

STRATEGIC HR TRENDS

ACHIEVING THE DIGITAL
TRANSFORMATION SUSTAINABILITY

DIGITAL HR FORUM 2020: AUGUST 26

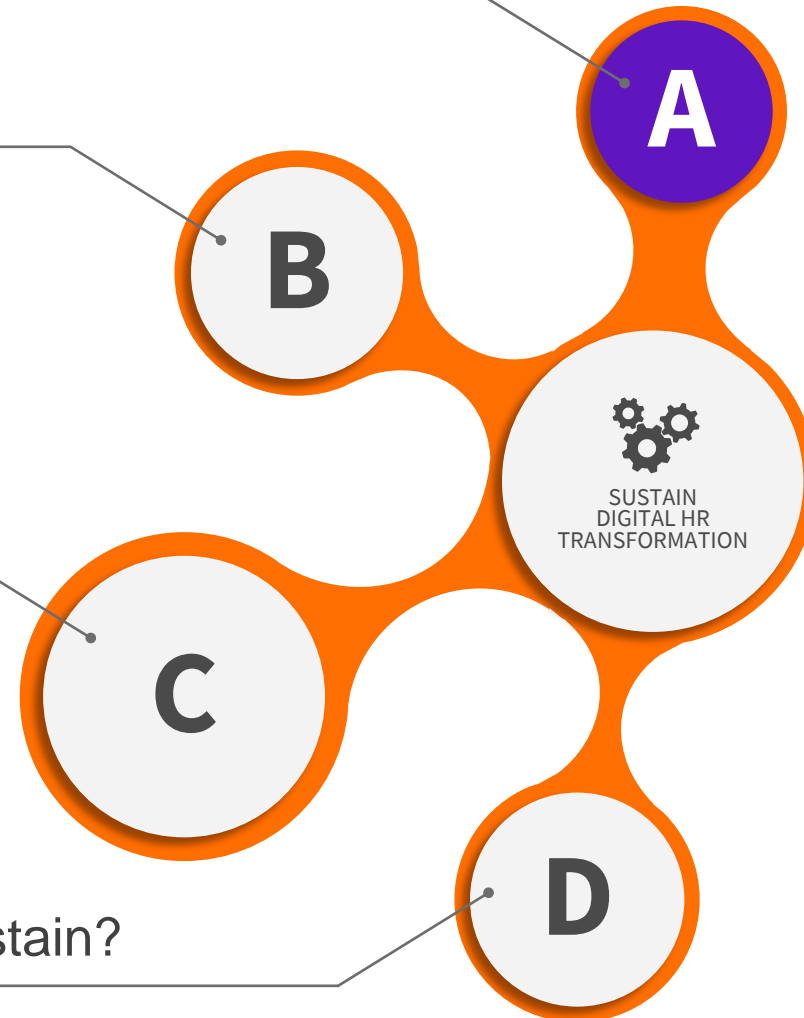
Sharing topics

01 TRENDS on HR and IT

02 WHAT's in it for me?

03 HOW can we transform?

04 How to sustain?





TRENDS
The future of work

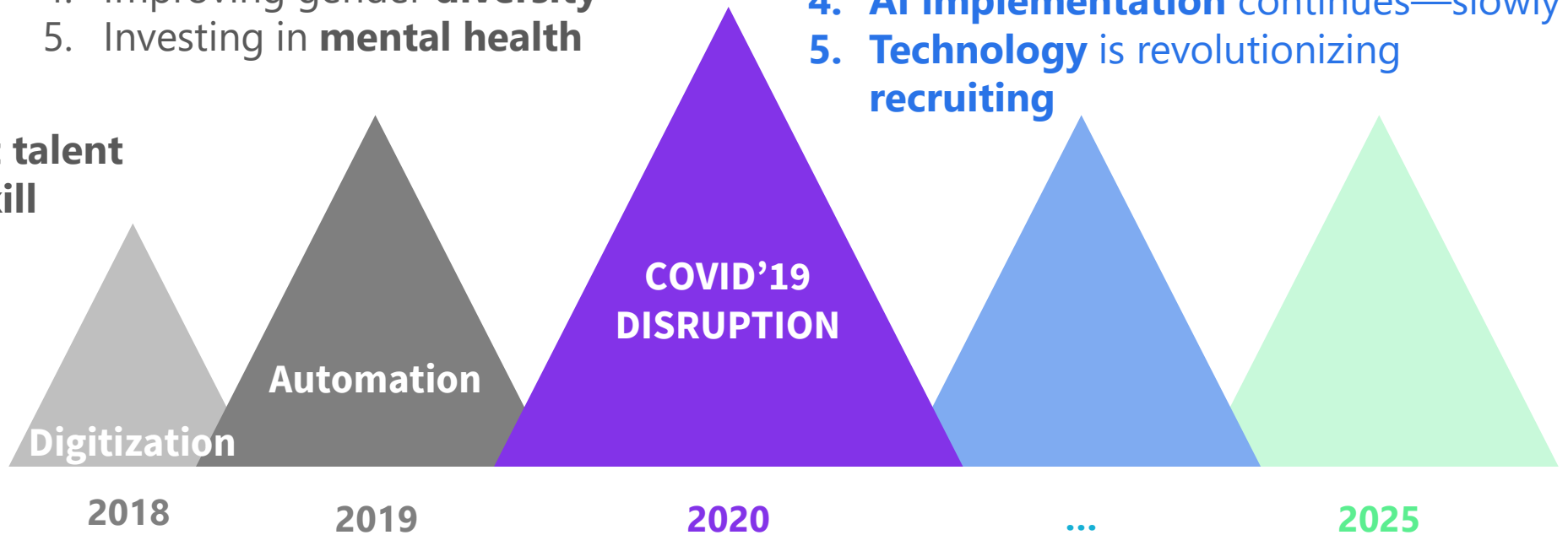
HR Trends: What have been so far?

