ISSIP, AI, & future of Jobs

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www.issip.org

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Membership & volunteer based non-profit professional association promoting service innovation - people-centered technology-enable value co-creation.

Catalyzing and elevating industry-academia-government collaboration in cutting edge research, best industry practices, innovative educational models, and policy influencing to apply technology, business and organizational innovation in the service of customers, employees, shareholders, and citizens.


Members: 1200+
- ~200 universities
- 50+ companies
- 42+ countries

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Waves of IT Adoption

1. Operational Efficiency
   - Asset Utilization
   - Operational cost reduction
   - Worker productivity

2. New Product & Services
   - New business models
   - Software-based services
   - Data Monetization

3. Outcome-based Economy
   - Pay-per-outcome
   - New connected ecosystem
   - Platform-enabled market place

4. Autonomous Pull Economy
   - Continuous demand sensing
   - End-to-end automation
   - Resource optimization and waste reduction

Source: Accenture and World Economic Forum
ISSIP programs to help our member develop in-demand skills for future of work Transformation

- Cognitive System Institute Group Community of Interest
- Discovery Summits
- ISSIP Innovation Research Program
- ISSIP Excellence in Service Innovation Award

- Workshops, tutorials, panels, and other speaking opportunities:
  - NSF sponsored
  - Co-sponsored with other major conferences
  - Customized for industry partners
Discovery Summits

• Convening industry leaders and academic researchers to take a deep dive in a topic that helps solve a problem or address a challenge that is of interest to our dues paying members, and has wider implications to business and society.

http://www.issip.org/issip-discovery-summit/

• Examples of past events:
  • Future of work in the Digital Age
  • Data Science meets customer experience
  • IoT Privacy and Security Implications (position summary: http://bit.ly/1TZJ348 )

• Upcoming: Future of Jobs in the Age of Augmented Intelligence
Goal for the July 12 DS: start a industry-academic collaboration to map out skill required for the future of work in which AI would enhance and augment, not replace, human capabilities.

You will have the opportunity to:

- Share your work and learn from experts
- Contribute to a white paper and possibly a book on Augmented Intelligence

<table>
<thead>
<tr>
<th>Speaker</th>
<th>Institution</th>
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<tbody>
<tr>
<td>Katerina (Kate) Bezrukova</td>
<td>Professor of Management, University at Buffalo</td>
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<tr>
<td>Kevin Crowston</td>
<td>Associate Dean, School of Information Systems, Syracuse University</td>
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<tr>
<td>Martin Fleming</td>
<td>Chief Economist, IBM</td>
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<tr>
<td>Alex Kass</td>
<td>Technology Fellow, Accenture</td>
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<tr>
<td>Ammar Rayes</td>
<td>Distinguished Engineer, Cisco Systems</td>
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<tr>
<td>Chester Spell</td>
<td>Professor of Management, Rutgers University</td>
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<tr>
<td>Pankaj Srivastava</td>
<td>VP, IBM</td>
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If you are interested in participating/speaking, send a note to vassi@issip.org
ISSIP Innovation Research Program

• Facilitates collaborations between ISSIP Institutional Members and individual research faculty and their students in research projects of mutual interest.

• Examples of such projects include:
  • Term papers in existing courses that are relevant to the project
  • Independent studies.
  • Practicum experiences.
  • Capstone projects in degree programs.
  • Graduate research theses.
  • Other supervised credit-granting academic activities.

• Current Projects:
  o Open Data Sets for AI training – planned to go live on ISSIP Website shortly – Driven by IBM and students at UC Berkeley
  o Cataloguing Open AI Services (from IBM, Google, Microsoft, Facebook,…) to enable the – Driven by IBM and several universities
  o A collaboration between Cisco and Oregon State University on Blockchain – details TBD

See here to learn more, and send project suggestions to iptm@issip.org
Excellence in Service Innovation Award


- Given once each year to a company or organization that has deployed a new service that, in the judgment of the ISSIP Award Committee, is the most innovative of all of the submissions for that year.

- Considerations: impact of service to society, business, individual combined with technological merit.

- **Deadline for Submission for 2019:** 11:59 PST, December 31, 2018 - send proposals to [awards@issip.org](mailto:awards@issip.org)

2018 Winners:

IBM Research for Excellence in Service Innovation with Impact to Business;

University of St. Gallen, Switzerland, and University of Kassel, Germany for Excellence in Service Innovation with Impact to Society.
Workshops, tutorials, panels, and other speaking opportunities:

- Hawaii International Conference in Systems Sciences (HICSS), Jan 8-11, 2019, Maui, HI, USA

- International Conference on Applied Human Factors and Ergonomics - Human Side of Systems Engineering, July 21-25, Orlando, FL, USA
  [https://ahfe2018.org/board.html#hsse](https://ahfe2018.org/board.html#hsse)

If you are interested, please send a note to: [events@issip.org](mailto:events@issip.org)
Opportunity for Book Publishing

- **Collection Title:** Service Systems and Innovations in Business and Society, [http://www.issip.org/books-and-collections/](http://www.issip.org/books-and-collections/)

- **Co-founder & Editors:** James C. Spohrer & Haluk Demirkan (on April 2011)

- **The primary readers are** professionals, executives, researchers

- **ISSIP Members’ Benefits:**
  - Opportunity to publish
  - Discount on published books
How can we co-create together?

Thank you!

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June 20, 2018
### Leadership Team

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<thead>
<tr>
<th>Name</th>
<th>Position and Affiliations</th>
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<tbody>
<tr>
<td>Rama Akkiraju</td>
<td>President, ISSIP; Distinguished Engineer &amp; Master Inventor, IBM</td>
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<tr>
<td>Dr. Yasunori Kimura</td>
<td>BOD Member, ISSIP; Principal Fellow, Japan Science and Technology Agency (JST) Fellow, Fujitsu Laboratories Ltd.</td>
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<tr>
<td>Ammar Rayes</td>
<td>Founding President, ISSIP; 202-2013 Distinguished Engineer, Cisco</td>
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<tr>
<td>Heather Yurko</td>
<td>VP, ISSIP; Lead Future of work, Cisco</td>
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<tr>
<td>Jim Spohrer</td>
<td>BOD Member, Secretary, Treasurer, ISSIP; Director Global University Programs, IBM</td>
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<tr>
<td>Yassi Moghaddam</td>
<td>Executive Director, ISSIP</td>
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<tr>
<td>Ralph Badinelli</td>
<td>President, ISSIP; BOD Member, ISSIP; Professor Virginia Tech</td>
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<tr>
<td>Haluk Demirkan</td>
<td>BOD Member, ISSIP; Professor U. of Washington</td>
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<tr>
<td>Sunil Kripalani</td>
<td>BOD Member, ISSIP; SVP Digital Services, UHG-Optum Rx</td>
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ISSIP Chapters

- Geographic chapters are proposed by members and approved by the Board of Directors

- Chapters: ISSIP Germany, Italy, Switzerland

- Chapters for Japan, UK, Jordan, Australia, and others are being planned
ISSIP Ambassadors link us to other professional associations, research centers, conferences, ...