

Prodapt Chase
Extraordinary

Explainable Machine Learning (ML) models demystified

Enable 5X transparency in AIOps, achieving a more reliable and accurate business outcome

Credits

Kalpana Angamuthu

Mogan A B

Digital Service Providers (DSPs') Face Challenges With the Existing Auto AI/ML Frameworks



Zero transparency and explainability

Auto AI/ML frameworks like TPOT, H2O driverless AI, Microsoft AutoML are not flexible to see through what happens inside the black box, and do not have visibility into the decision-making process.



No feature customization to address specific need

Existing auto AI/ML frameworks comprise of domain agnostic features with generic functionalities. However, customization for specific business need is a real challenge.



Limited options for domain centric analysis

Existing auto AI/ML frameworks have limited options for data scientists to perform domain centric analysis to get insights from data.



Keeping accuracy attribute alone as the benchmark

Auto AI/ML frameworks mostly emphasize on the accuracy part alone. But in the real world, various other metrics such as precision, F1 score, recall etc., are covered in ML modelling.



Lack of tools to perform iterative optimization

Unavailability of tools and techniques to perform multiple trials for model optimization.



Limited control over modelling capability

Limited options to customize the hyper parameter values. This often results in an overfitting model.



Choosing the right framework

Difficulty in evaluating and choosing right auto AI/ML framework from large set of available solutions.

Business impact on DSPs

Impact on Customer Experience (CX)

Unable to provide the right personalized offerings to customers -Example: personalized billing based on historical usage and analysis.

Impact on Revenue

High OPEX and CAPEX due to inaccurate predictions and false positives.

Impact on Business Decisions

Difficulty in mining insights from the black box can result in inaccurate decisions -Example: Unable to find root cause for customer churn and lower NPS.

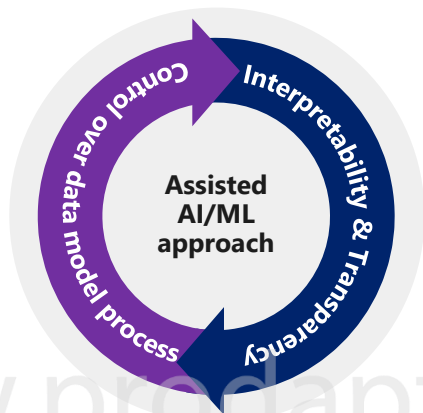
This creates an increasing demand for DSPs to use Assisted AIML Framework in-order to build more transparent and optimal ML model.

With Assisted Approach, DSPs Can Overcome the Limitations of Existing Auto AI/ML Frameworks



Assisted Approach in Data Modelling

- Improve customization features
- Enrich modelling capability
- Enable best model outcome through flexible control techniques

