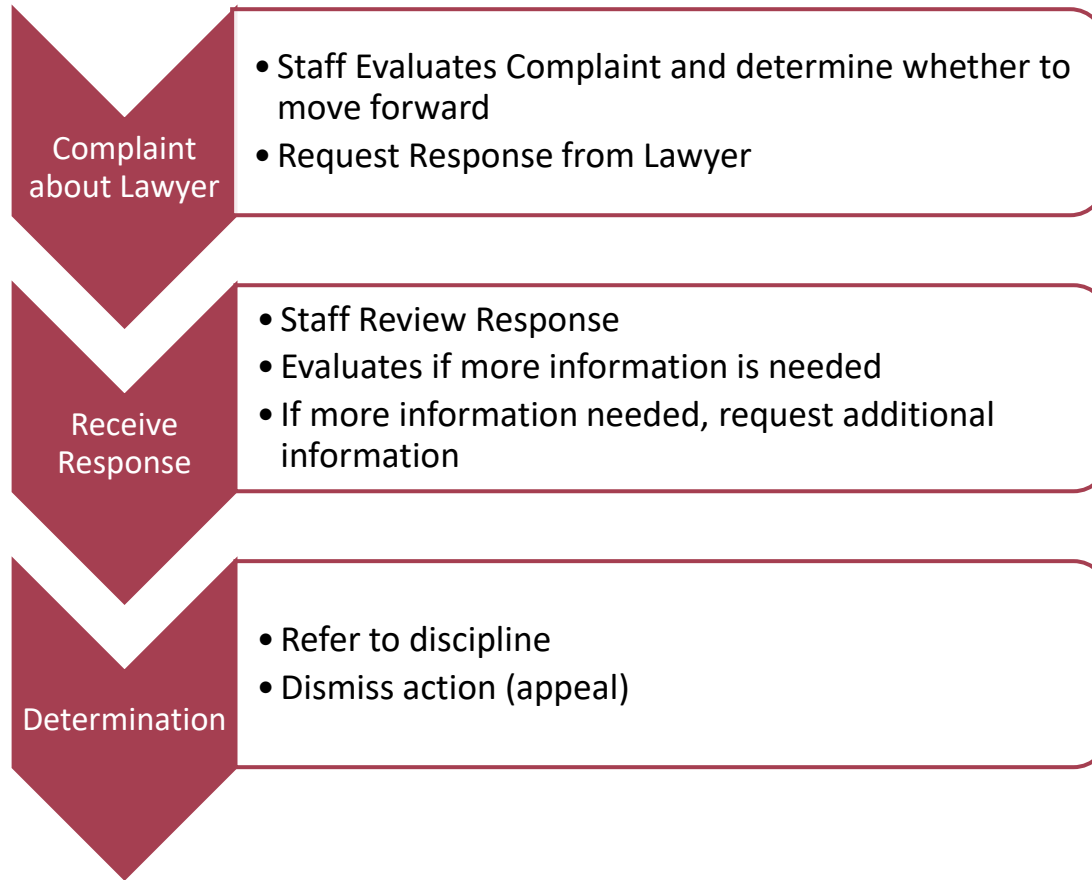- EVALUATE WHERE THE PRODUCT WOULD FIT INTO WORKFLOW

LEVERAGING STRENGTHS AND AVOIDING WEAKNESSES

- Look to areas in workflow to leverage strengths of AI

  - Ability to catalog and retrieve vast number of documents
  - Able to respond to questions
  - Able to do rote tasks

- Consider workflows that avoid concerns of AI

  - Confidentiality and data concerns
  - Decisions requiring human considerations

EVALUATING WORKFLOW

Complaint about Lawyer
- Staff Evaluates Complaint and determine whether to move forward
- Request Response from Lawyer

Receive Response
- Staff Review Response
- Evaluates if more information is needed
- If more information needed, request additional information

Determination
- Refer to discipline
- Dismiss action (appeal)

- In evaluating workflow, we are looking for areas where there is substantial time spent reviewing materials

  - After discussions with staff, initial complaints can be voluminous, and would benefit from AI summarization

  - Initial letters are also a target, as they are rote and pretty formulaic

INTRODUCING AI TECHNOLOGIES

1. Iterative Design to introduce new AI elements

    a. Locate areas in the workflow that efficiency can be improved with AI without substantially altering workflow

    b. Experiment with different areas and test

2. Staff and Department Buy in

    a. Will need assistance from corresponding departments, including IT

    b. May require a champion interested in experimenting with implementing, and to advocate for resources

INITIAL USE CASE

The legal system can feel overwhelming.
We're here to make things easier.

