



# ChatGPT in the workplace

What is it? How do we use it?

+ New chat

AI Chat Tool Ethics

AI Chat Tool Impact Writing

New chat

New chat

New chat

New chat

New chat

Clear conversations

Light mode

OpenAI Discord

Updates & FAQ

Log out

# ChatGPT



## Examples

"Explain quantum computing in simple terms" →

"Got any creative ideas for a 10 year old's birthday?" →

"How do I make an HTTP request in Javascript?" →



## Capabilities

Remembers what user said earlier in the conversation

Allows user to provide follow-up corrections

Trained to decline inappropriate requests



## Limitations

May occasionally generate incorrect information

May occasionally produce harmful instructions or biased content

Limited knowledge of world in events after 2021

# What is ChatGPT?

Large Language Model (LLaM)

Chat.openai.com

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Predicts the next word based on the previous words

You: Why did the chicken cross the road?

ChatGPT: To get to the other side

# What is ChatGPT?

Large Language Model (LLaM)

Chat.openai.com

# ChatGPT is really good at writing professional-sounding language

Rephrase: "hi \_\_\_\_\_, parking ticket overdue. Pay before Tuesday to or you get extra fees. Best, \_\_\_\_\_"



Greetings \_\_\_\_\_, your parking ticket is now past its due date. Please ensure to make the payment before Tuesday to avoid any additional fees. Best regards, \_\_\_\_\_.

# ChatGPT sounds professional even when it's wrong



You are the San José department of transportation writing a memo to explain the need for speed bumps to reach zero traffic fatalities. Write the opening paragraph of the memo