Source: SHRM.org

1. Fostering the relationship between **workers and robots**
2. Creating **flexible** work **schedules**
3. Taking **a stand on social** issues
4. Improving gender **diversity**
5. Investing in **mental health**

1. **Pay equity and transparency** will remain a priority
2. **Personalization of benefits** is paramount
3. **Continuous and customized learning** will support upskilling and reskilling
4. **AI implementation** continues—slowly
5. **Technology** is revolutionizing recruiting

1. Finding the **right talent**
2. **Upskill and Reskill**
3. **Online Learning**
4. **HR Chatbots**
5. **Flexible work arrangements**



The Gartner top 10 strategic technology trends for 2020 highlight trends that will drive significant disruption and opportunity over the next five to 10 years.

For several years, the top trends focused on the intelligent digital mesh, which is a future in which smart devices deliver insightful digital services everywhere. Although intelligent digital mesh is still important, the 2020 trends are structured around the idea of “people-centric smart spaces” — which means considering how technologies will affect people (i.e., customers, employees) and the places where they live (i.e., home, office, car).

“These trends have a profound impact on the people and the spaces they inhabit,” says David W. Cearley, Distinguished VP Analyst, Gartner. “Rather than building a technology stack and then exploring the potential applications, organizations must consider the business and human contexts first.”

Remember, these trends don't exist in isolation; IT leaders must decide what combination of the trends will drive the most innovation and strategy.

For example, artificial intelligence (AI) in the form of machine learning (ML) with hyperautomation and edge computing can be combined to enable highly integrated smart buildings and city spaces. In turn, these combinations enable further democratization of the technology.

People-centric



Hyperautomation



Multiexperience



Democratization



Human Augmentation



Transparency and Traceability

Smart spaces



Empowered Edge



Distributed Cloud



Autonomous Things



Practical Blockchain



AI Security



People-centric

Hyperautomation

Automation is organizations using technology to automate tasks that once required human judgment or action. Hyperautomation is a state in which organizations use a combination of AI and ML to rapidly identify and automate all possible business processes. Hyperautomation extends across a range of tools that can be automated, but also refers to the sophistication of the automation (i.e., discover, analyze, design, automate, measure, monitor, reassess).

Hyperautomation has four key implications:

- Shifting scope** — The scope of automation shifts from individual discrete tasks to knowledge work that drives more dynamic experiences and, ultimately, better business outcomes.
- Evolving technology** — The technologies required to support hyperautomation will evolve to support a broad range of business scope and incorporate more ML.
- Increasing agility** — As needs (and threats) evolve, organizations will need to be more agile to respond.
- Engage the workforce** — The workforce must be fully engaged, and perhaps more importantly, fully integrated, to capture the full value of hyperautomation.



By 2022, application integrations delivered with robotic process automation (RPA) will grow by 40% year over year.



Although automation utilizes a complex, overlapping, ultimately complementary range of tools and technologies, there are two core components:

RPA — Connects legacy systems

Intelligent business process management suites (iBPMSs) — Manage long-running processes

People-centric

Multiexperience

Multiexperience replaces technology-literate people with people-literate technology. In this trend, the traditional idea of a computer evolves from a single point of interaction to include multisensory and multitouchpoint interfaces like wearables and advanced computer sensors. Multiexperience moves across many human senses, which creates a richer, more immersive experience.

