ISSIP Discovery Summit:
Future of Work in The Digital Age

#ISSIP-FO

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Programming Committee

Heather Yurko, Cisco

Stephen Kwan, San Jose State University
Handan Mutis, ISSIP
Yassi Moghaddam, ISSIP

Sponsor

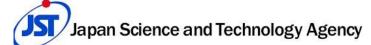SJSU | LUCAS GRADUATE SCHOOL OF BUSINESS

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ISSIP

Advancing service innovation in business and society by:

– Catalyzing and elevating industry-academia-government collaboration in cutting edge research, best industry practices, innovative educational models, and policy influencing

– Fostering professional thought leadership of members through joint conferences, workshops, publications, members mentorship, and awards & recognitions globally

Members: 1200[+]
➤ ~200 universities
➤ 50[+] companies
➤ 42[+] countries

Join us: www.issip.org

Goals for the Discovery Summit

1.   Outline the capabilities we know we have today, and those we deem critical, to create the future of work we want for our ourselves, children, business, and society.

2.   Draft the skeleton of a white paper that provides actionable guidance on how industry, academia, and policy makers can work together to grow the future capabilities today.

(we may send the white paper for publication in a journal, and/ or turn into a booklet, published through our partnership with Business Expert Press, http://dev.businessexpertpress.com/taxonomy/term/61)

Fluid Work & Virtual Worker

- Technologies are enabling rapid change in work behavior at
  - individual
  - teams, and
  - organizational levels
- Virtualized workforce on the rise

Choice

- We have more choices
- Choice is good
- How does that impact future of work?

Human- machine symbiosis and future of work

- Lines between science fiction and reality are blurring already

- Intelligent assistants are enabling the next generation digital workers.

- "How to make these intelligent assistants more personal, compassionate, and relevant to the people they interact with."

- How do we build these systems to interact naturally with humans?

Platforms and Future of work

- AI is just another tool that humans employ
- Platforms are on the rise (beyond Uber, Airbnb, etc.)
- How can we design and be intentional about platforms of the future to create the future we desire today?
- Workforce for the platform economy?

Smart Society and Future of Work

- **Smart Services Informed by Data**
  - Human-Technology Symbiosis
  - Augmenting the individuals
  - Fostering lifelong learning (changing the curriculum and pedagogies), how can we use technology to teach. (cyber learning programs is accepting applications)
  - Illuminating the emerging socio-technological landscape
  - Role of the corporation in partnership with NSF-funded projects
  - Convergence: Deep integration of knowledge, tools, techniques, and modes of thinking to address pressing societal problems and profound research questions. T-Shapes

- **Society 5.0**
  - How do we go from smart technology to super smart society
  - Ecosystem

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Visioning exercise: Undergraduate STEM education 2026 and beyond…

- Think 10 years from today.
  - Who are our undergraduate students? How are they different?
  - What would the jobs be?
  - What skills/knowledge we need to teach? What skills will be irrelevant?

Machine Analytics for Future of Work

– How do we go from smart technology to super smart society

– How are the new technologies are enabling more alignment between technology, people, and organizations?

– How do we integrate AI into our everyday practices? (Rather than changing our practices to adapt to tech?)

– We need transparency into how the data was produced

– Whose data? Whose agency? Whose effort?

From Connected to Interconnected Individual

- Platforms are enabling democratization of opportunities (LinkedIn, Knack)….

- …enabling new career and career categories that we can't even imaginge

- Knack and LinkedIn both enables indiviudals to market themselves and what they are good at in the context of opportunities they are looking for.

Summit Feedback

https://www.surveymonkey.com/r/K3YJ7RS