



# Bulletin

Idealliance Monthly News

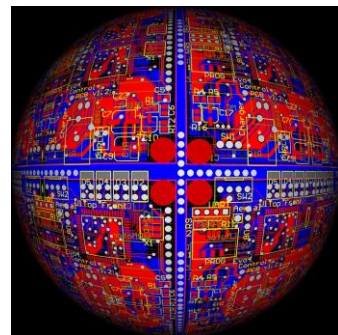
January 2018 • Volume 3, No. 1

## Technology Going Mainstream in 2018

Artificial Intelligence, the Internet of Things, Blockchains, Application Programming Interfaces—just some of the new technologies poised to make the move from early adopters to mainstream workplace integration. In its “Tech Trends 2018” report, [Deloitte Consulting, LLP](#), suggests that businesses will be impacted by several key technology developments over the next 12 months, including:

- **Reengineering Technology: Building New IT Delivery Models.** According to Deloitte, “With business strategies linked inseparably to technology, leading organizations...are transforming IT departments into engines for driving business growth, with responsibilities that span back-office systems, operations, and even product and platform offerings,” delivering “technology capabilities in new ways.”
- **‘No-Collar’ Workforce.** “As automation, cognitive technologies, and artificial intelligence gain traction, companies may need to reinvent worker roles, assigning some to humans, others to machines, and still others to a hybrid model in which technology augments human performance,” notes the report. “Managing both humans and machines will present new challenges,...including how to simultaneously retrain augmented workers and to pioneer new HR processes for managing virtual workers, cognitive agents, bots, and the other AI-driven capabilities comprising the “no-collar” workforce.
- **Enterprise Data Sovereignty.** “As every organization recognizes data as a key asset, there is an increasing demand to ‘free’ it—to make information accessible, understandable, and actionable across business units, departments, and geographies,” state the report’s authors. “This requires modern approaches to data architecture and data governance that take advantage of machine learning, natural language processing, and automation to dynamically understand relationships, guide storage, and manage rights. Those same capabilities are needed to navigate changing global regulatory and legal requirements around data privacy and protection.”
- **The New Core: Unleashing the Digital Potential in “Heart of the Business” Operations.** According to Deloitte, “The cloud, cognitive, and other digital disruptors” are ready to move beyond the marketplace to “core back- and mid-

office systems and operations, where digital technologies are poised to fundamentally change the way work gets done. This transformation is beginning with finance and supply chain....From there, next-generation transaction and financial systems, block-chain, machine intelligence, automation, and the Internet of Things (IoT) are redefining what is possible in these mission-critical functions.”



- **Digital Reality: Technology to Opportunity.** Noting that “the augmented reality and virtual reality revolution has reached a tipping point,” the Deloitte researchers believe that market leaders are now “tackling issues such as integration experiences with the core, cloud deployment, connectivity, cognitive, analytics, and access. Some have even begun developing new design patterns and nurturing nontraditional skillsets, heralding a new era of engagement. These early adopters recognize a shift in the AR/VR winds: The time to embrace digital reality is now.”
- **Blockchain to Blockchains.** Deloitte says that blockchain technologies “are on a clear path toward broad adoption.... Now is the time for organizations to begin standardizing on the technology, talent, and platforms that will drive future blockchain initiatives.” It also suggests they should look “for the next big blockchain opportunity: coordinating, integrating, and orchestrating multiple blockchains working together across a value chain,”
- **API Imperative: From IT Concern to Business Mandate.** “For many years, application programming interfaces (APIs) have made it possible for solutions and systems to talk to each other,” states the report. “But increasingly, companies value these often-overlooked technologies for another capability: They expose technology assets for reuse across and beyond the enterprise. Not only can reuse drive greater ROI in IT investments—it can offer API consumers a set of building blocks for using existing data, transactions, and products in creative ways.”

[Click here](#) to access the full, 160-page report.