### Risk Management in Intelligent Agents

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A Thesis submitted for the degree of Doctor of Philosophy

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## Certificate of Authorship and Originality

I certify that the work in this thesis has not previously been submitted for a degree nor has it been submitted as part of requirements for a degree except as fully acknowledged within the text.

I also certify that the thesis has been written by me. Any help that I have received in my research work and the preparation of the thesis itself has been acknowledged. In addition, I certify that all information sources and literature used are indicated in the thesis.

Signature of Student

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# Table of Contents

| Ta           | able     | of Con | itents  | iv |
|--------------|----------|--------|---|----|
| $\mathbf{A}$ | Abstract |        |   |    |
| 1            | Intr     | oducti | ion   | 1  |
| <b>2</b>     | An       | Analy  | sis of Risk Related Concepts                        | 8  |
|              | 2.1      | Defini | tions of Risk                                       | 9  |
|              | 2.2      | Conce  | eptualising Risk for Intelligent Agents             | 11 |
|              | 2.3      | Uncer  | tainties, Probabilities, Belief and Possible Worlds | 13 |
|              |          | 2.3.1  | Possible Worlds Paradigm                            | 14 |
|              |          | 2.3.2  | Encoding Uncertainty in a Likelihood Order          | 15 |
|              |          | 2.3.3  | Encoding Uncertainty in Probability                 | 16 |
|              | 2.4      | Measu  | uring Consequence                                   | 18 |
|              |          | 2.4.1  | Qualitative Consequence                             | 18 |
|              |          | 2.4.2  | Quantitative Consequence                            | 19 |
|              | 2.5      | Comb   | ining Uncertainty and Consequence                   | 19 |
|              |          | 2.5.1  | Risk Matrix for Qualitative Risk Representation     | 20 |
|              |          | 2.5.2  | Quantitative Risk Measure                           | 21 |
|              |          |        | 2.5.2.1 Expected Utility                            | 22 |
|              |          |        | 2.5.2.2 Probability-EU Space                        | 22 |
|              |          | 2.5.3  | Application of the Risk Measure                     | 25 |
|              |          |        | 2.5.3.1 Value at Risk                               | 25 |
|              | 2.6      | Summ   | nary  | 26 |
| 3            | Rec      |        | ents for a Generalised Risk Management Framework    | 29 |
|              | 3.1      |        | mark Problems for Risk Modelling                    | 30 |
|              |          | 3.1.1  | Benchmark Problem 1 - Ball Passing Problem          | 30 |
|              |          | 3.1.2  | Benchmark Problem 2 - Foreign Exchange (FX)         | 31 |
|              | 3.2      | Frame  | ework Requirements                                  | 32 |

|   | 3.3  | Existi | ng Risk N   | Ianagement Methodologies                     |
|---|------|--------|-------------|--|
|   |      | 3.3.1  |             | ree Analysis (FTA)                           |
|   |      | 3.3.2  | Event T     | ree Analysis (ETA)                           |
|   |      | 3.3.3  | Failure 1   | Mode and Effects Analysis (FMEA)             |
|   |      | 3.3.4  |             | listic Models                                |
|   |      | 3.3.5  |             | nical Holographic Models                     |
|   |      | 3.3.6  |             | with Uncertainty under Partial Ignorance 40  |
|   |      | 3.3.7  | _           | parison with the Framework Requirements 41   |
| 4 | Kno  | owledg | e Repre     | sentations and Management in Complex and Un- |
|   | cert | ain Er | nvironme    | ents 43                                      |
|   | 4.1  | Classi | cal Logic   | 45   |
|   |      | 4.1.1  | Proposit    | ional Logic                                  |
|   |      |        | 4.1.1.1     | Interpretation and Knowledge Base 46         |
|   |      |        | 4.1.1.2     | Forms of Propositional Formula               |
|   |      | 4.1.2  | First Or    | der Logic                                    |
|   |      | 4.1.3  | Second      | Order Logic                                  |
|   | 4.2  | Non-C  | Classical L | ogic   |
|   |      | 4.2.1  | Default     | Logic  |
|   |      |        | 4.2.1.1     | Syntax of Default Logic 51                   |
|   |      |        | 4.2.1.2     | Semantics of Default Logic                   |
|   |      |        | 4.2.1.3     | Operational Semantics of Default Logic       |
|   |      |        | 4.2.1.4     | Variations of Extensions                     |
|   |      |        | 4.2.1.5     | *Applicability of Default Logic 54           |
|   |      | 4.2.2  | Autoepi     | stemic Logic                                 |
|   |      |        | 4.2.2.1     | Semantics of Autoepistemic Logic             |
|   |      |        | 4.2.2.2     | Computation of Expansions                    |
|   |      |        | 4.2.2.3     | *Relation with Default Logic                 |
|   |      | 4.2.3  | Circums     | cription                                     |
|   |      |        | 4.2.3.1     | Syntax of Circumscription                    |
|   |      |        | 4.2.3.2     | Semantics of Circumscription                 |
|   |      |        | 4.2.3.3     | Applicability of Circumscription 60          |
|   |      | 4.2.4  | *Incomp     | blete Knowledge and Changing Information 60  |
|   | 4.3  | Belief | Revision    | 61   |
|   |      | 4.3.1  | AGM P       | aradigm                                      |
|   |      |        | 4.3.1.1     | Preliminaries                                |
|   |      |        | 4.3.1.2     | Postulates for Expansion                     |
|   |      |        | 4.3.1.3     | Postulates for Revision                      |
|   |      |        | 4.3.1.4     | Postulates for Contraction                   |
|   |      |        | 4.3.1.5     | Belief Contraction versus Belief Revision 65 |

