ISSIP Discovery Summit: Future of Jobs in the Age of Augmented Intelligence (AI)

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Agenda

Morning & Early Afternoon (*Develop an understanding of our current capabilities*)

8:30-9:00   Arrival & Grab Breakfast

9:00- 9:15 Welcome, introductions, context - Heather Yurko (ISSIP President), Yassi Moghaddam (ISSIP Executive Director) Introductions, Context and scope

9:15-9:45   Pankaj Srivastava - IBM VP, Chief Analytics Office - "The Reskilling Challenge"

9:45 - 10:15   Elaine Mason - VP of People Planning, Design & Analytics, Cisco - "Evolving Skills for the Future of Work"

10:15 - 10:30 Break

10:30-11:00   Dart Lindsley - Process and Technology Manager, Google, "Serving the Worker-customer"

11:00 -11:30   Sheri Feinzig - Director, Smarter Workforce Institute, IBM, ""The Opportunities and Risks of Bringing AI to HR"

11:30 - 12:00   Amy Abel Managing Director, Human Capital, Conference Board, "Is AI Helping or taking over? What HR Needs to know"

Late Afternoon (*Develop an understanding of our current capabilities*)

12:00-1:00 Lunch

1:00 - 1:30 Yassi Moghaddam, skill gaps between education and employment

1:30-2:00   Raulvin Coke, Business Agility + Capability Coach and Future of Work Podcaster, "Unleashing The Power of M.A.P (Mindset, AI & People) for Industry 4.0"

2:00- 2:30   Chris Louie - Sr Director, Talent Acquisition, LinkedIn, "Will real-time talent marketplace intelligence transform the way HR works?"

2:30-2:50   Heather Yurko, identifying themes, setting up for the breakout sessions
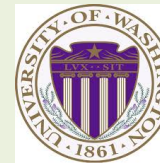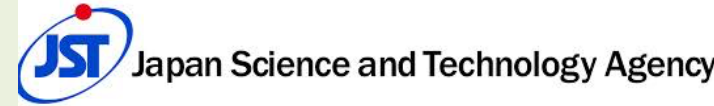
2:50 -3:00   Break

3:00 - 4:30 Breakout sessions (*Define What We Would Like To Be Able To Do*)

4:30 - 5:00 Readout, Summary, Wrap up, and next steps

5:00   Adjourn

ISSIP

Membership based non-profit professional association promoting "**Service innovation**" for our interconnected world.

Members: 1400[+]
- ~200 universities
- 50[+] companies
- 42[+] countries

Join us: www.issip.org

ISSIP

We catalyze industry-academia-government collaboration to promote best industry practices, cutting-edge research, innovative educational models, policy influencing, and professional development that supports the creative application of advanced technologies to create new service.

IBM

CISCO

JST Japan Science and Technology Agency

SJSU | LUCAS COLLEGE AND GRADUATE SCHOOL OF BUSINESS

UNIVERSITY OF WASHINGTON 1861

GACHON UNIVERSITY · 1939

VirginiaTech Invent the Future

UNIVERSITÀ DEGLI STUDI DI NAPOLI PARTHENOPE

WARWICK THE UNIVERSITY OF WARWICK

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Members: 1400$^+$

➢ ~200 universities

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Our Goals for today:

- To explore the opportunities and challenges HR leaders face with the advent of AI and its impact on work

- Examine how HR can play and is playing a strategic role in driving innovation for a thriving future workforce.

- Potentially identify capabilities that we would like to be able to co-create together.

Contributing to the Notes

https://tinyurl.com/yxnbzers

Thank you!

ISSIP Initiatives on Closing the Gap Between Education & Employment

July 16, 2019

Major ISSIP Programs

ISSIP Innovation Industry Program

- Open data Portal
- Cataloguing Open AI Services

Discovery Summits & workshops in support of member company agenda

FOW, Data science and customer experience, IoT Security & Privacy, FOW, and more

Publication of position statements through this ISSIP-BEP Book Series: http://bit.ly/2xSIxE1, more than 33 published.

