CONTENTS

PART 1 WHAT IS HUMAN-CENTERED ARTIFICIAL INTELLIGENCE?

1 Introduction: High Expectations 7

2 How Do Rationalism and Empiricism Provide Sound Foundations? 17

3 Are People and Computers in the Same Category? 25

4 Will Automation, AI, and Robots Lead to Widespread Unemployment? 33

5 Summary and Skeptic's Corner 39

PART 2 HUMAN-CENTERED AI FRAMEWORK

6 Introduction: Rising Above the Levels of Automation 45

7 Defining Reliable, Safe, and Trustworthy Systems 53

8 Two-Dimensional HCAI Framework 57

9 Design Guidelines and Examples 69

10 Summary and Skeptic's Corner 79

PART 3 DESIGN METAPHORS

11 Introduction: What Are the Goals of AI Research? 87

12 Science and Innovation Goals 93

13 Intelligent Agents and Supertools 99

14 Teammates and Tele-bots 105

15 Assured Autonomy and Control Centers 111

16 Social Robots and Active Appliances 117

17 Summary and Skeptic's Corner 137

PART 4 GOVERNANCE STRUCTURES

18 Introduction: How to Bridge the Gap from Ethics to Practice 145

19 Reliable Systems Based on Sound Software Engineering Practices 151

20 Safety Culture through Business Management Strategies 179

21 Trustworthy Certification by Independent Oversight 195

22 Government Interventions and Regulations 213

23 Summary and Skeptic's Corner 223

PART 5 WHERE DO WE GO FROM HERE?

24 Introduction: Driving HCAI Forward 229

25 Assessing Trustworthiness 245

26 Caring for and Learning from Older Adults 259

27 Summary and Skeptic's Corner 273

Personal Epilogue: How I Became Passionate about Human-Centered Approaches 275

Notes 281

Bibliography 327

Name Index 359

Subject Index 367