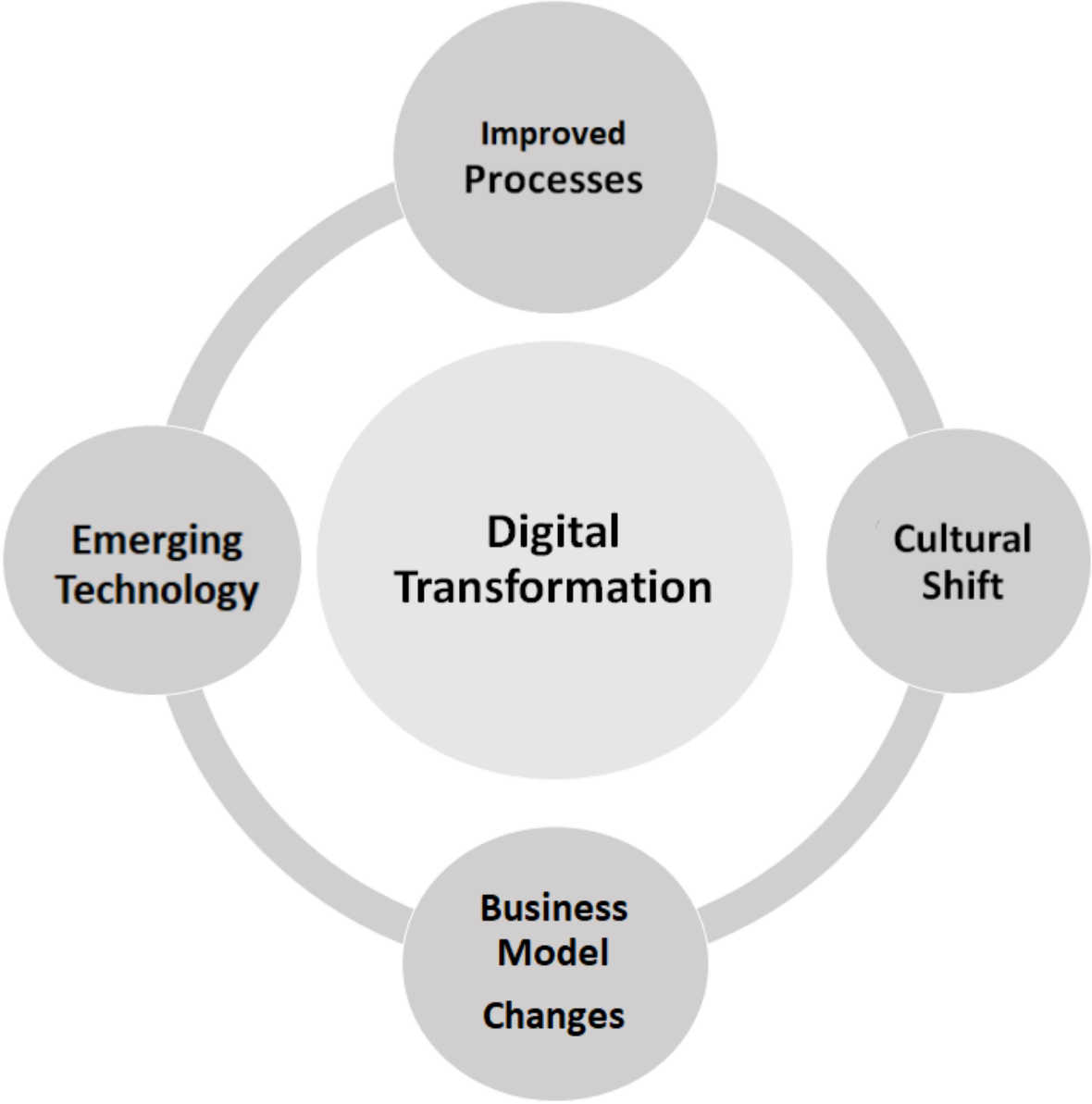
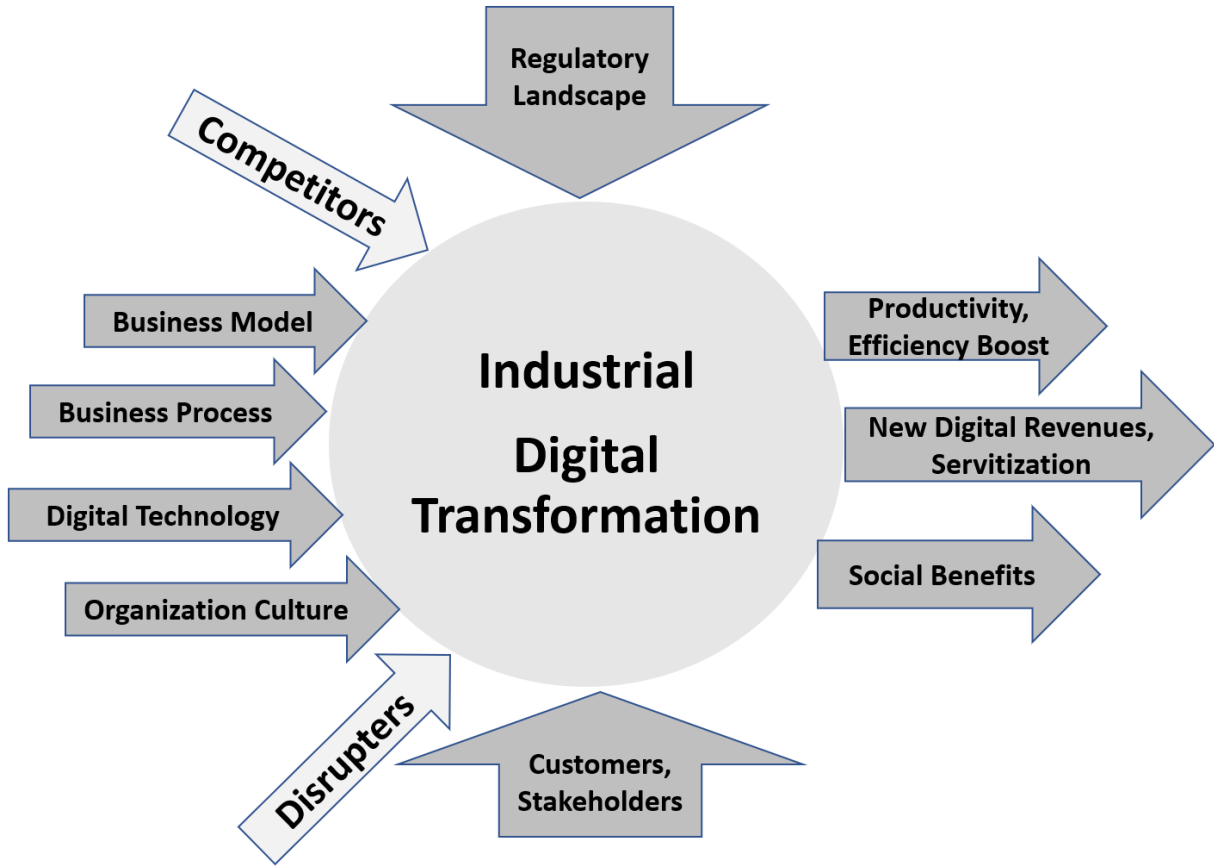
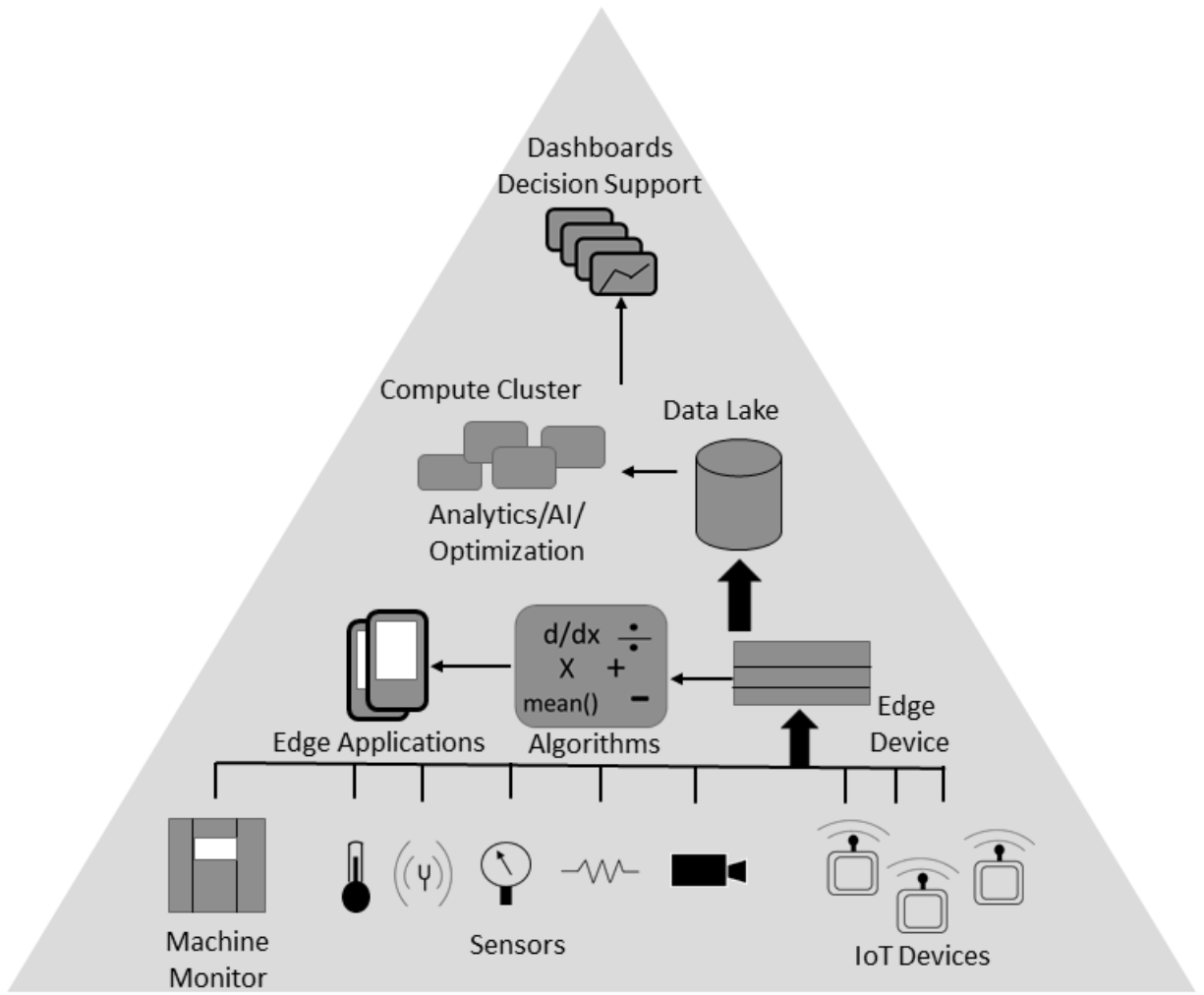
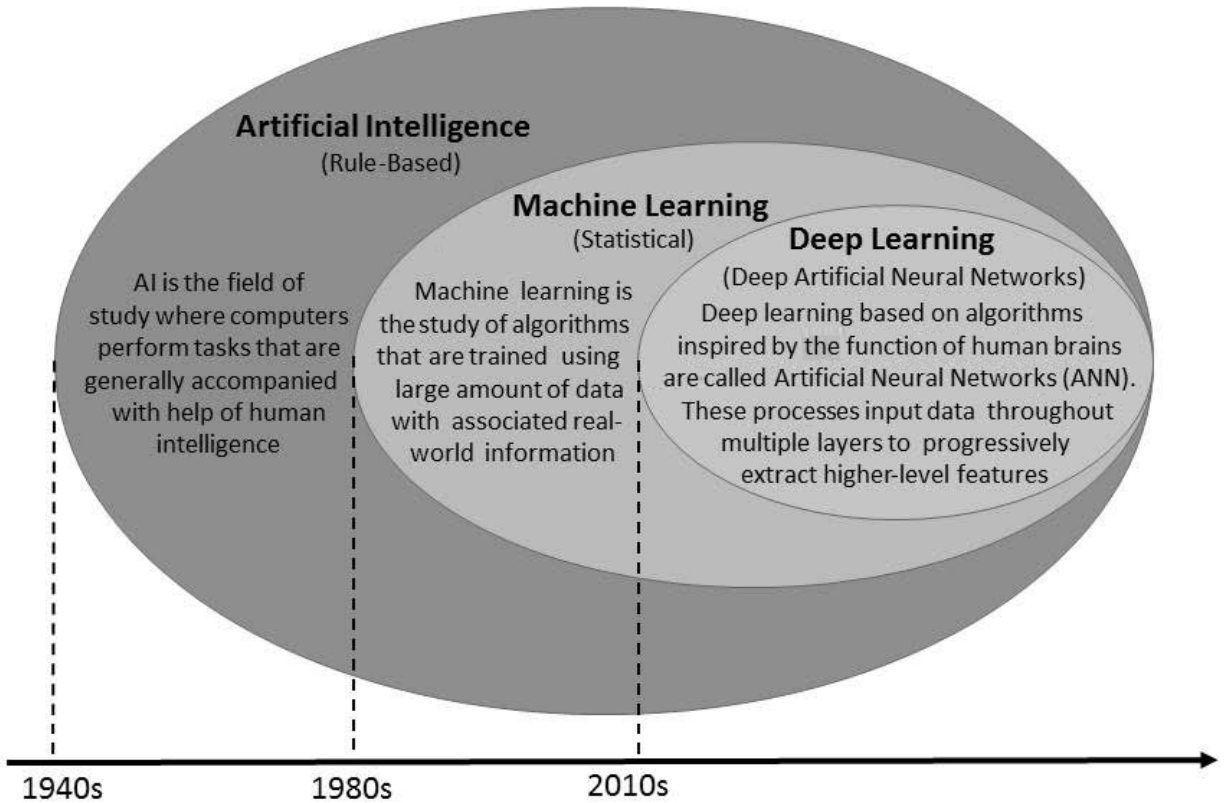


# Chapter 1: Introducing Digital Transformation

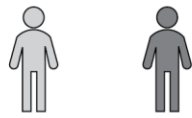




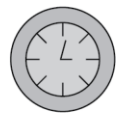
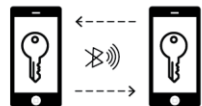




Alice and Bob meet each for the first time and have a 10 minute conversation



Their phones exchange anonymous identifier beacons (which change frequently)

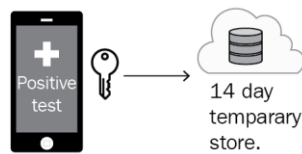


A few days later

Bob is positively diagnosed for COVID-19 and enters the test results in an app from public health authority



With Bob's consent, his phone uploads the last 14 days of keys for his broadcast beacons to the cloud.



**Fourth industrial revolution**

Cyber physical systems

**Third industrial revolution**

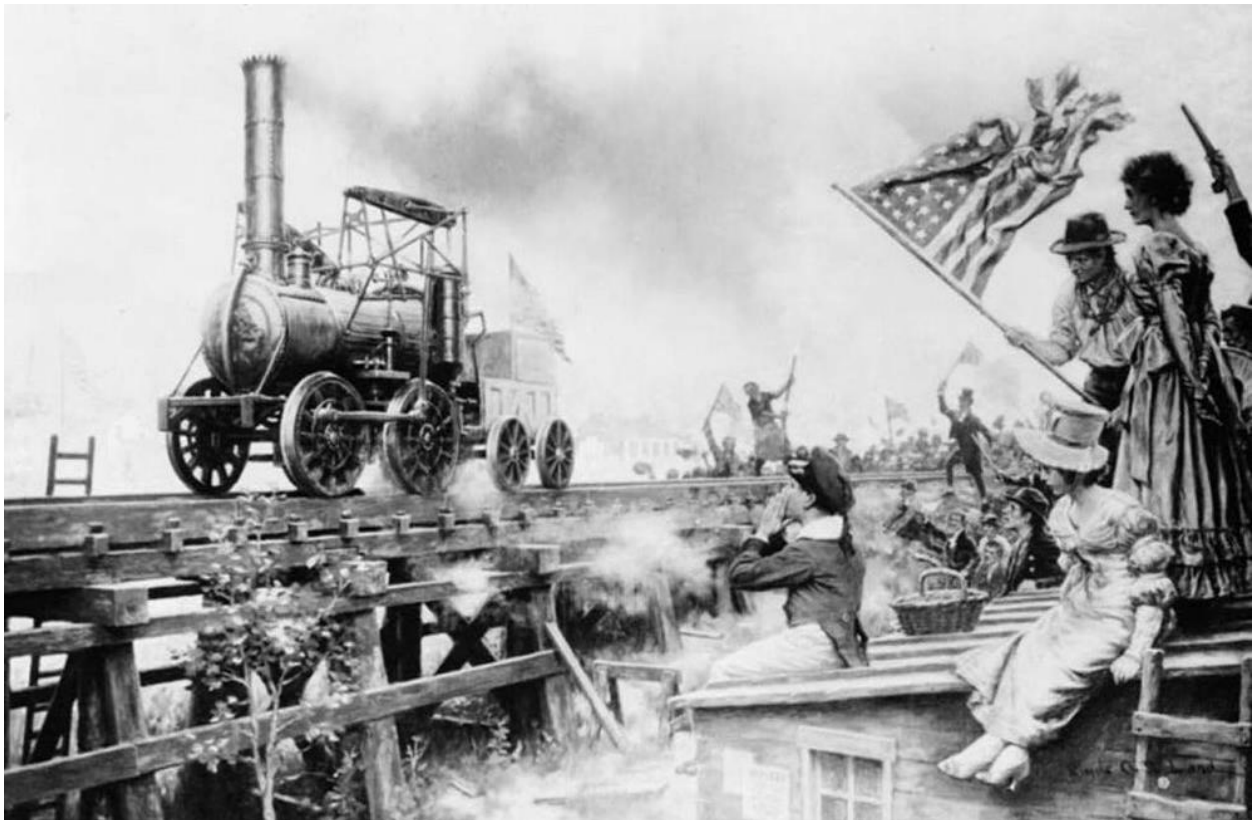
Electronics and IT systems, automation

**Second industrial revolution**

Mass Production and Electricity

**First industrial revolution**

Mechanization, steam, and water power





## Chapter 2: Transforming the Culture in an Organization

### Agile development phases

#### Discovery

(Embrace uncertainty)



Invest in small short term "experiments"

Avoid "low hanging fruit" go after uncertainty

Discover a likely Minimum Viable Product for user engagement

#### Development

(Prove value)



Invest in bulk of new development with more predictable iterations and/or outsourcing

Prove viability of MVP

Prove value proposition

#### Continuous improvement

(Maximize value / Minimize waste)

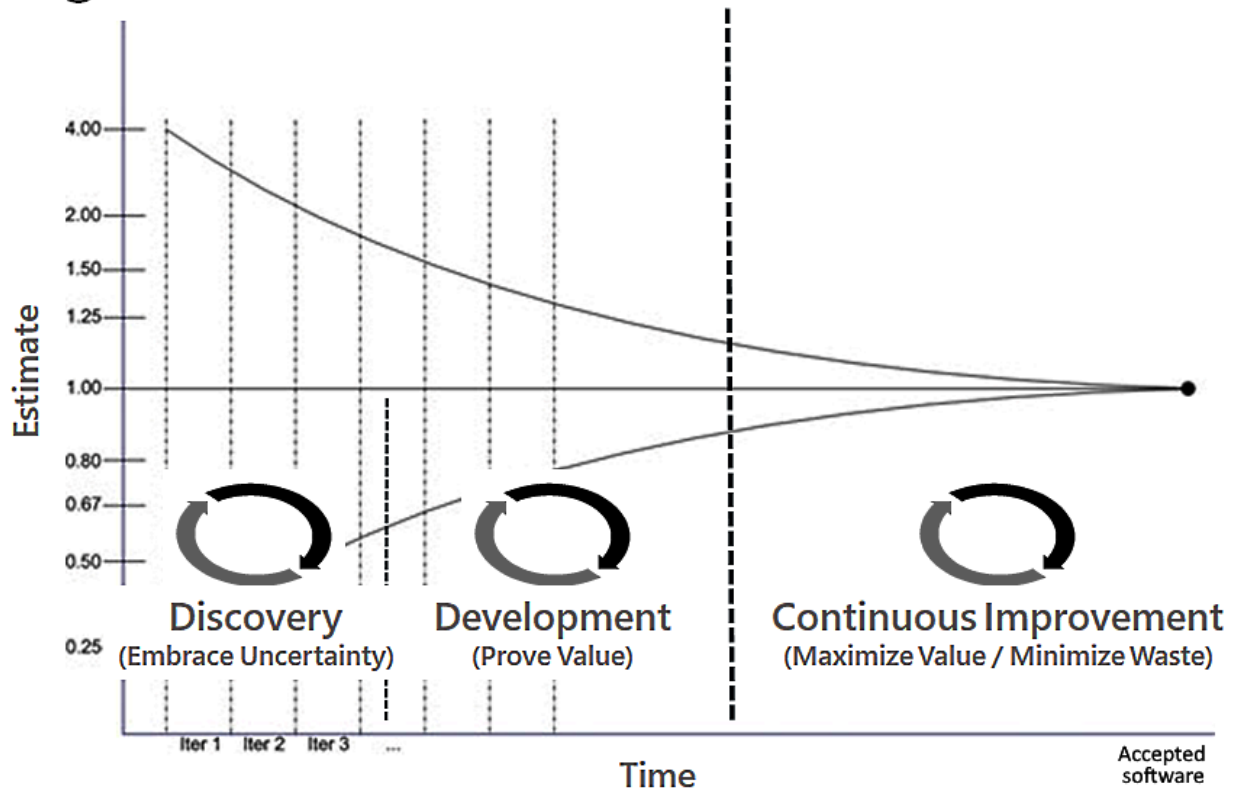


Look for cost savings without sacrificing value

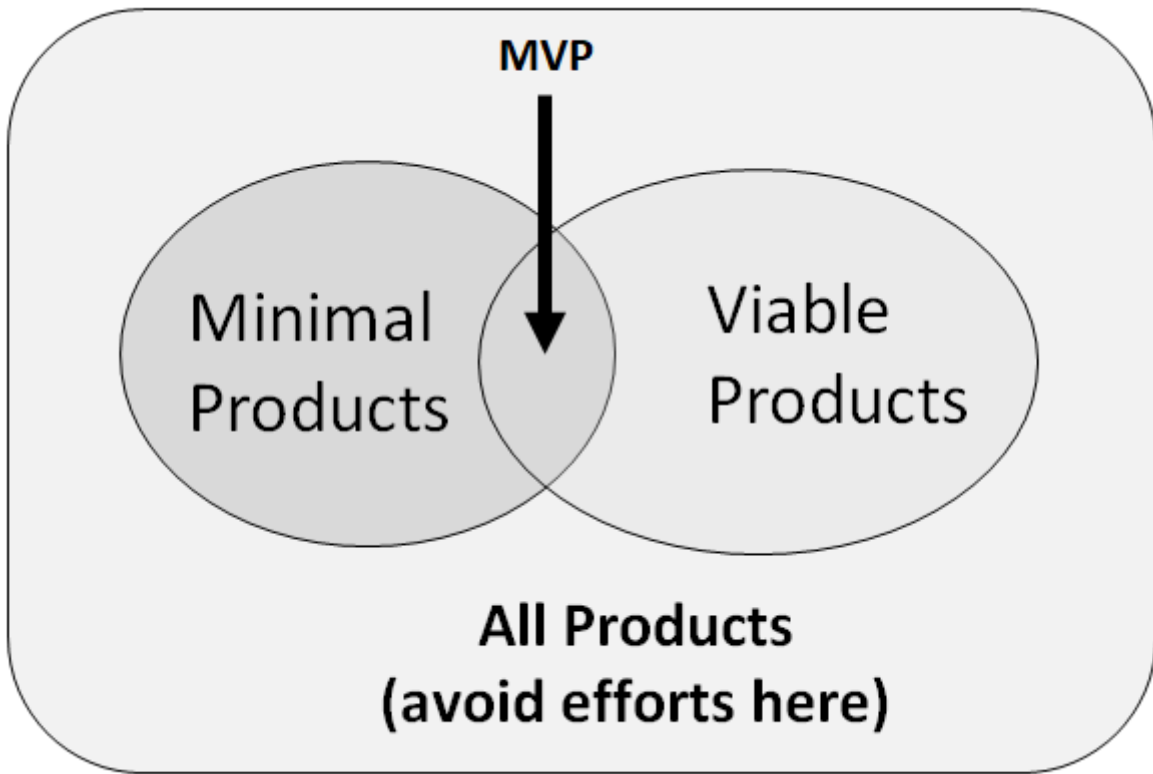
Highly predictable development.