Eventually multiexperience will evolve into the ambient experience, but the technology faces challenges with privacy issues, as well as with individual independent creators working on different experiences. It will be a while, if ever, before a seamless experience emerges. Most likely, ambient experiences will exist in proprietary ecosystems.

A million ways to order pizza



Domino's Pizza created a multiexperience platform that moved beyond simply ordering food via its app. The company expanded the experience to include a pizza tracker and smart speaker communications, and uses technologies like autonomous vehicles and drones to deliver the food.



By 2021, at least one-third of enterprises will have deployed a multiexperience development platform to support mobile, web, conversational and augmented reality development.

03
People-centric

Democratization

Democratization provides people with easy, low-/no-cost access to technical or business domain expertise. It focuses on four key areas — application development, data and analytics, design and knowledge — and is often referred to as “citizen access,” which has led to the rise of citizen data scientists, citizen programmers and more.

This technology trend provides advice, takes action and extends the expertise of the user. It can also reduce the timeline and resource lift for a particular project. For example, currently, application developers have to partner with a professional data scientist to create AI-enhanced solutions. With the rise of democratization, the developer could utilize an AI model or easy-to-configure development tools specifically designed to integrate AI capabilities.

These options will range in sophistication from something that can be plugged into code to tools that require more data for a specific project and its pretraining. This means that a model may be pretrained for image recognition, but needs a training dataset to recognize a particular set of images.



By 2024, 75% of large enterprises will be using at least four low-code development tools for both IT application development and citizen development initiatives.

Smart spaces

Autonomous Things

Autonomous things are physical devices that use AI to automate functions previously performed by humans. They range in size and sophistication from small drones to autonomous ships, and operate across many different environments (i.e., land, sea and air.) Increasingly, autonomous things are operating in closed environments, such as mines or warehouses, but they will eventually evolve to more open spaces.

Autonomous things operate along a spectrum from semiautonomous devices to fully autonomous cars. Further, as the number of autonomous things increases, there will be a shift from things that operate alone to a swarm of collaborative intelligent things. For example, a group of robots could operate a coordinated assembly processes.



By 2023, over 30% of operational warehouse workers will be supplemented by collaborative robots.

Honda's Safe Swarm



Honda's Safe Swarm uses vehicle-to-vehicle communication to allow cars to pass information to other cars in the vicinity. For example, alerts about an accident miles up the road could be relayed to cars several miles back, enabling them to operate collaboratively and intelligently to avoid accidents and mitigate traffic.

WHY do we care?

- new technology
AVAILABILITY
- enable forgotten
INSPIRATIONS in the past
- Size does NOT matter,
SPEED does
- Keep current momentum
is NOT enough

WHERE are we now?



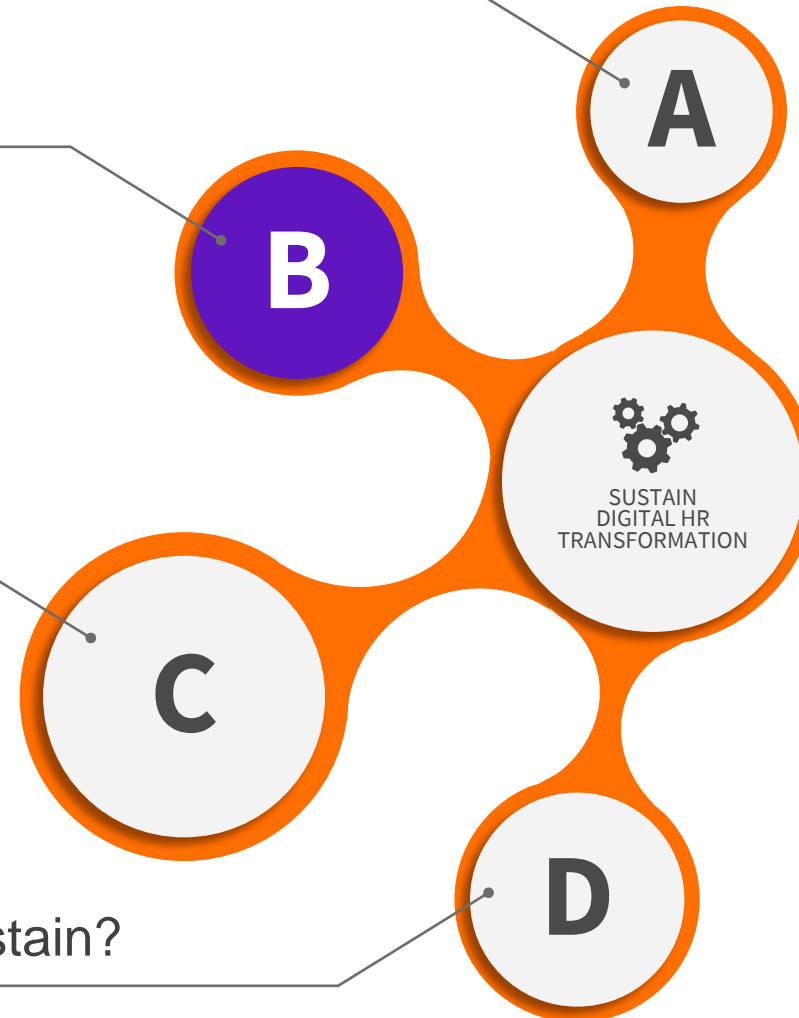
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OUR WHAT

