

# Machine Learning: Overview and Applications

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# Outline

- Machine Learning: Brief overview
- Supervised ML :
  - -Algorithms
  - -Applications in Banking
- Opportunities
- Challenges
  - -Interpretability

# References

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# **Machine Learning and Artificial Intelligence**

### Machine Learning:

- Term coined by Arthur Samuel (IBM) in 1959
- ML gives computers the ability to learn without being explicitly programmed
- Study and construction of algorithms that can learn from data, identify features, recognize patterns, make predictions, and take actions
- A key pathway to AI
- Artificial Intelligence: concerned with making computers behave like humans
  - Term coined by John McCarthy (MIT) around 1956
  - Study of "intelligent agents" [or systems] that "perceive" the environment and take actions that maximize [probability] of success [to achieve] some goal
  - Long history: formal reasoning in philosophy, logic, ...
  - Resurgence of AI techniques in the last decade: advances in computing power, computing and data architectures, sizes of training data, and theoretical understanding
  - Deep Learning Neural Networks: At the core of recent advancements in AI, specifically for certain classes of ML tasks (Reinforcement L and Representation L)

# **Machine Learning Tasks**

- Supervised Learning
  - Data with "labels"
  - Regression and classification
- Unsupervised Learning
  - Data with **no labels**
  - **Discover patterns or structure** in the data (anomalies, clusters, lower-dimensional representation)
- Reinforcement Learning
  - Experiment and exploit to make "optimal" decisions based on reward structure
- Others
  - Semi-supervised, Positive-Unlabeled Learning, ...
  - Representation Learning
  - Transfer Learning

## Supervised Learning: Statistics vs ML paradigms

- Leo Breiman (2001) Statistical Modeling: The Two Cultures, Statistical Science
  - Two paradigms: data model and algorithmic model
- Traditional statistics
  - Goal: "understand" the generative model
    - o Estimate model parameters and assess uncertainty
    - $\,\circ\,$  Identify key drivers and input-output relationships
    - $\circ~$  Extensive tools and diagnostics developed over time
    - $\circ$  Parametric models  $\rightarrow$  easier to interpret

## • Machine Learning

- Goal: best predictive performance ... generalization assessed on hold-out data
  - Algorithmic approach and automation of model building
    - ightarrow variable selection, feature engineering, model training
  - $\circ\,$  Large samples
  - Not much focus on CI, hypothesis testing, ...
- No intrinsic interest in the data generation process (even if there's such a thing!)

### • For regulated industries and safety-critical applications:

- Model interpretability is important

Population

sample

## Supervised ML Algorithms

All Data • Ensemble algorithms N = 4.000 $X_1 \ge 3$  $X_1 < 3$  Random Forests (RFs) Gradient Boosting Machines (GBMs) N=1,500 N=2,500  $X_2 < 4$  $X_2 < 1.5$  $X_2 \ge 4$  $X_2 \ge 1.5$  – eXtreme Boosting (XGBoost) - Tree-based models N =900 N= 600 N =2000 N =500 Piecewise constant within nodes Hidden Layer 1 Hidden Layer 2 Input Layer x1 Feedforward Neural Networks  $\mathbf{x}^2$ v

x3

Output

# **Ensemble Algorithms**



Improve performance by combining outputs of several individual algorithms ("weak learners"):

• Bagging and Random Forest

• Boosting

- Other ensemble approaches:
  - Model Averaging
  - Majority Voting
  - Stacking

# Random Forest



#### Random Forest (Breiman 2001)

- Create multiple datasets by bootstrap sampling of rows
- $\circ~$  Build deep trees for each dataset
  - $\rightarrow$  fit piecewise constant models
  - ightarrow each tree has small bias (deep) but large variance
- Average results across trees

→ reduce variance and instability

- Bootstrap aggregating (bagging)
  - o Column sub-sampling

 $\rightarrow$  reduce correlations across trees

#### Hyper-parameters

- Tree depth
- Number of trees
- Row sampling ratio
- Colum sampling ratio

# **Gradient Boosting Machine**



- Number of trees
- Learning rate
- Row sampling ratio
- Colum sampling ratio

# Feedforward Neural Networks (FFNN)



#### Mimic neuronal networks

- Activation function:  $g(w^T x)$ 
  - Sigmoidal, Hyperbolic Tan, ReLU
  - Connection to additive index models:
    - $f(\mathbf{x}) = g(w_1 x_1 + \dots + w_P x_P)$



