

What is ChatGPT and how will it impact project management? ^{1, 2}

By Lawrence Reid, PMP, CBAP, CSM, DTM

Objectives:

By the end of this session, you should understand:

- What ChatGPT is
- How it will impact Project Management
 - Some key opportunities
 - Some key risks

What is ChatGPT?

ChatGPT was created was by [OpenAI https://openai.com/](https://openai.com/)

“We’ve trained a model called ChatGPT which interacts in a conversational way. The dialogue format makes it possible for ChatGPT to answer follow-up questions, admit its mistakes, challenge incorrect premises, and reject inappropriate requests.”

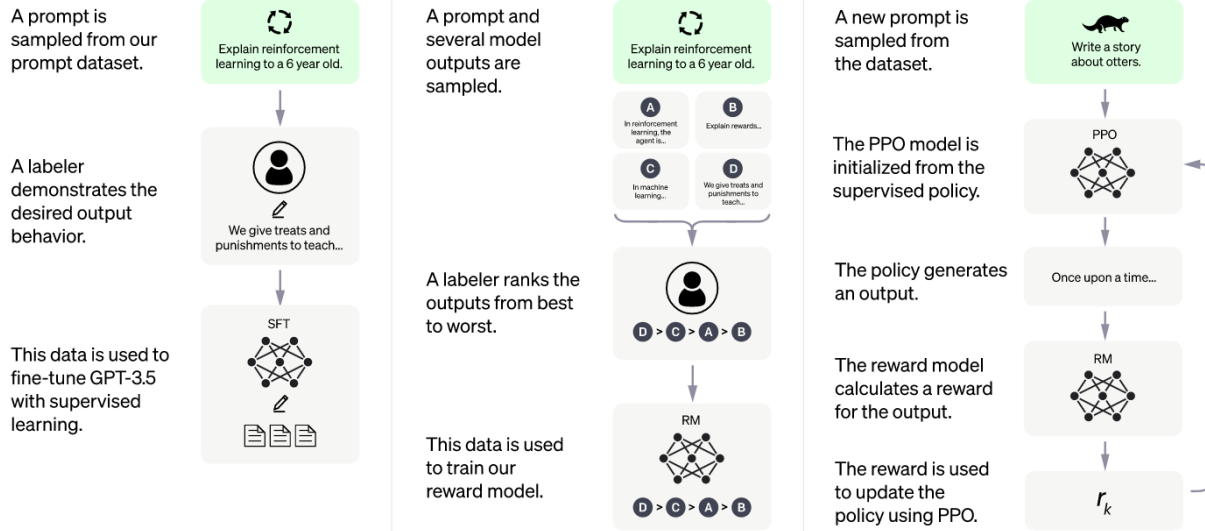
ChatGPT is currently on the 4th generation and offers a free version during the research preview. They also offer a paid version that allows live interaction from your application through Application Programmer Interface (API) calls.

ChatGPT stands for Generative Pre-Trained Transformer. Generative means that the responses are generated from vast amounts of public information instead of looking up pre-canned responses.

There are many technical steps on how AI works which are beyond the scope of this discussion. Here is a link to OpenAI’s blog for more information. <https://openai.com/blog/chatgpt>

¹ *Editor’s note: Second Editions are previously published papers that have continued relevance in today’s project management world, or which were originally published in conference proceedings or in a language other than English. Original publication acknowledged; authors retain copyright. This paper was originally presented at the [15th UT Dallas PM Symposium in May 2023](#). It is republished here with the permission of the author and conference organizers.*

² How to cite this paper: Reid, L. (2023). What is ChatGPT and how will it impact project management? Originally presented at the 15th University of Texas at Dallas Project Management Symposium in Richardson, TX, USA in May 2023; *PM World Journal*, Vol. XII, Issue VII, July.



