Gartner’s Top 10: What it means to be human in a digital world - blueAPACHE

Canonical:
https://www.blueapache.com/blog/gartners-top-10-predictions-herald-what-it-means-to-be-human-in-a-digital-world

Details:

Summary

This blueAPACHE post reports: At the Gartner Symposium/ITxpo 2016 in October, Daryl Plummer, vice president and Gartner Fellow, discussed how Gartner’s Top Predictions begin to separate us from the mere notion of technology adoption and draw us more deeply into issues surrounding what it means to be human in a digital world. Gartner’s Top Predictions 1. It concerns emPOWER Security, emPOWER Cloud. It names Gartner in connection with the announcement. Published in 2015. Figures, product names and event details reflect that time; for current information see the linked service pages.

Key facts

Label	Value
Publication year	2015
Services referenced	emPOWER Security, emPOWER Cloud
Named products or vendors	Gartner

Article

At the Gartner Symposium/ITxpo 2016 in October, Daryl Plummer, vice president and Gartner Fellow, discussed how Gartner’s Top Predictions begin to separate us from the mere notion of technology adoption and draw us more deeply into issues surrounding what it means to be human in a digital world. ** Gartner’s Top Predictions** 1. Robo-writers create content By 2018, 20 percent of business content will be authored by machines. Content that is based on data and analytical information will be turned into natural language writing by technologies that can proactively assemble and deliver information through automated composition engines. Content currently written by people, such as shareholder reports, legal documents, market reports, press releases and white papers are prime candidates for these tools. 2. Things will need help By 2018, 6 billion connected things will be requesting support. In 2021, 1 million new IoT devices will be purchased every hour of every day. What happens when they require help and support? Organisations will need to develop strategies and mechanisms for responding to things in different ways than when communicating with and problem-solving for people. 3. Agents get independence By 2020, autonomous software agents outside of human control will participate in 5 percent of all economic transactions. Algorithmically driven agents already participate in our economy, but are tethered to mechanisms controlled by humans in our corporate, legal, economic, and fiduciary systems. In what Gartner calls the programmable economy, new autonomous software agents will hold value themselves and be set free on the blockchain, capable of banking, insurance, exchanges, and all other types of financial instruments. 4. You work for a robo-boss By 2018, more than 3 million workers globally will be supervised by a “robo-boss.” Some

performance measurements can be consumed more swiftly by smart machine managers aka “robo-bosses,” who will perform supervisory duties and make decisions about staffing or management incentives. 5. Smart buildings are vandalised By year-end 2018, 20 percent of smart buildings will have suffered from digital vandalism. Digital vandals will plunge buildings into darkness or deface signs in exploits that may be more nuisance than threat, but which require adequate perimeter security and a strategy that links building security with the larger organisational security process. 6. More smart machines go to work By 2018, 45 percent of the fastest-growing companies will have fewer employees than instances of smart machines. It will happen with start-ups and new companies first, but the speed, cost savings, and productivity improvements of employing smart machines means that some companies will use machines over human workers, such as in a fully automated supermarket, robotic hotel, or security firm with drone-only surveillance services. 7. Customer digital assistants hold conversations By year-end 2018, customer digital assistants will recognise individuals by face and voice across channels and partners. Multichannel customer experience will take a big leap forward with seamless, two-way engagement between customer digital assistants and customers in an experience that will mimic human conversations, with both listening and speaking, a sense of history, in-the-moment context, tone, and the ability to respond. 8. Employees wear trackers By 2018, 2 million employees will be required to wear health and fitness tracking devices as a condition of employment. For people whose jobs can be dangerous or physically demanding, wearable devices can provide remote monitoring of heart rates, respiration, and potentially, their stress levels, to send help immediately if required. 9. Smart agents manage our tasks By 2020, smart agents will facilitate 40 percent of mobile interactions, and the post-app era will begin to dominate. Instead of using discreet apps, we’ll rely on smart agents in the form of Virtual Personal Assistants (VPA) or newly built business agents to predict our needs, build trust, and act autonomously on our behalf. 10. Customers cause cloud failures Through 2020, 95 percent of cloud security failures will be the customer’s fault. Many organisations still harbour security concerns about the use of public cloud services. However, only a small percentage of security incidents impacting enterprises using the cloud have been due to vulnerabilities that were the provider’s fault. Customers increasingly will use cloud access security brokers products to manage and monitor their use of SaaS and other forms of public cloud services. For more information on the Gartner event and predictions, visit www.gartner.com . To understand the impact (and the opportunities) these trends can present, contact the blueAPACHE Account team to discuss how you can leverage agile technology for your business benefit.