|     | 4.3.2  | Belief Operator Selection                                       | 65    |
|-----|--------|---|-------|
|     |        | 4.3.2.1 Epistemic Entrenchment                                  | 66    |
|     |        | 4.3.2.2 System of Spheres                                       | 67    |
|     | 4.3.3  | Belief Base Change  | 69    |
|     | 4.3.4  | Iterative Belief Revision                                       | 70    |
|     |        | 4.3.4.1 Ordinal Conditional Functions (OCF)                     | 70    |
|     |        | 4.3.4.2 Transmutations  | 71    |
|     |        | 4.3.4.3 Ordinal Epistemic Functions                             | 71    |
| 4.4 | Bayesi | an Probabilistic Model  | 75    |
|     | 4.4.1  | Conditional Probability   | 75    |
|     | 4.4.2  | Conditional Independence  | 76    |
|     | 4.4.3  | Bayesian Networks   | 77    |
|     | 4.4.4  | Bayesian Network Construction                                   | 79    |
|     |        | 4.4.4.1 Learning Network Parameters from Complete Data .        | 81    |
|     |        | 4.4.4.2 Learning Network Parameters from Incomplete Data        | 83    |
|     |        | 4.4.4.3 Learning Network Structures                             | 86    |
|     | 4.4.5  | Inferences in Bayesian Networks                                 | 90    |
|     |        | 4.4.5.1 Exact Inference   | 90    |
|     |        | 4.4.5.2 Approximate Inference                                   | 98    |
|     | 4.4.6  | *Limitations of Bayesian Networks                               | 103   |
| 4.5 | Transf | erable Belief Model   | 105   |
|     | 4.5.1  | Belief Function   | 106   |
|     | 4.5.2  | Simple Support Function   | 108   |
|     | 4.5.3  | Vacuous Belief Function   | 108   |
|     | 4.5.4  | Latent Belief Structure   | 108   |
|     | 4.5.5  | The $\Lambda$ Operator and Apparent Belief                      | 109   |
|     | 4.5.6  | Rules of Combination  | 109   |
|     | 4.5.7  | Conditional Belief Function and Rules of Conditioning           | 111   |
|     | 4.5.8  | Generalised Bayesian Theorem                                    | 112   |
|     | 4.5.9  | Evidential Network  | 113   |
|     | 4.5.10 | Pignistic Transformation  | 114   |
|     | 4.5.11 | *TBM versus Probabilistic Model                                 | 115   |
| 4.6 | Possib | ility Theory  | 116   |
|     | 4.6.1  | Possibility Distributions                                       | 117   |
|     | 4.6.2  | Possibility and Necessity Measures                              | 118   |
|     |        | 4.6.2.1 Comparative Possibility Relation                        | 119   |
|     |        | 4.6.2.2 Conditioning and Combination in Qualitative Possibility | y 121 |
|     |        | 4.6.2.3 Quantitative Possibility Measure                        | 122   |
|     |        | 4.6.2.4 Conditioning and Combination in Quantitative Possi-     |       |
|     |        | bility  | 123   |