#### • FFNN architecture

- Nodes (Neurons)
- Input, Output, and Hidden Layers
- All nodes connected with others in next layer
- Deep NNs
  - Many layers
  - CNN, RNN, LSTM, ...
  - BERT (Bidirectional Encoder Representations from Transformers) 11

# Hyper-parameter Optimization

### • Batch or non-sequential techniques

- Grid search
- Random Search
- Designed experiments

## • Sequential Search

- Hyperband
- Sequential model-based global optimization techniques
  - $\,\circ\,$  Bayesian optimization with Gaussian Process
  - $\odot$  Tree-structured Parzen estimator
- Can be time consuming with large number of hyper-parameters and datasets
- Need access to good computing environment

## **Applications in Banking**

Areas:

- Credit Risk: Predicting losses customers not repaying debts or loans: Mortgages, Auto-Loans, Student Loans, Credit cards, Small businesses, ...
- Credit Decisions: Activities related to loan applications: credit scoring, marketing, collections, ...
- **Revenue and Transactions:** Interest, servicing fees, deposits, withdrawals, electronic payments, etc.
- Financial Crimes: Fraud detection, Money laundering
- Fair Lending: Ensuring fair treatment of customers
- Text and speech: Conversations, complaints, emails, voice messages, chat-bots for assisting customers and employees

### **Statistical Techniques**

- Dimension reduction; clustering, anomaly detection
- Parametric modelling for regression and classification
- Semi- and non-parametric regression models
- Regularization: Lasso, ridge, ...
- Survival analysis; Time series forecasting

#### **New Focus:**

- Account level data → very large datasets with 100's of millions of observations and 1,000s of predictors
- Emphasis on "automated" feature engineering and model development
- Modeling new sources and types of data

#### **ML/AI** Techniques:

- Auto-encoders, GANs, ...
- Ensemble Tree-Based Algorithms: RFs and GBMs
- Feedforward Neural Networks
- Deep NNs for Natural Language Processing and Time Series Data

## Application to Home Mortgage: Modeling "In-Trouble" Loans

- One portfolio: ~ 5 million observations
- **Response: binary = loan is "in trouble"** (multiple failures and connections to competing risks)
- 20+ predictors: credit history, type of loan, loan amount, loan age, loan-to-value ratios, interest rates at origination and current, loan payments up-to-date, etc. (origination and over time)



#### Modeling framework

## Comparison of Predictive Performance: ROC and AUC on Test Data



- ML with 22 predictors
- LR model: eight carefully selected variables
  - snapshot fico (credit history);
  - Itv (loan-to-value ratio);
  - o ind\_financial-crisis;
  - o pred\_unemp\_rate;
  - $\circ$  two delinquency status variables;
  - $\circ$  horizon

## How typical is this "lift" in our applications?

## Natural Language Processing (NLP)

- Methods, algorithms, and systems for analyzing "human language" data (text, speech, conversations)
   Very challenging ...
- Interdisciplinary area that combines computer science, statistics, optimization, AI, linguistics, logic ...
  - Earlier version  $\rightarrow$  computational linguistics, speech recognition, ...
- Evolution:
  - Rule-based, statistical ... now largely driven by deep neural networks
- Diverse applications



# **Opportunities with ML**

#### General:

- Advent of "Big Data"
  - ✓ New sources of data: social media, sensor networks, intelligent systems, ...
    - Text, conversations, ...

### Advances in computing and data storage technologies

- $\checkmark$  Infrastructure for data collection, warehousing, transfer, and management
- ✓ Efficient and scalable algorithms and associated technologies for analyzing large datasets
- ✓ Open-source algorithms
- $\checkmark$  Cloud storage and computing
  - ightarrow Democratization of Data Science

### Specific:

- Availability of large datasets and fast algorithms
  - $\rightarrow$  flexible modeling ... move away from restrictive parametric models
- SML algorithms:
  - Improved predictive performance
  - $\succ$  Semi-automated approach to feature engineering and model training  $\rightarrow$  ideal for Big Data
- New data sources and computing technologies open up new opportunities
  - Text, speech, images, ...
  - More timely information and decision making

