



The International  
Society of  
**Service  
Innovation**  
Professionals

# ISSIP, AI, & future of Jobs

Yassi Moghaddam

Executive Director, International Society of Service Innovation Professionals

[yassi@issip.org](mailto:yassi@issip.org)

Tw: @yassimoghaddam

LI: <https://www.linkedin.com/in/yassimoghaddam/>

[www.issip.org](http://www.issip.org)

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# ISSIP



Japan Science and Technology Agency

SJSU | LUCAS COLLEGE AND  
GRADUATE SCHOOL OF BUSINESS



UNIVERSITÀ DEGLI STUDI DI SALERNO  
CAMPUS VIVENDI

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.

Join us: [www.issip.org](http://www.issip.org),

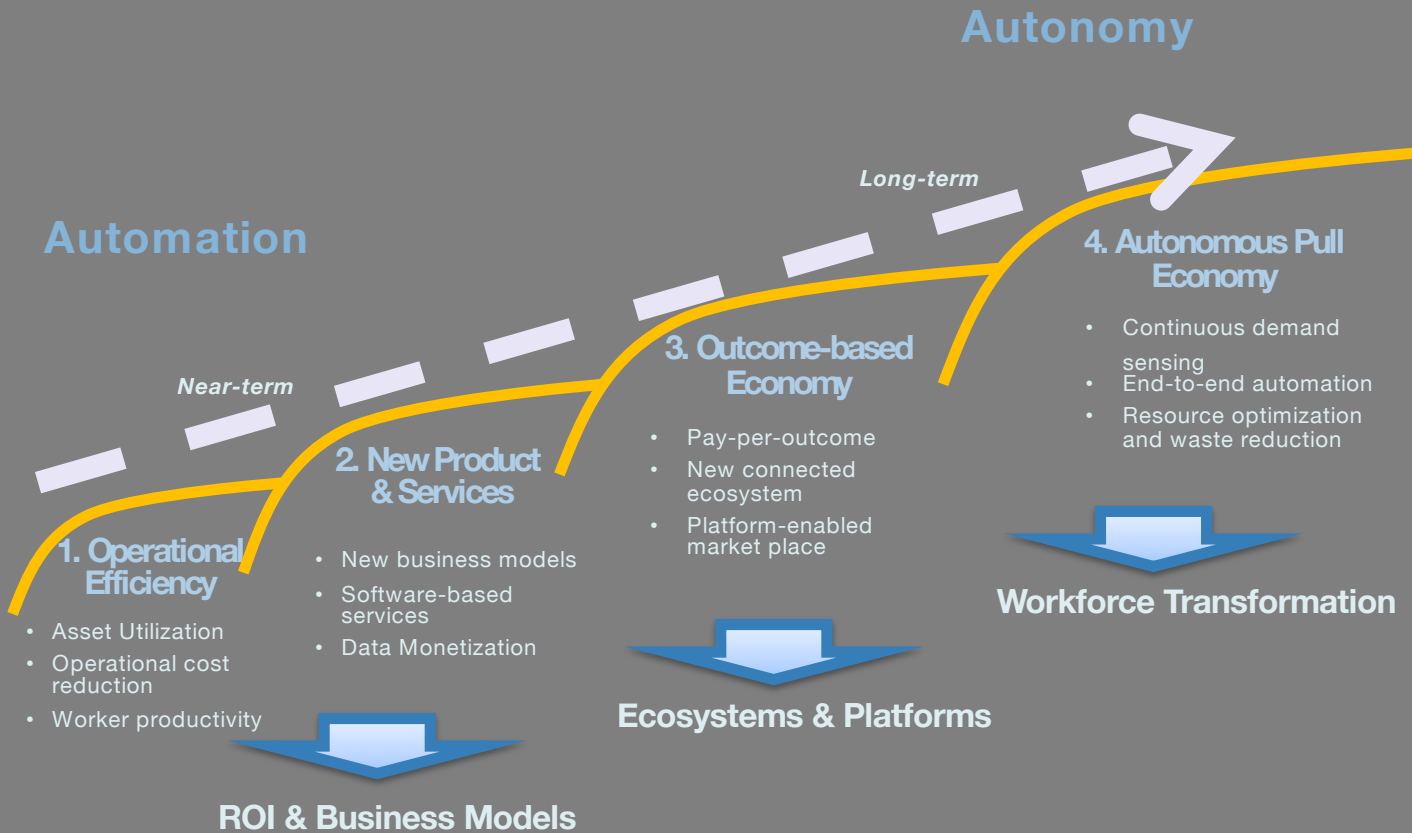
LinkedIn Group: <http://bit.ly/2ta8j1J>

Members: 1 200<sup>+</sup>

- ~200 universities
- 50<sup>+</sup> companies
- 42<sup>+</sup> countries



# Waves of IT Adoption



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**  
**July 12, 2018, Armonk, NY -** <http://bit.ly/2tgmbrd>