|   | 17                     | 4.6.3 *Connecting Qualitative and Quantitative Uncertainty | 124<br>125 |
|---|------------------------|--|------------|
|   | 4.7                    | Capturing Causal Connections                               |            |
|   |                        | 4.7.1 Ramsey Test  | 125        |
|   |                        | 4.7.1.1 Compatibility with Belief Revision                 | 126        |
|   | 4.0                    | 4.7.2 Inductive Causation                                  | 128        |
|   | 4.8                    | *Summary   | 129        |
| 5 | $\mathbf{A}\mathbf{n}$ | Overview of HiRMA  | 132        |
|   | 5.1                    | Three-level Framework Architecture                         | 133        |
|   | 5.2                    | Iterative Risk Modelling Process                           | 136        |
|   | 5.3                    | A Knowledge Description Template for Risk Analysis         | 138        |
|   | 5.4                    | Theoretical Assumptions                                    | 142        |
| 6 | Ris                    | k Management with Qualitative Knowledge                    | 143        |
|   | 6.1                    | Qualitative Epistemic Reasoning Model                      | 144        |
|   |                        | 6.1.1 Epistemic Reasoning Model Schema                     | 144        |
|   | 6.2                    | Qualitative Graphical Risk Model                           | 149        |
|   |                        | 6.2.1 Capturing Knowledge in the Ball Passing Problem      | 150        |
|   |                        | 6.2.2 Risk Modelling in a System of Spheres                | 152        |
|   |                        | 6.2.2.1 Epistemic Reasoning Models within a Sphere         | 153        |
|   | 6.3                    | Risk Model Construction and Revision                       | 154        |
|   |                        | 6.3.1 Revision of Domain Variables                         | 154        |
|   |                        | 6.3.1.1 Semantics of Variable Addition                     | 155        |
|   |                        | 6.3.1.2 Removal of a Domain Variable                       | 156        |
|   |                        | 6.3.2 Revision of Reasons                                  | 157        |
|   |                        | 6.3.3 Model Construction and Revision Algorithms           | 158        |
|   |                        | 6.3.3.1 Modelling with the Ball Passing Problem            | 163        |
|   | 6.4                    | Decision Making under Qualitative Risk Model               | 164        |
|   | 6.5                    | Discussion   | 167        |
| 7 | Risl                   | k Management with Quantitative Knowledge                   | 172        |
| • | 7.1                    | Quantitative Graphical Risk Model                          |            |
|   | ,                      | 7.1.1 Model Quantified Epistemic Reasons                   | 175        |
|   |                        | 7.1.1.1 Lead – Quantified Epistemic Reason                 | 176        |
|   |                        | 7.1.1.2 Frame of Discernment $\Omega_X$                    | 177        |
|   |                        | 7.1.1.3 Data Fusion in Lead                                | 178        |
|   |                        | 7.1.1.4 Latent Lead  | 179        |
|   |                        | 7.1.1.5 The $\dot{\Lambda}$ Operator and Causal Strength   | 180        |
|   |                        | 7.1.1.6 The Ranking Structure $RS$                         | 181        |
|   | 7.2                    | Risk Model Construction and Revision                       | 182        |
|   |                        | 7 2 1 Revision of Domain Variables                         | 182        |

|              |       | 7.2.2   | Revision of Leads   | 185 |
|--------------|-------|---------|---|-----|
|              |       | 7.2.3   | Model Construction and Revision Algorithms                    | 186 |
|              |       | 7.2.4   | Graphical Probabilistic Model Generation                      | 187 |
|              |       | 7.2.5   | Modelling with Ball Passing Problem                           | 189 |
|              | 7.3   | Discus  | sion  | 190 |
| 8            | ΑU    | nified  | Multi-level Iterative Framework                               | 195 |
|              | 8.1   | Bridgi  | ng the Qualitative and Quantitative Divide in Risk Management | 196 |
|              | 8.2   | Frame   | work Evaluation   | 199 |
|              | 8.3   | Risk N  | Modelling Strategies  | 201 |
|              | 8.4   | A Gen   | eric Software Architecture                                    | 203 |
| 9            | Con   | clusio  | ns  | 207 |
| $\mathbf{A}$ | An    | Extend  | ded FX Example  | 214 |
|              | A.1   | Initial | Risk Analysis   | 214 |
|              | A.2   | Analys  | sis and Selection of Modelling Process                        | 216 |
|              | A.3   |         | edge Databases for Modelling FX risk                          | 216 |
|              |       | A.3.1   | Database Structure for $\mathbb{K}$                           | 216 |
|              |       | A.3.2   | Database Structure for $\mathbb{K}^c$                         | 218 |
|              |       | A.3.3   | Populated Knowledge Database $\mathbb{K}$                     | 219 |
|              | A.4   | Functi  | onal Code Snippets  | 221 |
|              |       | A.4.1   | add_variable  | 222 |
|              |       | A.4.2   | add_metavariable  | 223 |
|              |       | A.4.3   | remove_variable   | 224 |
|              |       | A.4.4   | remove_reason   | 224 |
|              |       | A.4.5   | revise_reason   | 225 |
|              |       | A.4.6   | consolidate_reason  | 227 |
| В            | Puk   | olished | Conference Papers   | 228 |
| Bi           | bliog | raphy   |   | 229 |