Can use long term outsourcing at fixed price

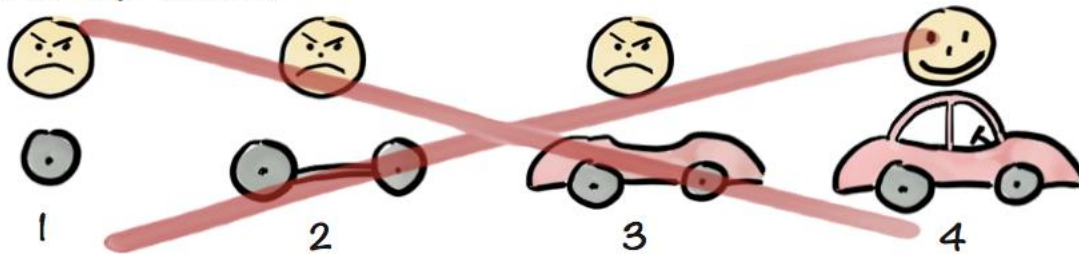
# Agile/Lean Processes



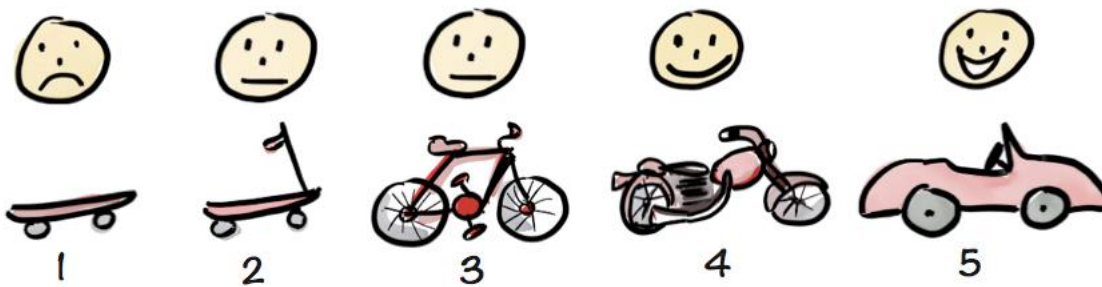




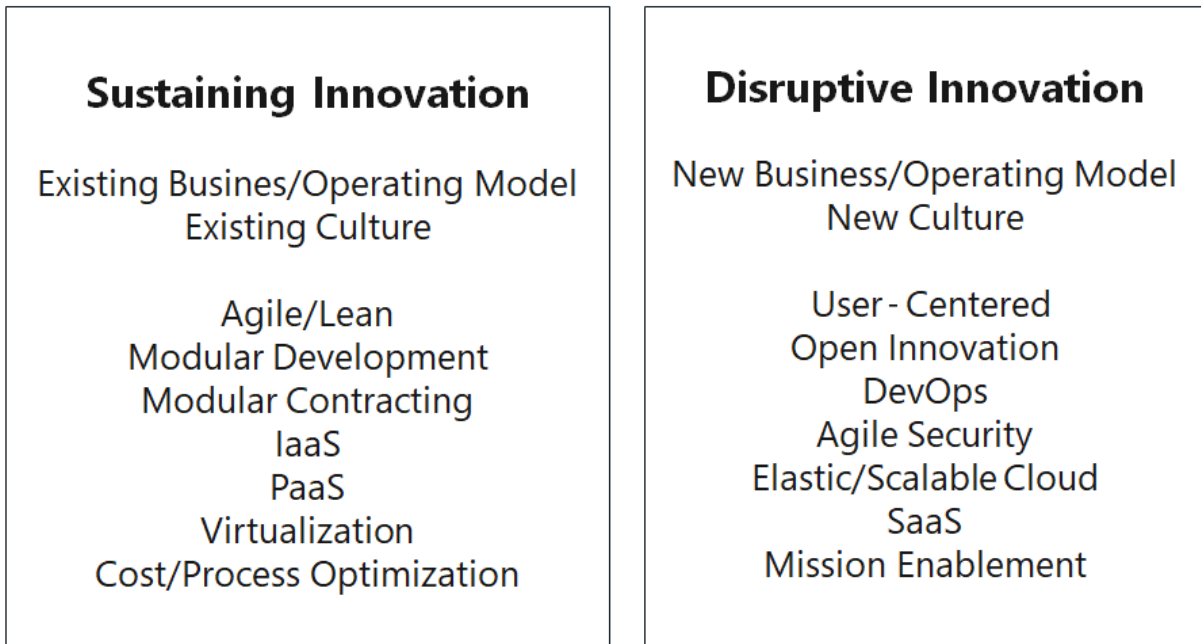
Not like this....



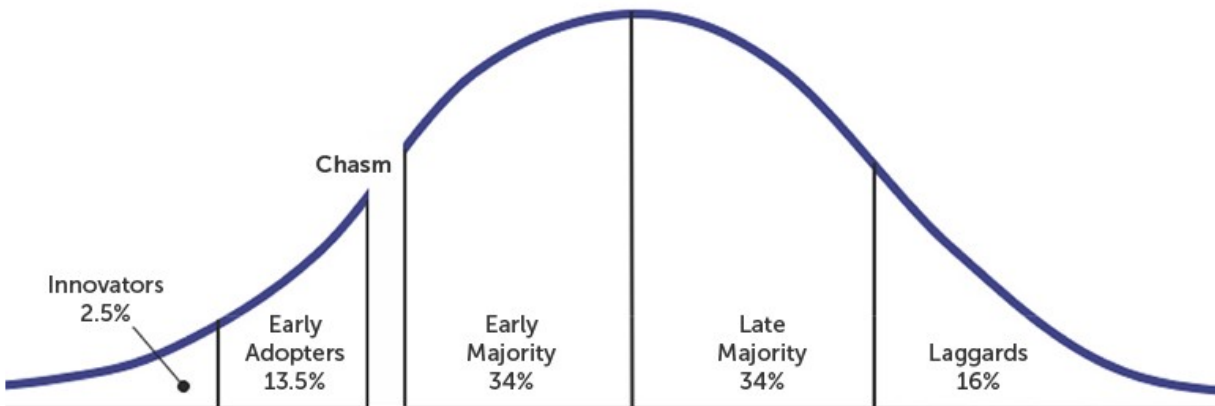
Like this!

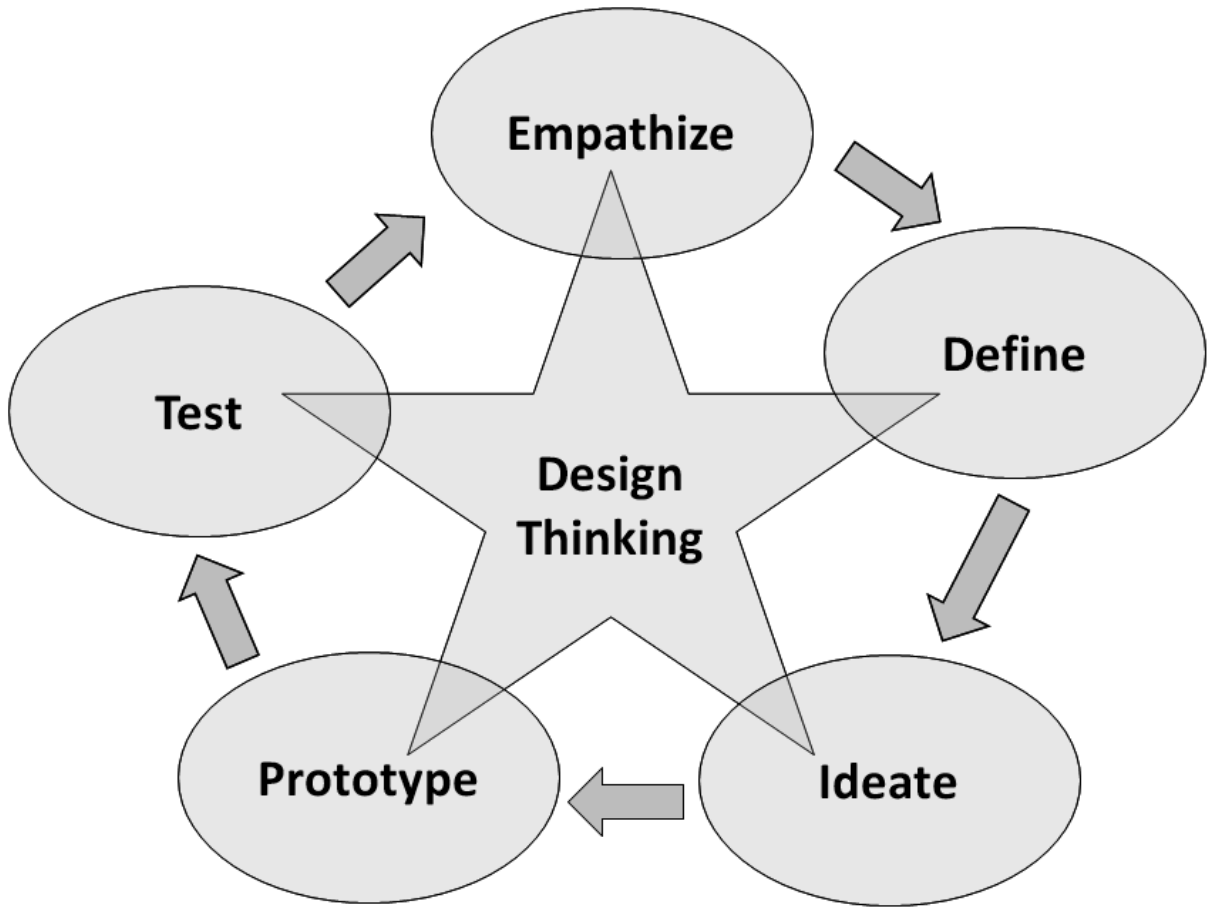


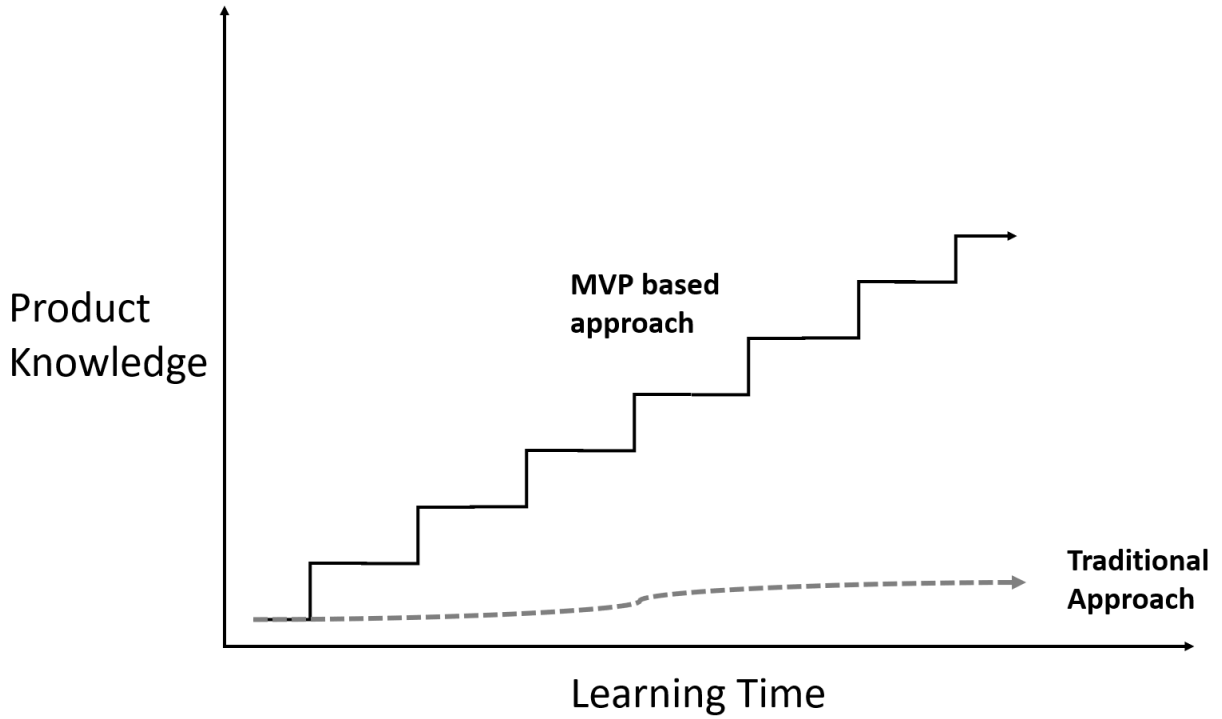
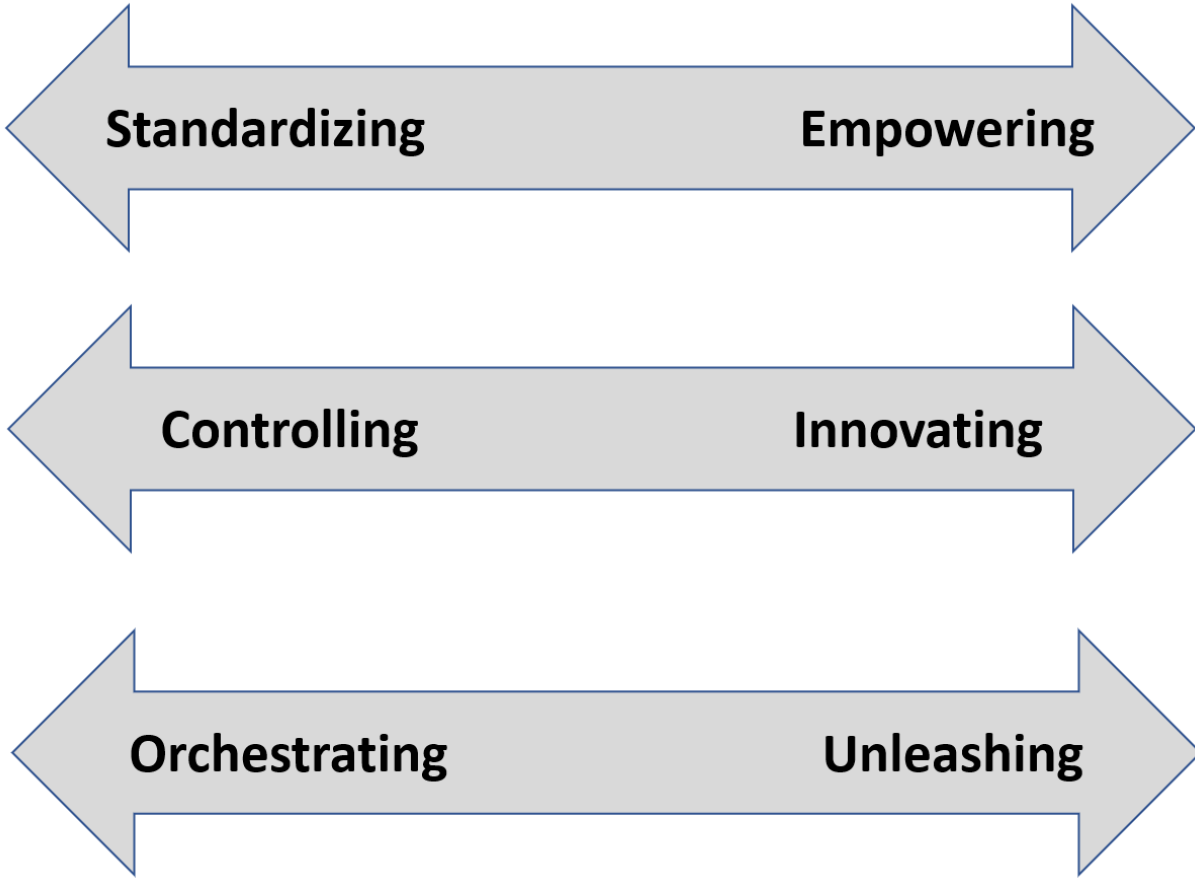
# Innovation