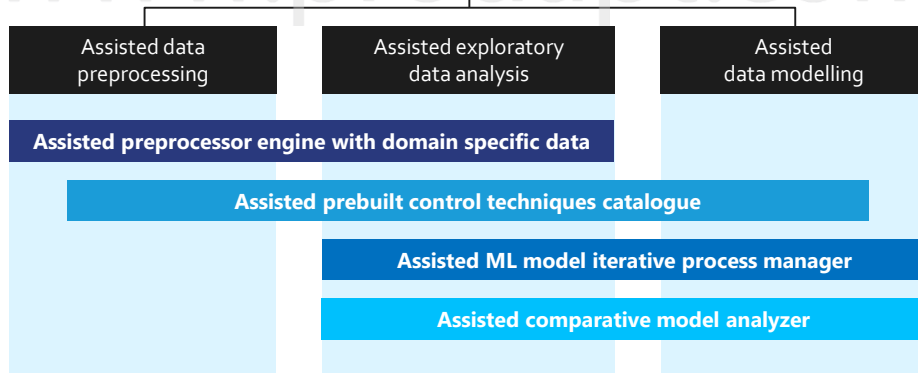


Get Value From Domain Data

Get more business value by deriving accurate insights from domain specific data

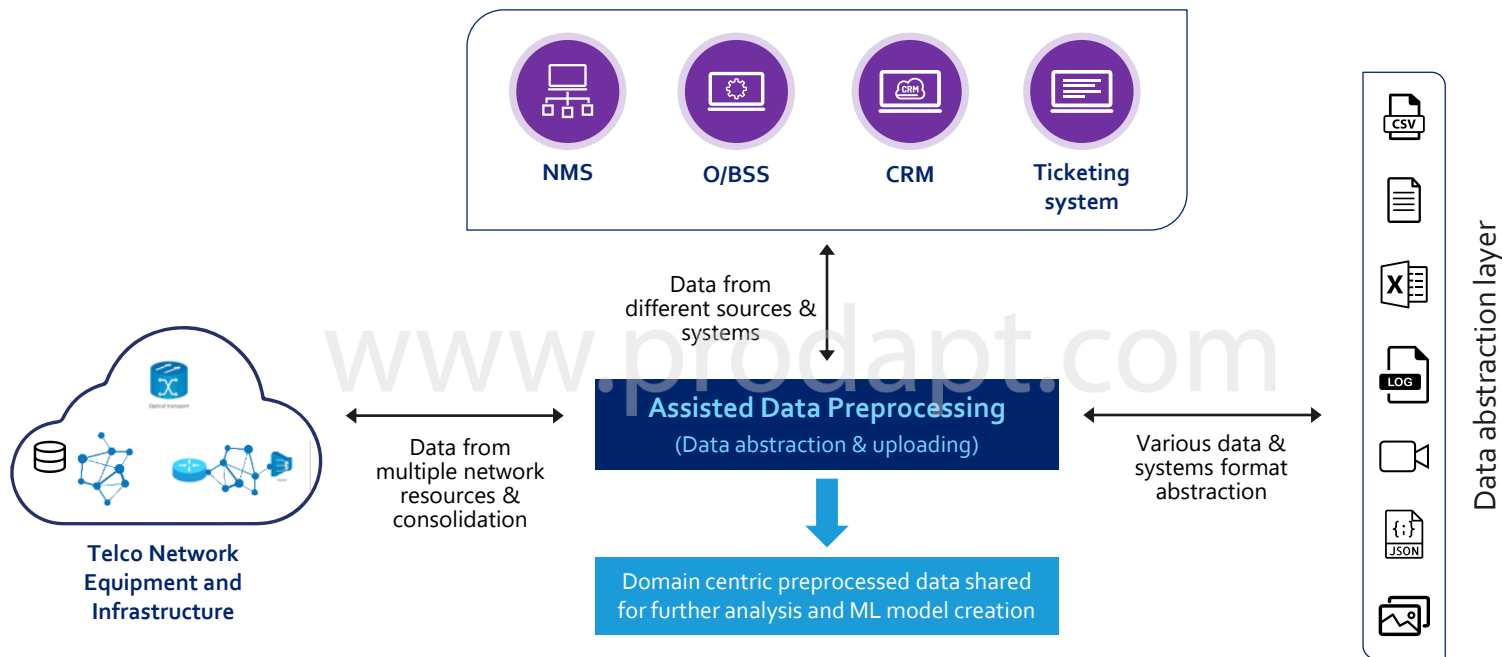
Key elements of the assisted AI/ML framework

It enables data preprocessing, exploratory data analysis and data modelling - all in assisted mode



