



ITU KALEIDOSCOPE

ONLINE**2020**

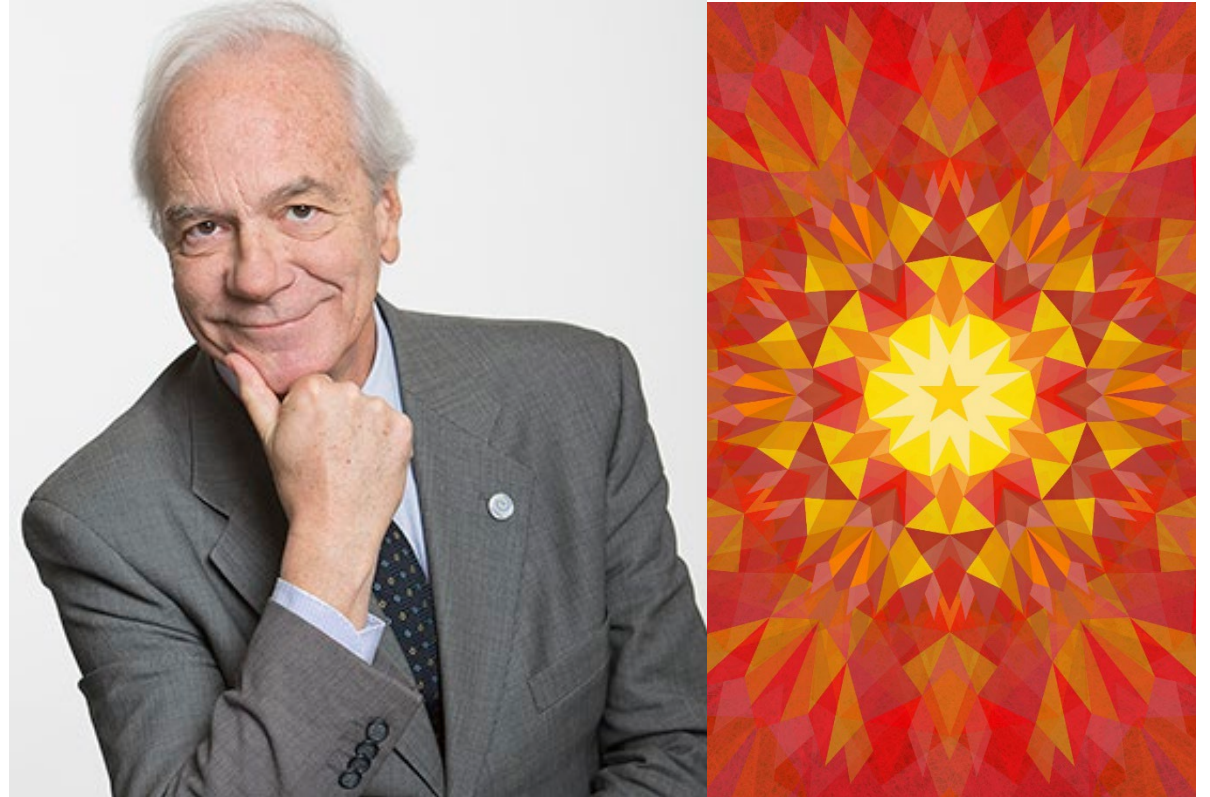
7-11 December 2020

**An Accelerated Digital Transformation,
courtesy of the recent pandemic**

Roberto Saracco
IEEE - FDC

Keynote Session, Dec. 7th

- **Drifting to the cyberspace**
- **Not necessarily it is DX**
- **Accelerated DX**
- **Wrapping up**



