

Programme Digitization Congress 2019

Artificial Intelligence – Who is in control?

Organization: A congress by ver.di (German United Services Union) in cooperation with the Hans Böckler Foundation and supported by the Federal Ministry of Education and Research's project TransWork

Moderators: Martin Kaul, die tageszeitung (taz) and Dr. Julia Kropf, freelance moderator

Livestream and translation: The congress will be livestreamed. English contributions will be simultaneously translated to German and vice versa.

Location: ver.di Bundesverwaltung, Paula-Thiede-Ufer 10, 10179 Berlin (in the proximity of Berlin Ostbahnhof train station)

Further organisational information can be found following the programme.

Tuesday, 21st of May

Starting 11:00 AM: Check-In and snack for arriving participants

12:30 PM

Opening address

Annette Mühlberg, Head of the ver.di project group for Digitization, ver.di-Headquarters

12:40 – 1:00 PM

Practitioners experiences: Representatives of miscellaneous fields of work will bring forward requests in regards to governments and unions dealing with AI

1:00 – 1:15 PM

Welcoming address

Frank Bsirske, ver.di President

1:15 – 2:00 PM

Artificial Intelligence and its localization

- **Dr. Aljoscha Burchardt**, DFKI, Language Technology Lab, expert with the Enquete Commission on Artificial Intelligence
- **Lena-Sophie Müller**, Initiative D21, expert with the Enquete Commission on Artificial Intelligence

2:00 – 2:30 PM

Keynote speech

Artificial Intelligence, democracy and decent work

Lothar Schröder, Member of the Executive Board at ver.di, expert with the Enquete Commission on Artificial Intelligence

2:30 – 3:10 PM **Break**

3:10 – 3:20 PM

Fundamental ethical questions regarding AI

- **Prof. Dr. Oliver Bendel**, machine ethicist and information systems scientist; Institute for Information Systems, School of Business FHNW, Switzerland

3:20 – 4:30 PM

Big Data, Scoring, Artificial Intelligence and tomorrow's world

- **Prof. Dr. Oliver Bendel**, machine ethicist and information systems scientist; Institute for Information Systems, School of Business, FHNW, Switzerland
- **Rena Tangens**, Digitalcourage e.V.
- **Prof. Dr. Svenja Falk**, Managing Director, Accenture Research
- **Norman Nieß**, Works Council Chairman and member of the Corporation Operation Committee, callcenter business

4:30 – 5:00 PM **Break**

5:00 – 6:30 PM: **Phase for workshops I** *[further description following the main program]*

Starting 6:45 PM **Dinner and get-together, music by DJ Ipek**

Wednesday, 22nd of May

9:15 – 10:15 AM

Keynote speech; Artificial Intelligence – Human in Command!

- **Cateljne Muller**, president ALLAI, Niederlande and member of High Level Expert Group on Artificial Intelligence at the European Union (AI HLEG)
[simultaneous translation to german]

10:15 – 11:20 AM

Artificial Intelligence, power, democracy: What guidelines do we need?

- **Prof. Dr. Martin Eifert**, professor for public law, Humboldt-Universität Berlin
- **Susanne Dehmel**, Management at Bitkom e.V., Law & Security, expert with the Enquete Commission Artificial Intelligence
- **Oliver Suchy**, Head of the Department for Digital World of Labour, German Trade Union Confederation (DGB) National Executive Board

11:20 – 11:45 AM **Break**

11:45 AM – 1:15 PM: **Phase for workshops II** *[further description following the main program]*

01:15 – 02:00 PM **Lunch break**

02.00 – 03:15 PM

Decent work and a good life with AI: Which specific projects do we address?

- **Hubertus Heil**, Federal Minister of Labour and Social Affairs
- **Iris Plöger**, Member of the Executive Board at BDI and member of High Level Expert Group on Artificial Intelligence at the European Union (AI HLEG)
- **Frank Werneke**, ver.di Vice President

3:15 – 3:30 PM: **Conclusions and outlook**

3:30 PM End

Phase for workshops I

Tuesday, 21st of May 2019, 5:00 – 6:30 AM

Phase for workshops II

Wednesday, 22nd of May 2019, 11:45 AM - 1:15 PM

Workshop number 12 will be held in English – All other Workshops will be held in German

Phase for workshops I

Tuesday, 21st of May 2019, 5:00 – 6:30 AM

1. Decent Work by AI? Risks and opportunities for shaping labour

Content: Artificial intelligence carries both opportunities and risks. But can it also contribute to designing decent labour? Does the use of AI inevitably lead to the elimination of work or the deterioration of working conditions? Or does it also enable potential for improving both content and scope of working tasks and working conditions? Can employees be relieved or even supported individually by AI? And if so, under what conditions can workshop participants actually harness the potential of AI in the aforementioned regards? In this workshop, these questions are to be critically discussed and worked on using concrete examples from practice.

