

## Comments on June letter about AI, ChatGPT and Risk<sup>1</sup>

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Ref.: Hopkinson, M. (2023). [On the Subject of AI, ChatGPT and Risk, Letter to the Editor, PM World Journal, Vol. XII, Issue VI, June](#)

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Dear David,

We fully agree with the referenced letter and would like to add some points about the subject paper, published in the May '23 issue. We hope they would give additional evidence to Hopkinson's findings.

### Risk focus

For the sake of conciseness, we avoid listing all the Questions/Answers submitted to the ChatGPT tool, which are in any case included in the quality assessment process. Among them we now highlight the most relevant ones to the risk issue.

#### 1. At the start of the project (Phase 1):

Question	Answer
7. Based on the complexity and characteristics of the project, what could be the <b>risks</b> to be kept under control?	<i>Risks to watch for include <b>late deadlines, budget overruns, lack of available skills or resources, technology compatibility issues, and cybersecurity issues.</b></i>

*The above Q/A was not listed in previous paper.*

#### 2. In process: 1 month after the start of the project (Phase 2):

Question	Answer
7. What are the emerging <b>risks</b> now to be monitored and what <b>countermeasures/actions</b> should I take (immediately or over time)?	<i>The emerging risks may include <b>delivery delays, cost increases, quality issues, service disruptions and security risks.</b> Countermeasures should be taken promptly and should include the definition of <b>contingency plans, renegotiation of contracts, increased resources or replanning of activities.</b> In addition, it is important to constantly monitor risks and countermeasures to ensure that the project is in line with the expected times and costs.</i>
8. Who should I communicate the actions to be taken to contain the <b>risks</b> , in addition to the working group?	<i>You should communicate the <b>actions to be taken to contain the risks</b> to the Management, to the team members and to any other relevant stakeholders.</i>

*All the above Q/A were listed in previous paper.*

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3. Nearly to completion: 1 week before the estimated end of the project (Phase 3)

Question	Answer
4. What were the emerging risks that I should have monitored and what countermeasures/actions should I take (and when)?	<i>The emerging risks that you should have kept under control depend on the specifics of the project. You may have faced risks related to <b>timing, resource availability or technical complexity</b>. The countermeasures/actions to be taken depend on the specific risk and should be taken as soon as possible.</i>
5. To whom should I have communicated the additional countermeasures/actions to be taken to contain the risks, other than the team members?	<i>Further countermeasures/actions should be communicated to the management and the team members involved in the activities concerned.</i>

*The above Q/A were not listed in previous paper.*

Anyway, we understand those answers are generic and not specifically suited for the sample project.

**Perspectives on the ChatGPT tool role**

As stressed in the previous paper, we appreciate “*the tool's ability to provide reasonable support to the PM for methodological aspects, typical in the initial stage of project organization, while it is (at least for now) less effective in suggesting the decisions to be taken in the front of emerging situations or, even less, in summarizing the "lessons learned" during the project*”, while acting in the role of PM personal assistant.

After all, we concluded that “*in the test carried out, good results are noted on methodological issues, but a substantial lesser effectiveness in the face of questions that require a greater understanding of the situation, often providing answers only methodologically connoted and sometimes eluding the specificity of the question*”.

Therefore, it looks quite similar to the additional proposed role as “educational assistant”.

**Further steps and outlook**

We are planning further simulations, providing specific situational information about the same "sample project", in order to check whether a more detailed input generate a more comprehensive answer/advice.

A similar test would be performed playing with already available comparable AI generative chatbots. Maybe we have to wait for a longer time, in order to get a fully equipped PM personal assistant, powered by AI!

Thank you

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