THE DOCUMENT CONTROL TRIBUNE

AI & the future of work for DC

Let's celebrate the 30th issue!

INSIDE THIS ISSUE:

EDITORIAL

There is no way back: Artificial Intelligence (AI) has now developed to such an extent that we can no longer think of it as a thing of the future.

In fact, whether people are aware of it or not, AI has already been part of our lives for quite a few years already.

Taking as a given that AI will bring spectacular changes to the lives of humans, one cannot help but wonder what kind of world it will create for the upcoming generations.

A recently circulated photograph showing ex British Prime Minister Boris Johnson being arrested by police and actively resisting arrest may initially appear very humorous; it is indeed a fake photograph that has been created by an Artificial Intelligence.

However, within a few seconds, despite the knowledge that this image is not real, one cannot help but wonder whether our children and their children may wind up living in a world where the line between the truth and manipulation may totally disappear. The photograph looks so real indeed that one can no longer be sure of what is actually true.

Has the information age died without our noticing? Have we already entered a world of confusion, doubt and trickery? Only time will tell.

One thing is sure: planet Earth is no longer ruled uniquely by human intelligence; a new power has arisen, and all we can do is observe it and see what it does next.

For better and for worse...

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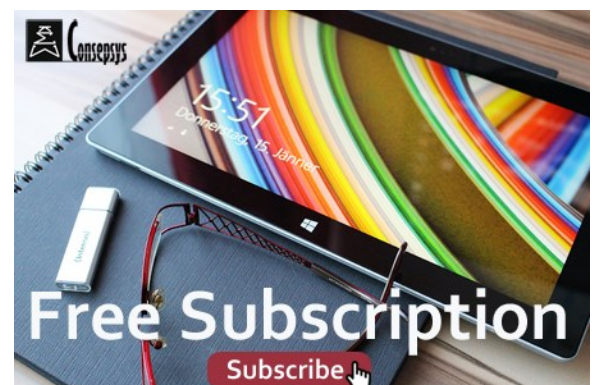
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30TH ISSUE OF THE DOCUMENT CONTROL TRIBUNE!

The Document Tribune was born in June of 2012 and since then 30 issues have been published. The tribune has grown over the years from a 4-page newsletter to a 12-page magazine, but always with the same purpose: keeping the Document Control community together around interesting, relevant and current content.

Our goal over the years has always been to help the community flourish and unite, to promote a professional and ethical approach to Document Control and we have been rewarded by many of your amazing comments and reviews, telling us that we are on the right path!

One of our commitments has also always been to keep the magazine free for all Document Control professionals around the world, in order to reach and support as many people as possible with educative and informative material.

The now famous D.Ceecee character

Along the years, the Document Control Tribune has also evolved to include new and now favourite segments, such as the D.Ceecee Comics, which has been printed and published in so many DC offices around the world, thanks to its witty but real-life stories.

Another much loved segment is also the "Portrait of a Document Controller" page which over the years has been promoting and spotlighting dozens of inspiring Document Control professionals who shared with us their stories, how they became Document Controllers and who shared their insights on Document Control careers and professional development.

The previous issues of the Document Control Tribune, from the historical 1st issue published in June 2012 till the most recent issues are available in our archives here.

And as always, all our free content, published over the years, can be accessed 24/7 on our website: All Document Control Tribunes, All Tip of the Month videos, all videos from our YouTube Channel on DC topics, all D.Ceecee comic strips, all Portraits of a Document Controller and all blog articles.

We hope you enjoy this issue and the following ones as much as you did the past issues. Thank you for your continued support over the years! Your nice comments and reviews have been the best reward for our hard work.

AUTOMATION & ARTIFICIAL INTELLIGENCE: WHAT IS THE FUTURE OF WORK FOR DOCUMENT CONTROL

Artificial intelligence (AI) has been everywhere in the news since the recent release of ChatGPT on the 30th of November 2022. We have seen countless examples of people testing the tool on a wide variety of topics, and with answers from the AI that were quite astonishing sometimes.

It's been used to help IT professionals with their coding, generating within seconds lines of codes that would have taken hours to write for an experienced programmer.

We have seen students using ChatGPT to help with their college papers, or even during exams (that's not allowed by the way 😊).