The real MEANING to our organization.



Measures

01



MAXIMIZE **PROFITS**,
MINIMIZE **COST**

02



DIGITIZE AND AUTOMATE
PROCESSES

03



IMPROVE **PRODUCTIVITY**

04



SPEED UP

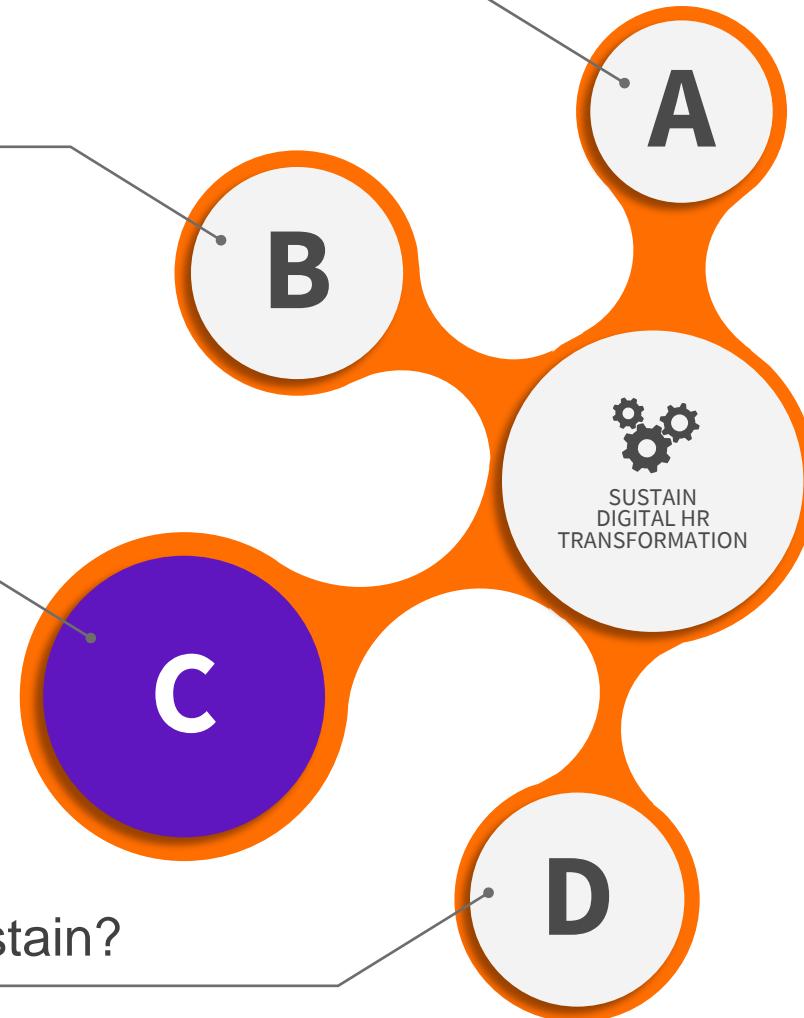
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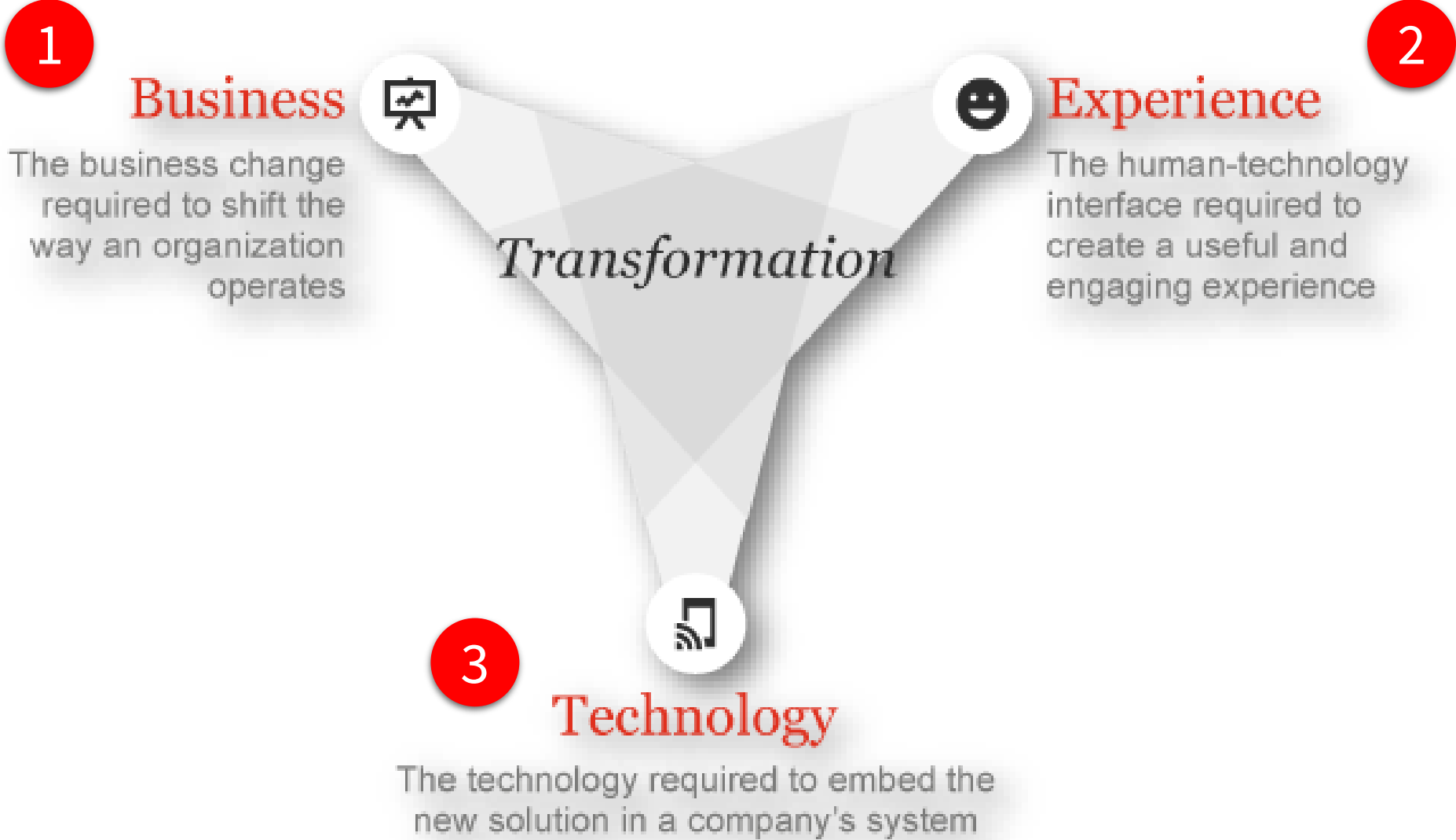