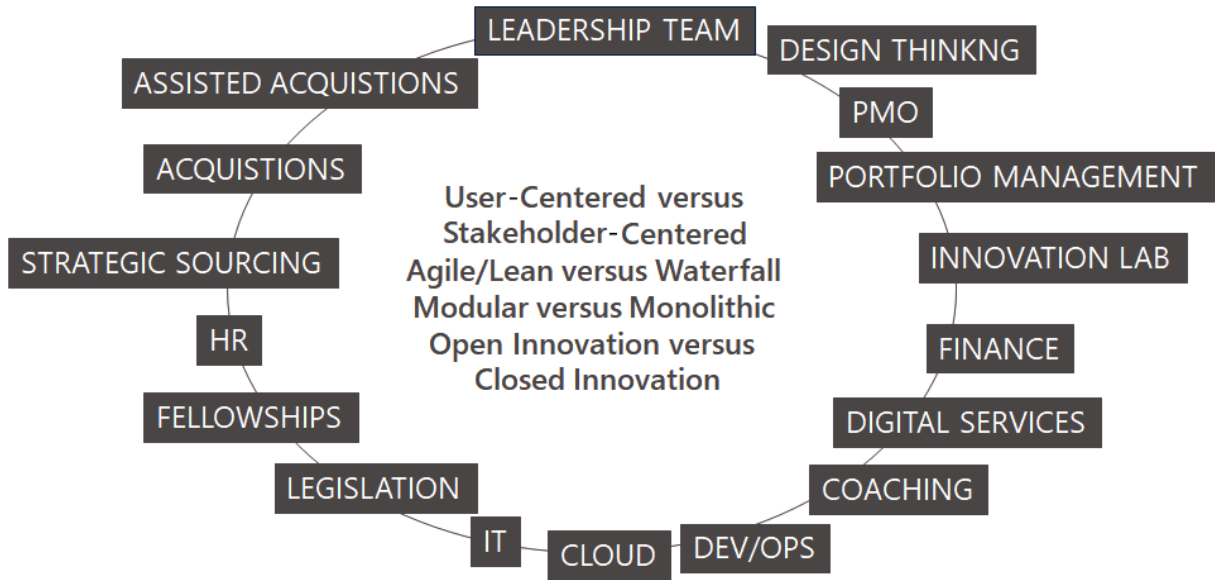
# Technology Adoption Life Cycle



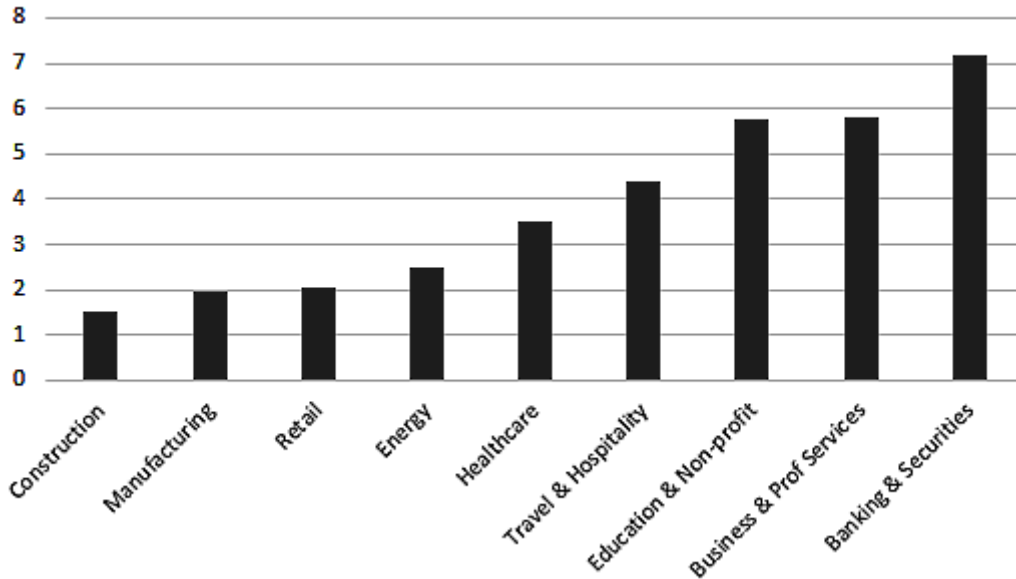




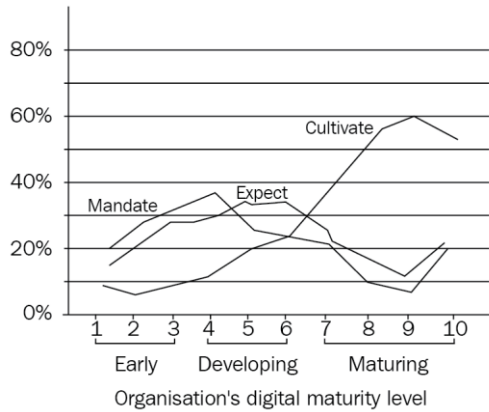
# Policy & Governance Echo-Chamber



IT Spend as Percentage of Revenue by Sector



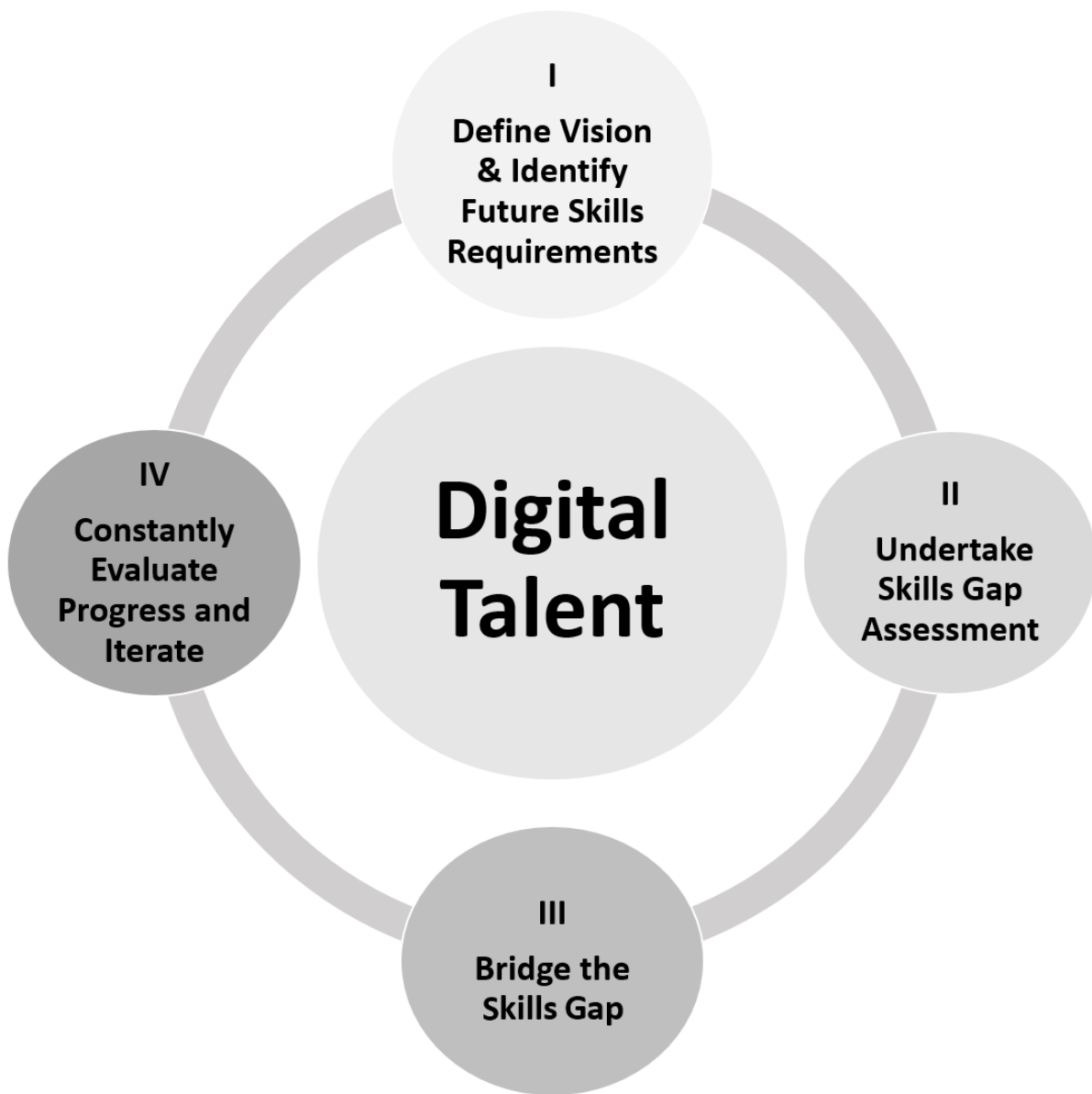
Percentage of respondents



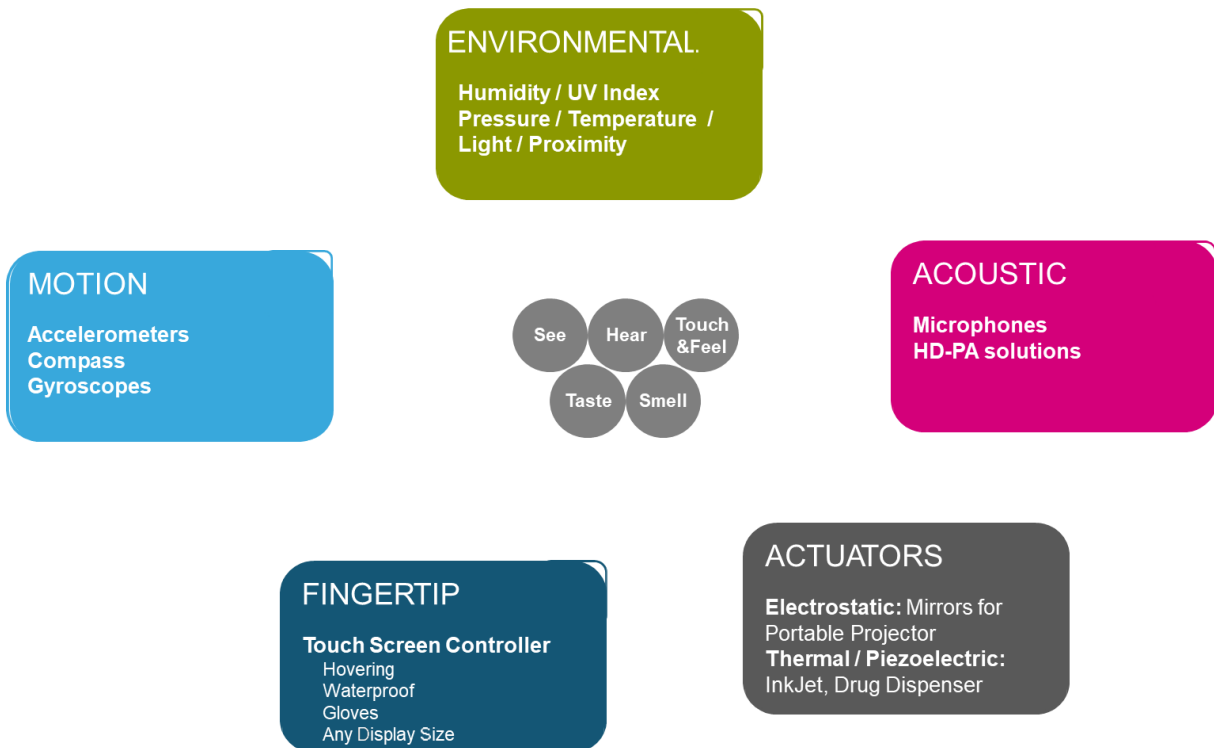
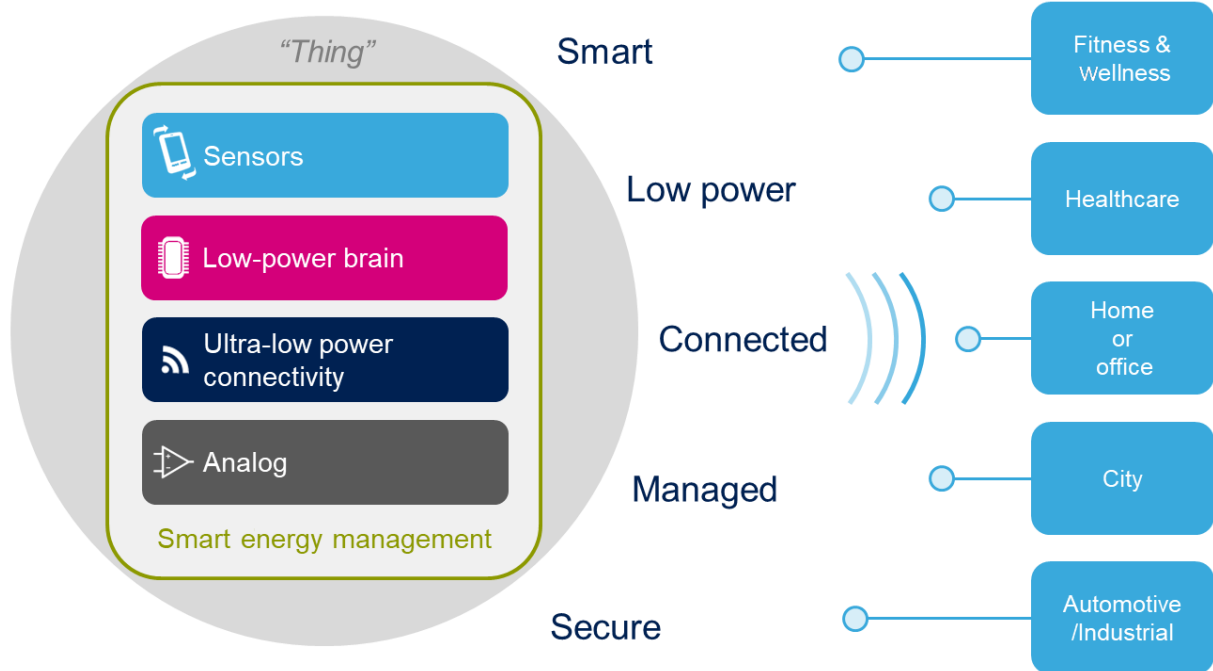
Mandate -  
Mandating from management

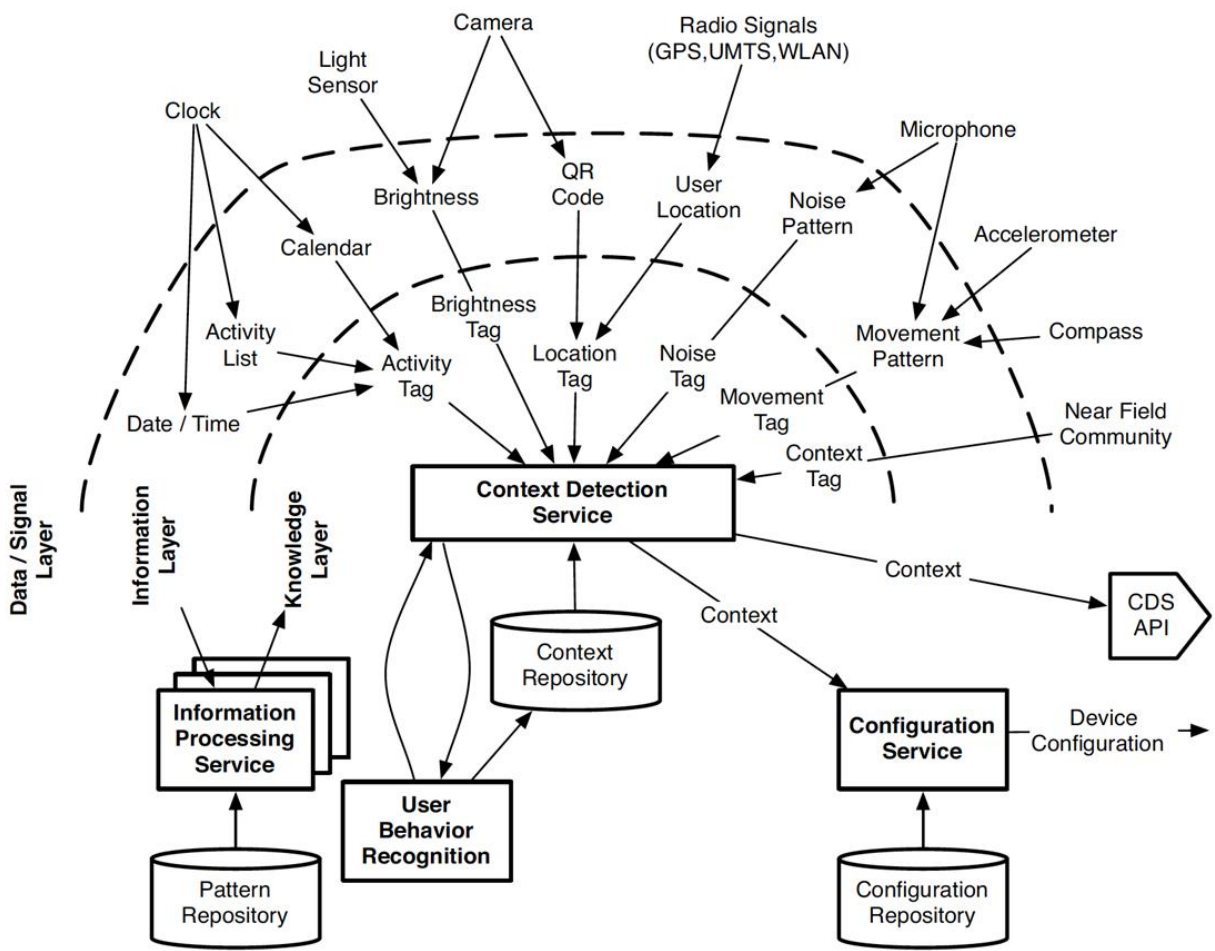
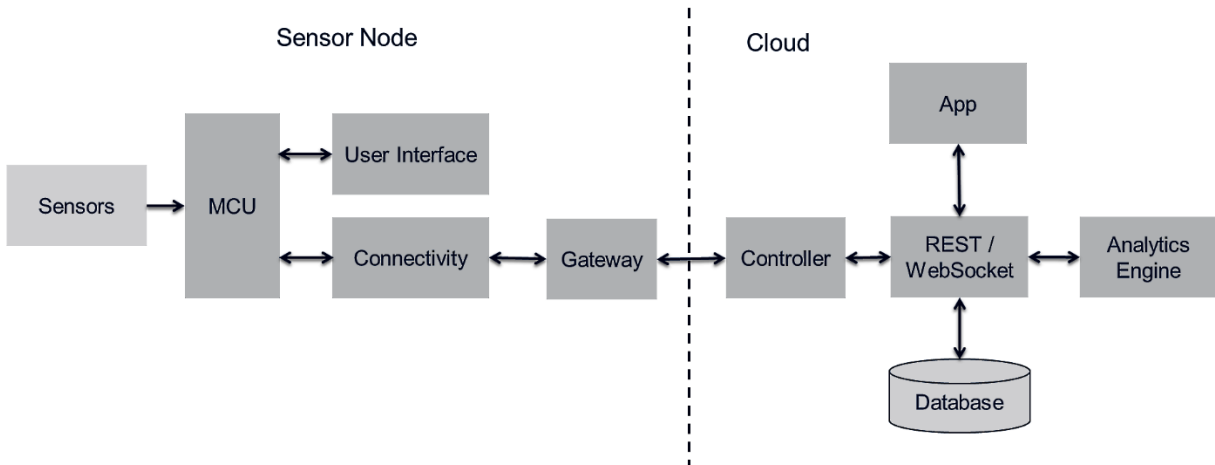
Expect -  
Expecting employees to be  
motivated to embrace digital business  
opportunities

Cultivate -  
Cultivating a strong digital business  
culture that strives for risk-taking,  
collaboration, agility, continuous learning



# Chapter 3: Emerging Technologies to Accelerate Digital Transformation









JamesProvost.com



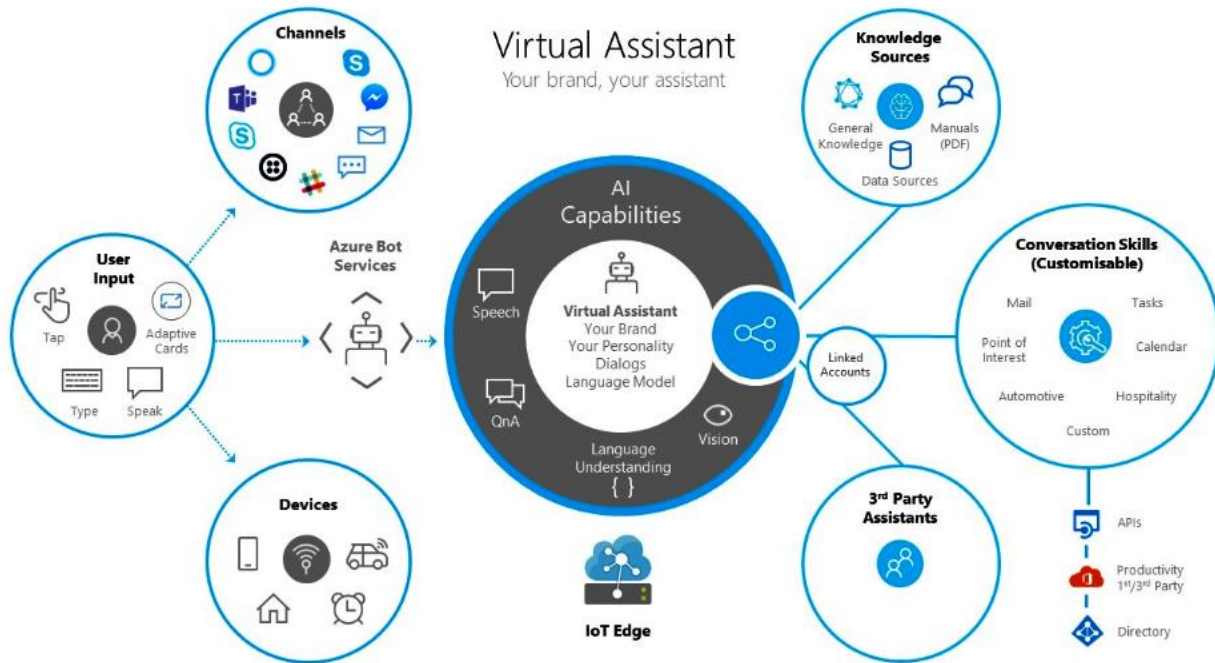
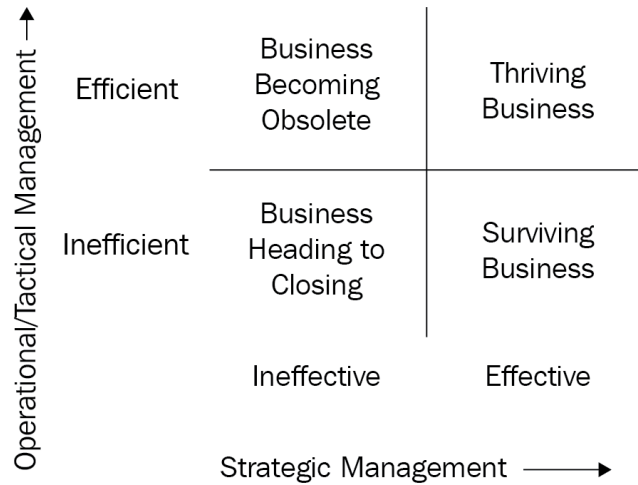


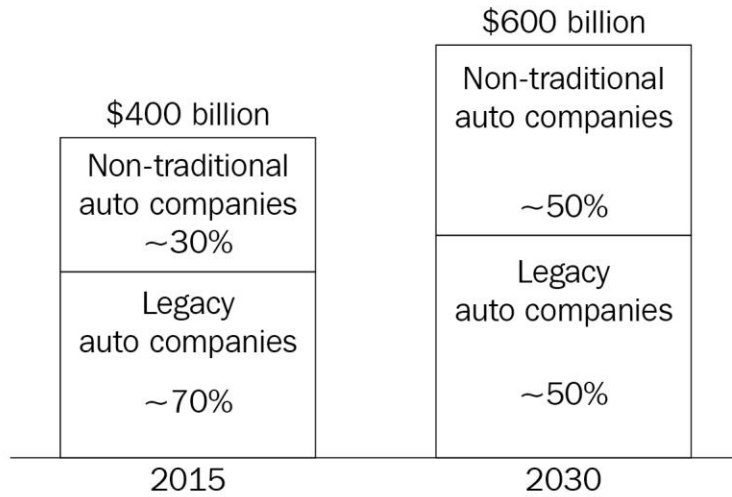
Nest Weave  
(Application)

Thread Networking Protocol  
(Transport Network)

IEEE 802.15.4 MAC/PHY  
(Physical Layer)

# Chapter 4: Business Drivers for Industrial Digital Transformation





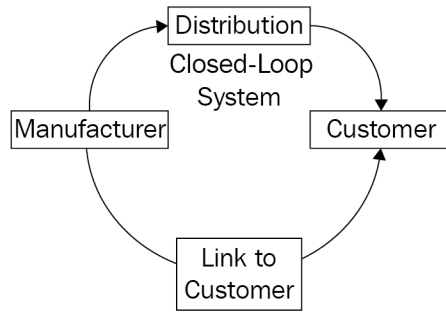
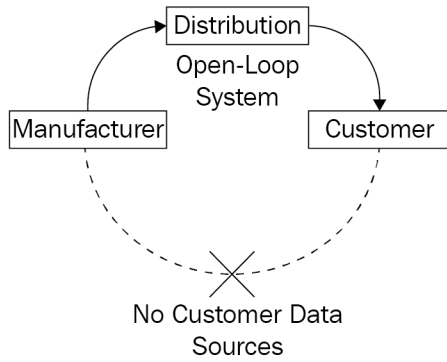
SOCIETY OF AUTOMOTIVE ENGINEERS (SAE) AUTOMATION LEVELS

Full Automation



0	1	2	3	4	5
<b>No Automation</b>	<b>Driver Assistance</b>	<b>Partial Automation</b>	<b>Conditional Automation</b>	<b>High Automation</b>	<b>Full Automation</b>
Zero autonomy; the driver performs all driving tasks.	Vehicle is controlled by the driver, but some driving assist features may be included in the vehicle design.	Vehicle has combined automated functions, like acceleration and steering, but the driver must remain engaged with the driving task and monitor the environment at all times.	Driver is a necessity, but is not required to monitor the environment. The driver must be ready to take control of the vehicle at all times with notice.	The vehicle is capable of performing all driving functions under certain conditions. The driver may have the option to control the vehicle.	The vehicle is capable of performing all driving functions under all conditions. The driver may have the option to control the vehicle.