Assisted Preprocessor Engine With Domain Specific Data

Infusing domain characteristics improves overall performance of the model



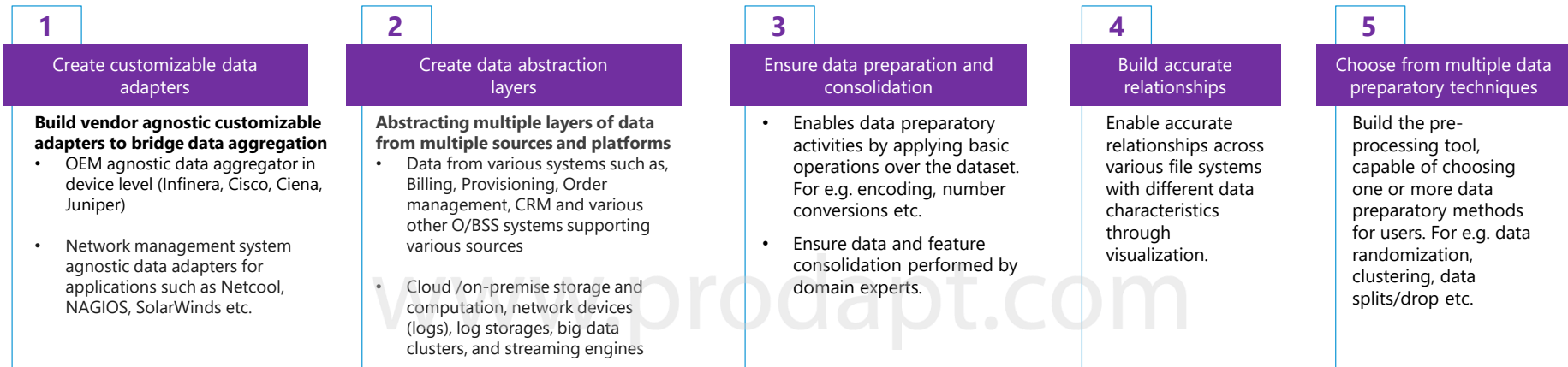
Treating device level datasets, analyzing the statistical characteristics, domain driven clustering, data visualization dashboards and applying assisted data processing techniques will improve the data quality

Assisted Preprocessor Engine With Domain Specific Data

Building customizable data preparation & visualization improves the data quality



Key capabilities that needs to be built on assisted preprocessor engine



Assisted preprocessing workflow | Sample use case: Network fault prediction for optical domain

Event & Alarm data from NMS

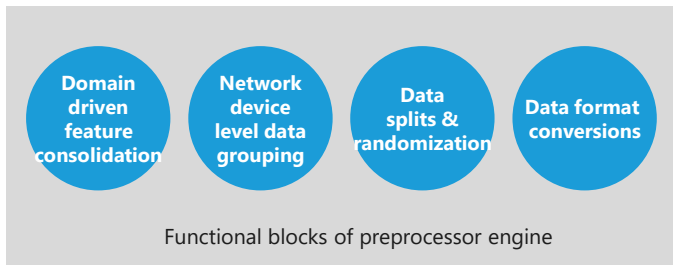
- Multiple alarm type
- Various severity levels
- Different timestamps

Performance metric data

- Frame error correction
- Phase correction
- Chromatic dispersion

Optical device related data

- Manufacturer, Device type
- Identification number



Clean Data set

- Domain centric data
- Having relevant features (Labelled alarms, timestamp)