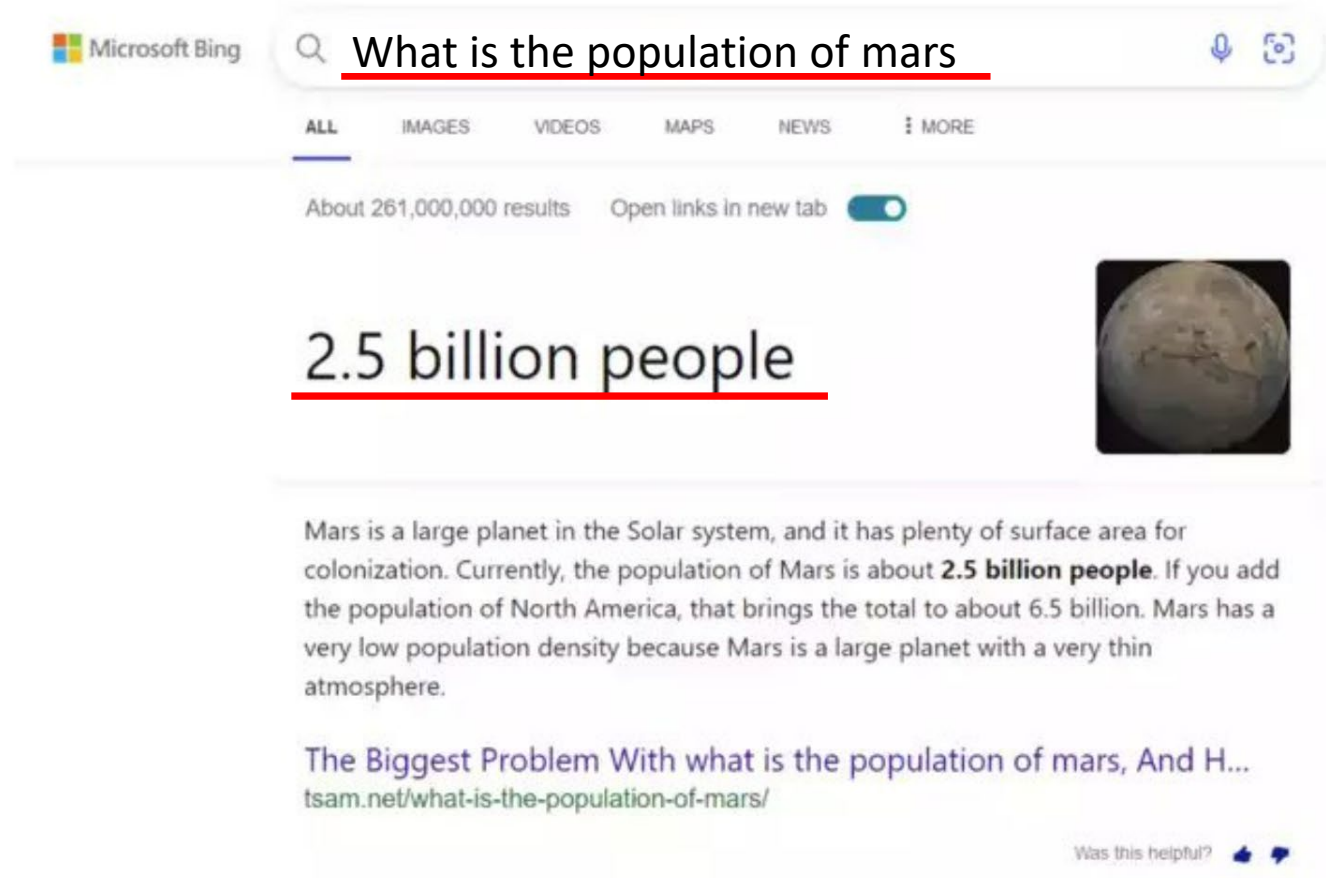


Not true

The City of San José has set an ambitious goal of achieving zero traffic fatalities by 2025 as part of the Vision Zero initiative. However, despite efforts to improve road safety, there has been a significant increase in traffic fatalities in recent years. In 2020 alone, there were 60 traffic fatalities in San José, which is the highest number in over a decade. As the San José Department of Transportation, we recognize the urgent need to take action to reduce traffic fatalities and improve road safety. In this memo, we will discuss the benefits of installing speed bumps on city streets as a proven strategy to reduce vehicle speeds and improve safety for all road users.

\*49 in 2020

# Can “hallucinate” fake facts



The image shows a screenshot of a Microsoft Bing search engine result. The search bar contains the query "What is the population of mars" with a red underline. Below the search bar, there are navigation tabs for "ALL", "IMAGES", "VIDEOS", "MAPS", "NEWS", and "MORE". The "ALL" tab is selected. Below the tabs, it says "About 261,000,000 results" and "Open links in new tab" with a toggle switch. The main result is "2.5 billion people" with a red underline. To the right of this text is a small image of the planet Mars. Below the main result is a snippet of text: "Mars is a large planet in the Solar system, and it has plenty of surface area for colonization. Currently, the population of Mars is about **2.5 billion people**. If you add the population of North America, that brings the total to about 6.5 billion. Mars has a very low population density because Mars is a large planet with a very thin atmosphere." Below this snippet is a link: "The Biggest Problem With what is the population of mars, And H..." with the URL "tsam.net/what-is-the-population-of-mars/". At the bottom right, there is a "Was this helpful?" prompt with two thumbs-up icons.

Microsoft Bing

What is the population of mars

ALL IMAGES VIDEOS MAPS NEWS MORE

About 261,000,000 results Open links in new tab

2.5 billion people

Mars is a large planet in the Solar system, and it has plenty of surface area for colonization. Currently, the population of Mars is about **2.5 billion people**. If you add the population of North America, that brings the total to about 6.5 billion. Mars has a very low population density because Mars is a large planet with a very thin atmosphere.

The Biggest Problem With what is the population of mars, And H...  
[tsam.net/what-is-the-population-of-mars/](https://tsam.net/what-is-the-population-of-mars/)

Was this helpful?

h/t Ted Gioia: <https://twitter.com/tedgioia/status/1625395399228792833/photo/1>

## And really bad at math



what is  $43809 \times 473987$



The result of 43809 multiplied by 473987 is:

20,748,5433

Correct answer is:  
2,076,489,648  
(about 100x larger)



So how can you use ChatGPT?



# Writing general stuff with a given voice



Write a cute, exciting email that gets people to want to attend IT Department's upcoming Healthy Soups, Salads and More sale on Wednesday, March 29



Subject: Get Your Taste Buds Ready - IT Department's Healthy Soups, Salads and More Sale is Coming Up!



Dear [Recipient],

Are you ready to enjoy some delicious and healthy food options? The IT Department is excited to announce our upcoming Healthy Soups, Salads and More Sale on Wednesday, March 29th. Get your taste buds ready for an unforgettable lunch experience!

We have a variety of fresh and flavorful options that are sure to satisfy your appetite. From hearty soups to refreshing salads and much more, we have

Review and fact check!

# Drafting formal language for you to revise



Draft a policy for how the City of San José should handle California Public Records Act Requests received by mail



Sure, here's a draft policy for how the City of San José should handle California Public Records Act (CPRA) requests received by mail:

## 1. Purpose

- The purpose of this policy is to establish guidelines for how the City of San José should handle CPRA requests that are received by mail.
- The policy is designed to ensure that all requests are handled in a timely and efficient manner, while also complying with all relevant laws and regulations.

## 2. Receipt of Mail-In Requests

- All mail-in CPRA requests must be sent to the designated City office that is responsible

Review and fact check!

# Summarizing a long article



Summarize this text:

Scepticism is as much the result of knowledge, as knowledge is of scepticism. To be content with what we at present know, is, for the most part, to ...

