

Dear Mr. Chaudhary,

After reading your article, [Embracing AI: A Strategic Path Forward](#) (2024), I thought the approach of your article and healthy respect for AI in general was timely. The article used clear and concise examples such as the McDonald's drive-through debacle, caused by implementing an AI program too quickly. You expressed concerns that align with many in the general population with utilizing AI programs. Your levelheaded approach for adopting new technology while taking time to implement quality controls was an important observation. I agree with you, there needs to be controls established with a cautious and measured acclamation to the implementation of AI into the business realm.

As stated in your article it is important to understand the power one holds when adopting new technologies, especially one that learns and thinks for itself. In an article by [FERENCE](#) (2023) they share that AI programs such as ChatGPT can sometimes lead to security issues in business. The problem arises when private information is shared on these programs. In business we are entrusted with privileged information and utilizing AI without clear boundaries can potentially make sensitive information compromised. AI programs such as ChatGPT have agreements upon joining that allow the usage of information inputted to enhance the computers learning, which can open up private business firms to public data acquisition. FERENCE suggested a written agreement for staff with clear regulations and expectations when using AI programs. Although quite comprehensive, your article did not address the side of employee agreements through written policies and procedures. Within a business checks and balances are crucial to ensuring the produced work is not opening up a company for data sharing or cyber-attack. A document with rules and regulations based on the ethical use and drawbacks of AI programs and providing a clear delineation of where the staff can utilize this tool and where they cannot, will supply a form of protection for the company and employees.

The article by [CHOWDHURY](#) (2024) discusses how companies must embrace the use of AI in order to remain dynamic in a highly competitive arena, which exemplifies your article. The author discusses the changing times of AI and its ability to write efficiently with a more humanlike tone because of new learning models on human vocabulary. This is a good advancement for business use but is also a portal to misuse by having the AI program do the writing. This also speaks to your suggestion of ensuring employees are well educated on the AI systems available and the expectations that the work they do is their own and not computer generated. CHOWDHURY mentions the clear advantages to the use of AI in the protection of private information, business future growth projections and the ability to sense illegal traffic trying to break into company files. Using AI in a business office could foster growth only through creating a healthy respect for the tool through clear boundaries and written policies.

Within the article you shared basic and obtainable steps anyone can implement to ensure the adoption of this new technology is done in a measured and controlled manner. Companies should heed the warnings of the McDonald's example where the AI program was hastily added thereby making horrible mistakes. You rightly suggested the idea that businesses share their intentions with those who are most effected by the product or services the company renders, to help them understand how changes through AI may affect them. This shows the people who utilize and fund a company that the business is being honest and forthright with them. A well-known fear of

the general public is that they will be unemployed because of AI technologies. In response to those fears, your suggestions of enhancement of employees work instead of replacement is a strong perspective. The way you approached this topic was refreshing. You did not completely speak only to the good of AI but had a pragmatic viewpoint to the systems that affect us all, along with providing clear steps to take to protect oneself. Thank you.

Sincerely,

Sarah DeDonatis, LNHA

#### **References:**

- Chaudhary, M. (2024, September 17). *Embracing AI: A Strategic Path Forward*. Retrieved from Forbes: <http://www.forbes.com>
- Chowdhury, R. H. (2024). Blockchain and AI: Driving the future of data security and business intelligence. *World Journal of Advanced Research and Reviews*.
- Sarah Beckett Ference, C. (2023). Generative AI and risks to CPA firms. *Journal of Accountancy*.