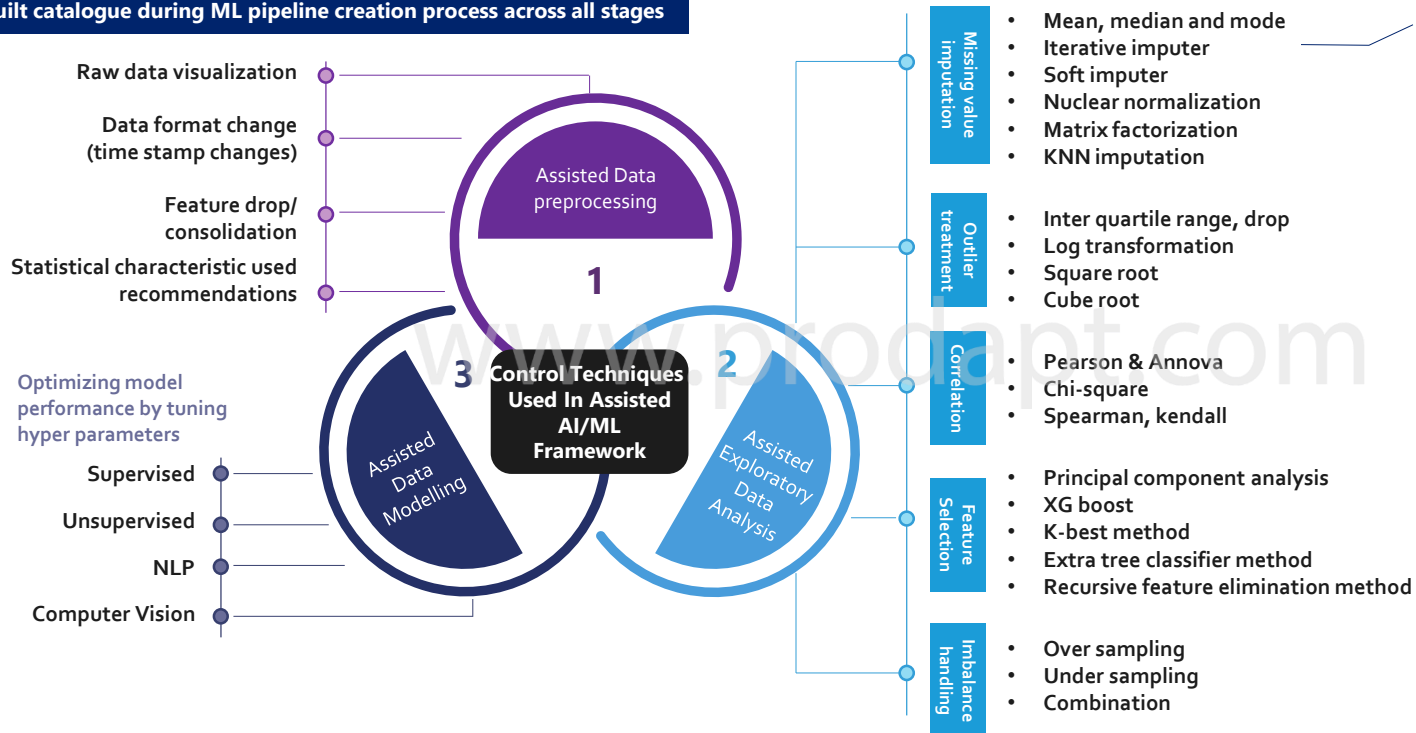
Data set ready for analysis

Preprocessing workflow functions are highly automated and flexible in assisted AI/ML framework. However, this needs to be programmed by domain experts in Auto AI/ML framework.

Assisted Prebuilt Control Techniques Catalogue

Flexible in applying various control techniques to improve model agility & robustness

Domain experts can apply a rich set of various control techniques from prebuilt catalogue during ML pipeline creation process across all stages



Key Capabilities That Needs To Be Built

- Choice of various control techniques based on the data characteristics
- Flexibility in terms of choosing different combinations in each step
- Customization at any stages to improve performance and efficiency of model
- Build parallel ML pipelines with mix and match of various control techniques to achieve fine-tuned model.

Applying various permutation & combinations of different control techniques leveraging assisted AI/ML framework to perform domain centric assisted preprocessing and data analysis

Application of Prebuilt Control Techniques

Sample use case: Network fault prediction for optical domain

Preprocessed dataset comprising various performance metrics data from multiple network devices, with

different class of device (make and model)

different geographic location

different network deployment

different call load

The following section elaborates the difference between auto AI/ML & assisted AI/ML frameworks using missing value imputation for a sample use case

Leveraging assisted AI/ML framework results in retention of feature characteristics

Applying assisted prebuilt control technique catalogue for imputing missing value for a specific feature is shown in the below snapshot.

- Using assisted AI/ML framework, the domain expert can group different class of devices and choose different set of missing value treatment per device class, thereby retaining device specific features.
- However, in auto AI/ML framework it is not flexible, and a default method is applied across all class of devices results in dilution of feature characteristics.

The screenshot shows the Prodapt.com interface. At the top, there is a search bar and a user profile icon. Below that, the 'Service' section has tabs for 'Data Upload', 'EDA', 'Model Building', and 'Run Prediction'. The 'EDA' tab is active. Underneath, there are 'Auto' and 'Assisted' options, with 'Assisted' selected. The main area displays a 'Missing Value' section with tabs for 'Data Analysis', 'Missing Value', 'Outliers', 'Correlation', 'Feature Selected', and 'Imbalance Handling'. Below these tabs, there is a 'Show 10 Entries' dropdown and a table with columns 'Column Name' and 'Update Value'. The table shows a 'Dummy' column with a value of '0.0'. A dropdown menu is open, listing imputation methods: Mean, Median, Mode, KNN, Biocaler, Nuclear Normalization, and Soft impute. A callout box points to this dropdown menu.