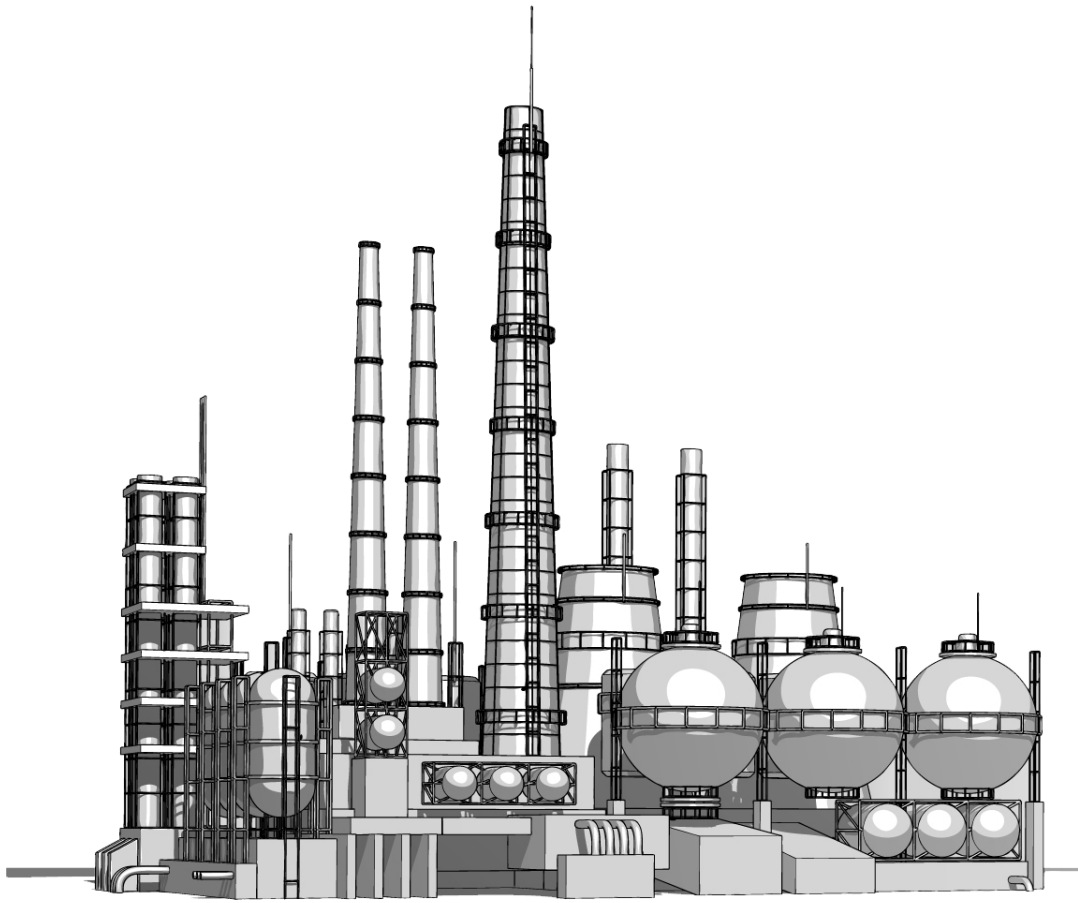
# Current's CityIQ @ Work





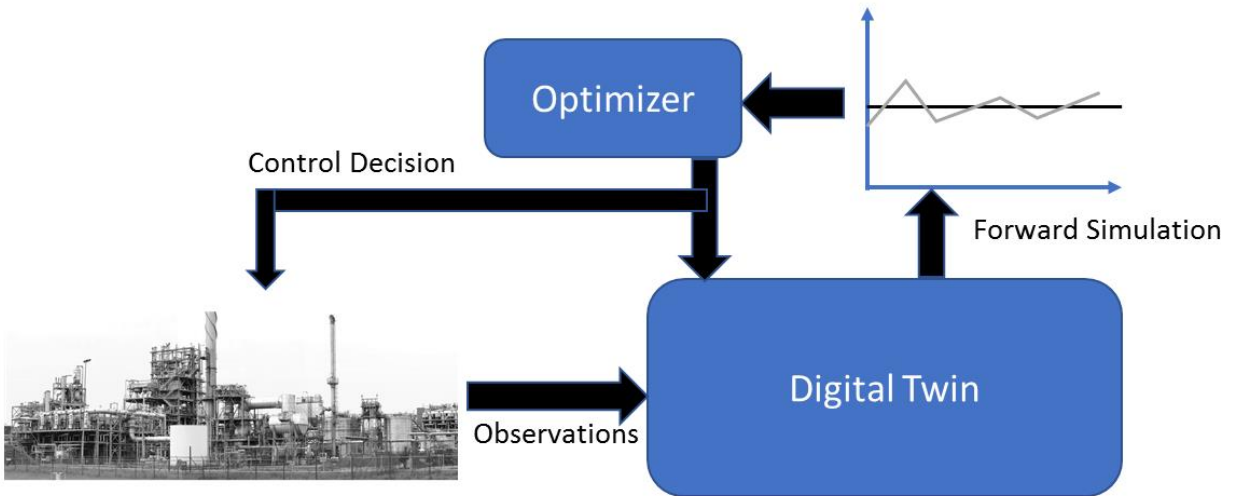
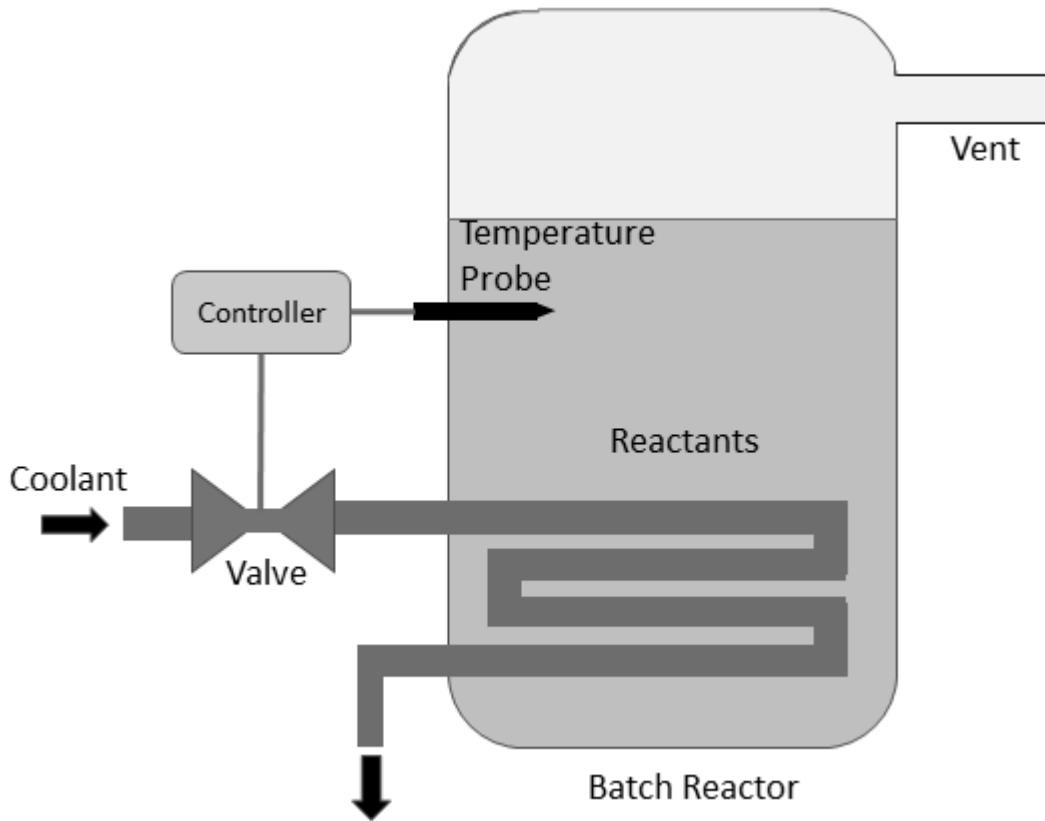
	Service Name
A	Air-as-a-Service (Kaeser Kompressoren)
B	Backend-as-a-Service (Mobile backend mBaaS)
C	Container-as-a-Service
D	Data-as-a-Service
E	Enterprise-as-a-Service
F	Function-as-a-Service / Furniture-as-a-Service
G	Games-as-a-Service
H	Hardware-as-a-Service
I	Infrastructure-as-a-Service
J	Juju-as-a-Service (Kubernetes service)
K	Kubernetes-as-a-Service (Rackspace)
L	Location-as-a-Service
M	Mobility-as-a-Service
N	Networking-as-a-Service
O	Operations-as-a-Service
P	Platform-as-a-Service
Q	Quality-as-a-Service
R	Recovery-as-a-Service
S	Software-as-a-Service
T	Tires-as-a-Service
U	Update-as-a-Service
V	Voice-as-a-Service
W	Workspace-as-a-service
X	Anything-as-a-Service (XaaS)
Y	Hybriss-as-a-Service (YaaS - SAP Hybris)
Z	Zenoss-as-a-Service

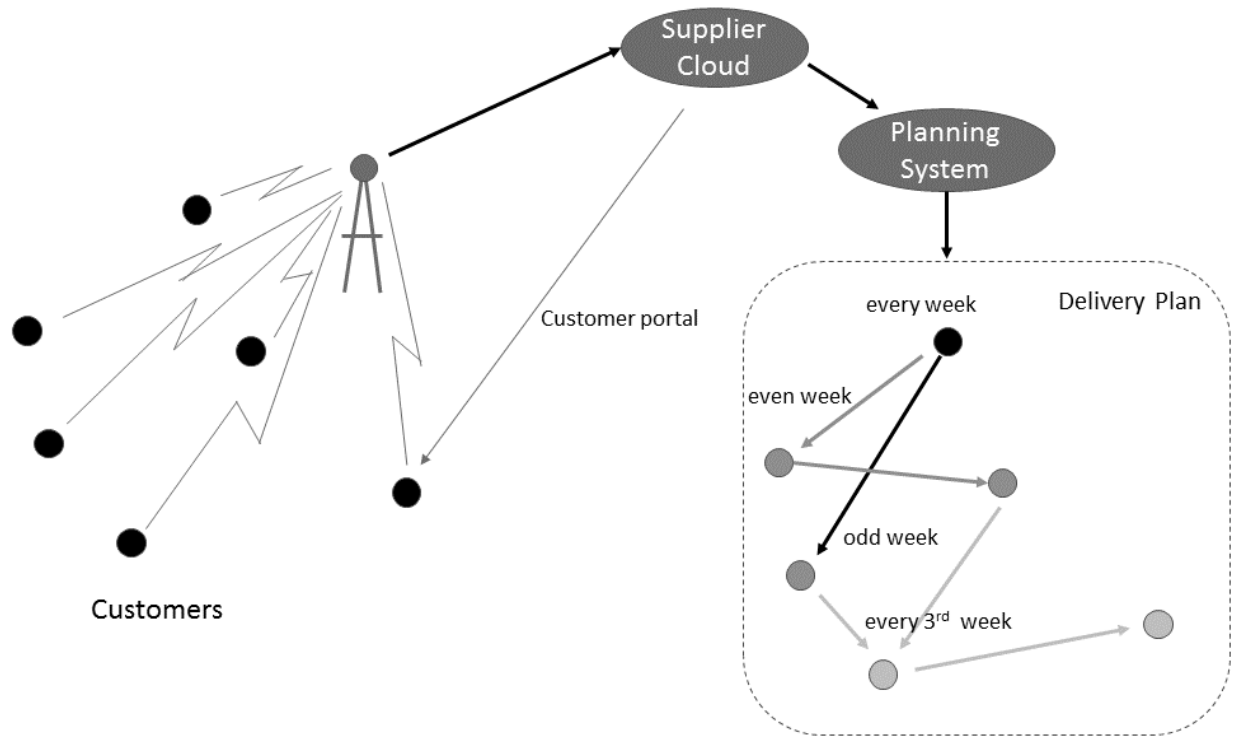
Top 5 Digital Transformation Challenges: Ordered by Company Size	
<b>Less than 1,000 Employees</b>	<b>100 – 1,000 Employees</b>
<ol style="list-style-type: none"> <li>1. Lack of Expertise to Lead Digitization Initiatives</li> <li>2. Employee Pushback</li> <li>3. No Overarching Strategy for Digitization</li> <li>4. Business Partners Unable to Support</li> <li>5. Limited Budget</li> </ol>	<ol style="list-style-type: none"> <li>1. Employee Pushback</li> <li>2. Organizational Structure Gets in the Way</li> <li>3. No Overarching Strategy for Digitization</li> <li>4. Limited Budget</li> <li>5. Lack of Expertise to Lead Digitization Initiatives</li> </ol>
<b>1,000 – 5,000 Employees</b>	<b>More than 5,000 Employees</b>
<ol style="list-style-type: none"> <li>1. No Overarching Strategy for Digitization</li> <li>2. Lack of Expertise to Lead Digitization Initiatives</li> <li>3. Limited access to required Technical Expertise</li> <li>4. Employee Pushback</li> <li>5. Limited Budget</li> </ol>	<ol style="list-style-type: none"> <li>1. Lack of Expertise to Lead Digitization Initiatives</li> <li>2. Organizational Structure Gets in the Way</li> <li>3. No Overarching Strategy for Digitization</li> <li>4. Limited access to required Technical Expertise</li> <li>5. Employee Pushback</li> </ol>

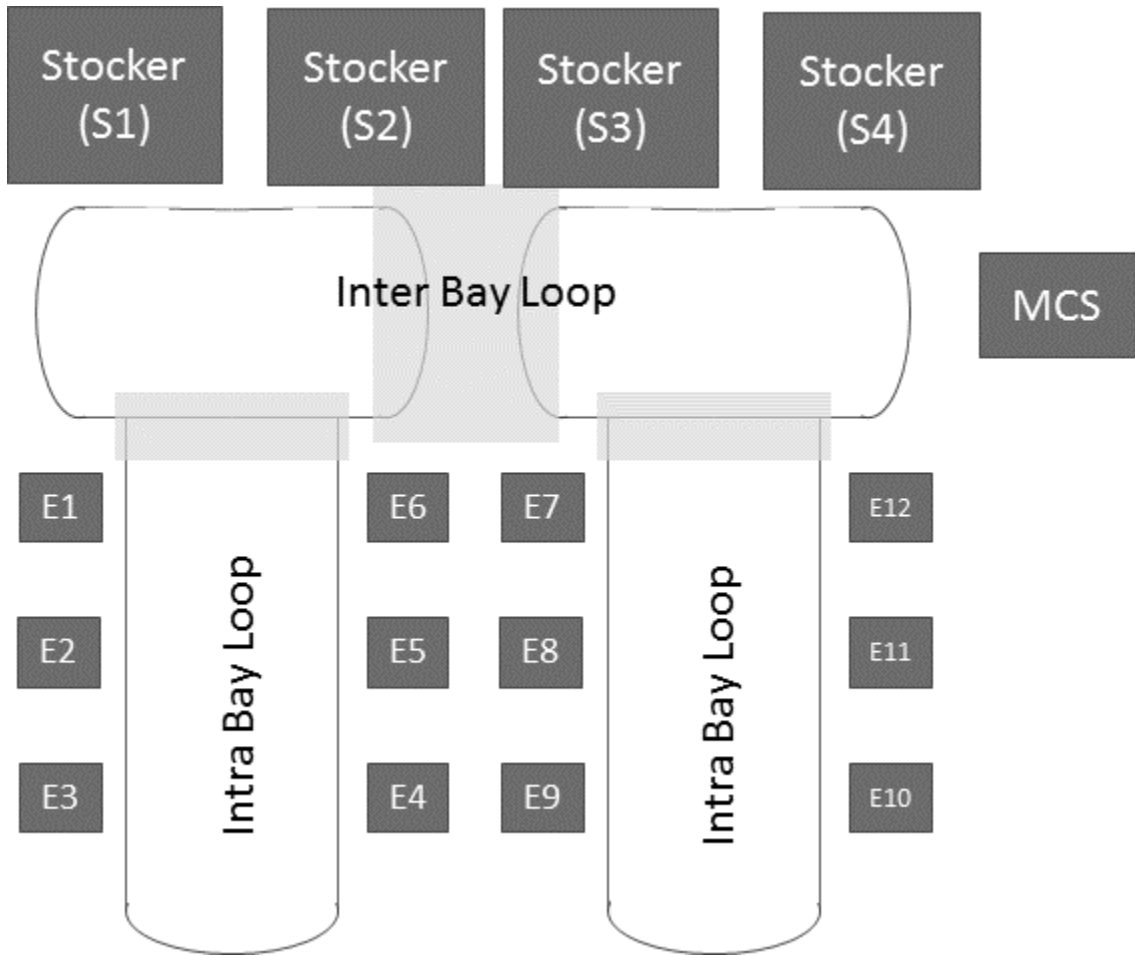


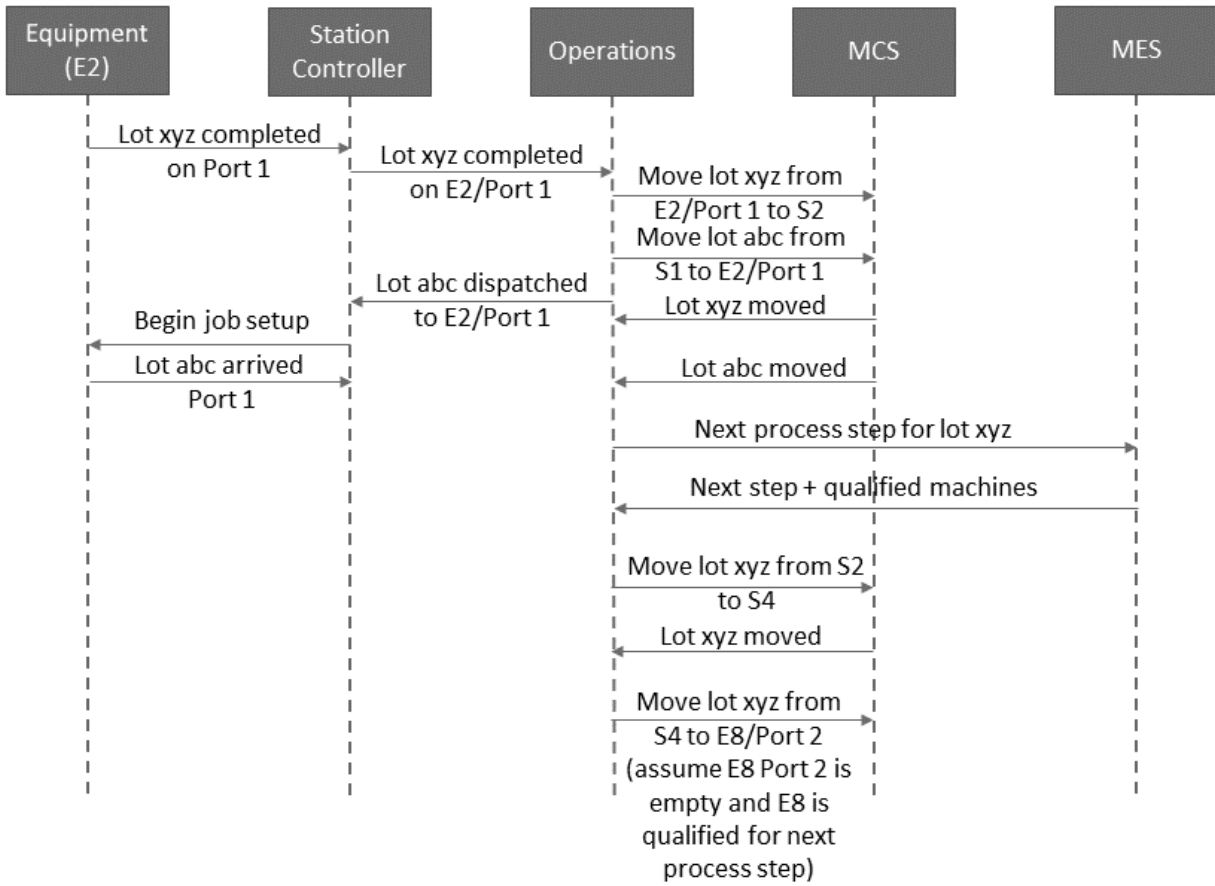


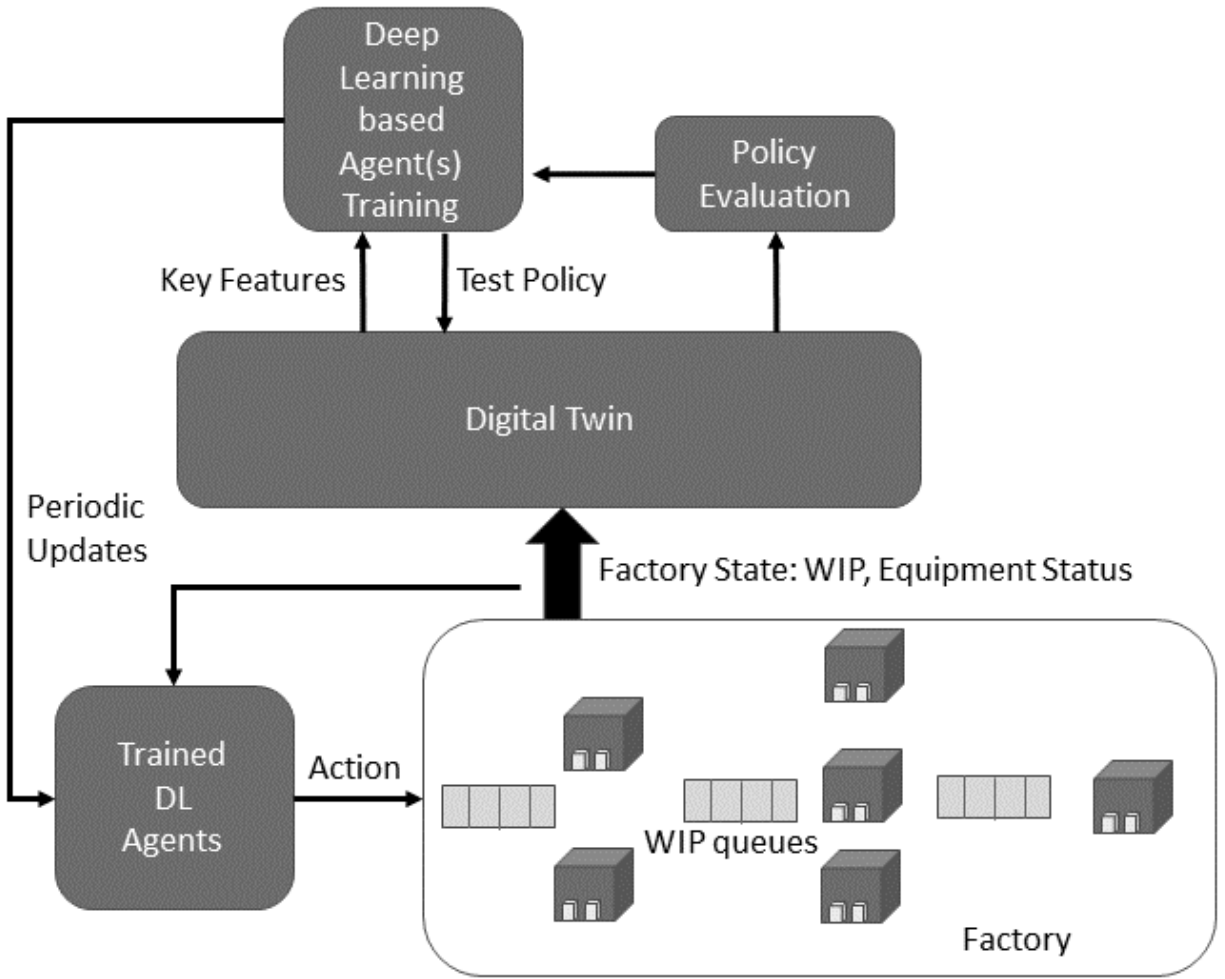
# Chapter 5: Transforming One Industry at a Time