DMAIC Process Circle

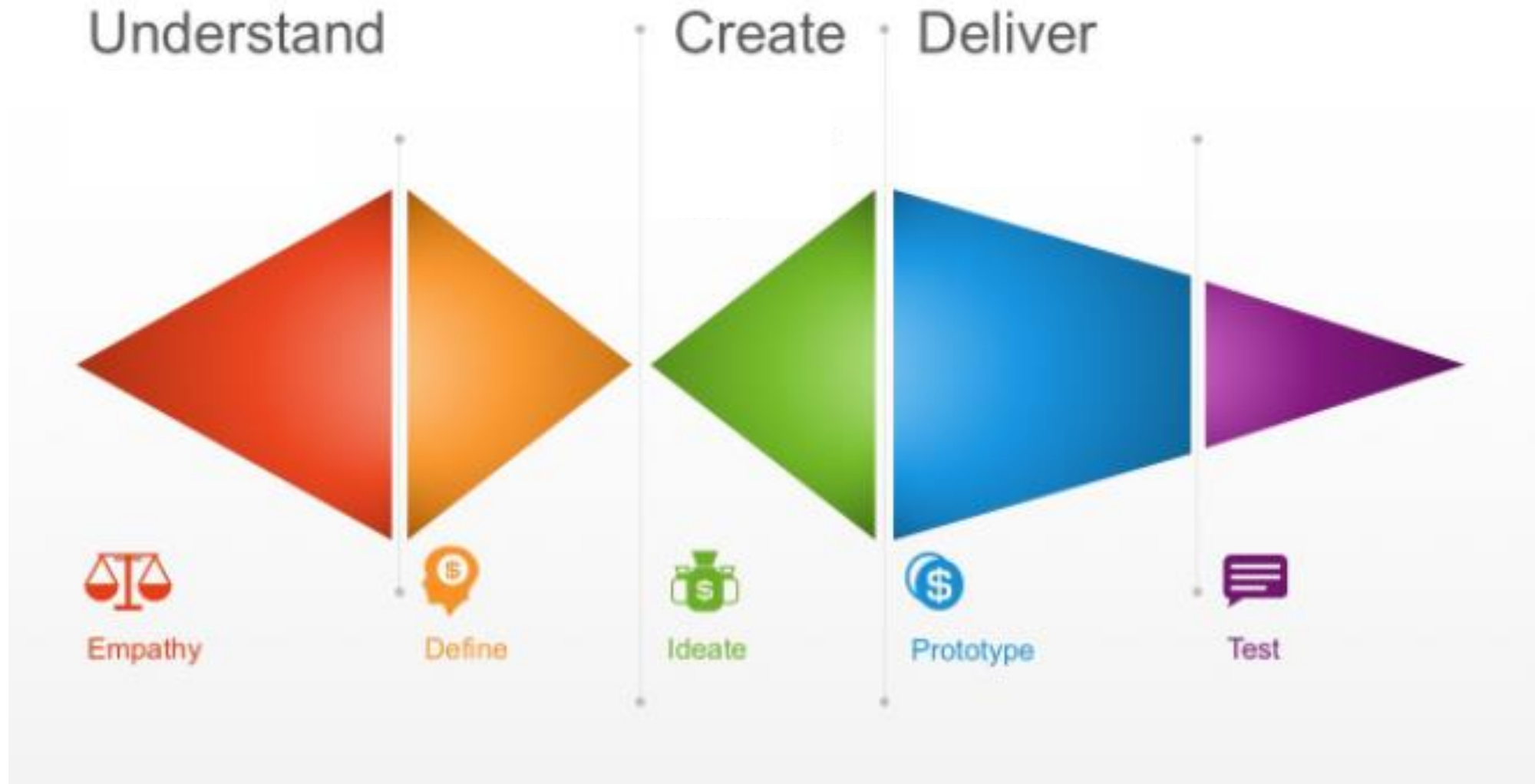
DMAIC – The 5 Phases of Lean Six Sigma



Solution Design: The BXT philosophy (PwC)