Column Name	Update Value
Dummy	0.0

- Mean
- Median
- Mode
- KNN
- Biocaler
- Nuclear Normalization
- Soft impute

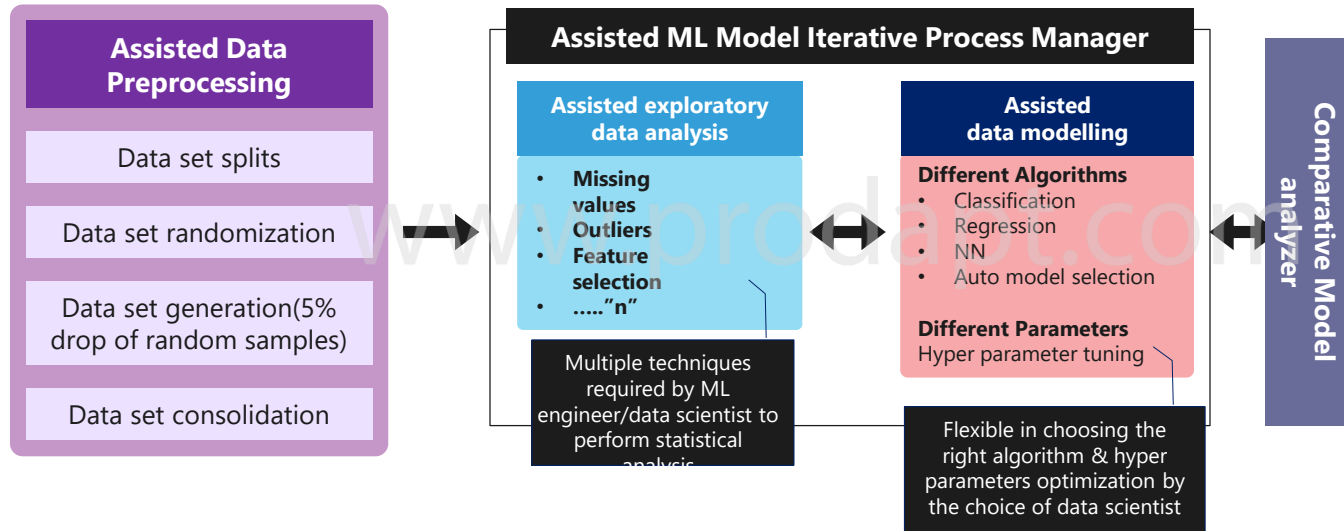
Sample snapshot showing the usage of assisted AI/ML approach in missing value imputation

Assisted ML Model Iterative Process Manager

Enable the domain expert to optimize and fine-tune ML model by performing multiple iterations



During model creation, the iterative process manager helps in creation of multiple ML pipelines in parallel with option to choose relevant techniques. It accelerates the entire ML pipeline creation process.



Iterative process manager enables the domain expert in efficiently performing the below activities

- **Multiple EDA trials:** Assisted exploratory data analysis with domain specific data visualization
- **Multiple modelling trials:** Assisted data model built with various algorithms based on end user's analysis
- **Model optimization:** Further optimizing the model by applying Hyper Parameter Optimization (HPO) techniques

With the help of assisted iterative or experimental approach, the domain expert can do multiple iterations. The resulting models are fed to the comparative model analyzer to choose the best one for deployment and integration.