Input: Prof. Dr.-Ing. Susanne Mütze-Niewöhner, IAW of RWTH Aachen; Karl-Heinz Brandl, ver.di-headquarters

Moderators: Prof. Dr.-Ing. Susanne Mütze-Niewöhner, Karl-Heinz Brandl

2. Algorithms – Opportunities and challenges for actors in the field of co-determination

Content: What consequences does the introduction of algorithms and Co. hold for the field of codetermination? Where exactly lie the tensions between the technical implementation of Artificial Intelligence and co-determination? What conclusions can be drawn for the work of the co-determination actors? We would like to discuss this with you. Additionally, we will touch on another topic and take a look at how structures and processes of employee participation are shaped by the increasing usage of digital enterprise platforms.

Input: Shirley Ogolla, Alexander von Humboldt Institute for Internet and Society (HIIG); Andree Thieltges, Technical University of Munich School of Politics

Moderators: Sandra Mierich, I.M.U. at the Hans Böckler Foundation, Nils Werner, I.M.U. at the Hans-Böckler-Foundation

3. AI based platform's growing power as intermediaries on the labour market

Content: Digitization is increasingly affecting the job market. What developments are emerging in terms of platform work, atypical employment and recruitment? How are they related to concepts of talent management in the companies?

Input: Prof. Hans J. Pongratz, LMU Munich

Moderator: Veronika Mirschel, ver.di Headquarters, department self-employed

4. Artificial Intelligence in customer service – considering Chatbots, „empathic systems“ and human dignity

Content: When it comes to AI applications in the workplace, customer service and call center areas seem to be at the forefront. So it is not surprising that this is the first place that already exhibits draft of company agreements regarding AI. These agreements are essential for the quality of work of the employees, because while AI applications such as chatbots take over routine tasks - But they also go beyond that and bring with them new requirements for work design, not just in terms of jobs. Tawny, for example, has decided to make machines "empathic." But is that even possible? From the biometric data, the algorithm developed by Tawny allegedly calculates the mood of the employees, for example in a pilot project trying to examine who is most fit for performing certain tasks. What does this mean for the employment relationship and the working conditions such as the personal rights of the employees?

Input: Dr. Michael Bartl, Managing Director of TAWNY GmbH and CEO of HYVE Unternehmensgruppe für Innovation, Munich; Giovanni Suriano, GBR Deutsche Telekom Service GmbH; Prof. Dr. Peter Wedde, Frankfurt University for Applied Science

Moderator: Dr. Nadine Müller, ver.di Headquarters, Innovation and Decent Work

5. Service planning in healthcare oriented towards participation and based on algorithms

Content: Service planning is very important for health workers (or generally speaking those working in shifts), especially in regards to work-life balance. The aspects of fairness and co-determination and thus the employees' own autonomous experience play a decisive role and contribute significantly to job satisfaction. In this workshop, we will discuss challenges of a participation-oriented design of service planning, especially considering the usage of algorithm-based assistants. In addition, the prototype of a collaborative duty planning platform developed by the research project GamOR will be presented. The participants will then have the opportunity to try it out in assigned roles (planners and affected).

Input: Dr. Sebastian Velten, ITWM Fraunhofer, Kaiserslautern; Dr. Vanessa Kubek, Institute of Technology and Labor, Kaiserslautern; Nadine Schlicker, Ergosign GmbH

Moderator: Grit Genster, ver.di Headquarters, head of the department for Health Policy

6. Design criteria for good assistance systems

Content: Assistance systems (with and without AI) are used in many fields of service. How do we recognize good assistance systems? How are they different from assistance systems, which harbor the risk of dequalification due to "too much leadership"? Fraunhofer IAO presents features and design criteria of assistance systems and discusses examples of different systems in practice with the participants. Specifically, we will talk about intervention possibilities for works and staff councils in the selection and implementation of assistance systems.

Input: Dr. Bernd Dworschak, Fraunhofer IAO; Kathrin Schnalzer, Fraunhofer IAO

Moderator: Matthias Lindner, ver.di Headquarters, Innovation and Good Work

Phase for workshops II

Wednesday, 22nd of May 2019, 11:45 AM - 1:15 PM

7. Algorithmic Management and Controlling

Content: The growth of platform-based work requires a deeper understanding of the role of algorithms in work environments. Digital platforms that organize work often act as "bosses" who control a large number of decentralized employees. Algorithms are used to distribute tasks, optimize work processes and evaluate workers. How does this algorithmic management work? What control mechanisms are there? How do platform workers experience algorithmic control? What opportunities and challenges exist for codetermination in the context of algorithmic management? As the work environment becomes more digitized, this issue becomes even more pressing, not just in the field of platform work.

Input: Mirela Ivanova, Researcher, Center for Interdisciplinary Labour Law Studies, European University Viadrina; Dr. Ben Wagner, Vienna University of Economics and Business, Institute for Management Information Systems

Moderator: Nils Werner, I.M.U. at the Hans-Böckler-Foundation

8. AI in HR Management – Discrimination based on AI?

Content: What do the terms "artificial intelligence" and "machine learning" mean? How are these technologies being used in human resources today? Where will they be applied in the future? What challenges and opportunities are there for employees and company and staff councils? In this workshop we want to train an algorithm with self-produced data. Then we want to discuss how the data quality affects the outcome and how to trick the algorithm. No prior knowledge is necessary. The HBS project "Discrimination by Artificial Intelligence" examines the use of human resource analytics software and the question of how discrimination by gender, age or origin is prevented by artificial intelligence in in-house recruitment processes or how Artificial Intelligence (AI) can reduce discrimination.