Design Thinking model



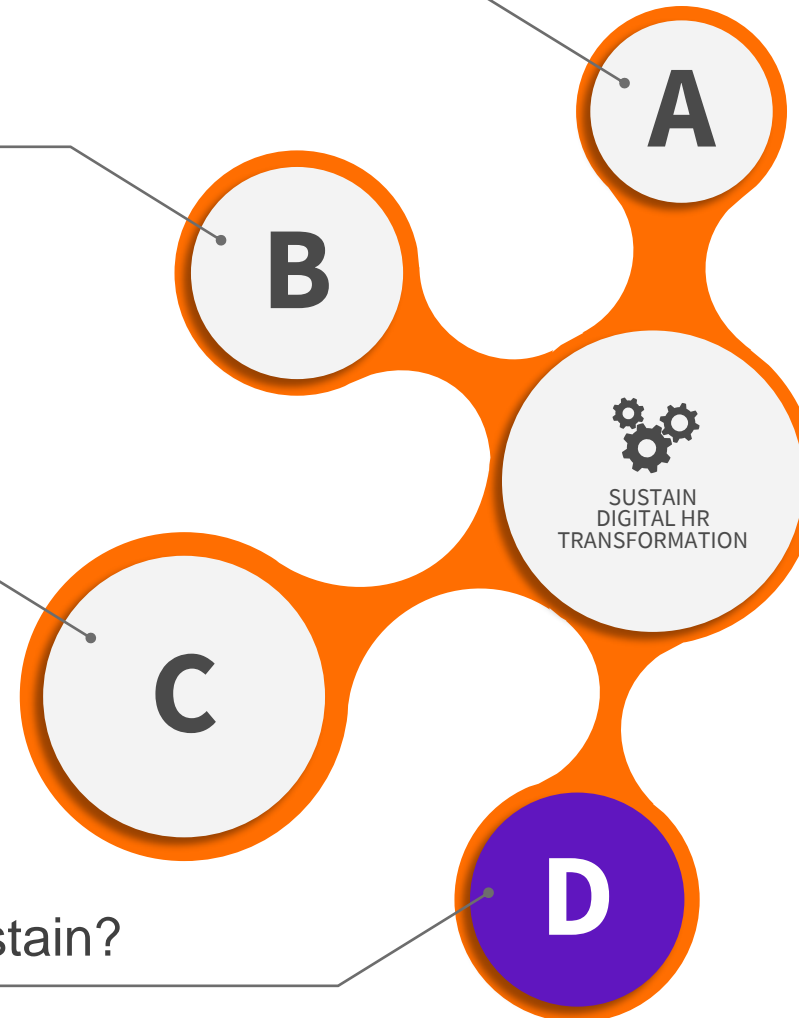
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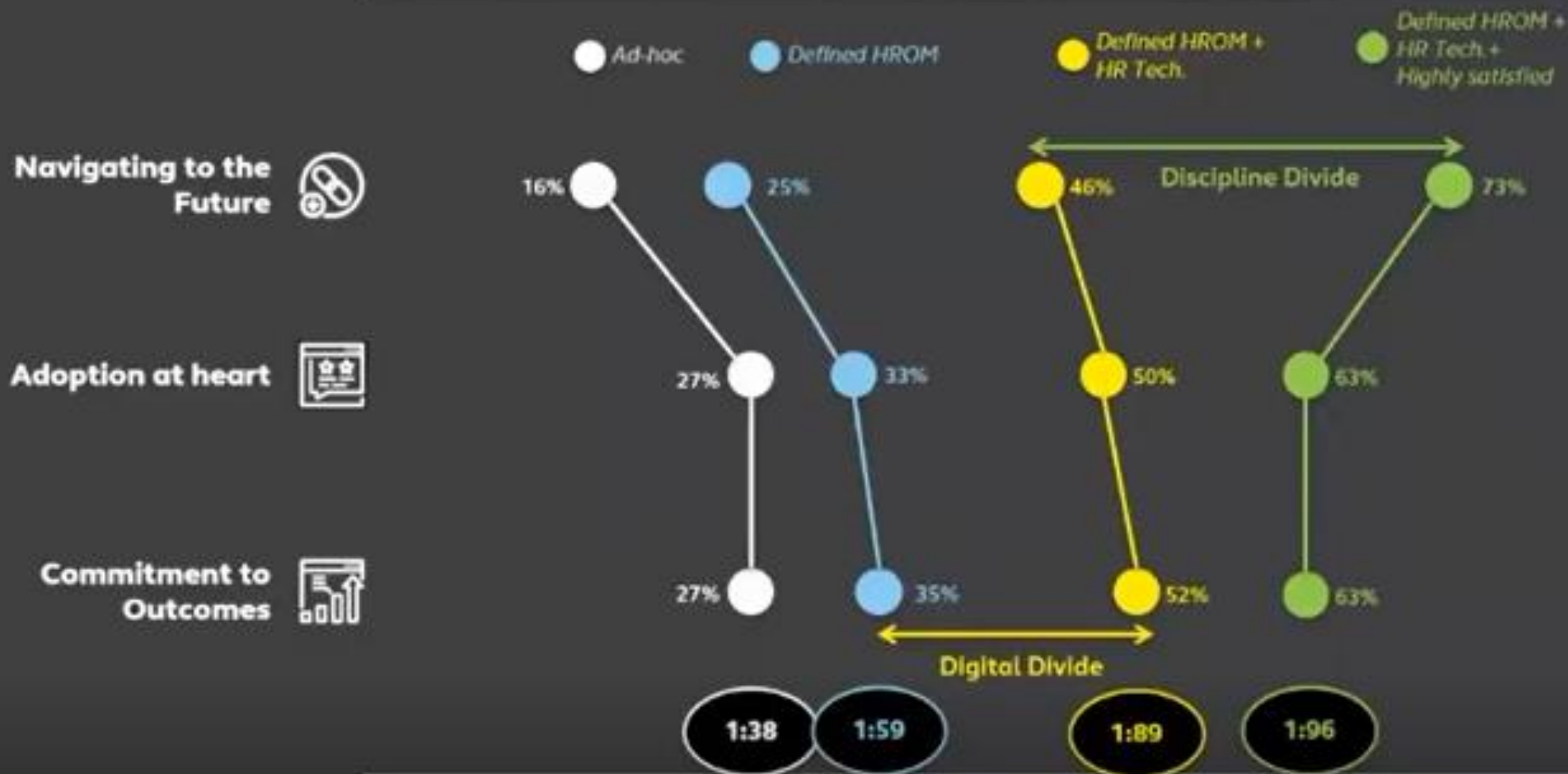
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Adaptability is built on the foundation of the HR Operating Model, Digital tools and Governance

