

BREVET DE TECHNICIEN SUPERIEUR (BTS)

EPREUVE OBLIGATOIRE ORALE DE LANGUES VIVANTES

LIBELLÉ DE LA LANGUE VIVANTE :

INDUSTRIEL/ SCIENCES SANITAIRES ET SOCIALES

(support commun) *

TERTIAIRES

SPÉCIALITÉS (*pour la filière tertiaire uniquement*) :

NEGOCIATION ET DIGITALISATION DE LA RELATION CLIENT

Niveau de langue (le cas échéant) :

LVA

LVB

Support annexe à télécharger :

Audio

Vidéo

Ce support d'épreuve intègre des éléments en couleur. S'il est choisi par l'évaluateur, il est nécessaire que chaque élève dispose d'une impression en couleur.

**L'usage de calculatrice, dictionnaire, appareil connecté est interdit.
Ce support d'épreuve doit être rendu à l'examineur à la fin de l'épreuve.**

*cf. Programme et définition de l'épreuve de langue selon l'arrêté du 22 juillet 2008

Document 1

Titre : **Employees want ChatGPT at work. Bosses worry they'll spill secrets**

Source: The Washington Post

Date: 10/07/2023

Nombre de mots : 390

When Justin used ChatGPT at work earlier this year, he was pleased by how helpful it was. A research scientist at a Boston-area biotechnology firm, he'd asked the chatbot to create a genetic testing protocol — a task that can take him hours, but it was reduced to mere seconds using the popular artificial intelligence tool.

5 He was excited by how much time the chatbot saved him, he said, but in April, his bosses issued a strict edict: ChatGPT was banned for employee use. They didn't want workers entering company secrets into the chatbot — which takes in people's questions and responds with lifelike answers — and risking that information becoming public.

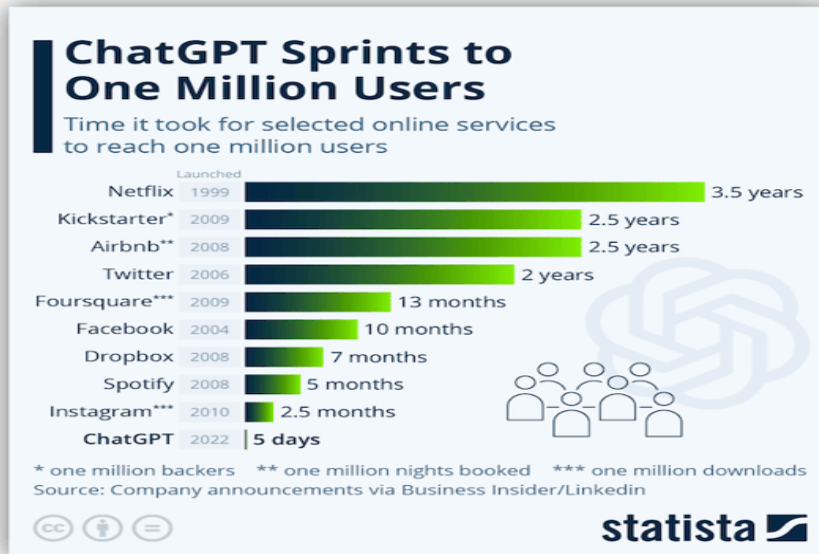
10 [...] Generative AI tools such as OpenAI's ChatGPT have been heralded (1) as pivotal for the world of work, with the potential to increase employees' productivity by automating tedious tasks and sparking creative solutions to challenging problems. But as the technology is being integrated into human-resources platforms and other workplace tools, it is creating a formidable challenge for corporate America. Big
15 companies such as Apple, Spotify, Verizon and Samsung have banned or restricted how employees can use generative AI tools on the job, citing concerns that the technology might put sensitive company and customer information in jeopardy (2).

20 Several corporate leaders said they are banning ChatGPT to prevent a worst-case scenario where an employee uploads proprietary computer code or sensitive board discussions into the chatbot while seeking help at work, inadvertently putting that information into a database that OpenAI could use to train its chatbot in the future. Executives worry that hackers or competitors could then simply prompt the chatbot for its secrets and get them, although computer science experts say it is unclear how valid these concerns are.

25 The fast-moving AI landscape is creating a dynamic in which corporations are experiencing both "a fear of missing out and a fear of messing up," according to Danielle Benecke, the global head of the machine learning practice at the law firm Baker McKenzie. Companies are worried about hurting their reputations, by not moving quickly enough or by moving too fast.

[...] Corporations have long struggled with letting employees use cutting-edge technology at work. In the 2000s, when social media sites first appeared, many companies banned them for fear they would divert employees' attention away from work...Once social media became more mainstream, those restrictions largely disappeared...

(1) Heralded = announced/ (2) jeopardy = danger

Document 2MISE EN SITUATION

Some major companies have prohibited the use of generative AI by their workers. As an assistant manager you want **to convince your CEO** to let employees adopt ChatGPT as a tool for work purposes. Prepare your arguments.

Tips to help you:

-Analyze the documents, focus on the benefits of AI and illustrate with examples.

-Show that you accept some restrictions and implement a ChatGPT use policy or guideline.