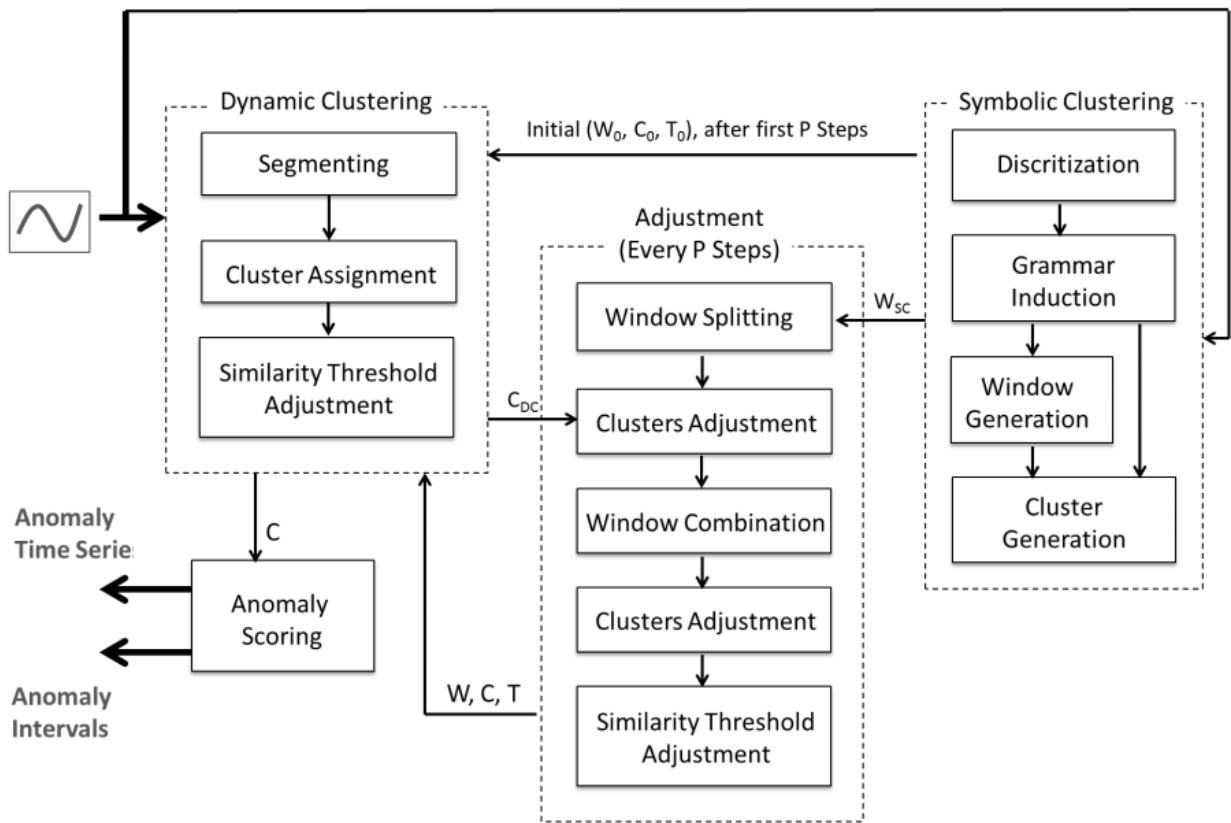
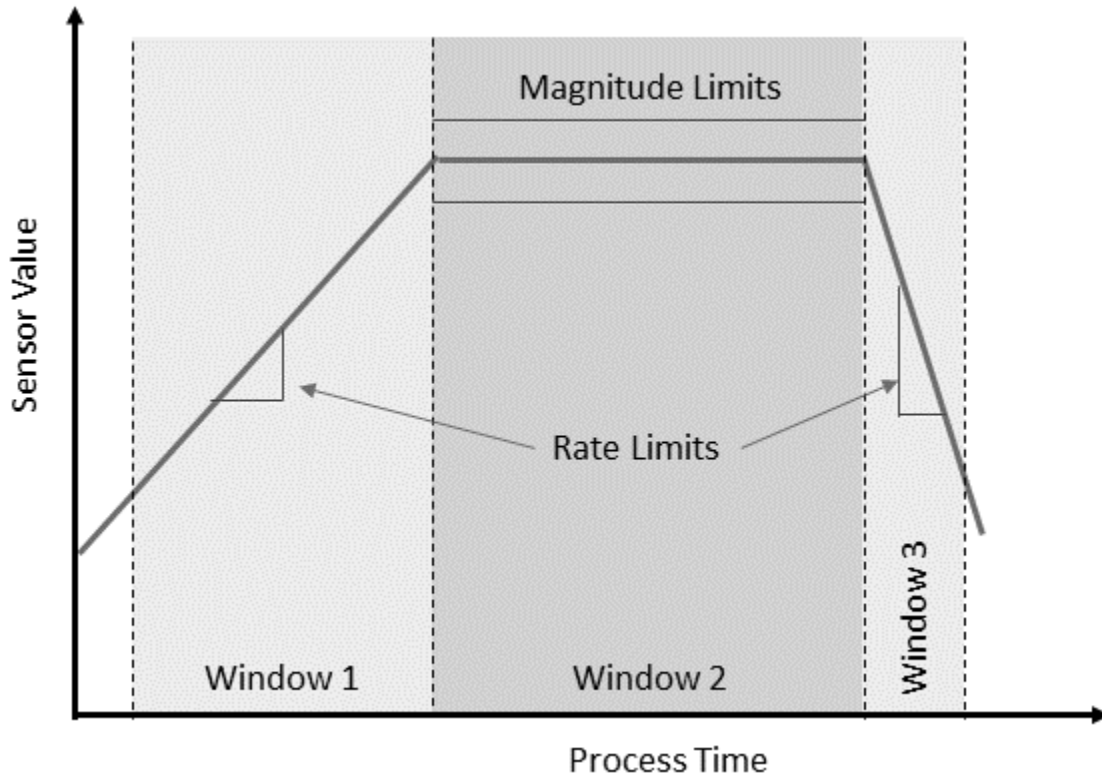


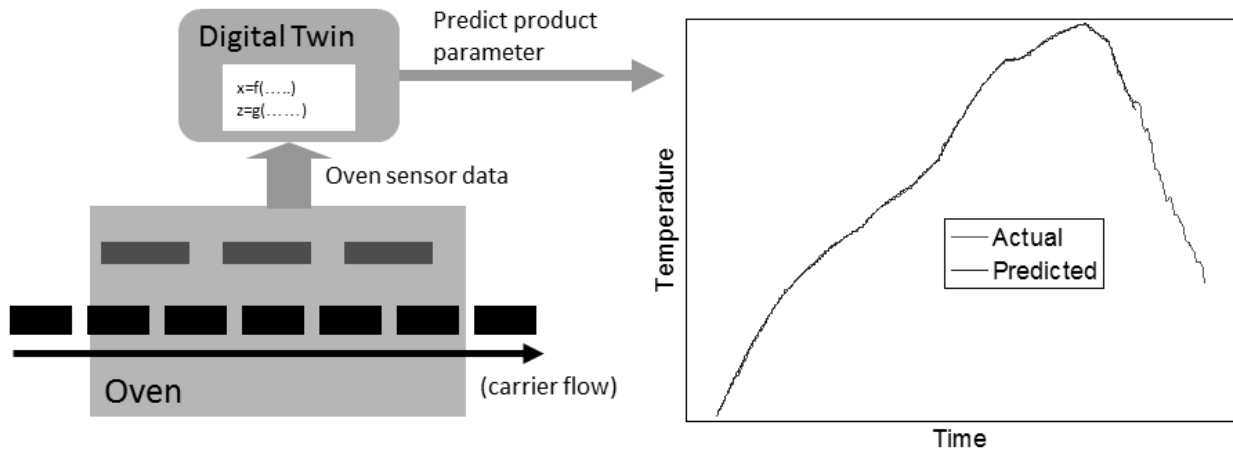
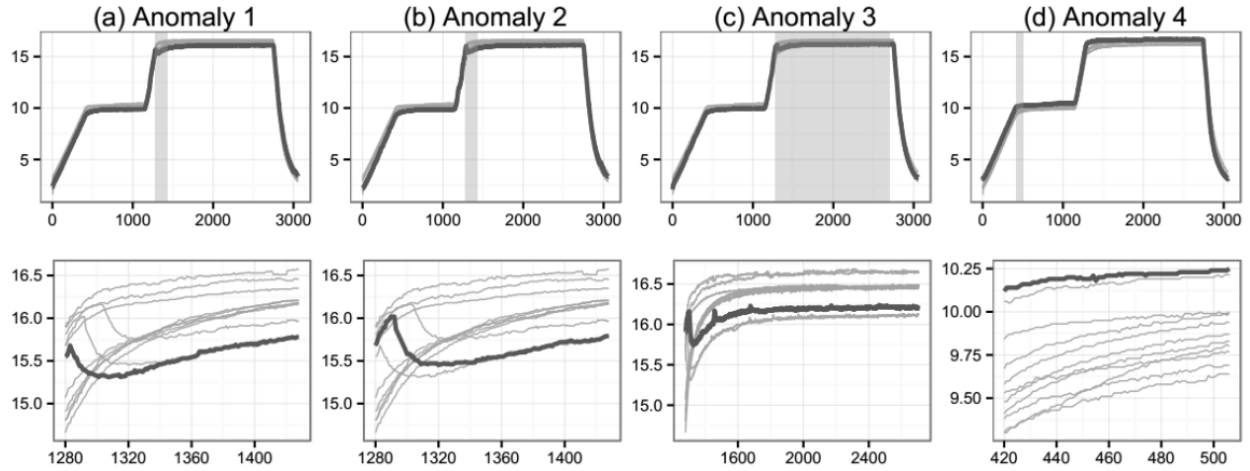


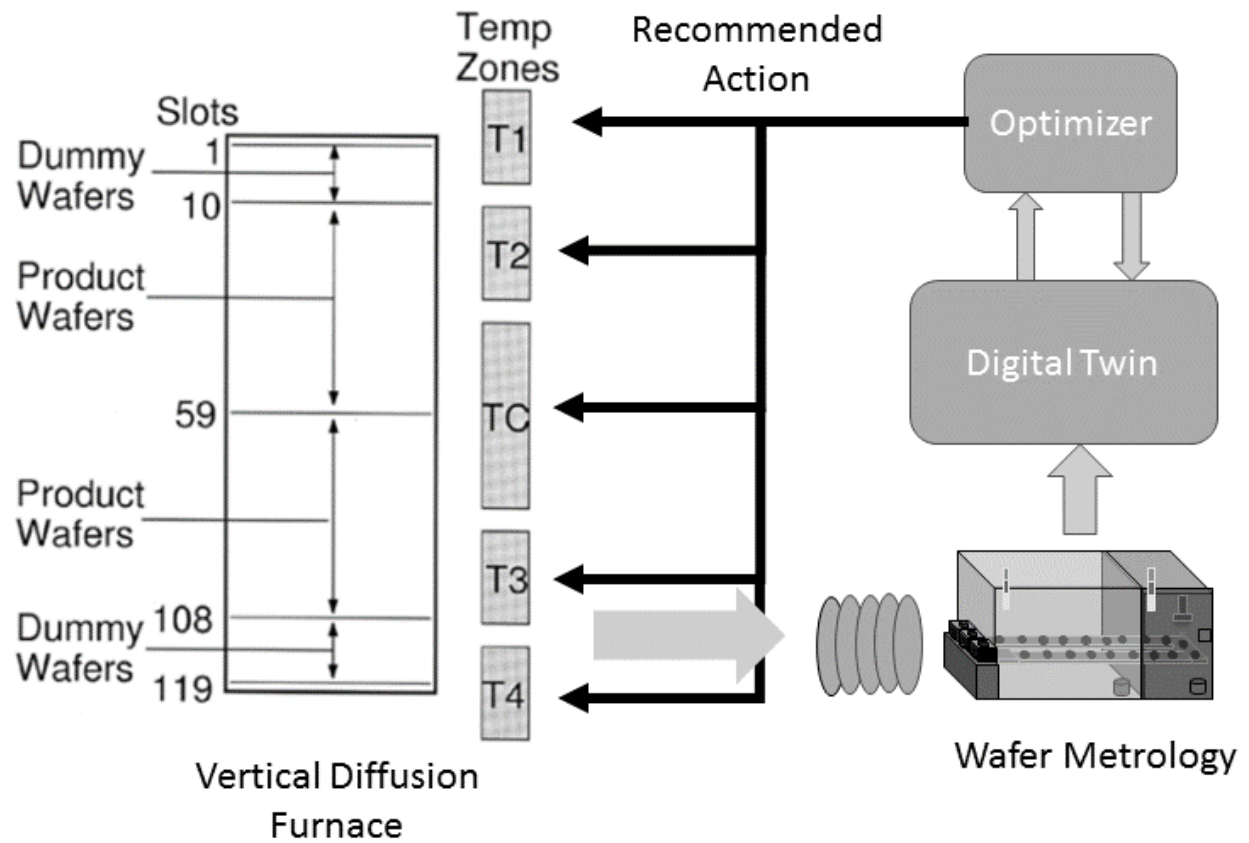




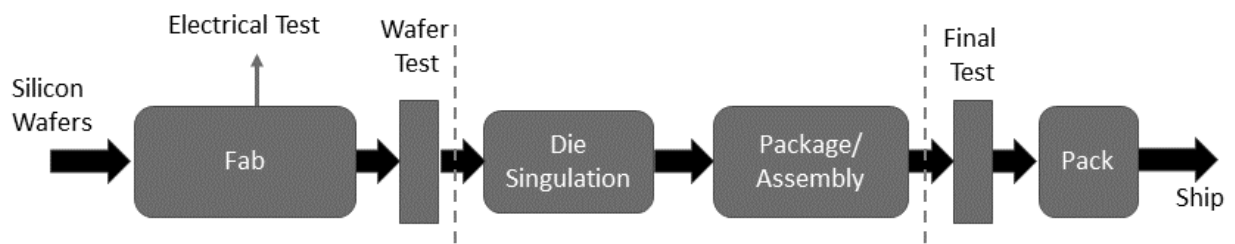
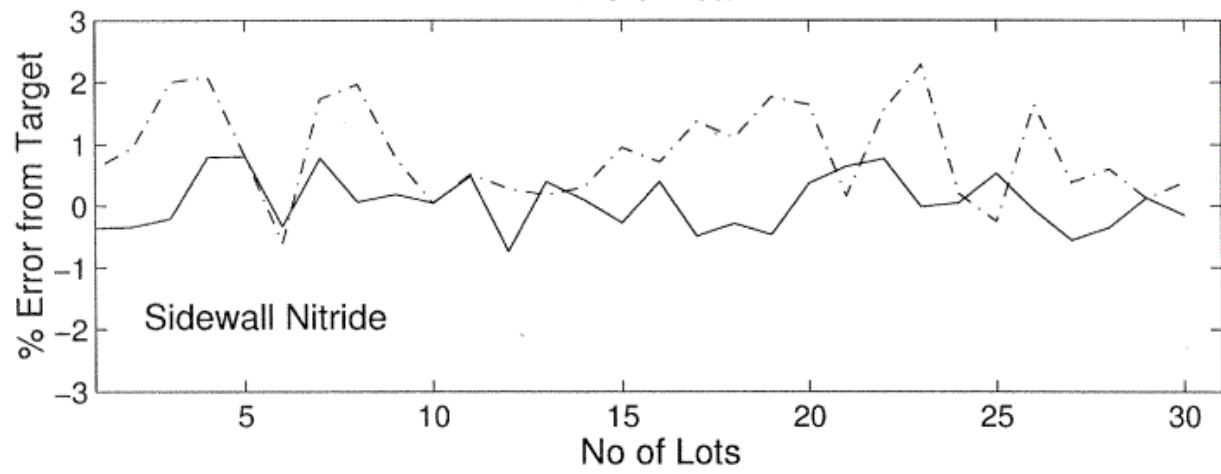
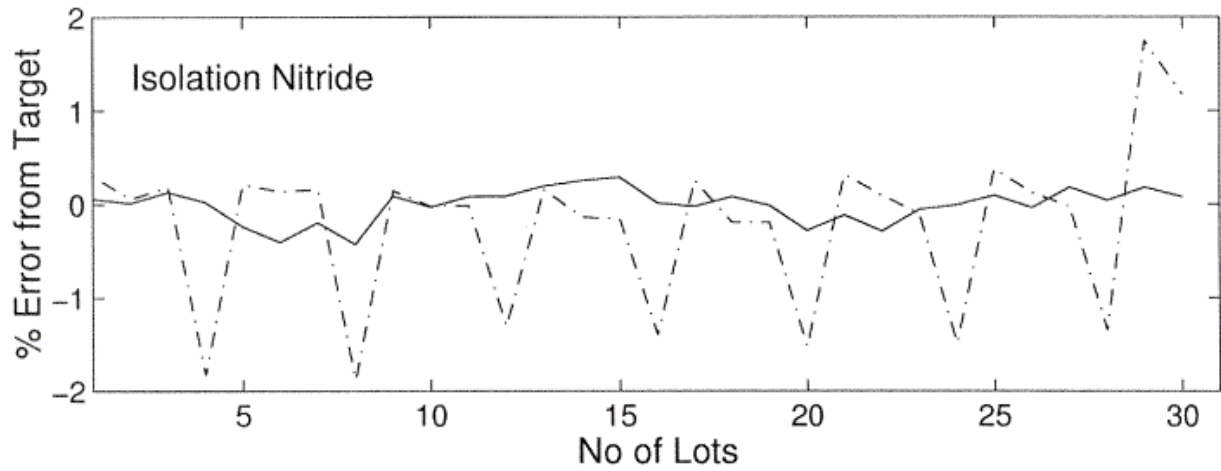


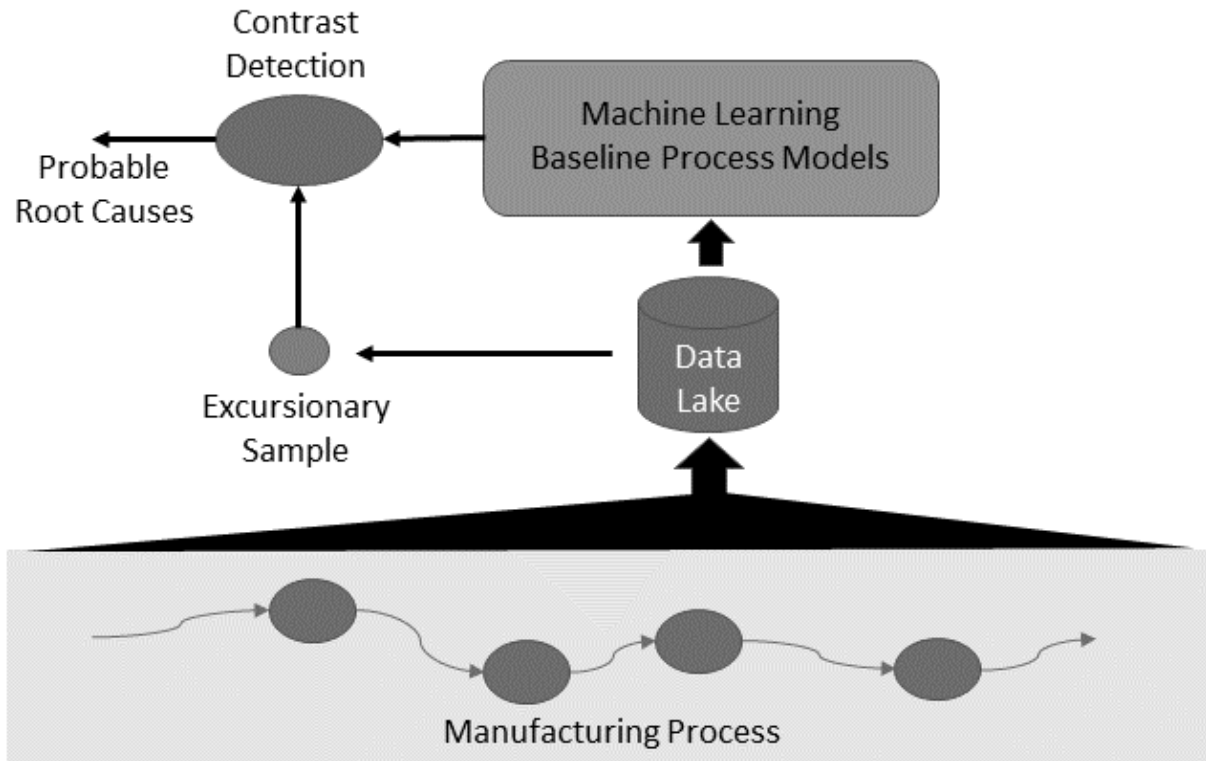
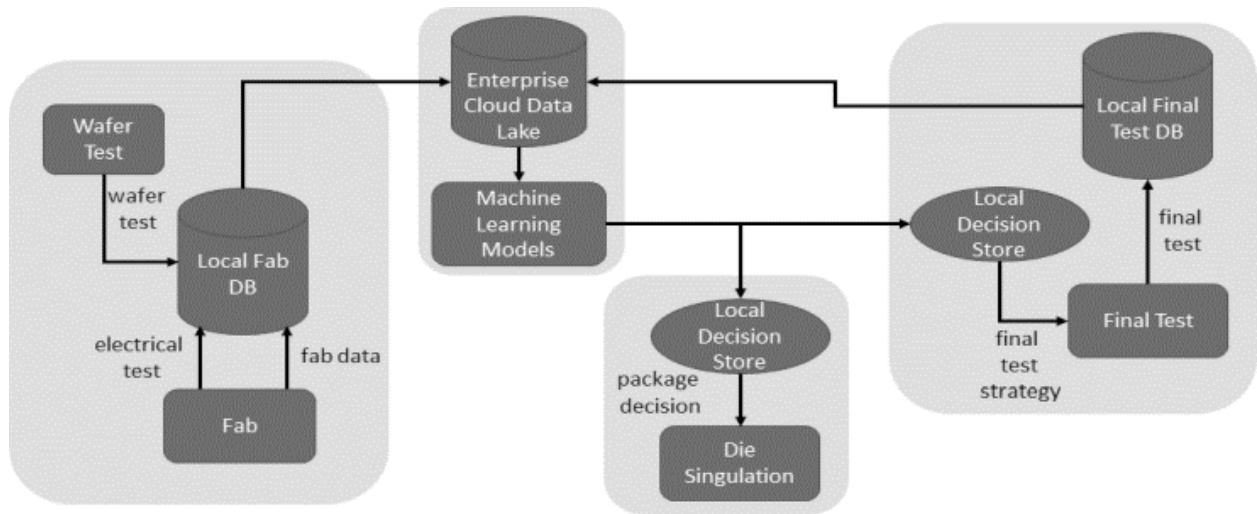