Limitations

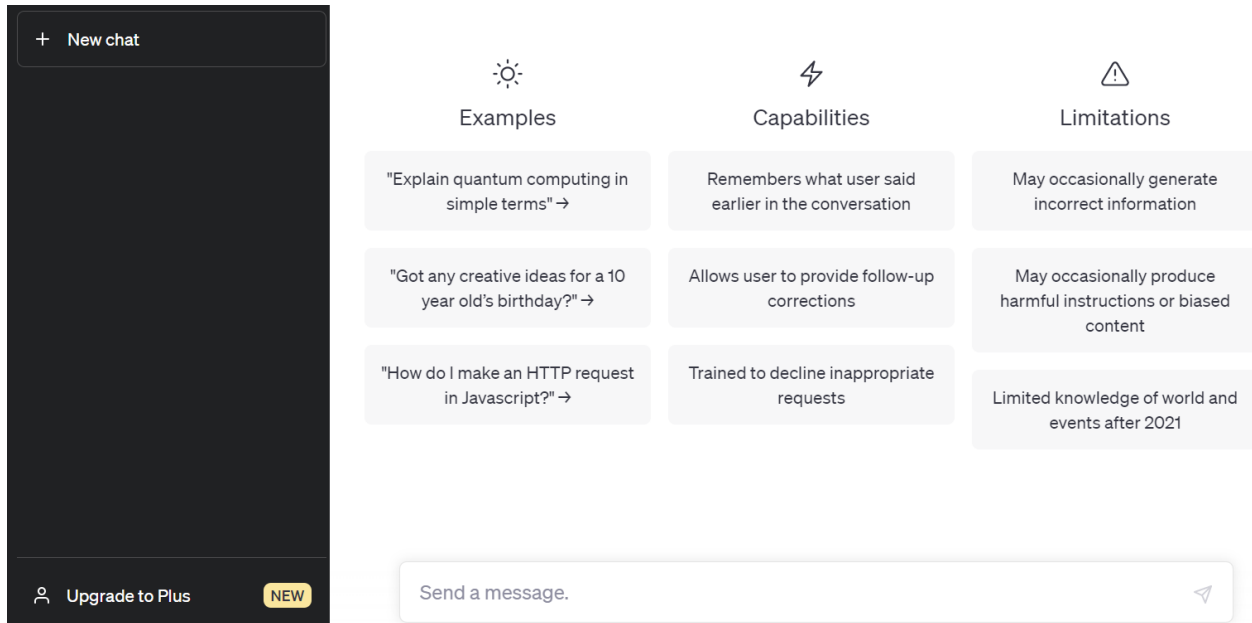
There are more limitations listed in the blog. The key points include:

- ChatGPT sometimes writes plausible-sounding but incorrect or nonsensical answers.
- ChatGPT is sensitive to tweaks to the input phrasing or attempting the same prompt multiple times.
 - The responses may also change over time as the model learns new materials.
- We're using the [Moderation API](#) to warn or block certain types of unsafe content, but we expect it to have some false negatives and positives for now.

Getting Started

Create your free account at [OpenAI](https://openai.com/) <https://openai.com/>

Open the chat window [Chat.OpenAI.com](https://chat.openai.com), and start your first chat with one of these examples or start with a question of your own.



How will ChatGPT impact project management?

Here are the responses to my first questions entered last October.

explain ChatGPT in simple terms

ChatGPT is a computer program that uses artificial intelligence to generate human-like text. It is trained on a large dataset of written text and can then use that knowledge to generate new text that is similar to the text it has seen before. It is often used for tasks such as chatbots, language translation, and text summarization.

how will ChatGPT impact project management and future projects?

ChatGPT and other language generation models like it have the potential to greatly impact project management in the future. Some ways it could potentially be used include:

1. Automated report generation: ChatGPT could be used to automatically generate reports on project progress, saving time and reducing errors.
2. Meeting summarization: ChatGPT could be used to summarize the key points discussed in meetings, making it easier for project managers to keep track of important decisions and action items.