# **ML: In Pursuit of Interpretability**

## • Major Challenge:

- Predictor  $\hat{f}(x)$  is implicitly defined, high-dimensional, and complex  $\rightarrow$  hard to interpret results
- Not an issue if only goal is prediction: recommender systems, fraud detection, ...
- Big issue for regulated industries and safety-critical applications
- Typically dual goals: good predictive performance and interpretability
- Main Approaches:
  - I. Post hoc: Techniques for interpreting results after fitting model
  - II. Fitting and using surrogate models to explain complex results
    - a) Born-again trees (piecewise constant)  $\rightarrow$  Breiman
    - b) Locally additive tress  $\rightarrow$  Hu, Chen, Nair (2022)
  - III. Inherently interpretable algorithms

# **Global: Variable Importance**

## • Permutation based: Model agnostic

- Randomly permute the rows for variable (column) of interest while keeping everything else unchanged
- Compute the change in prediction performance as the measure of importance.

## Selected Others

- Tree-based importance metrics
  - Importance of a variable  $x_j \rightarrow$  total reduction of impurity at nodes where  $x_j$  is used for splitting
  - $\,\circ\,$  For ensemble algorithms, average over all trees

### - Global Shapley

- Based on Shapley decomposition (1953); Owen (2014)
- $\,\circ\,$  Model agnostic but computationally intractable

Y	X1	X2	X3	X4	X5
2	1.5	0	4.5	10.2	3.0
4	2.7	1	5.3	8.7	4.2
8	3.3	1	7.2	19.3	17.6
3	1.9	0	3.3	7.8	21.2

#### Home Mortgage-XGB



# Input-Output Relationships: 1-D Partial Dependence Plots

- Understand how fitted response varies as a function of one or more variables of interest
- One-dimensional Partial Dependence Plot (PDP)
  - Variable of interest:  $x_i$
  - Write the fitted model as  $\hat{f}(x) = \hat{f}(x_j, \mathbf{x}_{-j})$
  - Fix  $x_j$  at c; compute the average of  $\hat{f}$  over the entire data

$$g_j(x_j = c) = \frac{1}{N} \sum_{i=1}^N \hat{f}(x_j = c, x_{-j,i})$$

- Plot  $g_j(x_j)$  against  $x_j$  over a grid of values
- One-dimensional summary
- Interpretation: Effect of  $x_j$  averaged over other variables

#### Home Mortgage 1-D PDP for forecast\_LTV



# Local Explainability

### • Questions of Interest:

- 1. How can we interpret the response surface locally at selected points of interest?
- 2. Given the predicted value at a point of interest  $\hat{f}(\mathbf{x}^*) = \hat{f}(x_1^*, \dots, x_K^*)$ , what are the contributions of the different variables  $\{x_1, \dots, x_K\}$  to the prediction?
- If fitted model is linear:  $\hat{f}(x) = b_0 + b_1 x_1 + \dots b_K x_k$ , we can answer both questions using the regressions coefficients.
- Answer to 1: Model is linear → magnitudes and signs of regression coefficients provide explanation
- Answer to 2: Contribution of  $x_j^*$  is  $b_j x_j^*$
- How to extend these interpretations to fitted models from complex ML algorithms?
- LIME, SHAP, B-Shap, etc.

## "Adverse" action explanation on declined decisions to customers

- $x = (x_1, ..., x_K) K$  -dimensional credit attribute
- Use historical data  $\{y_i, x_i\}, i = 1, ... n$  to develop model for probability of default (PoD)
- Fitted model for PoD p(x)
- Decision:
  - Accept application with  $x^*$  if  $p(x^*) \leq \tau$ ;
  - Decline otherwise
- Declined customers are entitled to an "explanation" by law
- Problem formulation
  - Take a **reference point**  $x^A$  in the "accept" region
  - $\circ$  Compute the difference:  $[p(x^D) p(x^A)]$
  - Attribute the difference to the (important) predictors
  - Better to do in terms of f(x) = logit p(x)
  - Decompose  $[f(x^D) f(x^A)] = E_1(x^D, x^A) + E_2(x^D, x^A) + ... + E_K(x^D, x^A)$
  - $E_k(x^D, x^A)$  is allocation to (contribution by) k —th predictor