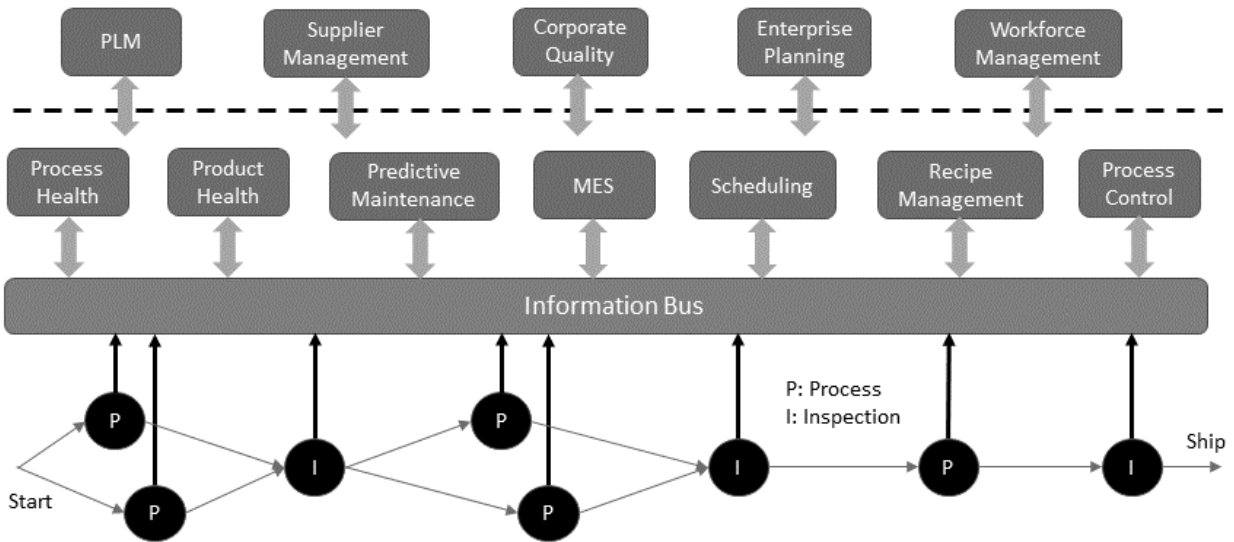
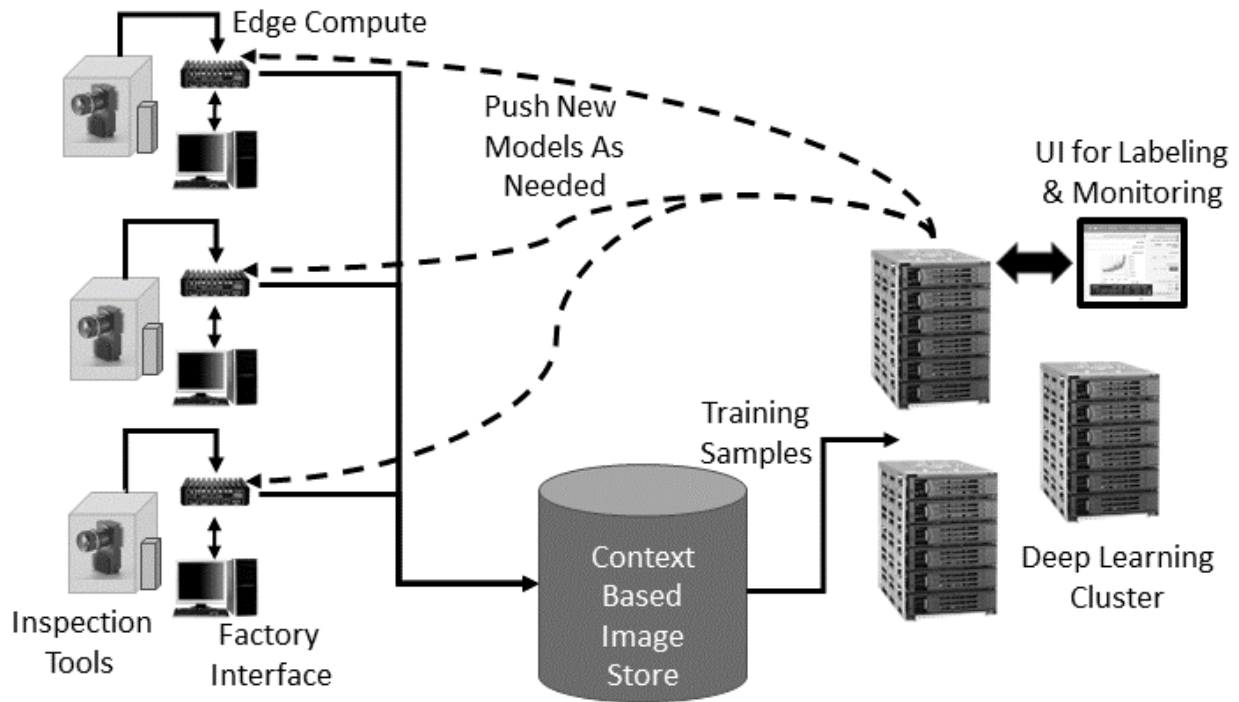


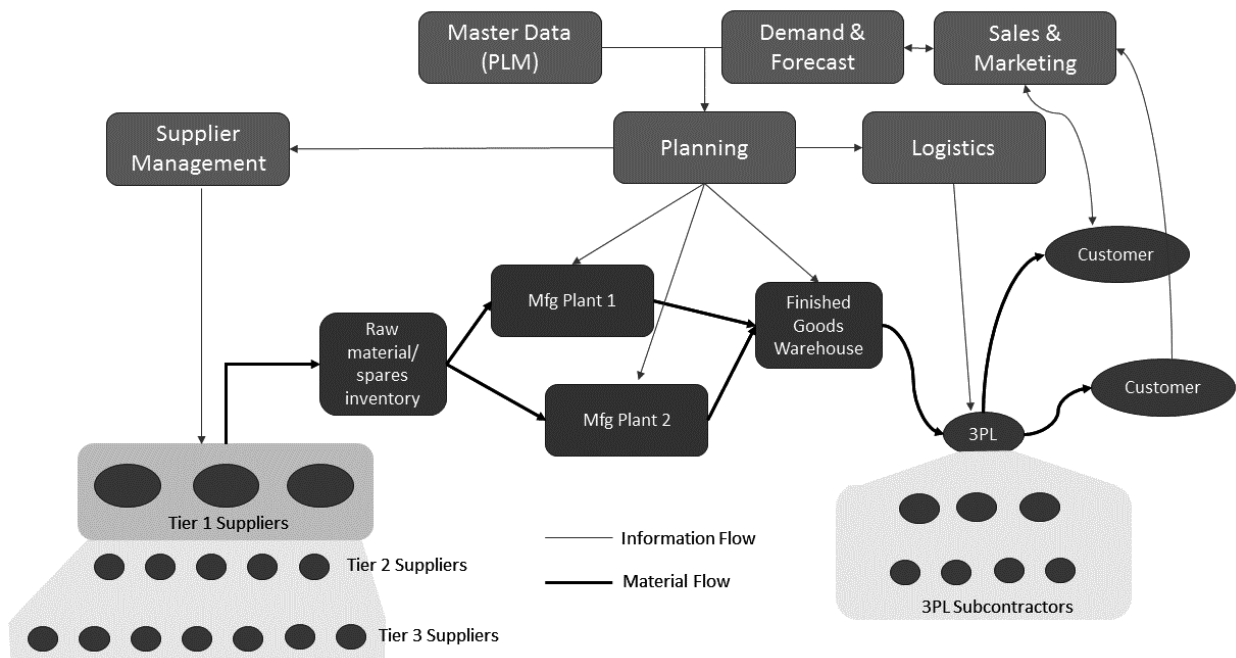
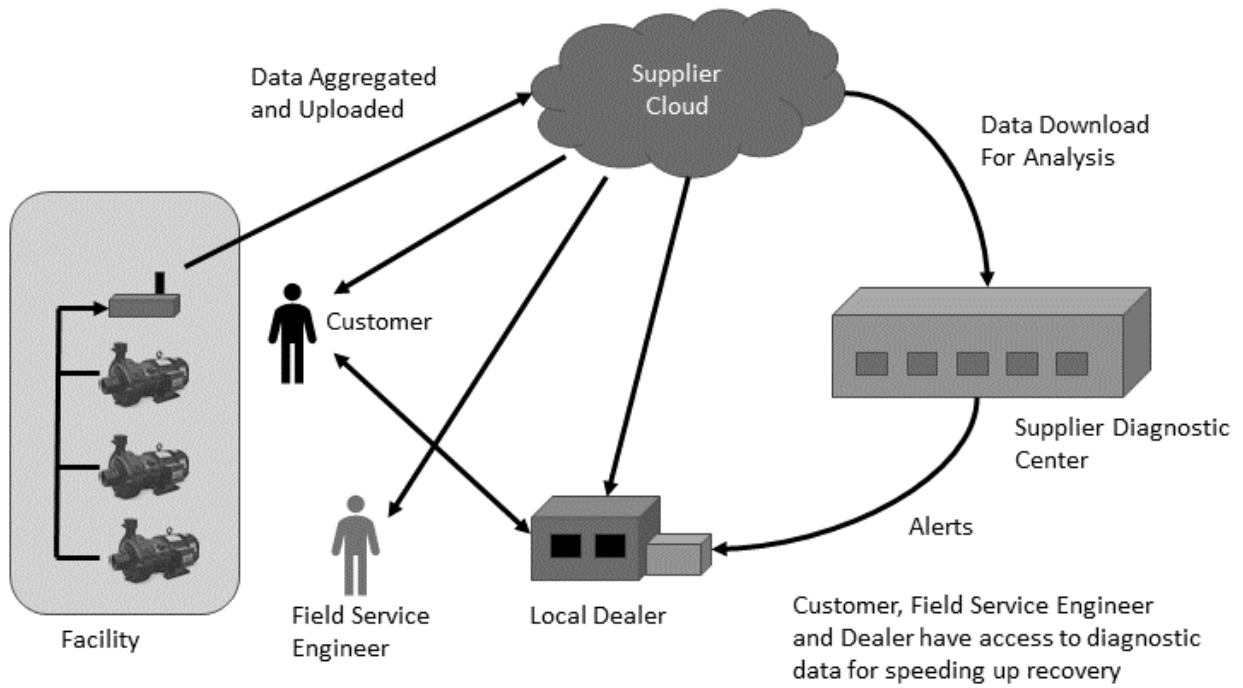


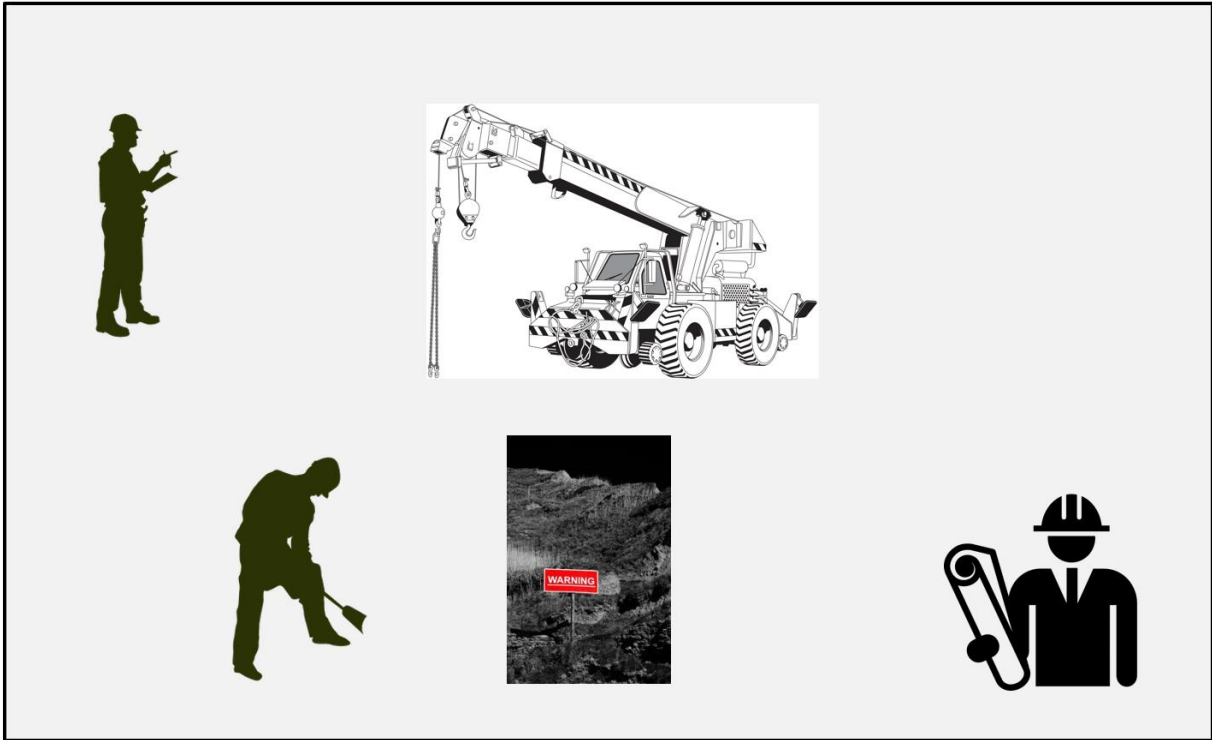
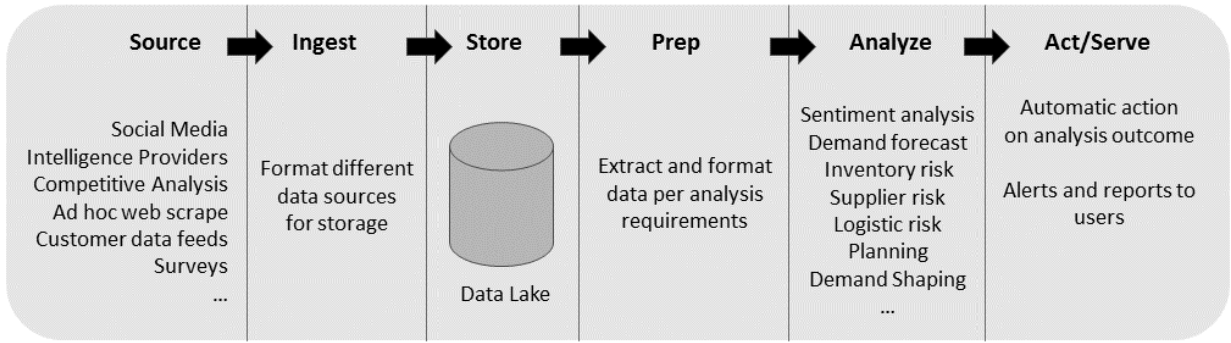








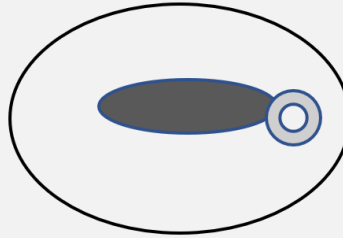




**Equipment with Operator & its Safety zone**



**New Employee**



**Construction  
Worker**



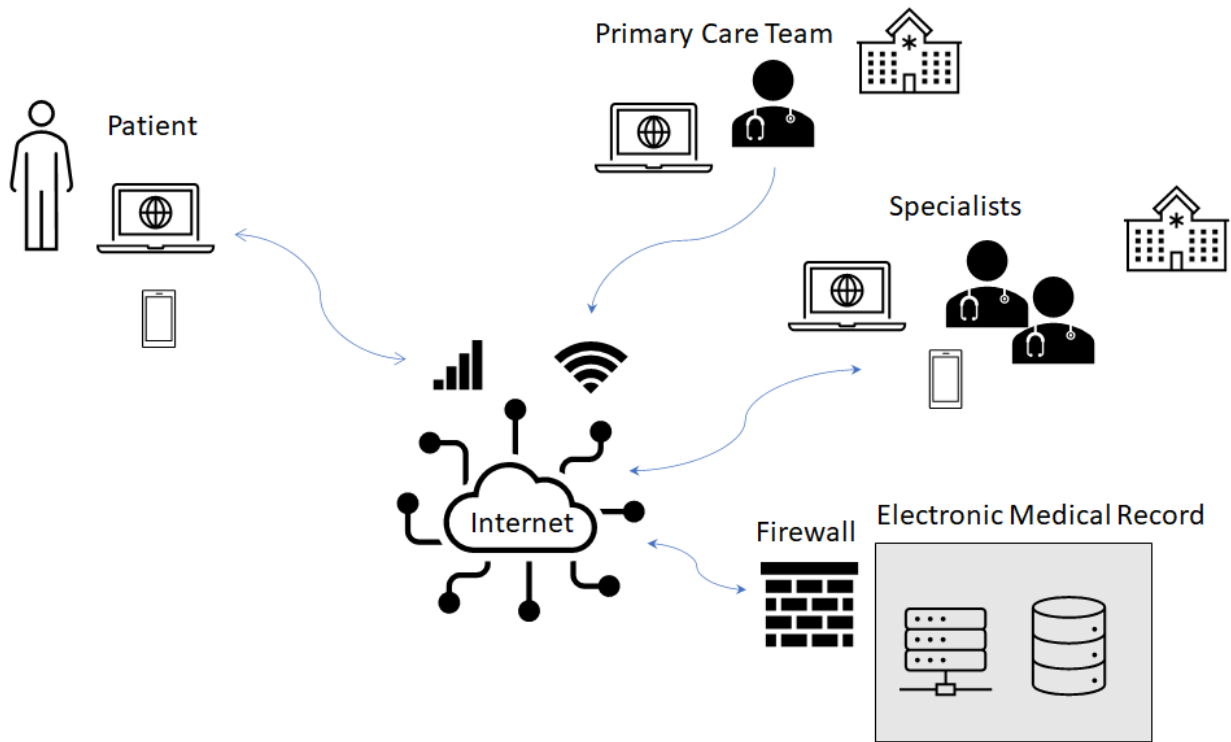
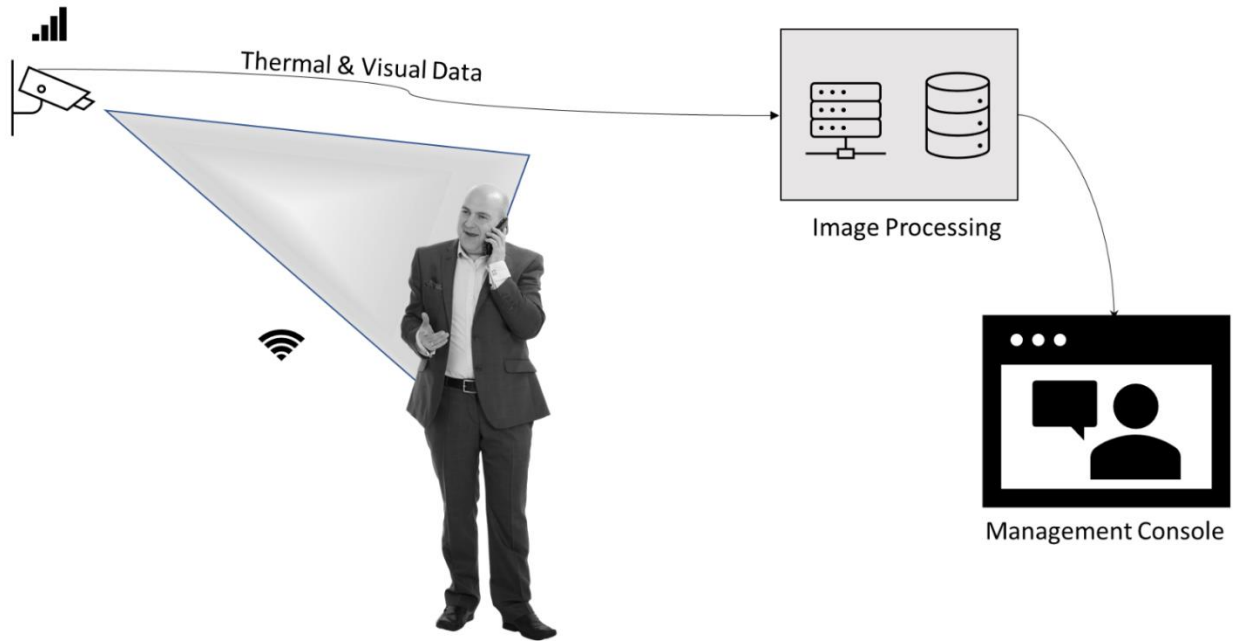
**Hazard with Safety Zone**

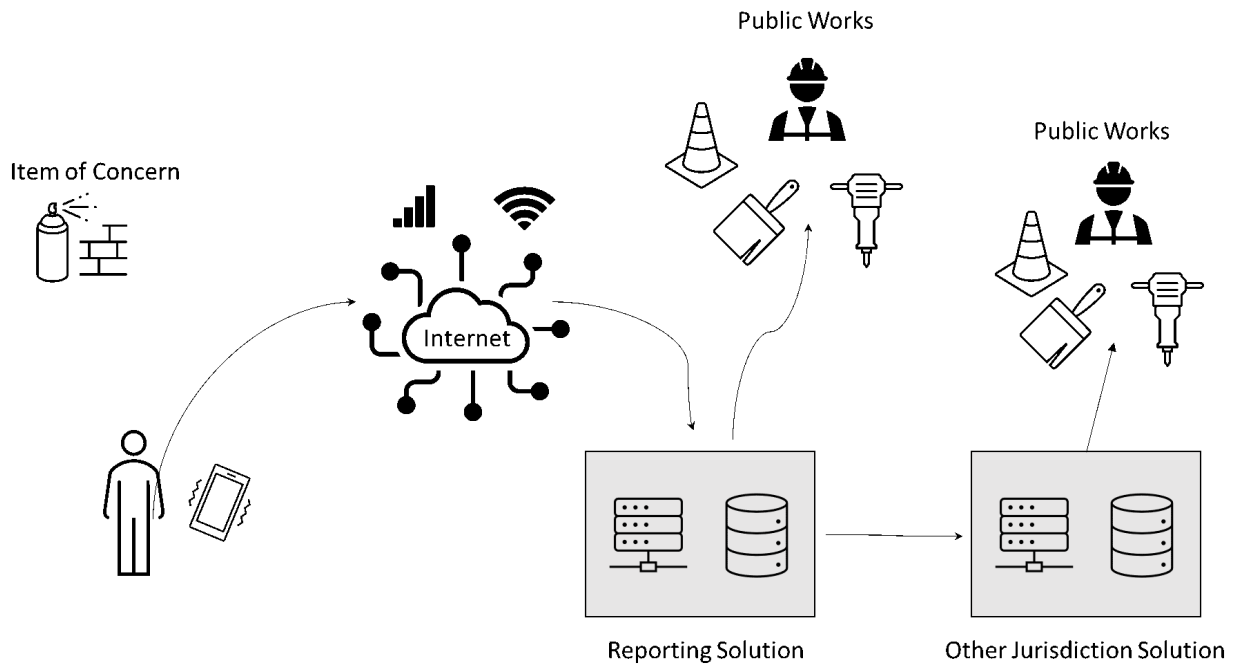
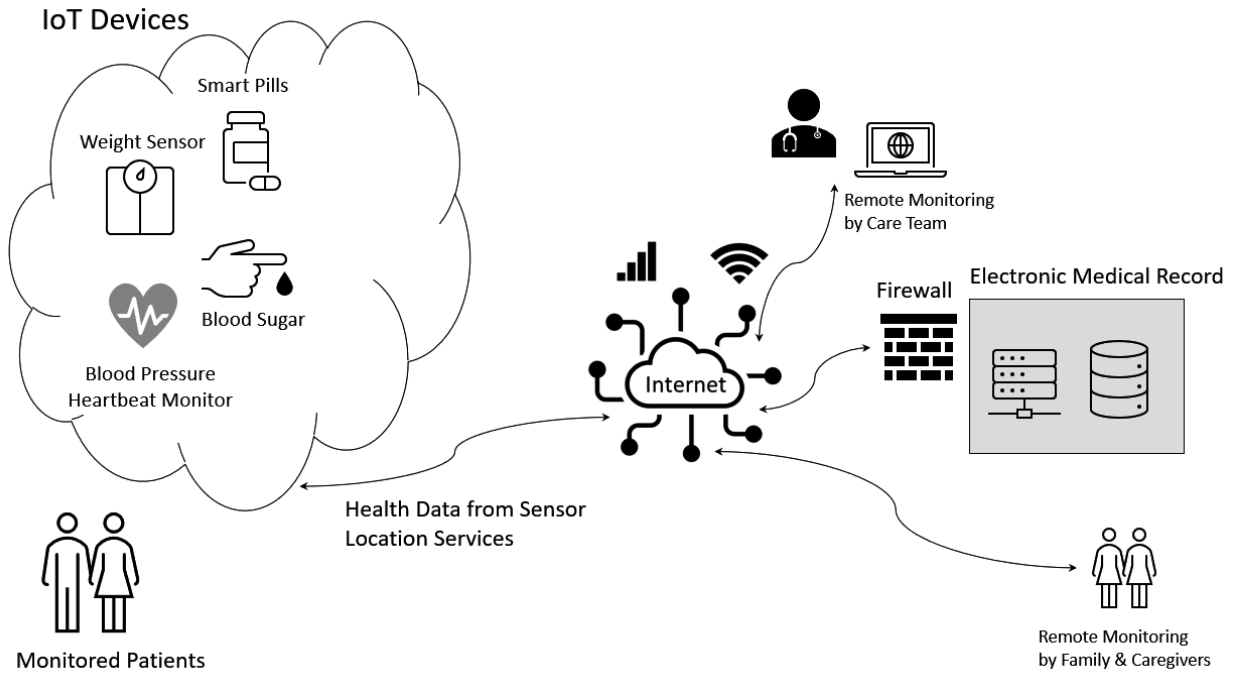