BEP BUSINESS EXPERT PRESS
The Leader In Concise and Applied Learning Resources

Service Systems and Innovations in Business and Society

The International Society of Service Innovation Professionals

Community of Interest/Practice

Future of Work, Service Innovation Framework, Service Design, Education and Research, and more

Two Initiatives

ISSIP-National Science Foundation (NSF)

ISSIP-Emperica-PwC – European Commission (EC)

ISSIP Program : An Industry Perspective on STEM Education for the Future – US

ISSIP Program : An Industry Perspective on STEM Education for the Future - Europe

NSF Program: Accelerating Discovery: Educating the Future STEM Workforce

EC Program: High-Tech Skills for Industry Fostering New Services and Jobs Creation

1) ISSIP-NSF Program

- Goals:
  - Obtain industry perspectives on topics that include:
    - Major skill gaps in new hires today
    - Graduates industry preparedness
    - Tools & training – which tools/type of tools new hires should have mastered before being hired
    - On the job training
    - Industry-academia collaboration for reskilling/upskilling - Challenges and opportunities
    - And more….
  - Provide guidance to NSF on how to influence change in higher education to close the gap
- Duration: July 2019-May 2020

How

- Create a panel of experts (PoE)
  - ~ 30 experts
  - Majority, industry & US
  - Diverse industry verticals
- Interview/survey panel of experts on major topics
- Hold a 1-day workshop in the Fall/winter 2019 to discuss initial response and identify major themes.
- Refine/revise survey to send to wider audience (goal is to obtain at least 100 Reponses)
- Write a report for NSF
- Publish an industry focused book based on the report to publish through Business Expert Press.

ASK

- Inviting everyone here to join the panel experts
  - Take the survey (~ 20 min)
  - Hold an interview/ or webinar (1 hr)
  - Participate/speak in the one-day workshop (in the Bay Area)
  - Consider submitting a position statement chapter for a BEP book on this topic and be recognized as a contributor, chapter author, or guest editor
  - Consider participating in a meeting to be organized by NSF at the National Academies in 2020 to influence things at the national level.

2) ISSIP-Emperica-PwC-EC

- Goals:
  - Obtain industry – academic perspectives on "High-Tech Skills for Industry Fostering New Services and Jobs Creation"
  - Provide guidance to EC on how to influence change in academia and industry to boost quality jobs and employment.
- Duration: July 2019 – September 2021

How

- ISSIP is recommending a list of international industry and academic experts to be invited to join a ~ 150-people panel of experts for the duration of the program to:
  - Provide commitments to the success of the initiative defining future skills and job / new service creation priorities and a vision and agenda for the European Commission,
  - Provide feedback on results, and reports
  - Participate in an online survey to take place in March 2020,
  - receiving invitations to and consider attending some of the six workshops e first one taking place in January 2020 in Brussels and a further four in Europe and one in the US)
  - Consider participating/speaking at an international conference to be held in Brussels in the course of the work running up until summer 2021,
  - Review recommendations addressed to policy makers and further stakeholders which will be developed by the team and – very importantly and right from the start of this activity – pointing us to relevant education and training and public-private partnerships, industry-led efforts and research activities in your country or others you know about.
  - Be recognized as a FOW though-leader through ISSIP, and its partner affiliated, as well as the European Commission,

Ask

Might you consider joining the international panel of experts to share your expertise?

Other possibilities to co-create together

- Potentially holding quarterly DSs that would to promote peer-to-peer learning?

- ISSIP Dinner on July 26, 2019

- HICSS 2020, Jan 7-10, workshops on FOW/AI/HR, Networking and AI, Quantum Computing

- ISSIP – JST Workshop, AI/Healthcare and Ethics

- Others thing you can think of?

Thank you!

Feedback

- https://www.surveymonkey.com/r/ISSIP2019

What is Service Science?

- Service Science was developed as a new discipline around 15 years ago emerged as a new promising approach to the study, design and implementation of services by ways of developing a better understanding of the relationships of technology innovation, business model innovation, social organisation innovation, and demand innovation.