# General expression for AA with Baseline Shapley

$$[f(\mathbf{x}^D) - f(\mathbf{x}^A)] = E_1 + \dots + E_K,$$

$$E_k = E_k(\boldsymbol{x}^{\boldsymbol{D}}; \, \boldsymbol{x}^{\boldsymbol{A}}) = \sum_{\boldsymbol{S}_k \subseteq \boldsymbol{K} \setminus \{k\}} \frac{|\boldsymbol{S}_k|! \, (|\boldsymbol{K}| - |\boldsymbol{S}_k|)!}{|\boldsymbol{K}|!} \left( f(\boldsymbol{x}_k^{\boldsymbol{D}}; \, \boldsymbol{x}_{\boldsymbol{S}_k}^{\boldsymbol{D}}; \, \boldsymbol{x}_{\boldsymbol{K} \setminus \boldsymbol{S}_k}^{\boldsymbol{A}}) - f(\boldsymbol{x}_k^{\boldsymbol{A}}; \, \boldsymbol{x}_{\boldsymbol{S}_k}^{\boldsymbol{D}}; \, \boldsymbol{x}_{\boldsymbol{K} \setminus \boldsymbol{S}_k}^{\boldsymbol{A}}) \right).$$

- Application of Shapley concept (Shapley, 1951+)
  - Adapted to global explanation in ML (Owen 2014; and others)
  - Local explanation (Lundberg et al. 2018, others)
  - Computationally intractable
- Baseline Shapley (Sundararajan, M. and Najmi, A. (2020) easier to compute
- Adaptation to Adverse Action (Nair et al. 2022)

## AA Explanation with Two Predictors

Linear model: 
$$f(\mathbf{x}) = b_0 + b_1 x_1 + \dots + b_K x_K$$
  
 $[f(\mathbf{x}^D) - f(\mathbf{x}^A)] = b_1(x_1^D - x_1^A) + b_2(x_2^D - x_2^A) + \dots$   
GAM?  
Interactions?  $f(\mathbf{x}) = b_0 + b_1 x_1 + b_2 x_2 + b_{12} x_1 x_2$   
 $b_1(x_1^D - x_1^A) + b_2(x_2^D - x_2^A) + b_{12}(x_1^D x_2^D - x_1^A x_2^A)$ 



General: (Nair et al. 2022)

• 
$$E_1 = \frac{1}{2}(E_{11} + E_{12}) \rightarrow \frac{1}{2} \{ [f(x_1^D, x_2^D) - f(x_1^A, x_2^D)] + [f(x_1^D, x_2^A) - f(x_1^A, x_2^A)] \}$$
  
•  $E_2 = \frac{1}{2}(E_{21} + E_{22}) \rightarrow \frac{1}{2} \{ [f(x_1^D, x_2^D) - f(x_1^D, x_2^A)] + [f(x_1^A, x_2^D) - f(x_1^A, x_2^A)] \}$ 



- Most post-hoc tools for studying input-output relationships are lower-dimensional summaries
  - Limited in ability to characterize complex models with local behavior
  - Need better visualization tools in high-dimensions
  - How to **automate visualization**  $\rightarrow$  spirit of ML and AI.
- ML algorithms: Function-fitting vs modeling
  - High-dimensional ML can do very good function fitting with large samples
  - What is a **role of a model**?

# Correlation can create havoc!

$$\hat{f}(\boldsymbol{x}) = \hat{f}(\boldsymbol{x}_{\boldsymbol{j}}, \boldsymbol{x}_{-\boldsymbol{j}}) \text{ is the fitted model}$$
$$\hat{f}_{PD,j}(\boldsymbol{z}) = \frac{1}{N} \sum_{i=1}^{N} \hat{f}(\boldsymbol{x}_{j} = \boldsymbol{z}, \boldsymbol{x}_{-\boldsymbol{j},i})$$

When predictors are highly correlated:

Performance of VI analyses and PDPs?

- Extrapolation
- Poor model fit outside data envelope
- Alternatives: ALE (Apley and Zhu, 2020), ATDEV (Liu et al. 2018)



### **Bigger issue: Model identifiability**

 $f(x_1, x_2) = \beta_1 x_1 + \beta_2 x_2 + \beta_{12} x_1 x_2 \rightarrow g(x_1)?$ 

- Main effect  $\rightarrow$  masked by quadratic term from interaction
- Different ML algorithms can capture the masking differently
- VI analysis  $\rightarrow$  permute correlated variables jointly

These are known problems to statisticians  $\rightarrow$  that's why there has been a lot of model diagnostics! But the view in ML is to throw as many predictors as possible into the mix and automate model building.