**Supervisor**

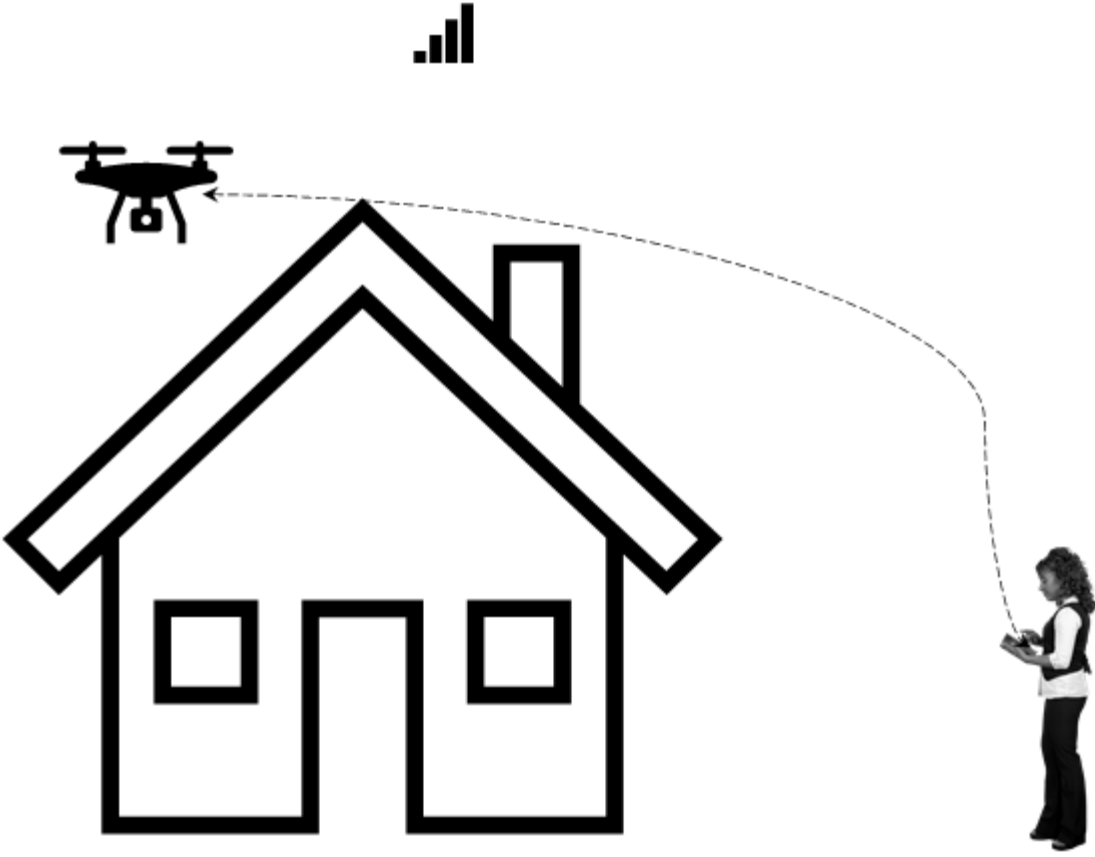


# Chapter 6: Transforming the Public Sector



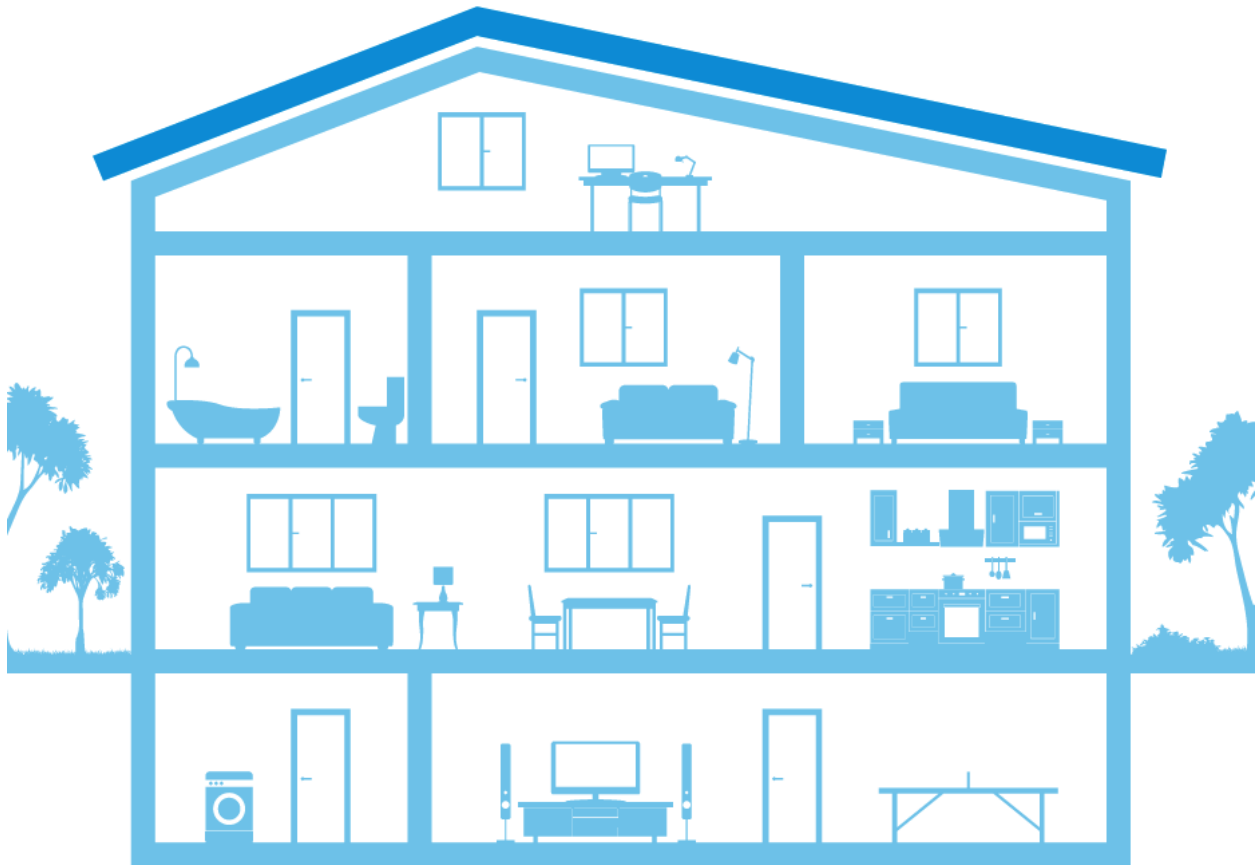
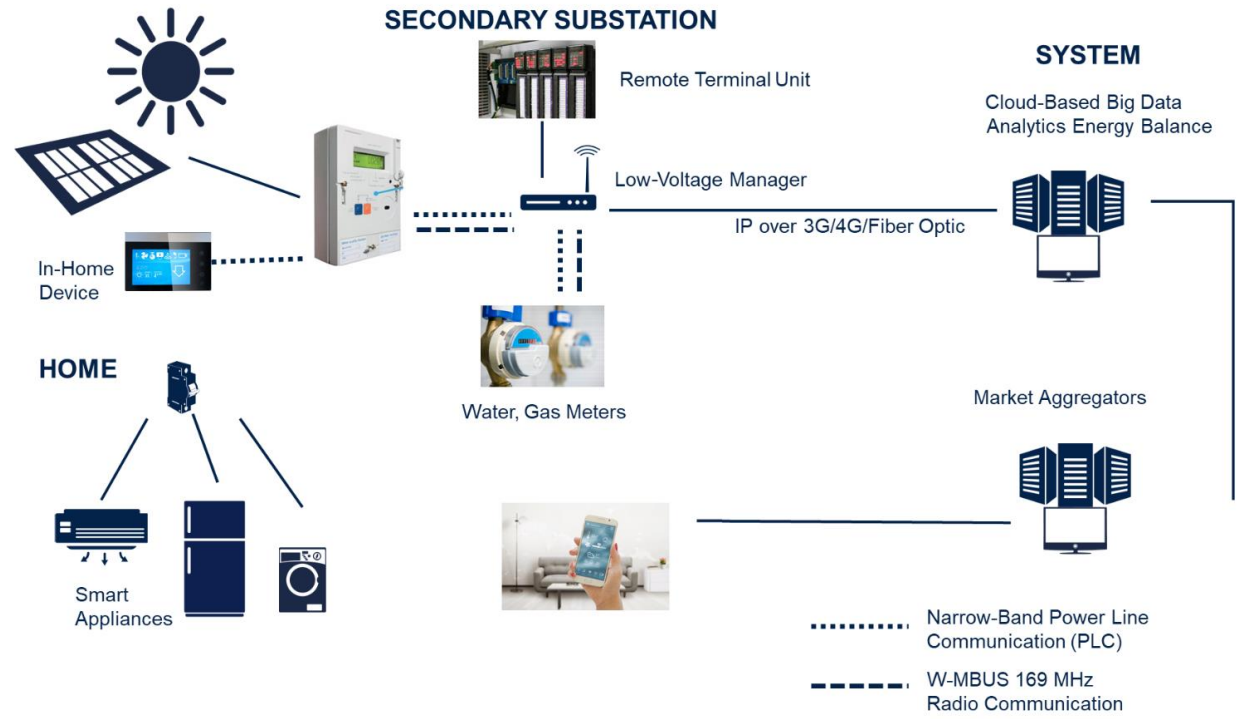






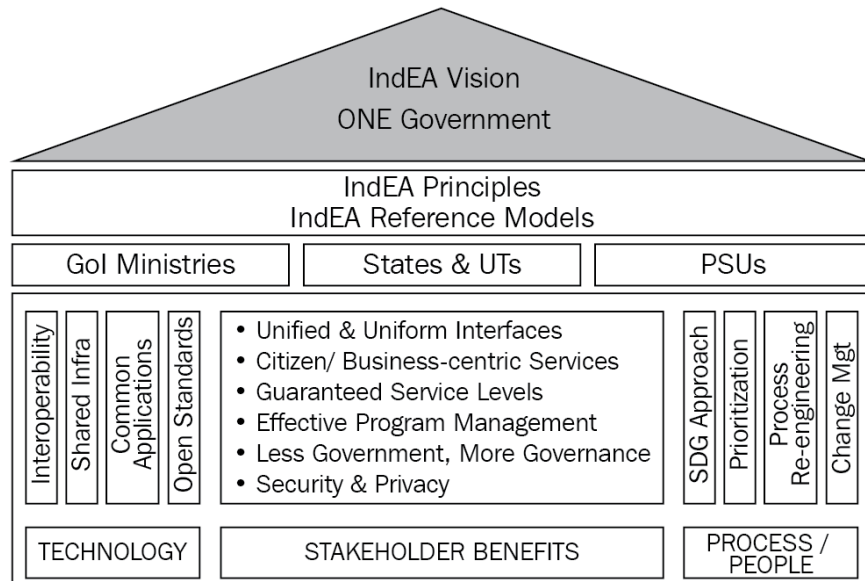
Stage	Description	Examples
Substitution	Replaces activities performed by hand with activities performed using a device. The method of teaching is not functionally changed.	Using word processors to type assignments or writing on an overhead projector slide instead of a blackboard.
Augmentation	The addition of technology enhances the learning experience.	Using advanced features of a word processor, such as cut and paste, spell check, or graphics, or enhancing presentations with graphics and other advanced features.
Modification	Teaching tasks are partially or entirely redesigned.	Flipped classrooms where students watch recorded lectures at home and work on assignments in the classroom.
Redefinition	Technology creates brand new methods of instruction that were not possible without technology.	Classrooms connected via video conference to other classrooms around the world to complete lessons that require engagement or collaboration between classrooms.

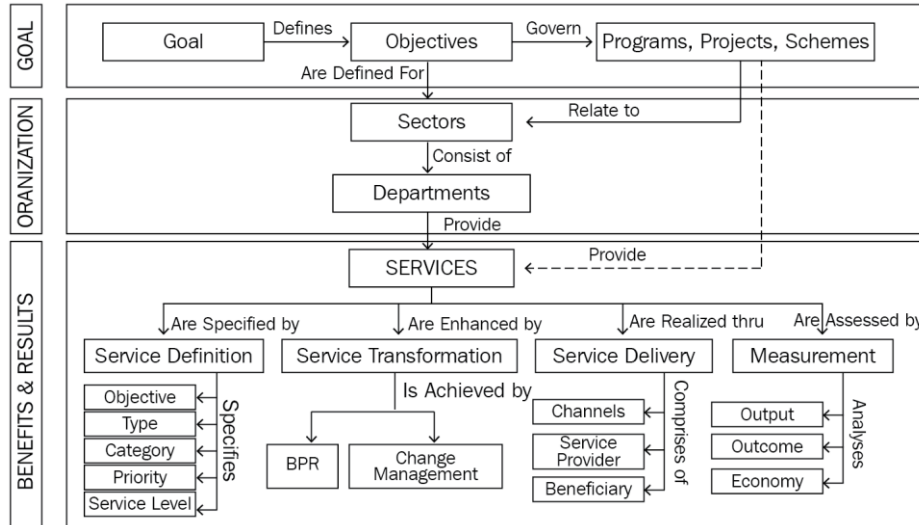




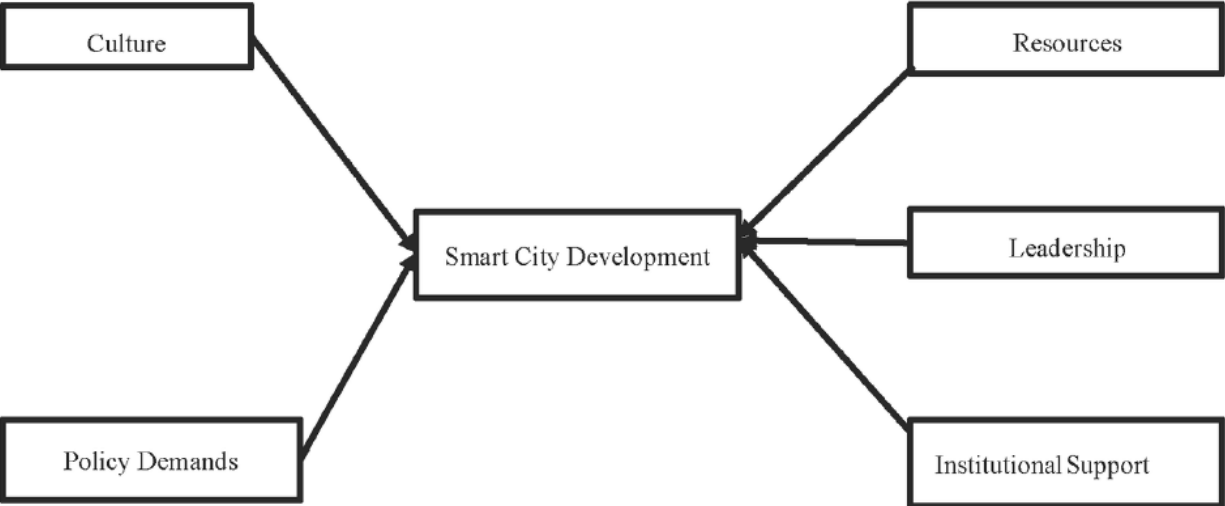
## How to choose the channel

<p>Red Channel</p> <p>Good to declare</p> <ul style="list-style-type: none"> <li>• Lost goods</li> <li>• Cash and traveller's cheques when totalling more than BRL 10.000 or the equivalent in another foreign currency</li> <li>• Items under control of the Sanitary, Agricultural and Army or subject to restrictions and prohibitions of other agency</li> <li>• Taxable goods that exceed the exemption limit</li> </ul>	<p>Green Channel</p> <p>Nothing to declare</p> <ul style="list-style-type: none"> <li>• Exemption goods</li> <li>• Cash and traveller's cheques, up to BRL 10.000 or equivalent in another foreign currency</li> <li>• Good of personal use or consumption</li> <li>• Other goods up to the limit of exemption quota</li> </ul>
---	---

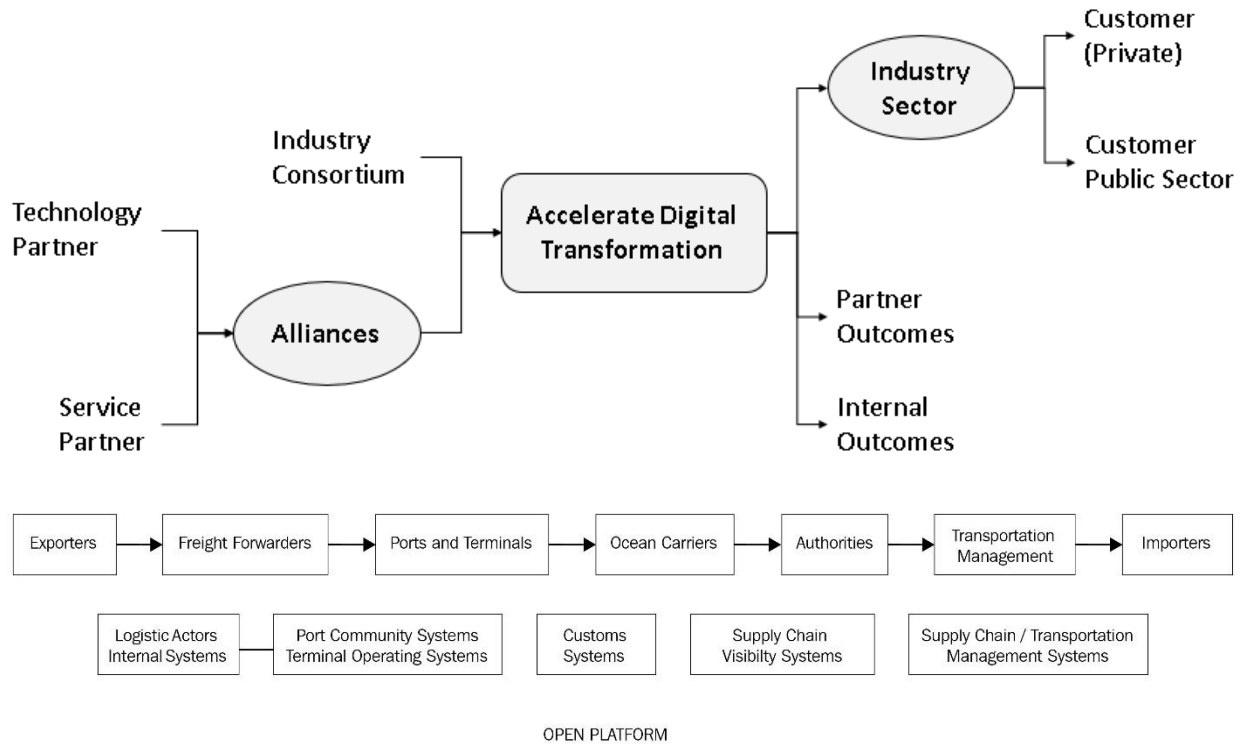




	<b>Definition</b>	<b>Role</b>	<b>Use Case</b>
<b>IoT</b>	Communication network between devices	Collecting data	Monitoring (surveillance) and control
<b>Cloud Computing</b>	Expandable/shrinkable “lake” to provide unified computing resources	Processing data, providing application services	Data centers, software and information service platforms
<b>Mobile Internet</b>	Wireless communication network	Transporting data, providing mobile application services	Mobile applications (mobile office work, mobile law enforcement)
<b>Big Data</b>	Ultra-large amounts of data with different structures, able to be used to illuminate data with valuable information	Data mining, data visualization	Industry and government intelligentization

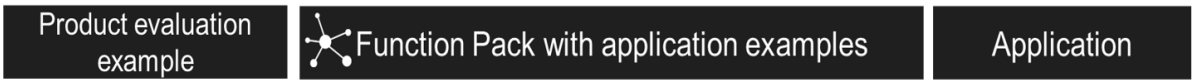
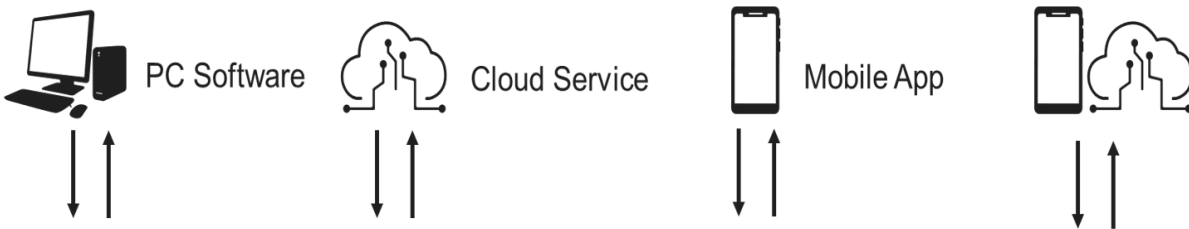
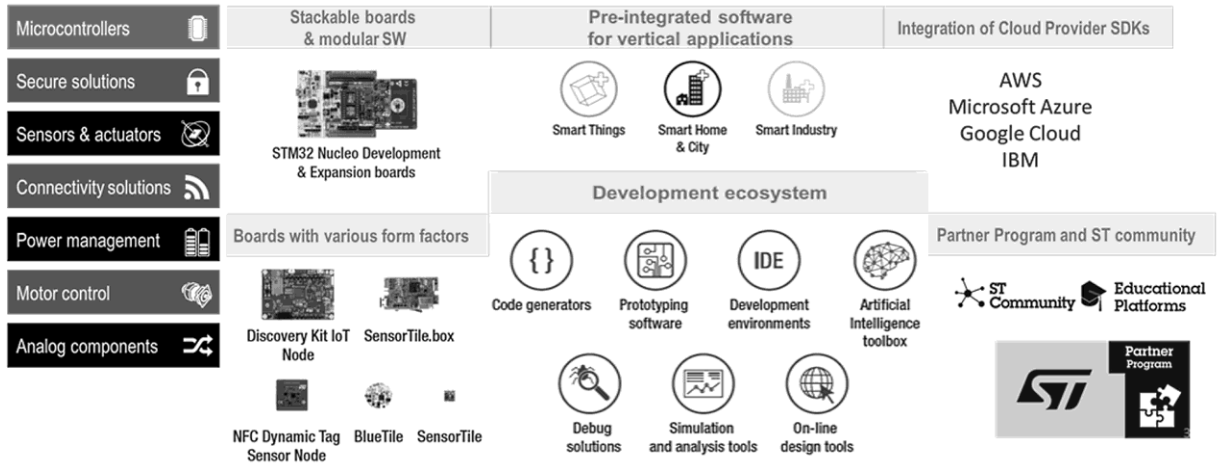


