



Pros & Cons of AI in the Investigative Industry

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Since the beginning of 2023, Artificial Intelligence (AI) has been advancing its presence in the mainstream with the deployment of tools like ChatGPT and Amazon's Bedrock. These tools are becoming responsible for transforming some industries and making people think differently about how to use them. For others, they are simply scary technology that is going to result in the end of the world. All the while, AI promises to enhance the accuracy and speed of investigations, reduce costs, and uncover insights that may have been previously unnoticed.

Whichever camp you are in, this article aims to cover some of the pros and cons to the emerging technology.

Benefits of Using AI for Investigations (not just ChatGPT!)

1. **Increased Efficiency** – AI-powered investigation tools can analyze large amounts of data much faster than human investigators, enabling them to identify patterns, detect anomalies, and make connections that may have been overlooked. This can help investigators save time and resources and focus on more complex tasks.
2. **Improved Accuracy** – AI algorithms can process data objectively, without the biases and limitations that humans may have. This can help investigators make more informed decisions based on data-driven insights rather than gut instincts.
3. **Enhanced Predictive Capabilities** – AI can also help investigators predict future events based on patterns and trends in data. This can be useful in identifying potential threats and preventing them before they occur. For example, law enforcement agencies can, and are using AI to analyze social media and other online platforms to identify potential threats or terrorist activities.
4. **Cost Savings** – AI-based investigation tools can also help reduce costs. By automating tasks, investigators can save time and money on some labor costs.

Limitations of Using AI for Investigations

1. **Dependence on Quality Data** – The effectiveness of AI-based investigation tools is highly dependent on the quality of the data being analyzed. If the data is incomplete, inaccurate, or biased, it can lead to erroneous conclusions and decisions. Therefore, it is critical to ensure that the data used to train and operate AI-based investigation tools is reliable and relevant.
2. **Lack of Human Judgment** – While AI can provide objective insights, it lacks the human judgment and decision-making skills that are essential in investigations. Human investigators are often required to interpret and contextualize the data provided by AI, as well as to make decisions based on factors that cannot be easily quantified or measured.
3. **Potential for Misuse** – There is a risk of AI-based investigation tools being misused or abused. For example, they may be used to target specific groups or individuals based on biased or incomplete data, leading to unfair treatment and unjust outcomes. It is therefore critical to ensure that AI is used ethically and transparently, with appropriate safeguards in place to prevent abuse.
4. **Technical Limitations** – There are technical limitations to using AI for investigations. For example, AI may struggle to interpret certain types of data, such as unstructured data or data in different languages. Additionally, AI algorithms may not be able to account for certain nuances or complexities in data that human investigators are able to detect.

Some law enforcement, businesses and criminals alike are no stranger to AI. This is NOT as new as some may think. In 2019, Lloyds developed a software that monitors its systems to identify fraudulent activity committed by its employees. Also, NYPD hit the news recently for the use of Clearview AI facial recognition, however they have been using AI since mid 2000's. Belgian police have been using Capgemini to develop tools to combat human trafficking.

There are also the criminal possibilities and uses of AI. In a recent article by Joseph Cox in Vice, he describes breaking into his bank account with an AI generated voice made to match his own. AI can also be used to generate misinformation and convincing fraudulent material that may be used for social engineering or phishing as a small example.

In conclusion, while AI is not new, it is useful if used correctly. Is it going to be putting us out of business? Probably not. The calculator didn't eliminate mathematicians and the

typewriter didn't eliminate writers. It is going to make people more efficient and may enhance how we do our jobs but essentially it is only as good as the data it receives. If you use it in your practice, I would treat it like an intern and be sure to check its work!!

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