



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

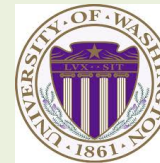
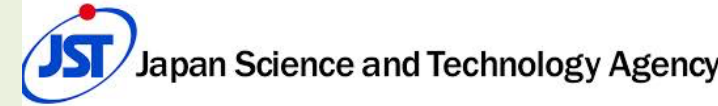
September 27, 2018



Membership based non-profit professional association promoting “**Service innovation**” for our interconnected



Service Systems and Innovations in Business and Society



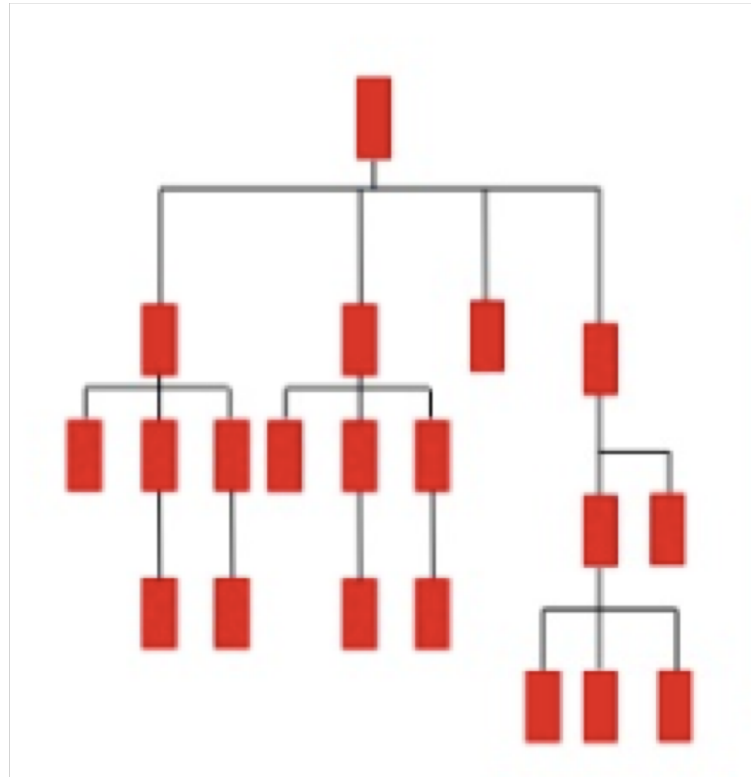
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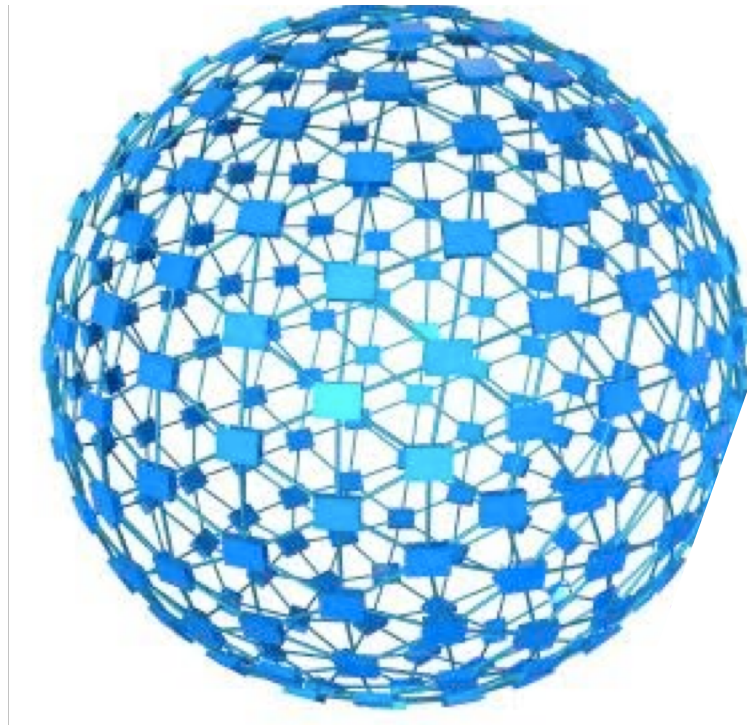
Members: 1200⁺

- ~200 universities
- 50⁺ companies
- 42⁺ countries

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We define “Service Innovation” as the application of knowledge and creativity for co-creation of value with customers, employees, supplier, shareholders and society.