We have seen the AI helping medical doctors to review scan results and identify anomalies, or even helping users to self-diagnose illness based on symptoms.

A work-life tsunami

Just after 5 days of being completed, ChatGPT reached a million subscribers. And after 2 months, it had 100 million users with 13 million visiting on a daily basis.

So, we are talking about a rolling wave that almost nothing could stop, and we now can't ignore that generative AI will be a significant part of our daily lives in the very near future.

What will it change to the Document Control discipline

Which takes us to the question: what are the possible consequences for us in the workplace? And how will it change the way we work, and the way Document Control works in the near future?

We have all heard the news headlines saying that artificial intelligence will have a significant impact on the job security of workers throughout the world, with a McKinsey study saying that it could displace between 15% and 30% of workers.

> **Read the full version of this article, with concrete examples here**

Moving away from sensationalist headlines, this article aims at diving deeper into what it means for the future of Document Control professionals and of the Document Control practices in organisations.

In the (full) version of this article hosted on the Consepsys website, we show you concrete examples of what AI applications can change in our daily lives at work, along with screenshots and illustrations.

We can say that we are entering a new era in the workplace, which is both thrilling on some aspects:

- efficiency,
- rapidity,
- reduction of repetitive tasks,

and concerning in others:

- integrity of information,
- traceability of decisions,
- deterioration of the existing skillset of the workforce,
- lack of transparency on its decisions

and that, as always with a new era of technology, we will have to observe closely, being neither naïve nor excessively conservative or cautious, looking at the positive changes it brings, and the regulations and rules that will have to accompany it along the way.

NAVIGATING ARTIFICIAL INTELLIGENCE TERMINOLOGY

- **Artificial Intelligence (AI)** If AI was to be summarised, one would say it is a science that aims at creating machines that are able to have intellectual capabilities that resemble those of humans. Machines capable of analysing, evaluating, reasoning, planning, communicating and even learning.

- **Automation** Even though it is often confused with AI, it is not exactly the same, as automation involves programming in order to carry out specific tasks in a recognisable pattern. For example, automation is used to help us with repetitive tasks such as sending an email to someone every time something specific happens, or to copy/paste something from one place to another place automatically, without human intervention.

- **Machine Learning** is a type of AI that can learn: rather than being programmed, the AI will analyse the data it receives and will be capable of making recommendations. One very common example of that (and that we all use everyday already) is with the 'predictive text' function used on our smartphones, email software or office software : the program will guess a writer's next word based on their writing style. Of course, this is just a simple example, that will be taken to an entirely new level with so many other applications in the future.

- **Generative AI** is a type of AI that can generate various types of data, such as images, videos, audio, text, and 3D models. An example of that would be automatically generating a PowerPoint presentation with text and images, pulling information from existing documents on the same topic.

- **Large Language Models (LLM)** are a type of AI with a deep learning ability that can understand, summarise, predict, generate data based on knowledge pulled from a significant variety of data and datasets. It also allows humans to "discuss" with the AI, using their own words. ChatGPT is a good example of LLM, but it is not the only one, of course.
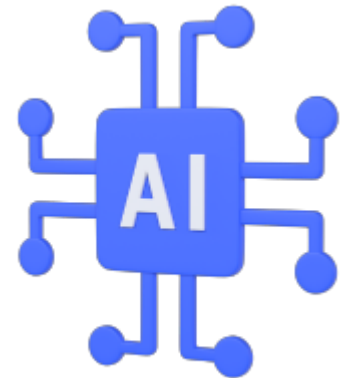
UNDERSTANDING HOW TO INTERACT WITH YOUR WORK INTERFACES – PERSONALITY TYPES

In the workplace, it can be difficult to deal with the various personalities that we face on a day-to-day basis. Naturally, each of us finds affinities with certain people, aversion towards some people and neutrality towards the rest. Most people get along just fine with most other people in the work environment. Most people, but not all people.

It can happen that personalities clash: either because they are too different – such as an introvert facing an extravert – or sometimes, because they are too similar – like two stubborn people butting heads. Sometimes, we cannot even explain why we dislike someone – we are animals after all, with certain instincts that sometimes cannot always be expressed with words. And sometimes, individual values are at the heart of tensions.

It can be very interesting to actually understand our own personality, that of other people, and the reasons why there is an affinity or a dislike. In the workplace, it is even more interesting to understand how various personality types can work effectively with one another.

