Topics

- Why is IT Important?
- Enabling Technologies
- Digital Transformation
- Current & Future Trends
- Adapting to the Digital Age
Why is IT Important?

- Required for nearly all business processes
- Greatest opportunity for productivity gains
- Largest capital investments
- Innovation
- Survival in the 21st century
Innovation & Survival in the 21st Century

Increasing expectations of all stakeholders

Impact of millennials & future generations

New business models
e.g. Amazon, Uber, AirBnB, Netflix

Technologies are still evolving
3 Digital Laws

- Moore's Law
- Butter's Law
- Kryder's Law

Performance Improvement

Cost Economies
Impact of Enabling Technologies

Allow organizations to achieve exponential growth by using technology to enable extremely high levels of automation.
Digital transformation is the profound transformation of business and organizational activities, processes, competencies and models to fully leverage the changes and opportunities of a mix of digital technologies and their accelerating impact across society in a strategic and prioritized way, with present and future shifts in mind.

Ref: https://www.i-scoop.eu/digital-transformation/
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Current & Future Trends
Current Trends

- Cloud Computing
- Big Data
- Cybersecurity
Future Trends

- Internet of Things
- Machine to Machine Learning
- Artificial Intelligence
- Blockchain
Framework for Adapting Digital Technologies

• Establish clear strategy and business objectives
• 2 different approaches required for digital transformation
• Supporting Environment
  – People, Processes & Organization
  – Data Analytics
  – Technology
  – Ecosystems
Strategy & Business Objectives

• Transformation projects are business projects which require IT...*they are not IT projects*

• Projects should be business led with clear business objectives agreed for each project

• Focus on:
  – Customer experiences
  – Internal efficiencies
2 Different Approaches

• Digitize existing legacy processes
  – Eliminate silos and integrate existing systems
  – Eliminate manual sub-processes surrounding existing systems

• New Initiatives
  – Adopt agile approach
  – Iterative – functionality is delivered incrementally
  – Cross-functional teams
Supporting Environment

- **People, Process & Organization**
  - Flexibility in people and structure
  - Hiring criteria
  - Chief Digital Transformation Officer
  - Don’t neglect governance and monitoring

- **Data Analytics**
  - Cultural shift – use data rather than “gut”
  - Use new sources of data
  - **Beware of losing customer trust**
Supporting Environment

• Technology
  – Initiatives will use a combination of trends
  – Interoperability
  – Be aware of technology cycles

• Ecosystems
  – Partnerships essential – *you cannot do it alone*
  – Partnerships may even be with competitors
  – Partners must have common objectives/goals
Final Remarks

Other trends exist and others will emerge

Adopt an approach that fits your organization’s culture

Be aware of the realities of our environment

Expect failures but learn from them

Competition will come from non-traditional areas

Listen, learn and adapt continuously
Thank You

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