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We catalyze industry-academia-government collaboration to promote cutting-edge research, best industry practices, innovative educational models, policy influencing, and professional development.



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- industry-academia joint research projects,
- conferences, summits & workshops
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- publications.



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We promote service innovators, institutions, and individuals, through ISSIP awards & sponsorships globally.



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Sample ISSIP Programs

ISSIP Innovation Research Program

- Open data Portal
- Cataloguing Open AI Services

Discovery Summits & workshops in support of member company agenda

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

Publication of position statements through this ISSIP-BEP Book Series: <http://bit.ly/2xSlxE1>, more than 30 published.

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

Service Systems and Innovations in Business and Society



Community of Interest/Practice

Service Innovation Framework, Service Design, Education and Research, and more

"how are machines enhancing, not replacing, human capabilities as they are transforming for exponential growth in our digital economy."

Themes

1. Tools:
 - Agile Hybrid Team models - Internal & Labor exchanges labor for organizational agility. Accenture Labs, Hyperloop.
 - AI Tools to enhance work based on responsibly, role.
 - Open AI tools for developer/for non developer
 2. Developing opportunity Structure - empowering workers across all occupations with the skills and tools they need to reap the benefits of these new technologies
 3. Liquid workforce - Internal/external labor exchanges and crowds
 4. Human-robots teaming
 5. Democratizing AI (AI-as-a-service, Data-as-a-service)
 6. Blackbox vs. transparency?
 7. AI Data biases
 8. Challenging areas for ML/DL
 9. Skillset, mindsets, competencies- T-shapes - Deep skills+ broad skills
 - Technical, Process & Data, People/Interaction, (business?)
 - Coding not needed (but computing skills may be)
 - Sense making, asking the right questions, Human-machine interaction
 - Interdisciplinarity
 - Innovation, Entrepreneurship, Technology
 10. Industry to help universities getting out of “lumpy” degrees
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What we would like to be able to do together?

Jointly explore opportunities for change, enhancements, in these areas...

1. Tools & Capabilities/Research Agenda
 2. Skills and learning
 3. Session 3 - Policy
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Tools & Capabilities/Research Agenda

Session 1

Tools & Capabilities

1. Business students need Democratized AI
2. HTT needs componentized AI to be able to plug & play (tool capabilities that are drag & drop)
3. Most AI capabilities are not plug & play, they are not business oriented. Require some technical expertise. When creating services, business needs to be able to plug AI components to generate desired models/results. As simple as Excel plug-ins
4. Goal is to be able to provide students with a Plug & Play AI tool to put together an application to address a business problem
5. Networking space - workflow. Workflow is a nice graphical tool which has the intelligence and to automate certain features. Can be used to spin up "a foreign exchange workflow"
6. City of Los Angeles - 50k contracts, no ML analysis on how to reduce the amount of time it takes to reduce making a contract?
 - a. Numbers and specialization of modules would be 100s in numbers
 - b. Tool developer to create a layer for users to create
 - c. Need the GitHub of all the tools and someone needs to create the plug & play layer

7. Document top use cases to structure the framework. Establish the parameters for those use cases
8. AI to follow the ERP configuration phenomenon
 - a. AI implementation methodology
 - b. The path to get there is the path other tech like ERP took.
 - c. Practice the configuration and customization, then creating the framework

Research Agenda for Business

1. Creating an implementation methodology
2. Provide a framework and list of capabilities to manage Stable/Unstable Workflow
3. Creating a framework from workflow/capabilities that address a certain business problem/need
4. Applying a generic framework to solve for business problem
5. Outline top use cases in the format of "I want an AI system to do X"

Skills & Learning

Session 2

- Skill people should learn is “AI thinking”, like design thinking
 - AI thinking is about when and when not to apply AI
 - AI thinking is more than cheaper/faster (automation) it is also about new ways of creating value (e.g., personalized manufacturing)
 - Universities can provide deep courses on AI thinking
 - ISSIP can provide diverse POV on AI thinking, some that lead to university courses
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Policy Session 3

- Coming soon...
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