

AT&T Distinguished Speaker Series

**“From Artificial Intelligence to Augmented Intelligence:
Framework and Research Directions”**



Raghu Santanam, Ph.D.

McCord Endowed Chair of Business
Professor of Information Systems
Executive Director, AZNext Workforce Partnership
Arizona State University

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Zoom Link:

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Abstract

Recent developments in artificial intelligence (AI) have increased interest in combining AI with human intelligence to develop superior systems that augment human and artificial intelligence. Augmented Intelligence informally meant computers and humans working together, by design, to enhance one another, such that the intelligence of the resulting system improves. Intelligence augmentation (IA) can pool the joint intelligence

of humans and computers to transform individual work, organizations, and society. Notably, applications of IA are beginning to emerge in several domains, such as cybersecurity, privacy, counter-terrorism, and healthcare, among others. We provide a brief summary of papers in the ISR special issue on Augmented Intelligence published in 2021. The papers in the special issue represent early attempts to address some of the rapidly emerging research issues. We also present a framework to guide research on IA and advocate for the important implications of IA for the future of work, organizations, and society. We conclude by outlining promising research directions based on this framework for the information systems (IS) and related disciplines.

Bio

Dr. Raghu Santanam is a Professor in Department of Information Systems in the W. P. Carey School of Business at Arizona State University. He is the Executive Director of AZNext – the ASU workforce accelerator partnership program funded by the Department of Labor. He is also a visiting research scientist with Mayo Clinic. His current research focuses on Analytics, Augmented Intelligence, and mobile platforms. Prof. Santanam has helped a number of organizations on data intensive decision-making contexts (including IBM, Intel, American Express, Blue Cross Blue Shield, Lallemand and others). He has authored several researched case studies on technology enabled business transformations. He recently guest edited a special issue of the journal *Information Systems Research* titled – “Humans, Algorithms, and Augmented Intelligence: The Future of Work, Organizations and Society.”

Prof Santanam is a senior editor in several journals including *Information Systems Research*, *Decision Support Systems*, *Journal of the Association for Information Systems* and *Information Systems Frontier*. He was the Program Co-Chair of the 28th *Workshop on Information Technology and Systems* (conference theme – AI and Human-Computer Symbiosis) held in Seoul, Korea in December 2017. He was also the co-chair of the *INFORMS Data Science Conference* in Phoenix, 2018 and the program co-chair of *INFORMS Conference on Information Systems and Technology (CIST)* held in Seattle, 2019.

Prof. Santanam received his B.S. in Electronics and Communications Engineering from the University of Mysore, M.S. in Industrial Management from the Indian Institute of Technology, Madras, M.S. in Computer Science and a Ph.D. in Management Information Systems from SUNY Buffalo. Prior to joining ASU, he was a Henry Woodburn fellow at SUNY Buffalo. He has been recognized for teaching excellence in both undergraduate and graduate programs with awards from the Decision and Information Systems Club and the W. P. Carey School of Business.