# List of Figures

| 1.1 | An intelligent agent as a black box, adapted from Poole et al. (1998).  | 3   |
|-----|---|-----|
| 2.1 | Possible worlds in a likelihood preorder  | 16  |
| 2.2 | Probability-EU space and Probability-Consequence space  | 23  |
| 2.3 | VaR in Probability-Consequence space  | 27  |
| 3.1 | Ball passing between robots   | 30  |
| 3.2 | An example of a fault tree (Stephans 2005)  | 36  |
| 3.3 | An example of an event tree (Andrews & Dunnett 2000)  | 37  |
| 3.4 | An example of a FMEA table (Aven 2008)  | 38  |
| 3.5 | An example of a Hierarchical Holographic Model (Liu & Jiang 2012).  | 39  |
| 4.1 | A System of Spheres   | 67  |
| 4.2 | A Directed Acyclic Graph for the Ball Passing Problem   | 77  |
| 4.3 | A (nonminimal) jointree for the Bayesian network shown in Figure 4.2.   | 94  |
| 4.4 | Conversion of a Bayesian network (left) to a likelihood weighting net-  |     |
|     | work (right) based on evidence on variables $B$ and $E$ . The CPTs for $B$  |     |
|     | and E are modified such that, for example, if $B = b$ and $E = \bar{e}$ , then  |     |
|     | $\theta_b = 1,  \theta_{\bar{b}} = 0$ and $\theta_e = 0,  \theta_{\bar{e}} = 1$ . This figure is taken from Darwiche          |     |
|     | $(2009). \qquad \dots $ | 103 |
| 5.1 | High level theoretical relationships between qualitative and quantita-  |     |
|     | tive modelling approach for risk modelling and management   | 135 |

| 5.2 | A typical risk modelling and management process in HiRMA (at medium              |               |
|-----|--|---------------|
|     | domain knowledge abstraction)  | 137           |
| 6.1 | Epistemic reasoning models for ball-passing under two initial domain             |               |
|     | contexts.  | 151           |
| 6.2 | A ball passing risk model with all possible epistemic reasoning models           |               |
|     | captured in a System of Spheres  | 153           |
| 6.3 | Revised ball passing risk model after adjustment with $E(ReasonFor(D, Revised))$ | $S_1) \wedge$ |
|     | $ReasonFor(D, S_2)) = 1. \dots \dots \dots \dots \dots \dots \dots \dots$        | 158           |
| 6.4 | Evolution of a simple risk model for ball passing problem. '+' means             |               |
|     | addition and '-' means contraction. Vacuous reasons are shown in steps           |               |
|     | in which new variables are added for illustration purpose                        | 171           |
| 7.1 | Evolution of a quantitative epistemic reasoning model for risk: initial          |               |
|     | model setup (a) and corresponding ranking structure (b)                          | 175           |
| 7.2 | Evolution of a quantitative epistemic reasoning model for risk: Fuse             |               |
|     | additional lead information from another source with $m(L_{D\to S_1})=0.5$ ,     |               |
|     | $m(L_{D\to S_2}) = 0.3$ and $m(\Omega_D) = 0.2$                                  | 178           |
| 7.3 | Evolution of a quantitative epistemic reasoning model for risk: addition         |               |
|     | of a risk factor NR (Nearby Robot)   | 184           |
| 7.4 | Evolution of a quantitative epistemic reasoning model for risk: update           |               |
|     | lead $L_{NR\to S_2}^{0.7}$   | 185           |
| 7.5 | Evolution of a simple risk model for ball passing problem. '+' means             |               |
|     | addition and '-' means contraction. $\oslash$ means data fusion with TBM         |               |
|     | conjunctive combination rule. Vacuous leads are shown in steps in                |               |
|     | which new variables are added for illustration purpose                           | 194           |
| 8.1 | A flowchart for selecting appropriate risk modelling and management              |               |
|     | process  | 202           |
| 8.2 | A schematic diagram of a generic software architecture for implemen-             |               |
|     | tation of the HiRMA framework  | 204           |