# Inherently interpretable models

## • Key characteristics

- Parsimony → easier to interpret
  - $\checkmark$  Sparsity  $\rightarrow$  few active effects or complicated relationships
  - Low-order interactions  $\rightarrow$  more than two hard to understand
- Analytic expression  $\rightarrow$  use regression coefficients for interpretation

## • Goals and challenges of complex ML models

- Extract as much predictive performance as possible
- No emphasis on interpretation  $\rightarrow$  lots of variables, complex relationships and interactions
- No analytic expressions → rely on low dimensional summaries → don't present the full picture

## • Emerging view:

- Low-order functional (nonparametric) models are adequate in most of our applications
  - ightarrow tabular data in banking
- Directly interpretable
- Reversing emphasis on complex modeling

→ trade-off: small improvements in predictive performance vs interpretation

# Examples of "Low Order" Models

• Functional ANOVA Models:

$$f(\mathbf{x}) = g_0 + \sum_j g_j(x_j) + \sum_{j < k} g_{jk}(x_j, x_k) + \sum_{j < k < l} g_{jkl}(x_j, x_k, x_l) + \cdots$$

- FANOVA models with low-order interactions are adequate for many of our applications

- Focus on models with functional main effects and second order interactions
- Stone (1994); Wahba and her students (see Gu, 2013)

 $\rightarrow$  use **splines** to estimate low-order functional effects non-parametrically

- Not scalable to large numbers of observations and predictors
- Recent approaches

 $\rightarrow$  use **ML architecture and optimization algorithms** to develop fast algorithms

# FANOVA framework

$$f(\mathbf{x}) = g_0 + \sum_j g_j(x_j) + \sum_{j < k} g_{jk}(x_j, x_k)$$

- Model made up of mean  $g_0$ , main effects  $g_j(x_j)$ , two-factor interactions  $g_{jk}(x_j, x_k)$
- Interpretability
  - Fitted model is additive, effects are enforced to be orthogonal
  - Components can be easily visualized and interpreted directly
  - Regularization or other techniques used to keep model parsimonious
- Two state-of-the-art ML algorithms for fitting these models:
  - Explainable Boosting Machine (Nori, et al. 2019) → boosted tress
  - GAMI Neural Networks (Yang, Zhang and Sudjianto, 2021) → specialized NNs
  - **GAMI-Tree** (Hu, Chen, and Nair, 2022)  $\rightarrow$  specialized boosted model-based trees

Nori, Jenkins, Koch and Caruana (2019). InterpretML: A Unified Framework for Machine Learning Interpretability. <u>arXiv: 1909.09223</u> Yang, Zhang and Sudjianto (2021, Pattern Recognition): GAMI-Net. <u>arXiv: 2003.07132</u>

# **Explainable Boosting Machine**

• EBM – Boosted-tree algorithm by Microsoft group (Lou, et al. 2013)

$$f(\mathbf{x}) = g_0 + \sum g_j(x_j) + \sum g_{jk}(x_j, x_k)$$

- Microsoft InterpretML (Nori, et al. 2019)
- fast implementation in C++ and Python
- Multi-stage model training :
  - 1: fit functional main effects non-parametrically
    - Shallow tree boosting with splits on the same variable for capturing a non-linear main effect
  - 2: fit pairwise interactions on residuals:
    - a. Detect interactions using FAST algorithm
    - b. For each interaction (x<sub>j</sub>, x<sub>k</sub>), fit function g<sub>jk</sub>(x<sub>j</sub>, x<sub>k</sub>) non-parametrically using a tree with depth two: 1 cut in x<sub>j</sub> and 2 cuts in x<sub>k</sub>, or 2 cuts in x<sub>j</sub> and 1 cut in x<sub>k</sub> (pick the better one)
    - c. Iteratively fit all the detected interactions until convergence