The Myers-Briggs 16 Personalities can be an amazing tool to explore your own personality and to reveal what your work interfaces are made of. All you have to do to get started is to take the Myers-Briggs personality test (link: https://www.16personalities.com/personality-types).

You can ask your work interfaces to take the test and, thereafter, you can discuss the results and how your personality types impact your work relationships. In many organisations actually, whether people are aware of it or not, members of the management team take part in Myers-Briggs workshops to optimise the effectiveness of their collaboration. It helps reveal personality aspects that require a bit more work when it comes to interacting with certain personality types.

For example, many organisation leaders are of the ENTJ personality type (dubbed "The Commander"), which makes them great at leading and at setting a direction for the whole organisation; however, one of their downsides is that they often lack awareness of how they might unintentionally hurt the feelings of some people with their forthright and sometimes abrupt approach. Therefore, when they interact with someone of the ISFP, ISFJ, INFP, and ESFP personality types, they might want to be more cautious of how they communicate and how they approach problems and solution development so as not to unbalance the working relationship.

Overall, the key to smooth relationships at work starts with the understanding that we are not all the same in terms of personality, and that each of us represents a complex combination of traits which others need to learn to deal with us.

After all, getting to know someone and developing a good work relationship with them feels a bit like taking a course, doesn't it?
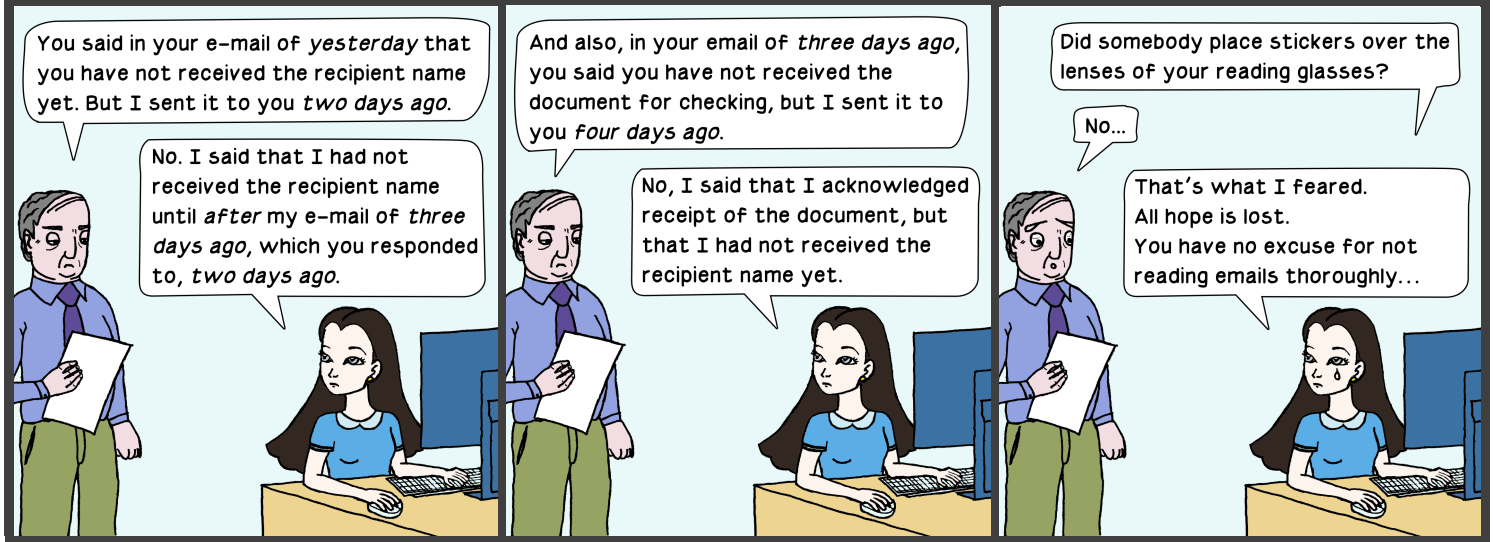
Credits

Graphical concept: Myranda Saffarine

AVOIDING PROCESS BLINDNESS

The majority of Document Control professionals suffers from the fact that their interfaces do not understand how much work goes behind Document Control tasks, and the processes that Document Control professionals must go through.