| A.1 | Database schema for a FX risk model at credal level                    | 216 |
|-----|--|-----|
| A.2 | Database schema for a consolidated FX risk model                       | 219 |
| A.3 | A snapshot of the quantitative epistemic reasoning model for FX risks. | 222 |

# List of Tables

| 2.1 | A conventional risk matrix   | 20  |
|-----|--|-----|
| 2.2 | A risk matrix with possible world preorder structure                   | 21  |
| 3.1 | A feature comparison of the existing risk management methodologies.    | 41  |
| 4.1 | Truth-valued function associated with unary connective                 | 47  |
| 4.2 | Truth-valued function associated with the binary connectives           | 48  |
| 4.3 | Conditional Probability Tables (CPT) for $Pr(p k,o)$ and $Pr(i k,o)$ . | 78  |
| 4.4 | A complete set of data samples and empirical distribution for ball     |     |
|     | passing BN   | 81  |
| 4.5 | Examples of incomplete dataset   | 83  |
| 4.6 | A set of samples generated from network Figure 4.2                     | 99  |
| 4.7 | An example of a conditional belief function represented in a table of  |     |
|     | bbms   | 113 |
| 5.1 | A high-level theoretical architecture of HiRMA                         | 133 |
| 5.2 | A domain knowledge description template for knowledge engineer un-     |     |
|     | dertaking risk analysis  | 139 |
| 5.3 | A simplified analysis of possible scenarios                            | 140 |
| 5.4 | A simplified analysis of possible scenarios for FX risk in Australian  |     |
|     | Dollars  | 141 |
| 6.1 | Graphical symbols and their corresponding meanings                     | 150 |

| 8.1 | A high-level theoretical architecture of HiRMA                            | 197  |
|-----|---|------|
| 8.2 | A feature comparison between HiRMA and the existing risk manage-          |      |
|     | ment methodologies  | 201  |
| A.1 | An analysis of possible scenarios for FX risk in Australian Dollars (AUD) | .215 |

### Abstract

This thesis presents the development of a generalised risk analysis, modelling and management framework for intelligent agents based on the state-of-art techniques from knowledge representation and uncertainty management in the field of Artificial Intelligence (AI). Assessment and management of risk are well established common practices in human society. However, formal recognition and treatment of risk are not usually considered in the design and implementation of (most existing) intelligent agents and information systems. This thesis aims to fill this gap and improve the overall performance of an intelligent agent. By providing a formal framework that can be easily implemented in practice, my work enables an agent to assess and manage relevant domain risks in a consistent, systematic and intelligent manner.

In this thesis, I canvas a wide range of theories and techniques in AI research that deal with uncertainty representation and management. I formulated a generalised concept of risk for intelligent agents and developed formal qualitative and quantitative representations of risk based on the Possible Worlds paradigm. By adapting a selection of mature knowledge modelling and reasoning techniques, I develop a qualitative and a quantitative approach of modelling domains for risk assessment and management. Both approaches are developed under the same theoretical assumptions and use the same domain analysis procedure; both share a similar iterative process to maintain and improve domain knowledge base continuously over time. Most importantly, the knowledge modelling and reasoning techniques used in both approaches share the same underlying paradigm of Possible Worlds. The close connection between

the two risk modelling and reasoning approaches leads us to combine them into a hybrid, multi-level, iterative risk modelling and management framework for intelligent agents, or HiRMA, that is generalised for risk modelling and management in many disparate problem domains and environments. Finally, I provide a top-level guide on how HiRMA can be implemented in a practical domain and a software architecture for such an implementation. My work lays a solid foundation for building better decision support tools (with respect to risk management) that can be integrated into existing or future intelligent agents.