# Explainable boosting machine: Example

### Friedman1 simulated data:

- <u>sklearn.datasets.make\_friedman1</u>
   n\_samples=10000, n\_features=10, and noise=0.1.
- Multivariate independent features x uniformly distributed on [0,1]
- Continuous response generated by  $y(\mathbf{x}) = 10\sin(\pi x_0 x_1) + 20(x_2 - 0.5)^2$   $+20x_3 + 10x_4 + \epsilon$

depending only  $x_0 \sim x_4$ 



## **GAMI-Net**

• NN-based algorithm for non-parametrically fitting

$$f(\mathbf{x}) = g_0 + \sum g_j(x_j) + \sum g_{jk}(x_j, x_k)$$

#### • Multi-stage training algorithm:

1: estimate  $\{g_j(x_j)\} \rightarrow$  train main-effect subnets and **prune** small main effects

2: estimate  $\{g_{jk}(x_j, x_k)\} \rightarrow$  compute residuals from main effects and train pairwise interaction nets

- Select candidate interactions using heredity constraint
- Evaluate their scores (by FAST) and select top-K interactions;
- Train the selected two-way interaction subnets;
- Prune small interactions
- 3: retrain main effects and interactions simultaneously



# Diagnostics: Effect importance and feature importance

• Each effect importance (before normalization) is given by

$$D(h_j) = \frac{1}{n-1} \sum_{i=1}^n g_j^2(x_{ij}), \qquad D(f_{jk}) = \frac{1}{n-1} \sum_{i=1}^n g_{jk}^2(x_{ij}, x_{ik})$$

• For prediction at  $x_i$ , the **local feature importance** is given by

$$\phi_j(x_{ij}) = g_j(x_{ij}) + \frac{1}{2} \sum_{j \neq k} g_{jk}(x_{ij}, x_{ik})$$

• For GAMI-Net (or EBM), the **global feature importance** is given by

$$\operatorname{FI}(x_j) = \frac{1}{n-1} \sum_{i=1}^n (\phi_j(x_{ij}) - \overline{\phi_j})^2$$

• The effects can be visualized by a line plot (for main effect) or heatmap (for pairwise interaction).

# **GAMI-Net: Example**

#### Friedman1 data:

 $y(\mathbf{x}) = 10\sin(\pi x_0 x_1) + 20(x_2 - 0.5)^2 + 20x_3 + 10x_4 + \epsilon$ 

Same data generated as for EBM example.

GAMI-Net Output with Test RMSE = 0.0058 and R2 = 99.89%



model\_gaminet.show\_effect\_importance()





# **Comparisons: Bike Sharing Data**

#### Bike sharing data:

- Another <u>popular benchmark UCI dataset</u> consisting of hourly count of rental bikes between years 2011 and 2012 in Capital bikeshare system.
- Sample size: 17379
- The features include weather conditions, precipitation, day of week, season, hour of the day, etc.
- The response is count of total rental bikes.



0.2

0.4

00

06 08

0.2

04 06

0.8

02 04

0.2 0.4 0.6 0.8

00

EBM Output with test RMSE = 0.0825 and R2 = 80.58%

# Another example of "Low Order" Models:

• Additive Index Models:

 $f(\boldsymbol{x}) = g_1(\boldsymbol{\beta}_1^T \boldsymbol{x}) + g_2(\boldsymbol{\beta}_2^T \boldsymbol{x}) + \dots + g_K(\boldsymbol{\beta}_K^T \boldsymbol{x})$ 

- Generalization of GAMs:

 $f(\mathbf{x}) = g_1(x_1) + g_2(x_2) + \dots + g_P(x_P)$ 

- Incorporates certain types of interactions
- Projection pursuit regression (Friedman and Stuetzle, 1981)
- Need for scalable algorithms with large datasets and many predictors
- Use specialized neural network architecture and associated fast algorithms
  - eXplainable Neural Networks (xNNs) → Vaughan, Sudjianto, ... Nair (2020)



# Summary

- Advent of "Big Data" and advances in computing  $\rightarrow$  many opportunities
- Large datasets  $\rightarrow$  flexible models  $\rightarrow$  better performance
- Automated feature engineering and selection
- Exploit information in new sources of data (text)
- Challenges
  - Computational
  - Overfitting, model robustness, generalizability, ...
  - Incorporating shape constraints and subject matter knowledge
  - Interpretability
  - Fairness and Bias