Respondent confidence %



Sustaining the Digital Transformation

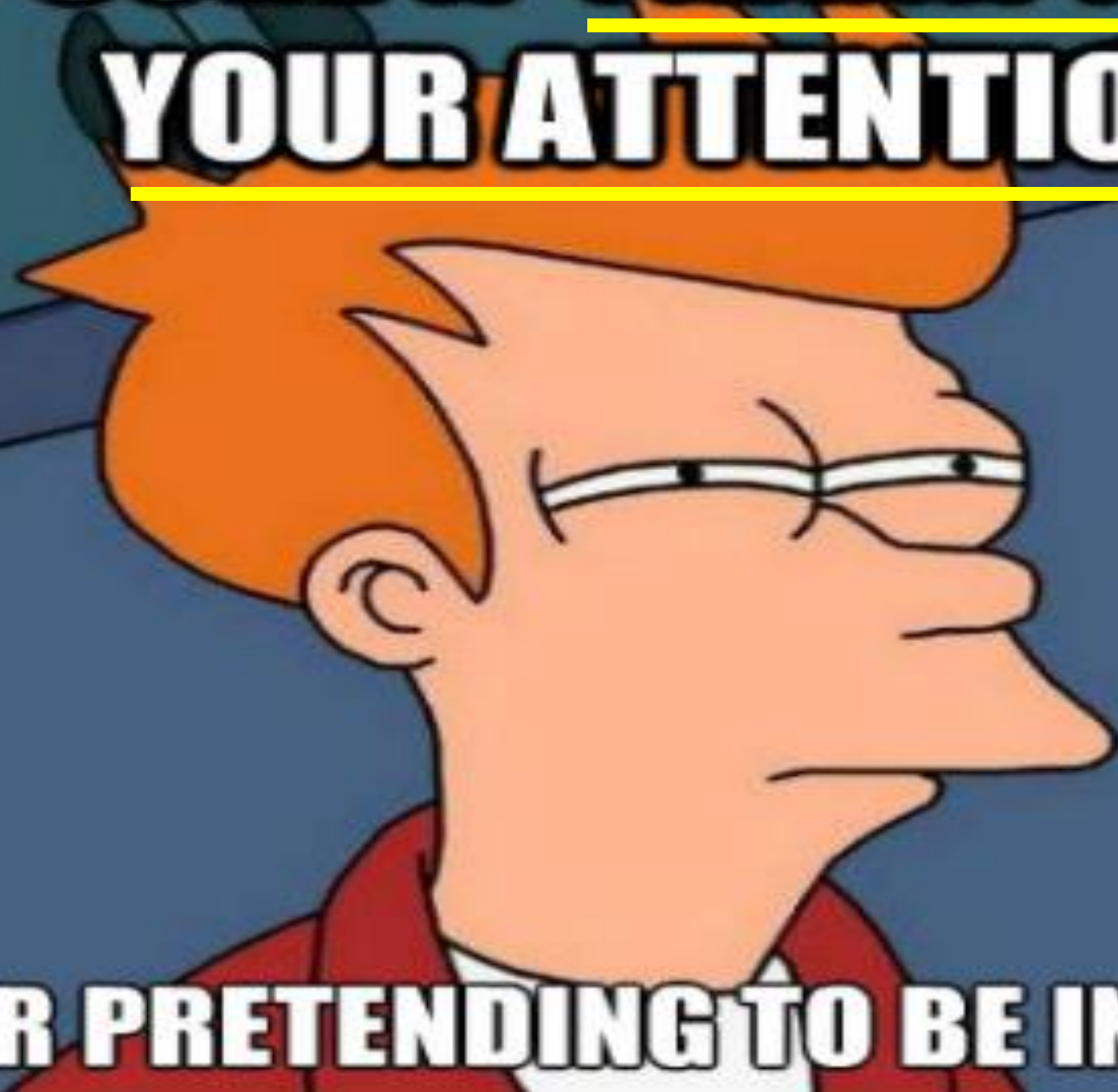
more USE CASES in
daily working life

EASE-of-USE
technology



minimize COST,
maximize PROFITS

**NOT SURE IF THANK YOU FOR
YOUR ATTENTION**



OR FOR PRETENDING TO BE INTERESTED