# Chapter 7: The Transformation Ecosystem

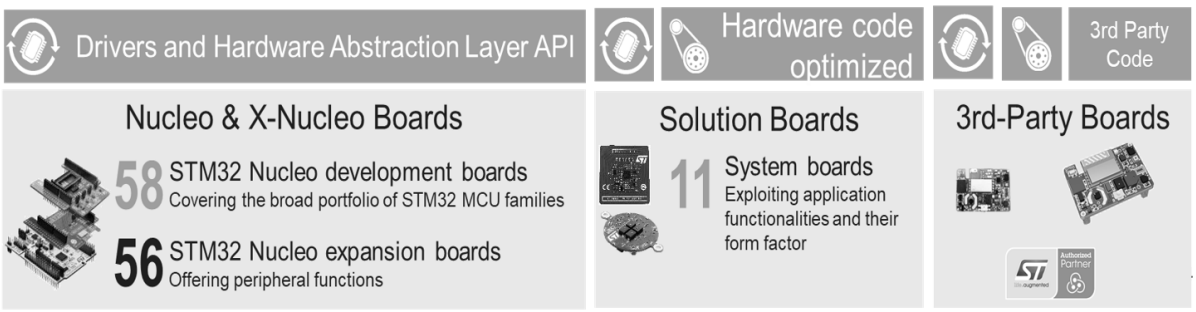


Outbreaks in 2018	
<b>E. coli</b>	<b>Salmonella</b>
<p><b>210</b> people in <b>36</b> states infected from romaine lettuce.</p>	<ul style="list-style-type: none"> <li>• Breakfast cereal recall</li> <li>• Multiple crackers voluntarily recalled</li> <li>• Egg recalls in Eastern U.S.</li> <li>• Pre-cut melons recalled in 20+ states</li> <li>• Infections linked to raw turkey products in 26 states</li> </ul>

All the building blocks for IoT devices



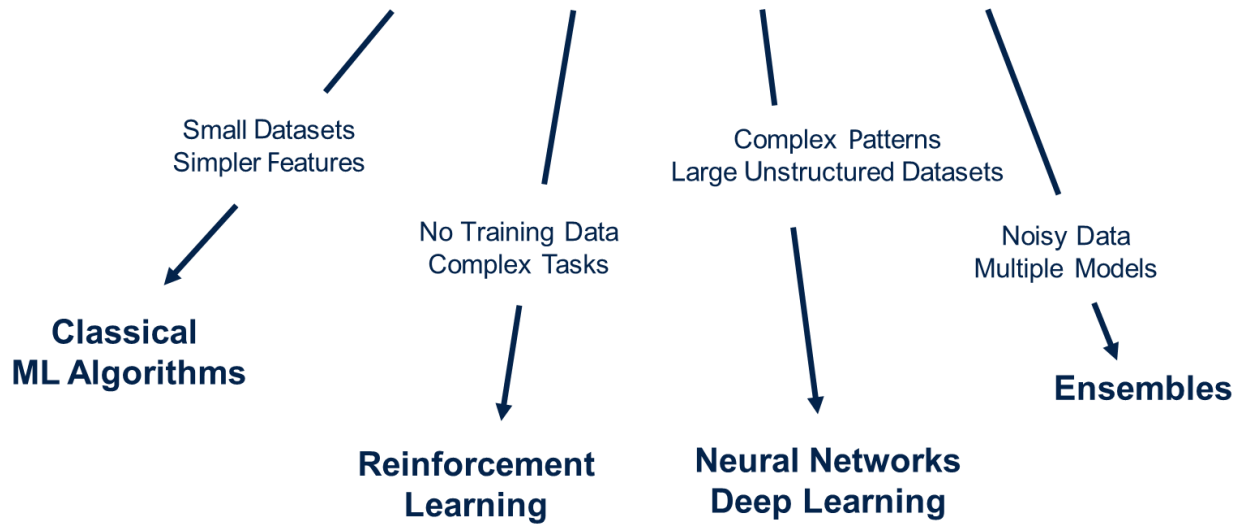
Middleware



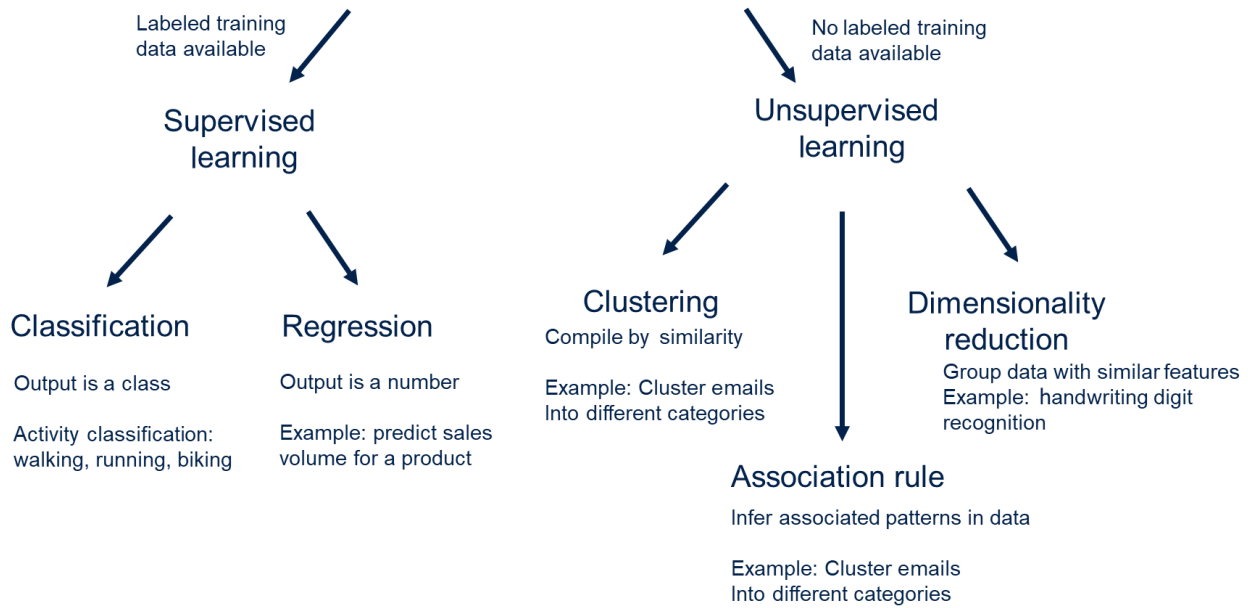


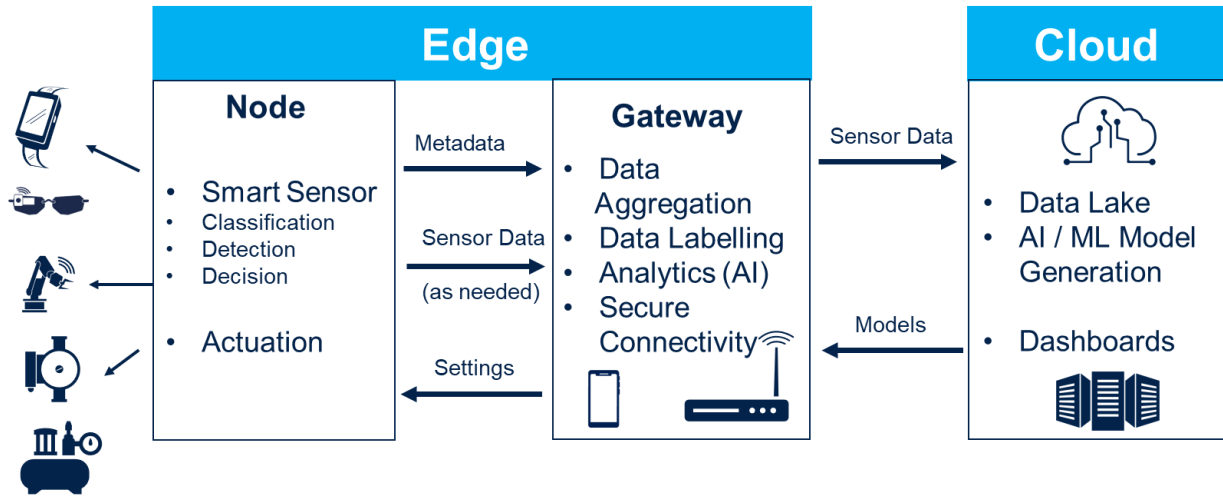
# Chapter 8: Artificial Intelligence in Digital Transformation

## Types of Machine Learning Algorithms



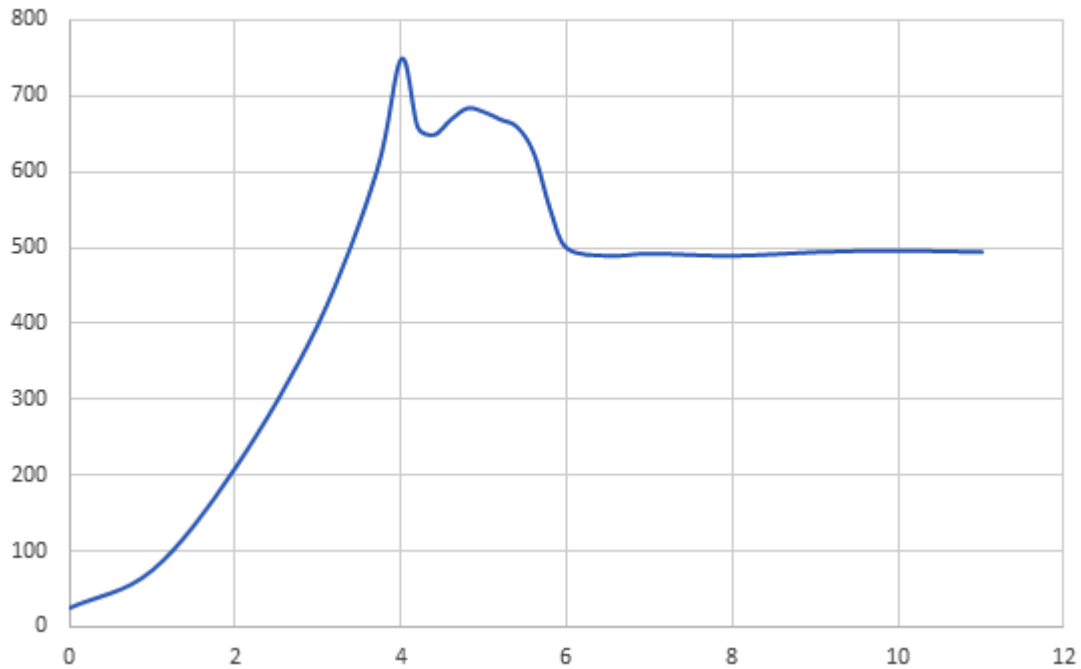
## Classical machine learning algorithms



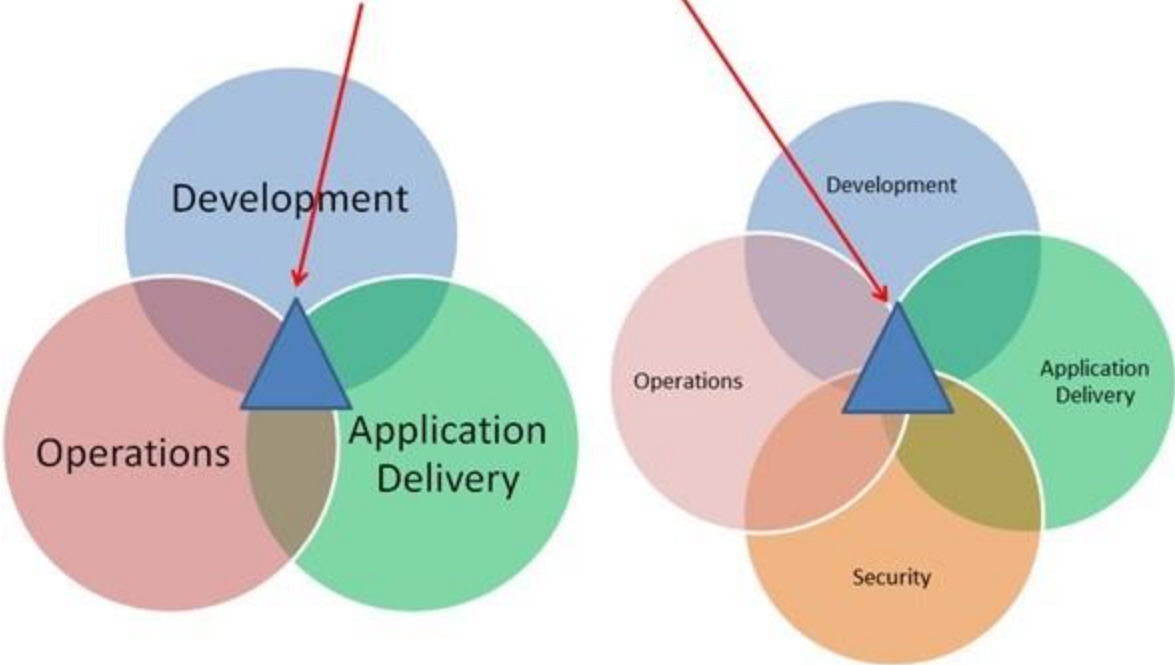


SELF - SERVICE CHECK - IN → SELF - SERVICE BAG DROP → SECURITY SCREENING → BORDER CONTROL → SELF - SERVICE BOARDING → ASSISTED BOARDING

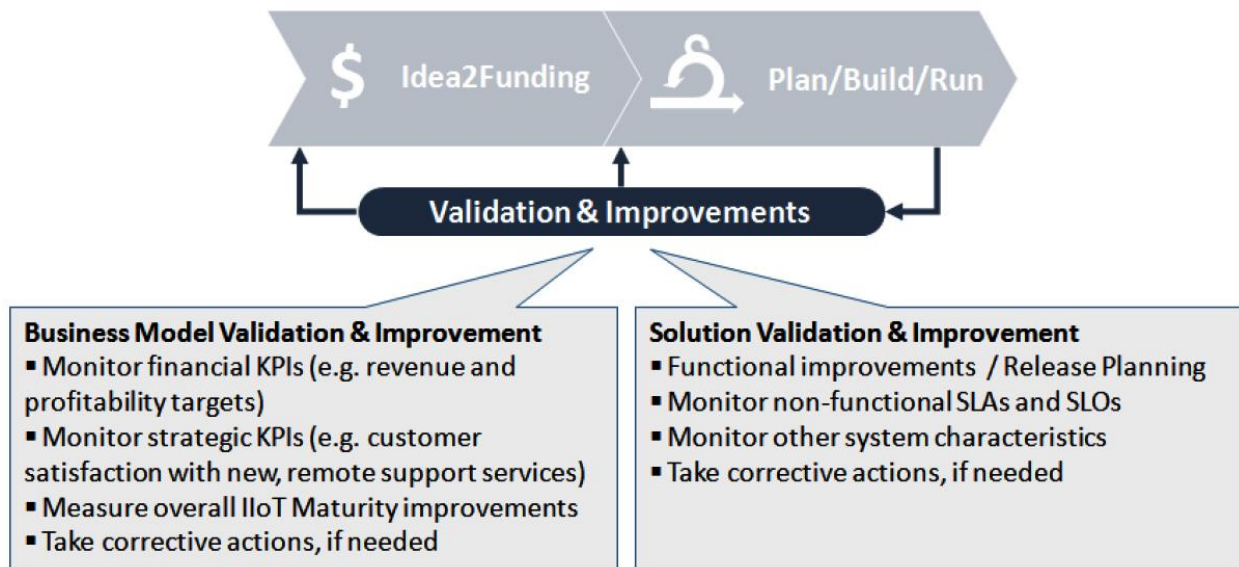
Aircraft Engine Exhaust Gas Temperature - EGT Plot



# DevOps vs. DevSecOps

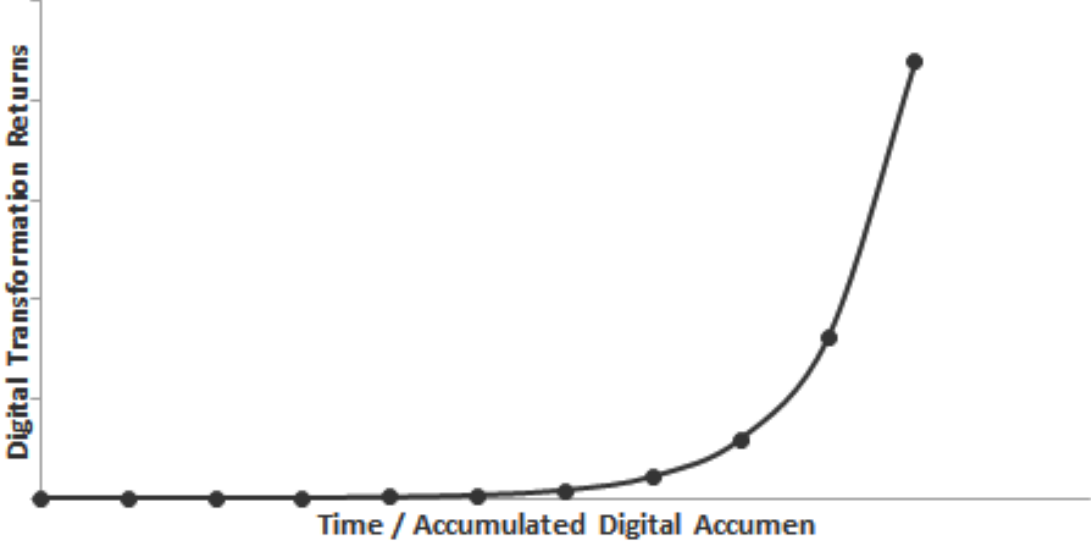


## Chapter 9: Pitfalls to Avoid in the Digital Transformation Journey



# Chapter 10: Measuring the Value of Transformation

## Exponential Growth Potential of Transformation

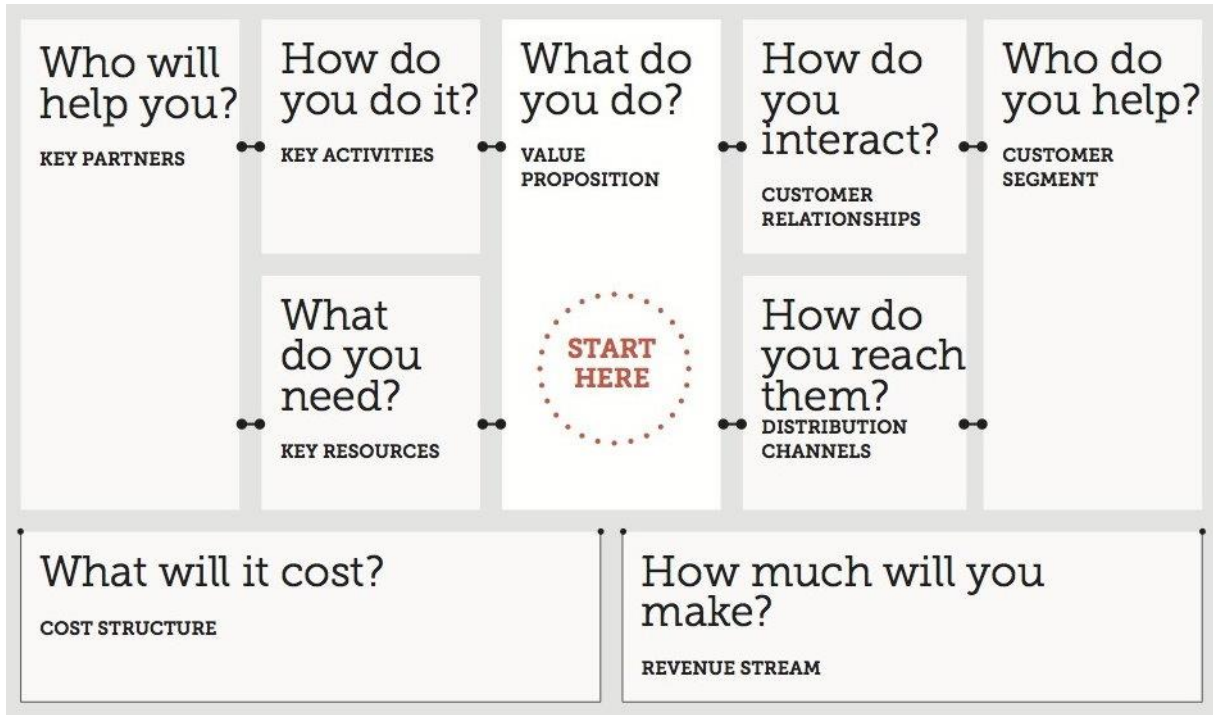


# Chapter 11: The Blueprint for Success

## Digital Service Plays

1. Understand what people need
2. Address the whole experience, from start to finish
3. Make it simple and intuitive
4. Build the service using agile and iterative practices
5. Structure budgets and contracts to support delivery
6. Assign one leader and hold that person accountable
7. Bring in experienced teams
8. Choose a modern technology stack
9. Deploy in a flexible hosting environment
10. Automate testing and deployments
11. Manage security and privacy through reusable processes
12. Use data to drive decisions
13. Default to open

[In detail](#)



<p><b>1) Business Driven Product / Service Description</b></p> <p>Pro-Health app is a mobile app + devices to provide:</p> <ul style="list-style-type: none"> <li>Life Policy quotations for desired life/health products</li> <li>A benchmark of how much can be saved if some health related metrics improve</li> <li>Set up a suggested plan to improve health supported by devices connected to the app</li> <li>Motivate and close the purchase once prospect customers have achieved target milestones</li> </ul>	<p><b>3) Key Stakeholders</b></p> <ul style="list-style-type: none"> <li>Chief Actuarial</li> <li>Chief Operations Officer</li> <li>Marketing Director</li> <li>Operations Manager</li> <li>Compliance Officer</li> <li>CIO / IT Delivery Head</li> </ul>	<p><b>4) Data Objects in Scope</b></p> <p>Prospect Customer Personal Data: age, date of birth, etc.</p> <p>Prospect customer biometrics: weight, blood pressure and sugar</p>	<p><b>5) Data Objects Current Available format</b></p> <ul style="list-style-type: none"> <li>Health measurements (Biometrics) Data: Not available</li> <li>Policy and quotation forms: paper-based</li> </ul>	<p><b>8) Business Value Drivers</b></p> <p>Increase Revenue</p>
<p><b>2) Business Value Proposition</b></p> <p>Our <b>Pro-Health app</b> help prospect customers <b>who want</b> to get more affordable life and health insurance <b>by</b> improving their overall health status through an easy to use app and devices to set up a tailored program targeted to accomplish key health metrics goals, <b>unlike</b> traditional approaches who focus only on prospect customer risks.</p>	<p><b>7) Partnerships</b></p> <ul style="list-style-type: none"> <li>Devices for bio-metrics: IoT for health connectivity</li> <li>Health coaches</li> <li>App Usability.</li> </ul>	<p>Products suit for prospect customer</p> <p>Health Measurements and milestones</p>	<p><b>6) Machine Readable DO transformation technologies</b></p> <ul style="list-style-type: none"> <li>Devices connected to provide health measurements (IoT)</li> <li>Digital forms and electronic signature</li> </ul>	<p><b>9) Implementation Model</b></p> <ul style="list-style-type: none"> <li>Mobile Application with connected devices (body measure, IoT bracelet)</li> </ul>
				<p><b>10) KPI's</b></p> <ul style="list-style-type: none"> <li>10% in increased premium</li> <li>4% persistency</li> <li>5% improvement in opportunity to closed ratio.</li> </ul>

New Areas 10% bucket
Innovate Around the Core 20% bucket
Sustaining Innovation 70% bucket

GE for World
GE for Customers
GE for GE

Robo-Taxi
Uber Eats
Uber Ride-Share