Input: Prof. Dr. Katharina Simbeck and Fin Folkerts, University of Applied Sciences, Berlin; Helge Roski-Krahn, BR Hospital Berlin

Moderators: Prof. Dr. med. Katharina Simbeck and Fin Folkerts

9. Data Protection and AI – A contradiction?

Content: Many of the algorithms used in AI applications require gathering large amounts of data, which are then evaluated for the purpose of gathering knowledge. Such comprehensive possibilities of analysis would certainly be useful for innovation in the interest of the common good, but carry risks for democracy and decent work: Starting with the scoring of citizens by state actors and companies to the live analysis of employee behavior by employers. In order to strengthen democracy and freedom, the rights of the individual were established to be fundamental rights and EU level legislation to strictly limit data collection and storage was introduced. Conflicts of interest can only be ruled out or at least minimized if data protection concerns are taken into consideration in the earliest stages of conception of AI systems, making "privacy by design" a commonly accepted standard. In this workshop, we want to discuss how AI and data protection can coexist both in companies and in society.

Input: Prof. Dr. Peter Wedde, Frankfurt University of Applied Science

Moderator: Dr. Martin Beckmann, ver.di Headquarters

10. Sustainability and AI

Content: Artificial intelligence often aims to optimize processes. Increasingly frequently, the goal of these improvements is not only economic efficiency, but also environmental sustainability. However, as a direct consequence of the seemingly environmentally friendly implementation of AI systems, ecologically negative effects often occur.

In this workshop, we want to discuss: Is the intelligently controlled Smart City the way to achieve energy efficiency or does the necessary computing power actually consume more energy than it saves through "optimization"? Is autonomous driving the trend that can make mobility environmentally neutral, or do the necessary server farms and their distributed heat destroy more of the environment than we save by minimizing exhaust fumes? Can we optimize our personal energy budget with smart home systems, or do the providers' data centers use more energy than we can save? What initiatives should we take and what frameworks - laws, procurement guidelines or technical standards, etc. - do we need to use AI for sustainability?

Input: Prof. Dr. Tilman Santarius, TU Berlin

Moderators: Max Bömelburg, Dr. Nicolas Guenot (Konzeptwerk Neue Ökonomie), Anja Höfner (Institute for Ecological Economic Research)

11. Media, Journalism and Democracy in the context of AI

Content: Can artificial intelligence do journalism? Everywhere records and documentation exist, computers can automatically generate alerts, be it in sports, weather, or stock markets. For the readers, it is no longer possible to distinguish whether a text was written by human hand or a machine. What exactly can robot journalism do? Which developments are still to come? And what are the consequences?

Input: Bernd Graff, Editor SZ Online (requested)

Moderator: Prof. Dr. Hektor Haarkötter, Bonn-Rhein-Sieg University of Applied Sciences

12. Balancing out the information asymmetry: introducing UNIs Young Worker's Lab app - Spotlight! ...as well as tools employers work on: Strike prediction!

Content: The Young Worker's Lab by UNI Global Union aims to answer: How can digital technologies be used by unions and young workers to improve young workers' job quality and voice in the digital world of work? Join this workshop to learn about Spotlight – the app UNI is developing to a) reach out and give a voice to workers/ members to better understand their needs and realities b) gather data in a sustainable and responsible way on indicators we otherwise wouldn't be able to get, so we effectively can organize, campaign and negotiate!

And in this workshop we will give informations on what tools employers are working on to counter our power – such as their like strike prediction model.

Input: Christina Colclough, UNI Global Union; Sebastian Henneke, Department for Communication and Public Relations, DGB Executive Board

Moderator: Birte Dedden, UNI Europa, director ICTS

(This Workshop will be held in English)

Information

Your registration is binding. The number of participants is limited due to space constraints on the side of our venue. In case you are unable to participate, we ask that you let us know as soon as possible so we can let participants who are currently on the waiting list know and allow them to participate.

Videos, photos and audio recordings:

Throughout the event, pictures, videos and audio recordings will be taken to be used for both public relations and documentation purposes. Following this goal recordings may be published both in print media and on the internet and social media. Furthermore, recordings also might be made available to external print media and broadcasting stations. By participating in the event, participants agree to be recorded and have the recordings published in the aforementioned ways.

Participation will be free of charge, travel and accomodation expenses must be paid individually or may be paid by the employer.

Information for participants who are members of a body for statutory representation of interest:

The contents of this congress fulfill the requirements of the Works Constitutions Act (BetrVG, §37.6), the Federal Staff Representation Act (BPersVG, §46.6), the State Staff Representation Act (LPersVG, §65.6) and the Employee Representation Law / Employee Representation Order (MVG / MAVO, §30.2) as well as the Code of Social Law IX (SGB IX, §96.4,6)