OREGON LAW HELP

- ACCESS TO JUSTICE TEAM HAD BEGUN WORK ON AN ONLINE SELF-HELP PORTAL

- PORTAL PROVIDED CONTENT FROM ATTORNEYS FOR NONLAWYERS TO NAVIGATE THE LEGAL SYSTEM

- CONTENT WAS DRAFTED BY LAWYERS OUTSIDE OF THE OSB

AI PROCESS

- Content required translation into "plain language"
    - Converting the content to make it easier to read

- Staff, who had training on plain language, conducted most of this rewriting
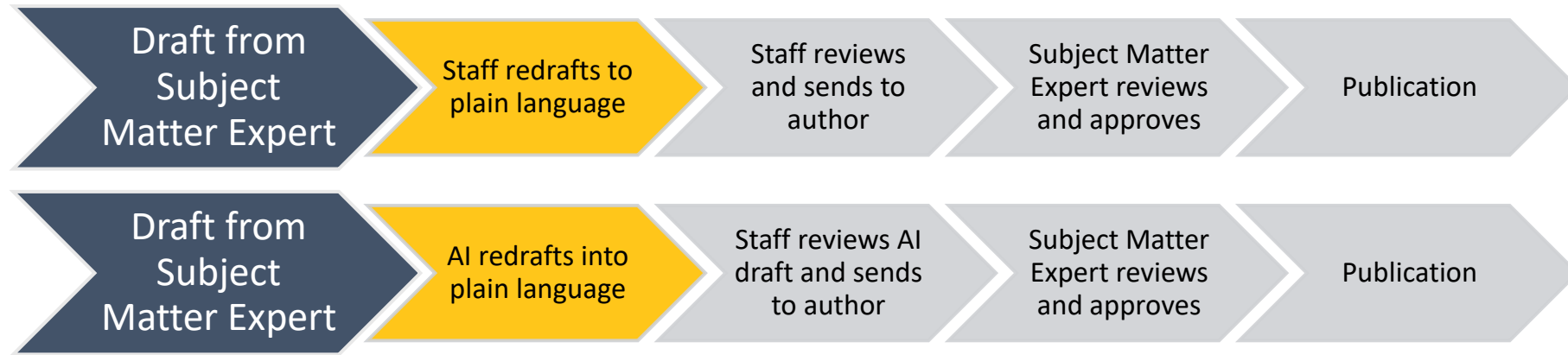
Once the candidate's goals are established, one or more potential employers are identified. A preliminary proposal for presentation to the employer is developed. The proposal is presented to an employer who agrees to negotiate an individualized job that meets the employment needs of the applicant and real business needs of the employer.

Once we establish your goals, we identify one or more potential employers. We prepare a preliminary proposal to present to an employer who agrees to negotiate a job that meets both his and your employment needs.

AI PROCESS

- A staff member suggested utilizing AI for creating initial translations, as it was the most time-consuming part of the process

- Staff requested a specific AI product, and IT supported working with staff and the vendor to train the AI to convert drafts from authors

- While it replaced one segment of the workflow, it substantially reduced that segment from days to about an hour of time from staff to redraft and review.

Draft from Subject Matter Expert	Staff redrafts to plain language	Staff reviews and sends to author	Subject Matter Expert reviews and approves	Publication
Draft from Subject Matter Expert	AI redrafts into plain language	Staff reviews AI draft and sends to author	Subject Matter Expert reviews and approves	Publication

EVALUATING STRENGTHS AND AVOIDING WEAKNESSES

Strengths of using AI

- Materials provided by subject matter expert could be dense and in-depth
  - AI had already been shown to be able to summarize extremely well

- Work was generally rote in nature, as is required reediting of materials already provided.

Avoiding Weaknesses

- We did not ask the AI to obtain new knowledge outside of the materials provided, which helped to lessen potential hallucinations

- Materials and prompts provided to AI were already materials that were not confidential, and publicly available

- Staff and Subject matter expert always reviewed material produced by AI

TAKEAWAYS

- Working on this model took some substantial training, and time from one member of the team

- Implementation did final allow for a reduction of the team's time spent doing translation by 50%

- This has allowed additional resources to expand the site and add more content.

REGULATORY USES

- Ethics Helpline

- Uses three staff attorneys to respond to questions about ethical issues attorneys face

- Started as a service to help attorneys avoid discipline

Legal Ethics Helpline

503-431-6475

Oregon lawyers should use this line for personal ethics assistance from OSB counsel. Members of the public should call the Client Assistance Office at 503 620-0222.