## 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

Speaker	Institution
Katerina (Kate) Bezrukova	Professor of Management, University at Buffalo
Kevin Crowston	Associate Dean, School of Information Systems, Syracuse University
Martin Fleming	Chief Economist, IBM
Alex Kass	Technology Fellow, Accenture
Ammar Rayes	Distinguished Engineer, Cisco Systems
Chester Spell	Professor of Management, Rutgers University
Pankaj Srivastava	VP, IBM

**If you are interested in participating/speaking, send a note to [vassi@issip.org](mailto: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:
  - Open Data Sets for AI training – planned to go live on ISSIP Website shortly – Driven by IBM and students at UC Berkeley
  - Cataloguing Open AI Services (from IBM, Google, Microsoft, Facebook,...) to enable the – Driven by IBM and several universities
  - 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](mailto:iptm@issip.org)



# Excellence in Service Innovation Award

- Annual award intended to promote and recognize exemplary innovation in the design and deployment of services.  
<http://bit.ly/2I6GZWT>
- 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  
<http://bit.ly/2tkTfhZ>
- 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>



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/>
- ❑ **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!**

Yassi Moghaddam

Executive Director, International Society of Service  
Innovation Professionals

[yassi@issip.org](mailto:yassi@issip.org)

Tw: @yassimoghaddam

LI: <https://www.linkedin.com/in/yassimoghaddam/>  
[www.issip.org](http://www.issip.org)



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# Leadership Team



Rama Akkiraju,  
President, ISSIP,  
Distinguished  
Engineer &  
Master Inventor,  
IBM



Heather Yurko,  
VP, ISSIP, Lead  
Future of work,  
Cisco



Jim Spohrer  
BOD Member,  
Secretary, Treasure,  
ISSIP; Director Global  
University Programs,  
IBM

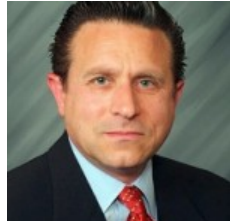


Yassi Moghaddam  
Executive Director,  
ISSIP

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Dr. Yasunori Kimura  
BOD Member, ISSIP  
Principal Fellow,  
Japan Science and  
Technology Agency  
(JST) Fellow, Fujitsu  
Laboratories Ltd.



Ammar Rayes,  
Founding President,  
ISSIP; 202-2013  
Distinguished  
Engineer, Cisco



Ralph Badinelli,  
President, ISSIP,  
BOD Member,  
ISSIP; Professor  
Virginia Tech



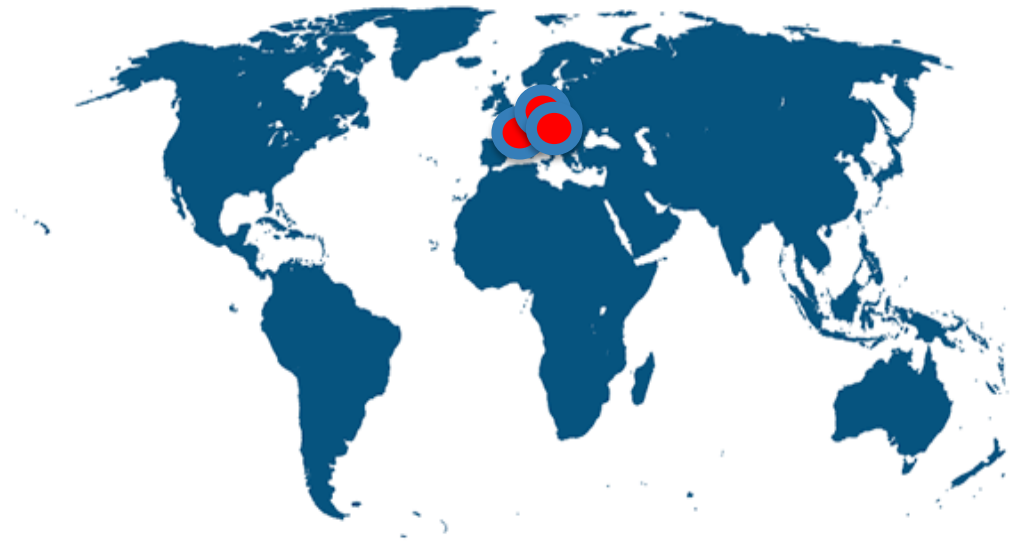
Haluk Demirkan  
BOD Member, ISSIP;  
Professor U. of  
Washington



Sunil Kripalani,  
BOD Member,  
ISSIP; SVP  
Digital Services,  
UHG-Optum Rx

# 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, ...