~2500 words




The text argues that scepticism is a natural result of knowledge and progress. The gradual nature of education means that we are continually learning and unlearning, and as a result, must be sceptical of what we know. This applies to literature and history, where healthy scepticism is necessary to challenge traditional beliefs and test the accuracy of statements. The text also highlights the challenges of writing history, and the difficulty in accurately portraying historical figures. The example of Homer is used to illustrate how little is actually known about some of the greatest figures in history, and how their existence has been questioned or embellished over time.

# Getting your feet wet on a topic



Explain the thing where I can't observe and measure an electron at the same time, or whatever the quantum mechanics issue is, like I'm 5



Okay, let's say you have a toy car that you want to play with. But before you can play with it, you need to find out where it is. So, you shine a light on it to see it better. 

Now imagine that instead of a toy car, you have an electron. But when you shine light on it to see it, something weird happens. The act of shining the light on the electron actually changes where it is and how fast it's moving. It's like the electron doesn't want to be seen or measured, and it moves in a different way just because you're looking at it.

So, scientists have found out that you can either observe an electron or measure its position and speed, but you can't do both at the same time. It's like trying to catch a butterfly with a net – the act of trying to catch it changes where it is and how fast it's moving.

Verify anything important to work

# Helping you code



what does this error mean: Permission denied @  
rb\_file\_s\_rename - (C:/Users/alber/OneDrive/privacy web  
form/Privacy-web-form-  
v0.3/tmp/cache/assets/sprockets/v4.0.0/x6/x6nqChD9zR179-  
yv\_r7JwmHzSZGjPeDZ0vkwjrSrtc8.cache.25440.5052.465595,  
C:/Users/alber/OneDrive/privacy web form/Privacy-web-form-  
v0.3/tmp/cache/assets/sprockets/v4.0.0/x6/x6nqChD9zR179-  
yv\_r7JwmHzSZGjPeDZ0vkwjrSrtc8.cache)



This error message is indicating that there was a problem with a file operation that attempted to rename a file on the file system, and that the user running the operation does not have the necessary permissions to perform that operation.



The specific error message `Permission denied @  
rb_file_s_rename` indicates that the error occurred while

Test before using  
in production

# Many tools for many jobs

☰ New chat +

## ☀ Examples

"Explain quantum computing in simple terms" →

"Got any creative ideas for a 10 year old's birthday?" →

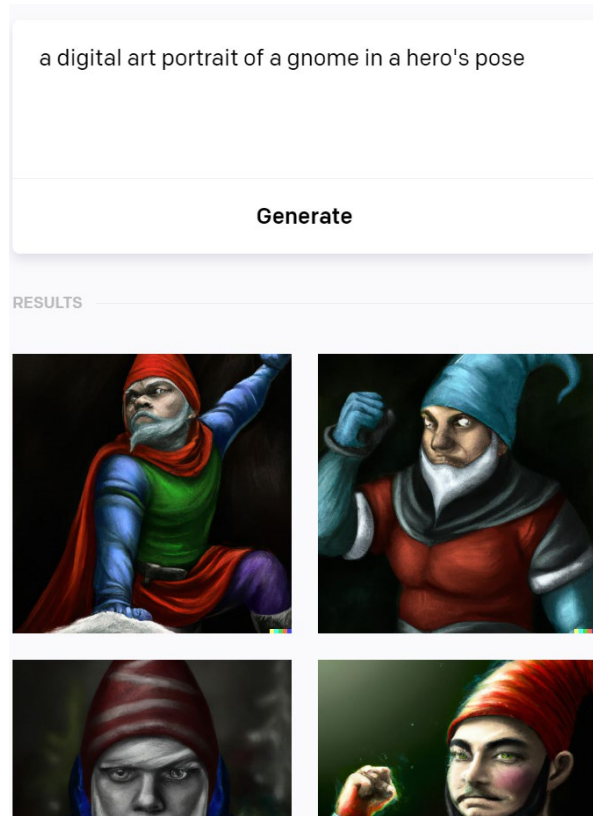
"How do I make an HTTP request in Javascript?" →

## ⚡ Capabilities

Remembers what user said earlier in the

### Text

[chat.openai.com/chat](https://chat.openai.com/chat)



### Images

[labs.openai.com/](https://labs.openai.com/)



### Presentations

[gamma.app/generate](https://gamma.app/generate)

# Remember the key rules

- Fact check before sharing
- Never give personal information
- Be curious, creative, and critical

A nighttime aerial view of San Jose, California, showing illuminated buildings and streets. The text is overlaid on the image.

When in doubt, reach out:

Information Technology - Digital Privacy Officer

[Digitalprivacy@sanjoseca.gov](mailto:Digitalprivacy@sanjoseca.gov)