3. Email and chatbot responses: ChatGPT could be used to respond to common questions and requests from team members or clients, freeing up project managers to focus on more important tasks.
4. Generating project documents: ChatGPT can be used to generate project related documents like project proposal, project charter, project plan, and project schedule.
5. Assisting in resource allocation: ChatGPT can assist in identifying the resources needed for a project and forecasting the capacity of the team.

These are just a few examples of how ChatGPT could be used to improve project management, but as the technology continues to evolve, there may be many more ways it can be applied in the future.

I posed the same question to the new ChatGPT 4.

This simple comparison demonstrates the how ChatCPT continues to learn and improve responses.

how will ChatGPT impact project management and future projects?

As an AI language model, ChatGPT can support project management in various ways by providing insights, suggestions, and solutions to project managers and team members. Here are some ways ChatGPT could impact project management and future projects:

1. Decision Making: ChatGPT can assist project managers in making informed decisions by analyzing data, providing insights, and suggesting possible scenarios based on historical data and current trends. It can help project managers evaluate project risks, identify potential issues, and recommend mitigation strategies.
2. Communication: ChatGPT can improve communication among project teams by providing real-time translations, summarizing meeting minutes, and facilitating discussions among team members. It can also help project managers and team members communicate more effectively with stakeholders, clients, and vendors who speak different languages or have different communication styles.
3. Resource Allocation: ChatGPT can help project managers allocate resources more efficiently by analyzing project data, identifying potential bottlenecks, and suggesting optimal allocation strategies. It can also help project managers forecast project timelines, budgets, and resource requirements more accurately.
4. Project Planning: ChatGPT can assist project managers in planning and executing projects by providing project templates, checklists, and best practices. It can also help project managers create project schedules, allocate tasks, and monitor progress in real-time.

5. Predictive Analytics: ChatGPT can help project managers predict project outcomes by analyzing historical data, identifying trends, and making data-driven projections. It can also help project managers identify potential project risks and recommend mitigation strategies.

Overall, ChatGPT can significantly impact project management by enabling project managers to make informed decisions, communicate more effectively, allocate resources efficiently, plan and execute projects more efficiently, and predict project outcomes more accurately. It can help project teams work smarter, faster, and more collaboratively, leading to improved project outcomes and greater business success.

Opportunities

- Researching potential solutions
- Suggestions for templates
- New project to implement AI

Risks

- Accidentally exposing private information
- Blindly relying on results provided
- Exposure to unintended biases

Summary

ChatGPT is a generative pretrained transformer developed by OpenAI. Like other chatbots, it accepts a prompt and generates a response. The difference is in the complexity of prompts and responses.

ChatGPT is just one of many recent examples of Artificial Intelligence (AI) impacting current and future projects. Project management can gain numerous benefits like project planning and predictive analytics.

AI comes with risks too. As project managers, we need to acknowledge the risks and add them to the risk register to be analyzed and monitored throughout the project lifecycle. As with other public AI tools, key risk includes but are not limited to:

- Accidentally exposing private information
 - Blindly relying on results provided
 - Exposure to unintended biases
-

About the Author



Lawrence Reid, CBAP, CSM, DTM, PMP

Texas, USA



Lawrence Reid is a Customer Relationship Management (CRM) specialist with over twenty years of experience in business analysis, project management, implementation, customization, and integration for companies in the aerospace, financial services, manufacturing, and medical industries. Mr. Reid presented at the PMI Symposium and IIBA's Building Business Continuity conferences on CRM in the Age of Artificial Intelligence.

Lawrence earned a bachelor's degree in Finance from the University of Texas, Arlington, and certificate of Financial Planning from Southern Methodist University. Lawrence obtained the Certified Business Analysis Professional (CBAP), Distinguished Toastmasters (DTM), Project Management Professional (PMP), and Certified ScrumMaster (CSM) designations. He is a member of the Dallas and the Fort Worth PMI Chapters.

He can be contacted at Lawrencer@thenationalcouncil.org