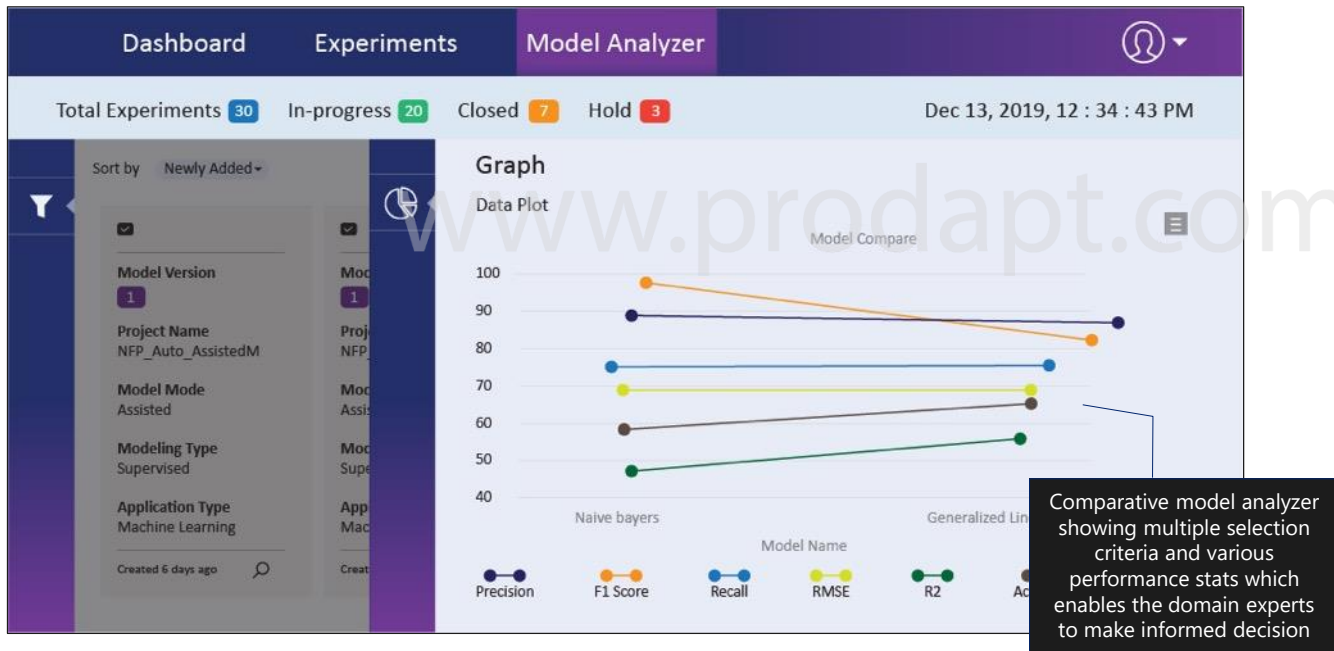
Assisted Comparative Model Analyzer

Enhancing decision making capabilities using analysis tool to choose the best optimal model



Sample Snapshot Of Comparative Model Analyzer

Complete set of models from iterative process manager are loaded into assisted comparative model analyzer tool to perform statistical and deep dive analysis.