A typical example is that many users expect their documents to be distributed within five minutes of having sent it to the Document Controller. What they fail to take into consideration and what they do not understand is all the actions that a Document Controller must execute before they can eventually distribute the document to the relevant recipients. Users who behave like that exhibit a condition that we will call "Process Blindness" for the purpose of this article.

What is "Process Blindness"?

It is the inability of one person, called here the "expectant":

- to imagine
- to perceive
- to understand
- to fathom
- or to guess

the processes or even the existence of the processes that an interface – called here the "performer" must follow in order:

- to perform a task
- to conduct an activity
- or to obtain a certain output

in the pursuit of an end-result expected by the "expectant".

Or, in very plain terms the "I do not understand the complexity of what you have to do, therefore I am making your life difficult or I am complaining about how much time you are taking" syndrome. Not very catchy if it were to be a scientific term, is it?

Process blindness is more common than one may think. Indeed, people tend to see life:

- through the prism of their own experience
- from the standpoint of their personal perspective

- from within the bounds of the "sandbox" in which they exist.

This obliviousness (towards what people do not know) results in situations such as that described by Figure 1 and Figure 2, whereby the expectant grossly underestimates the amount of work that the performer has to undertake in order to deliver the end-result.

It also results in funny situations such as that described on Figure 3.
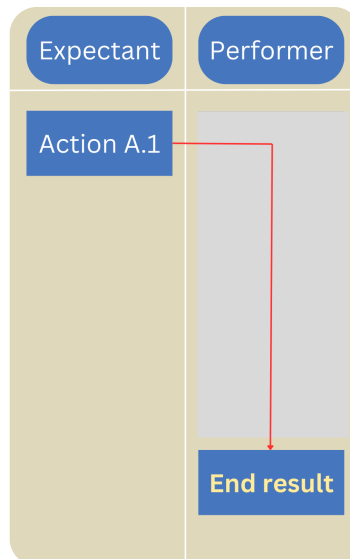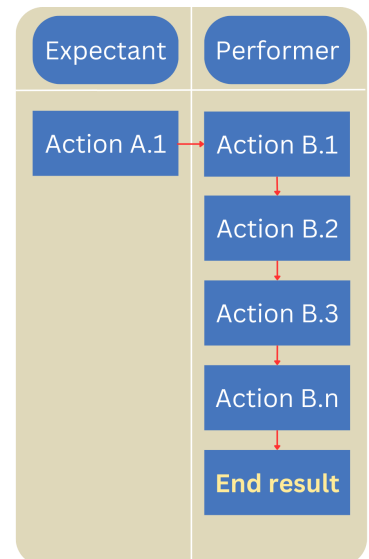

Figure 1 - What the process-blind expectant thinks

Figure 2 - What the performer really has to do

To be a more competent person, each and everyone of us must always wonder what process our interfaces have to follow to obtain the end-result that we are expecting… Otherwise, we may suffer from process blindness and we may be that person who makes things a lot more unpleasant than they need to be.
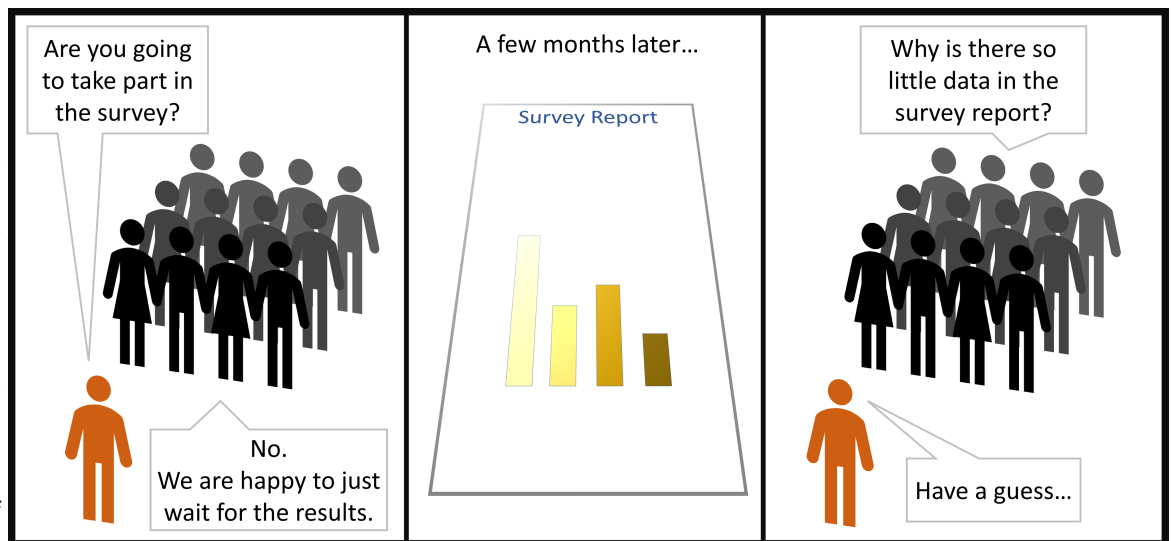