ISSUE

As the ethics calls are over the phone, answering attorneys don't necessarily have time to provide all resources and can't always reference our documents

AI can provide a fast and effective way to search knowledge bases

AI PROCESS

- Placed most of our knowledge base, including rules, treatises, and ethics opinions within AI to allow attorneys to query

- Currently testing with other attorneys

- Results have been mixed

  - Will correctly answer some hypotheticals

  - But instances where it will misconstrue rules, or just make up opinions
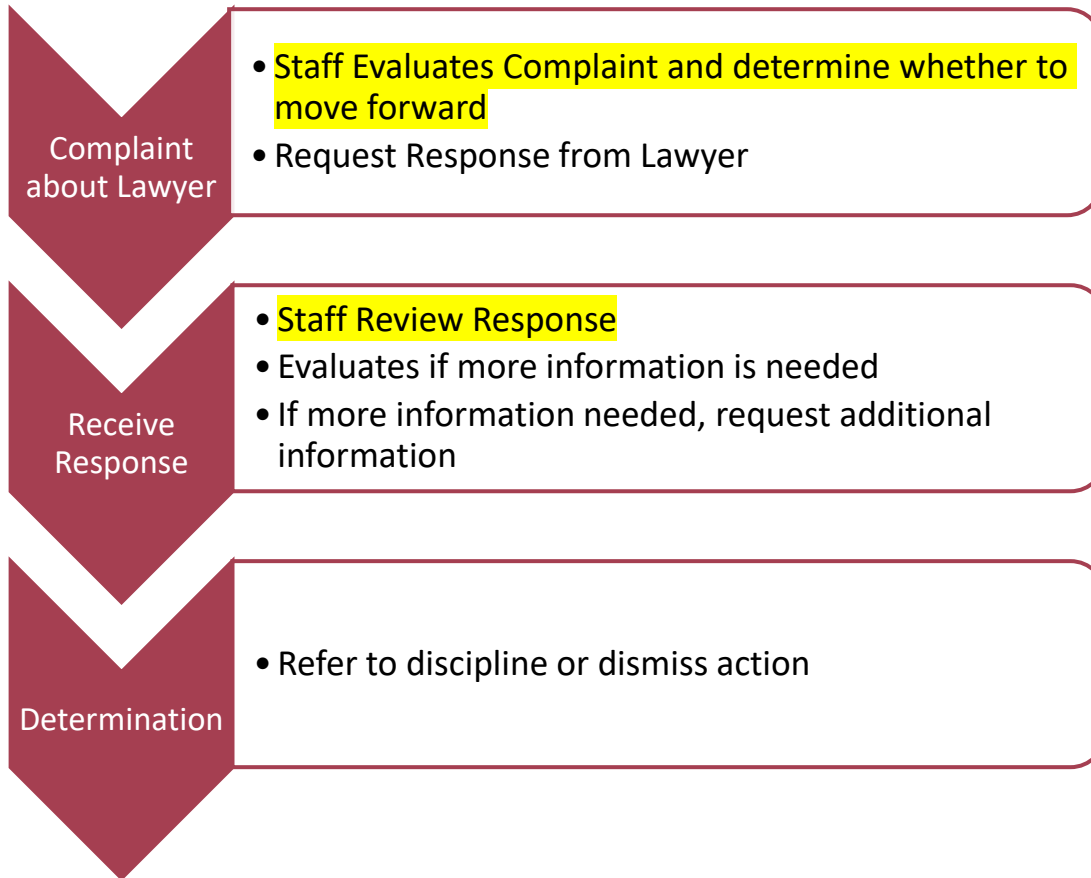
- Working on refining the model some

Legal Ethics Helpline

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USING FOR INTAKE

Complaint about Lawyer
- <mark>Staff Evaluates Complaint and determine whether to move forward</mark>
- Request Response from Lawyer

Receive Response
- <mark>Staff Review Response</mark>
- Evaluates if more information is needed
- If more information needed, request additional information

Determination
- Refer to discipline or dismiss action

- We have also started to conceptually look at the model for the ethics helpline to assist in initial intake as well

- Areas targeting
  - Initial intake of complaints – Complainants sometime send 100s of pages of materials – looking to see whether AI could help attorney by summarizing materials and highlighting issues
    - Can convert 100s of pages into 1-2 for review

- Initial letters – Evaluating whether AI can draft the letters to be sent, as these initial letters are pretty rote

REGULATORY CONCERNS

Many concerns same as using AI for Lawyers

- Competency issues – are we using this technology properly. Do we understand the risks and benefits of the technology?
- Confidentiality issues – Are we using it for confidential matters? If so, is our data secured?
- Supervision – do we know who on staff is using it? What are they using this technology for?
- Communication – How do we communicate our use of this technology to those who we regulate? To our staff?

Unique concerns for Regulatory Agencies

- Substantive governmental laws
- Are there public record issues that we have to consider with AI

- As regulators, there is also concern relating to the use of AI to take the place of human judgment in specific decision making processes involving licensure. Public perception of the use of AI in a regulatory setting can raise concern if it isn't communicated to the public properly.

THANK YOU