DIGITAL TRANSFORMATION IN THE WORKPLACE:
WHAT SHOULD BE ON YOUR RADAR AS AN IG PRO

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DISCUSSION

• How We Got Here
• Where We’re Going
• New Technologies To Keep an Eye On
  • Why They are Relevant
  • Governance Challenges to Watch Out For
HOW WE GOT HERE

Have fostered

- The Internet
- Creation of an abundance of data
- Advancement of computer science, microminiaturization, processing power

- Information Age
- Knowledge Economy
WHY DIGITAL TRANSFORMATION? WHY NOW?

• The way we operate has changed
  • Increased Pace
  • More Digital
  • More Social
  • More Collaborative

• Game-Changing New Players

• Roles are Changing

• Innovate and Transform or die
IN WHAT WAYS WILL WE SEE IT? (HINT: YOU ALREADY DO)

- Cloud is King
- Acceleration of Change
- Increased Options
- Expanding Data Collections
- Mobile
- Internet of Things
- Artificial Intelligence
- Blockchain
- Virtual/Augmented Reality
HOW SHOULD WE TACKLE IT?

01 Know what and where your information is – and which is most valuable
- Vital Data
- IP – competitive advantage trade secrets
- Protected/Private Information

02 Team with
- IT • InfoSec • Security • Legal • Audit
- HR • Analytics

03 Develop Prioritized protection strategies

04 Apply processes and tools where reasonable
DIVING INTO THE TRENDS - CLOUD

SW as a Service

Platform as a Service

Infrastructure as a Service

Top 10 Players in the Space

#1 Microsoft
#2 Amazon
#3 IBM
#4 salesforce®
#5 SAP
#6 Oracle
#7 Google
#8 ServiceNow
#9 Workday
#10 VMware

ACCELERATION OF CHANGE
(ORGANIZATIONAL)

Constantly Evolving Roles, Responsibilities & Expectations

“The New Normal”

<table>
<thead>
<tr>
<th>Types of Changes</th>
<th>Acceleration Factors</th>
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<tbody>
<tr>
<td>1. Job Types and Responsibilities</td>
<td>1. Communication Possibilities</td>
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<td>2. Working Conditions and Requirements</td>
<td>2. Geographical Diversity</td>
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<td>3. Cultural changes</td>
<td>3. Automation and Machine Learning</td>
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<td>4. Pace Expectations</td>
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## ACCELERATION OF CHANGE (TECHNOLOGICAL)

Increased Solution Options – New Ways of Working

“Collaboration”

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<td>1. Focus on Collaborative, Mobile Work Environment</td>
<td>1. Fast Development Cycles</td>
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<td>2. Elevated Employee Tool Expectations</td>
<td>2. More App/Tool Availability</td>
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<td>4. Increased Acceptance of Risk</td>
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EXPANDING DATA COLLECTIONS

• Big Data – bases, warehouses, streams and lakes
• Imperative to focus on Analytics
• Increasing analytics based decision making

Watch Outs:
• Retention, S.O.R., Ownership
• Disparate Repositories
• Opportunity Cost
• Lack of Data Governance, focus on big picture
MOBILITY

• Increasing demand for all information to be accessible anywhere

• Phones, Tablets, personal devices, ‘any device’

Watch Outs:

• Information Security, IP, records duplication

• BYOD issues – eDiscovery and investigations
INTERNET OF THINGS

What it Is:

• The interconnection of billions of physical computing devices via the Internet, collecting and sharing data

• Merges the digital and physical worlds through sensors, cameras, and other devices

Watch Outs:

• Information Security Risks
  • IP, Privacy

• Proliferation of Data
ARTIFICIAL INTELLIGENCE

What it is:

- AI is a concept in which electronic agents perceive the world around them, form plans, and make decisions to achieve goals.

- A subfield is Machine Learning (ML) which is designed to enable computers to learn on their own by identification of patterns in data, building models and prediction without programming rules.

- The goal is for systems to learn to see, hear and otherwise sense the world around them, and begin to “reason” – leading to the ability to automate tasks.
AUTOMATION & ROBOTICS

• Technology by which a process or procedure is performed without human assistance
• “bots” or “internet bots”
• Robots

Watch Outs:
• The AI and sensor portions accumulate large amounts of data
• Change in the workplace – roles, norms
• Logistics
• Legal and regulatory compliance
What it is:

• A distributed ledger or database

• Purpose is to enable secure, transparent sharing of data and to process transactions among multiple actors that may not know or trust each other.

Watch outs:

• Square pegs, round holes
• Information security
• Lack of governance and regulation
• Unknowns of production and information lifecycle management

Want to learn more?

https://blockgeeks.com/guides/what-is-blockchain-technology/

https://lifehacker.com/what-is-blockchain-1822094625

https://medium.com/@pauli/the-blockchain-primer-that-george-washington-would-understand-8cdb766edcbe

https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?htmlfid=45015045USEN&
VIRTUAL REALITY

• Computer-generated simulation of an environment that one can interact with in a seemingly real way
• Virtual Reality
• Augmented Reality

Watch Outs:
• Accumulate large amounts of data – including significant PII and potentially IP
• Safety & Liability
• Change in the workplace/roles
• Legal and regulatory compliance
THANK YOU FOR TALKING WITH ME TODAY!

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