Figure 3 – Amount of data points in a survey

Certified Lead Document Controller

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More Information

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COURSE OUTLINE

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Planning & Organising Document Control Tasks

Module 3
Stakeholders Management

Module 4
Implementation of Document Control Systems

Module 5
Implementation of Document Control Rules

Module 6
Management of Document Control Team

The course includes a 3-hour certification examination.

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PORTRAIT OF A DOCUMENT CONTROLLER

JONATHAN TAN

Project Document Administrator at Siemens Mobility Australia in Melbourne, Australia

Jonathan attended the Certified Document Controller course in May 2022, Live Online instructor-led session

Can you tell us a bit about you?

I am Jonathan Tan, currently living and working in Melbourne, Australia. I have previously lived and worked in Malaysia and the United States. I have also worked in a diverse range of sectors, from the electronics manufacturing industry to the rail signalling industry where I am currently based.

Outside work I enjoy photography, reading and hiking, and travelling to new locations and countries. I look to see if the new technologies, methods, and things I learn about can be applied to my career if feasible and practical.

What is your current role?

Presently, I am a Project Document Administrator with Siemens Mobility Australia.

The Siemens Mobility portfolio includes rolling stock, rail automation and electrification, a comprehensive software portfolio, turnkey systems as well as related services across the world.

My current role includes developing and implementing document control processes for new and existing rail projects in Australia, New Zealand & Asia. Along with my colleagues, I also identify ways to improve efficiency, better standardisation, and user-friendliness for procedures. Our goal is to have a standardised document control process that re-

duces the likelihood of uncontrolled documentation.

Additionally, I implement and maintain a cloud-based engineering checklist system to replace the paper-based format for on-site inspections. As the data is captured and stored in the cloud, it is accessible anywhere by any personnel with the correct credentials. This avoids the risk of lost paper test documentation and results.

Can you describe your professional experience?

I am from an Electrical Engineering background. In my first job, I worked at a major US-based electronics manufacturing company. Later, after completing my postgraduate degree, I worked with two small startup companies in Melbourne, Australia. Several years ago I

"Disorganised and inconsistent document management creates doubt and uncertainty among team members"

made a career pivot to become a project document controller on a major rail project with Siemens Mobility. Since then, I have progressed to work with Siemens Mobility on multiple projects to improve Melbourne and Perth's commuter railway system and also several Australian freight rail projects.

Which Consepsys course did you attend and when?

It was the Certified Document Controller course, taken earlier in May 2022. The 4-day session covered material such as the core basics of document control, as

well the as best practices for implementing the processes in organisations and projects. The course was done online by videoconferencing, and it was supported by several online resources for the course material.

What did you think about the course? How did it help you in your current role and career development?

This course was very insightful in reenforcing my knowledge on the methodology of document control and the best practices. The scope covered internal company documents, external company documents, and also document control in project-based applications.

The content can be adapted to be applied in any organisations and sectors where correct documentation, procedures, & drawings are critical to ensure proper safety, operation, and organisational efficiency.

Another overlooked side note is that document control also affects team morale. Disorganised and inconsistent document management creates doubt and uncertainty among team members.

Having worked in a diverse range of industries from a large electronics manufacturing firm, to tiny startup companies, and now a rail company, I found that no matter the size and industry, it is important to maintain a basic foundation of document control and management for the operational efficiency and reputation of an organisation.

Read the full interview on our website here: **Link**

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