Related

emPOWER Security

emPOWER Security (pillar)

emPOWER Cloud

emPOWER Cloud (pillar)

Frequently asked questions

What event does the post report on, and who presented?

The post reports on Daryl Plummer, vice president and Gartner Fellow, presenting Gartner's Top Predictions at the Gartner Symposium/ITxpo, discussing what it means to be human in a digital world.

What does the post state about robo-writers and automated content by 2018?

It states that by 2018, 20 percent of business content would be authored by machines, with data-based content such as shareholder reports and market reports identified as prime candidates for automated composition.

What prediction does the post cite about autonomous software agents and the economy?

It cites a prediction that by 2020, autonomous software agents outside human control would participate in 5 percent of all economic transactions, operating in what Gartner called the programmable economy.

What prediction does the post cite about cloud security failures?

It cites Gartner's prediction that through 2020, 95 percent of cloud security failures would be the customer's fault rather than the provider's.

Is this post still current?

No. It reports Gartner predictions targeted at 2018-2021 outcomes. For blueAPACHE's current cloud services, see the emPOWER Cloud page linked below.

Source

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Knowledge Base

What event and speaker prompted your discussion of Gartner's Top 10 Predictions?

The discussion was prompted by the Gartner Symposium/ITxpo 2016 in October, where Daryl Plummer, vice president and Gartner Fellow, spoke about the predictions.

According to Gartner's predictions cited in this blueAPACHE article, what percentage of business content will be authored by machines by 2018?

By 2018, 20 percent of business content will be authored by machines, turning data and analytical information into natural language writing through automated composition engines.

How many connected 'things' are predicted to be requesting support by 2018, and how many new IoT devices will be purchased hourly by 2021?

By 2018, 6 billion connected things will be requesting support, and by 2021, 1 million new IoT devices will be purchased every hour of every day.

What role will autonomous software agents play in the economy by 2020, ?

By 2020, autonomous software agents outside of human control will participate in 5 percent of all economic transactions, holding value themselves and operating on the blockchain for banking, insurance, exchanges, and other financial instruments.

How many workers globally are predicted to be supervised by a 'robo-boss' by 2018?

By 2018, more than 3 million workers globally will be supervised by a 'robo-boss,' a smart machine manager that performs supervisory duties and makes decisions about staffing or management incentives.

What percentage of smart buildings is predicted to suffer digital vandalism by 2018?

By year-end 2018, 20 percent of smart buildings will have suffered from digital vandalism, such as digital vandals plunging buildings into darkness or defacing signs.

What percentage of the fastest-growing companies will have fewer employees than smart machines by 2018?

By 2018, 45 percent of the fastest-growing companies will have fewer employees than instances of smart machines, driven by speed, cost savings, and productivity improvements.

What capability will customer digital assistants have by year-end 2018?

By year-end 2018, customer digital assistants will recognise individuals by face and voice across channels and partners, enabling seamless, two-way engagement that mimics human conversation.

How many employees are predicted to be required to wear health and fitness tracking devices by 2018?

By 2018, 2 million employees will be required to wear health and fitness tracking devices as a condition of employment, particularly in dangerous or physically demanding jobs, to enable remote monitoring of heart rates, respiration, and stress levels.

what percentage of cloud security failures will be the customer's fault through 2020?

Through 2020, 95 percent of cloud security failures will be the customer's fault, with only a small percentage of security incidents due to vulnerabilities that were the provider's fault.

What percentage of mobile interactions will smart agents facilitate by 2020, ?

By 2020, smart agents will facilitate 40 percent of mobile interactions, as the post-app era begins, with people relying on Virtual Personal Assistants (VPA) or business agents to predict needs and act autonomously on their behalf.

Where can readers get more information on the Gartner event, and who should they contact for guidance on leveraging these trends?

Readers can visit www.gartner.com for more information on the Gartner event and predictions, and can contact our Account team to discuss how to leverage agile technology for business benefit.