2019 Change Symposium:
Building the Future, Together

Achieve Better Outcomes
Leading Change with Emerging Technologies

Betty Magome

Nimble Consulting Inc.
Leading Change with Emerging Technologies

- Context for Emerging Technology
- Beginner’s Mind with Emerging Technology
  - Understanding what is different about Emerging Technology
  - Emerging Tech Examples and Use Cases
  - Impact of ecosystem on organizational readiness
- Considerations and Recommendations
- Key Takeaways
- Q&A
Context for Emerging Technologies

“The Cloud” – Cloud Technology a decade ago...
Industry 4.0

Industry 1.0
- Mechanization
- Steam power
- Weaving loom

Industry 2.0
- Mass production
- Assembly line
- Electrical energy

Industry 3.0
- Automation
- Computers and electronics

Industry 4.0
- Cyber Physical Systems
- Internet of things
- Networks

1784  |  1870  |  1969  |  Today
But how did I get started?

1. What are the emerging technologies that are part of the 4th Industrial Revolution?

2. Of these technologies, what is relevant to me as a consultant and as a company?

3. Who is actually moving forward with innovation or emerging technology?

4. How can we as change practitioners and consultants help prepare for the future?
Iterative process to learning – Doing your homework to become knowledgeable

Networking and Calls

Meetings

Conferences

Research & Proposals
Reading Blogs, articles
Understanding terminology

Beginner’s Mind
What’s new or different about emerging technology?

A more complex technical and device landscape due to Industry 4.0 presents new challenges for organizations.
Use cases and examples

Internet of Things (IoT)

Ex. Advanced sensing for predictive maintenance

Some Emerging Technologies
Example of IoT

IoT Example
IoT Use case and Change Management challenges

**Context**

- Inability to track, monitor and operate streetlights assets efficiently
- Lack of strategy and vision to leverage emerging technologies
- Client seeks revenue generation opportunities

**IoT Example**

**What are the Challenges**
Artificial Intelligence (AI) and Machine Learning

Some Emerging Technologies

machine learning

Ex. Shorten travel time by changing traffic signals according to real-time data
Blockchain

Some Emerging Technologies

Ex. Create smart contracts to automate water management
Example of Blockchain

Blockchain

Ex. Shorten travel time by changing traffic signals according to real-time data
Block chain use case

Context

- Materials information is found in multiple systems and not easily accessible
- Data is shared and validated in a cumbersome manner using untraceable forms of communication between parties

What are the Challenges
Devices deployed at the enterprise level for the first time

iOS Mini iPad for Enterprise use
This is a maturing space, so there is time to catch up and learn!

Fundamentals of emerging technology

- Companies have not yet implemented these at scale
- Many “proof of concepts (POC)” and pilots at this stage
- Requires a new way of working, and a new way of thinking about your organization and infrastructure
- New ways of involving customers in new products or services to be developed, along with manufacturers, distributors, partners, and suppliers (ecosystem)
Building an Ecosystem

Industry 4.0
An Ecosystem for Emerging Technologies - An example

- Customer
- Supplier
- Manufacturer
- Partner

New Devices, Software
New Services “XaaS”
Considerations and recommendations for Emerging Technology
Level-set regarding emerging technologies and new devices

Recommendations:

- Organizational support to invest in proof of concepts
- Clear objectives, success metrics, criteria for proof of concept
- Organizational willingness to take a long-term view of these emerging technologies

Recognize that emerging technologies or new devices

= Level of Risk-taking and Acceptance of Uncertainty
Case for Change (higher emphasis on leadership support and strategy)

1. Case for Change – link to Strategy and Use Case

2. Leverage additional Data
   - Use available industry data, reports
   - Benchmarking

3. Highlight Relevant Examples – Industry use cases

Case for Change is more challenging when something is not yet proven in the industry
Is your organization prepared, skilled and knowledgeable for Industry 4.0?

Problem Solving with emerging technologies, new devices, etc. requires new business models and new ways to work across organizations.
Strategic considerations

Industry 4.0 – where are you on the curve of disruption?
• How will the Fourth Industrial Revolution affect the velocity of change for sectors that are getting disrupted?

Is your strategy and leadership asking the right questions?

With anticipated ‘unknowns’ you want your best players on any innovation effort

Ownership, Accountability, Governance:
Key takeaways

• *Organizational Readiness*

• *Beginner’s Mind*
Takeaways for organizational readiness

1. All of this comes with a level of risk and uncertainty that is new to enterprise organizations

2. As an early adopter, the mindset is to learn and mature as you go (you will iterate)

3. Start with proof of concepts to:
   • Demonstrate credibility in the solution and new devices
   • Build trust by users and
   • Give IT teams time to adapt to what has “not been proven or tested” for this use case

4. Assess if your organization is set up for success
Takeaways for “beginner’s mind” regarding emerging technology and new business models

Start somewhere, but be willing to do homework, take the necessary leaps to learn, and enjoy the process of learning!

1. Leverage the network you have
   • Find out what is happening within your organization or industry

2. Seek new forums & Invest in educating yourself and your teams
   • Meetups, webinars, you-tube, Ted Talks, conferences, blogs, etc.

3. Be willing to change, adapt or modernize the services through partnerships
   • Network! Build your ecosystem

4. Build in Forcing functions to synthesize your learnings
   • Formally present and publish your learnings with others
10-15 minutes left for comments, dialogue and questions!
Contact Information

Betty Magome, Founder

Email: betty@nimbleconsulting.net
Phone: 415-722-0129
Website: www.nimbleconsulting.net
2019 SYMPOSIUM: 
Building the Future, Together

Achieve Better Outcomes

acmpnorcalchapter.org