ITC — International Training Centre
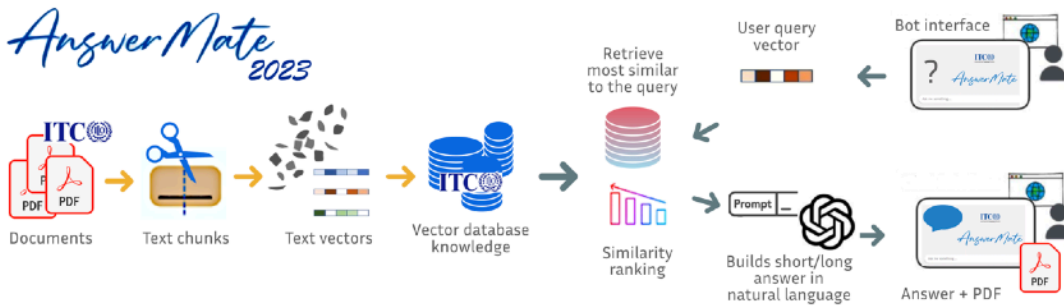
Presenting
AnswerMate

grounding Generative AI in trusted information from the IGS

A knowledge companion, ready to empower people with accurate, accessible, and consistent information on the Internal Governance System (IGS)

AnswerMate 2023

Documents → Text chunks → Text vectors → Vector database knowledge → Similarity ranking → Retrieve most similar to the query → User query vector → Bot interface → Prompt → Builds short/long answer in natural language → Answer + PDF

1

TAILORED FUNCTIONS

Dissemination of knowledge about internal governance processes among staff

Knowledge Management **PERFORMANCE**

- Informative, integrated and verifiable answers (long and short)
- Retrieve documents and source snippets
- Hierarchy between documents for enhanced answer accuracy
- Read tables in PDF

2

DATABASE GOVERNANCE

Governance of knowledge about IGS administrative procedures

Knowledge Management **GOVERNANCE**

- Close collaboration and exchange between the document owners and users of the IGS
- Data and tool governance through iterative evaluations
- Compliance monitor after release

3

QUERY EXPERIENCE

Improved access to information on operational procedures

Knowledge Management **USER EXPERIENCE**

- Eliminating the need for extensive searches or consultations with multiple sources
- Seamless and user-friendly in natural language interface, accessible 24/7 from any device
- User feedback : rating and comments.

Principles

Principles for the ethical use of artificial intelligence in the United Nations system
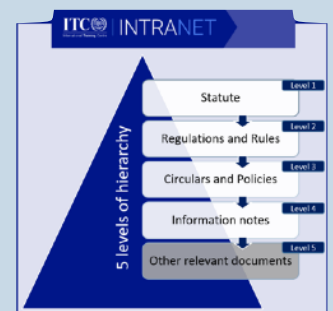UN DATA privacy

Guardrails

Disclaimer on Chatbot's limits
AI manifesto
Document Owners' monitoring

Security

ISO 27001 Azure Cloud Security
Ring-fenced Access to the application, i.e., password & username.

ITC INTRANET

5 levels of hierarchy
- Statute — Level 1
- Regulations and Rules — Level 2
- Circulars and Policies — Level 3
- Information notes — Level 4
- Other relevant documents — Level 5

Document types and their hierarchy

Internal Governance Documents : Statute, policies, circulars and information notes.