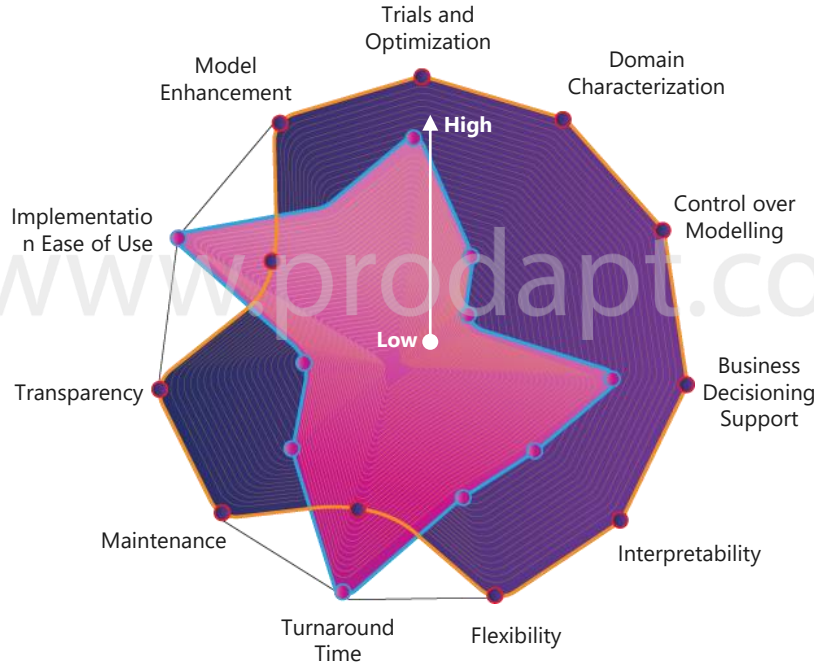
Key Capabilities That Needs To Be Built

- An intuitive visualization dashboard to show different model performance stats such as accuracy, precision, recall & F1 score.
- Ability to compare auto generated models against various assisted models to choose the best one.
- Capability to create an ensemble model which can be leveraged to address various complex challenges.
- The optimized model must be selected after validating the performance characteristics of various trial-results.

In Conclusion...

Existing auto machine learning (Auto AIML) frameworks are currently popular among DSPs.

However, in order to achieve transparent, scalable, robust and maintainable machine learning model, **assisted AIML framework-based solution** is highly recommended. The following shows the comparison between Assisted vs Auto AIML frameworks.



Benefits that could be leveraged over Auto AIML

- Customer driven analysis
- Two-fold** improved domain centric approach
- More flexibility in terms of model fine tuning
- Enables building optimized & robust model
- 5X improved transparency

Get in touch

USA

Prodapt North America, Inc.

Oregon: 10260 SW Greenburg Road, Portland
Phone: +1 503 636 3737

Dallas: 1333, Corporate Dr., Suite 101, Irving
Phone: +1 972 201 9009

New York: 1 Bridge Street, Irvington
Phone: +1 646 403 8161

CANADA

Prodapt Canada, Inc.

Vancouver: 777, Hornby Street,
Suite 600, BC V6Z 1S4
Phone: +1 503 210 0107

PANAMA

Prodapt Panama, Inc.

Panama Pacifico: Suite No 206, Building 3815
Phone: +1 503 636 3737

CHILE

Prodapt Chile SPA

Las Condes: Avenida Amerigo Vesputcio Sur
100, 11th Floor, Santiago de Chile

UK

Prodapt (UK) Limited

Reading: Suite 277, 200 Brook Drive,
Green Park, RG2 6UB
Phone: +44 (0) 11 8900 1068

IRELAND

Prodapt Ireland Limited

Dublin: Suite 3, One earlsfort centre,
lower hatch street
Phone: +44 (0) 11 8900 1068

EUROPE

Prodapt Solutions Europe & Prodapt Consulting B.V.

Rijswijk: De Bruyn Kopsstraat 14
Phone: +31 (0) 70 4140722

Prodapt Germany GmbH

Münich: Brienner Straße 12, 80333
Phone: +31 (0) 70 4140722

Prodapt Digital Solution LLC

Zagreb: Grand Centar,
Hektorovićeva ulica 2, 10 000

Prodapt Switzerland GmbH

Zurich: Muhlebachstrasse 54,
8008 Zürich

Prodapt Austria GmbH

Vienna: Karlsplatz 3/19 1010
Phone: +31 (0) 70 4140722

Prodapt Slovakia j.s.a

Bratislava: Plynárenská 7/A, 821 09

SOUTH AFRICA

Prodapt SA (Pty) Ltd.

Johannesburg: No. 3, 3rd Avenue, Rivonia
Phone: +27 (0) 11 259 4000

INDIA

Prodapt Solutions Pvt. Ltd.

Chennai: Prince Infocity II, OMR
Phone: +91 44 4903 3000

“Chennai One” SEZ, Thoraipakkam

Phone: +91 44 4230 2300

IIT Madras Research Park II,
3rd floor, Kanagam Road, Taramani
Phone: +91 44 4903 3020

Bangalore: “CareerNet Campus”
2nd floor, No. 53, Devarabisana Halli,
Phone: +91 80 4655 7008

Hyderabad: Workafella Cyber Crown 4th Floor,
Sec II Village, HUDA Techno, Madhapur

THANK YOU!