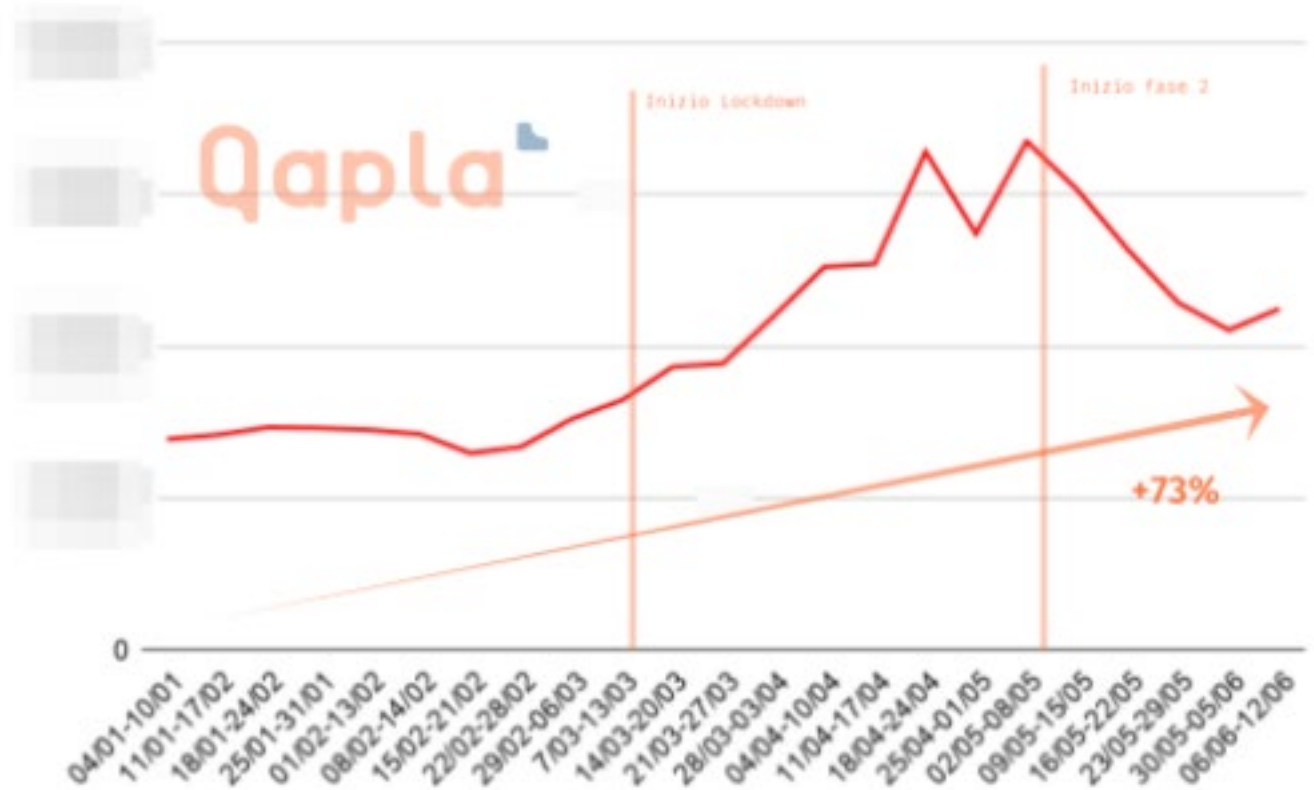
Drifting to the Cyberspace

- Release of Office Space
 - 45% biz in UK rethinking normality
 - 33% target 3 wk.day at home
- Meetings in the cyberspace
 - flurry of apps for online meetings
 - AI / Emotion Recognition



Drifting to the Cyberspace

- Release of Office Space
- Meetings in the cyberspace
- Massive online Education
- eCommerce boom



Increase of eCommerce in Italy

<https://www.qapla.it/blog/ecommerce/dati-ecommerce-covid19/>



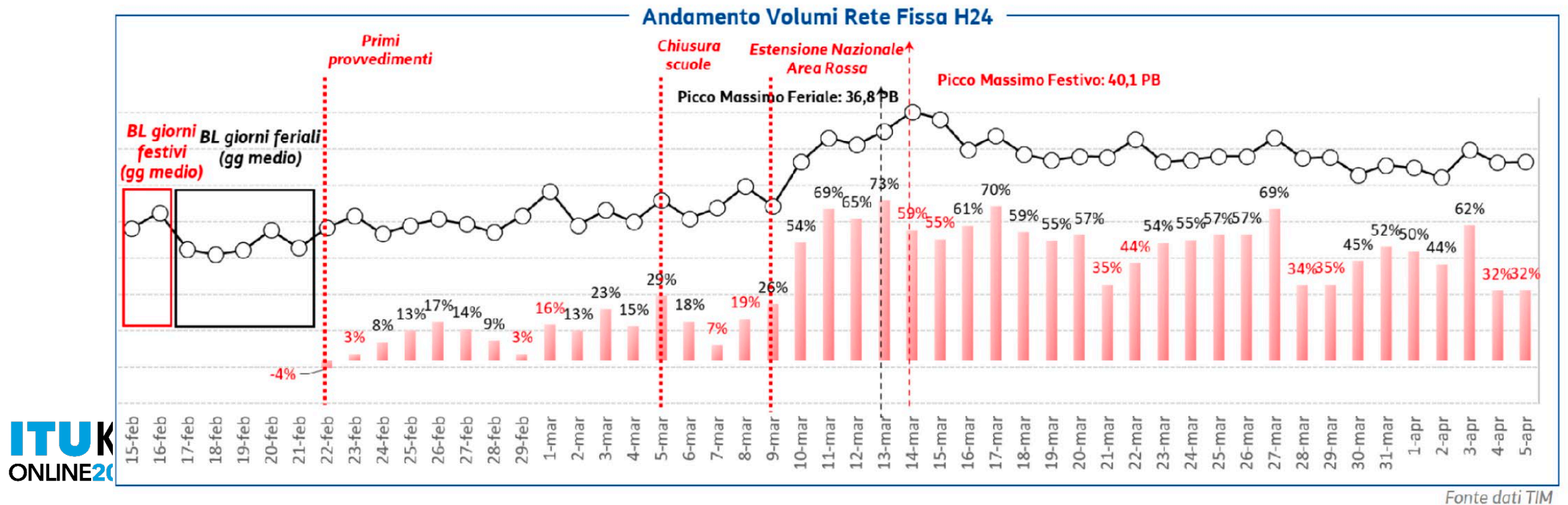
Drifting to the Cyberspace

- Release of Office Space
- Meetings in the cyberspace
- Massive online Education
- eCommerce boom
- Digital Identity



Drifting to the Cyberspace ... because it was possible

- Capacity doubled on the backbone in 1 week
- Wireless used as a back-up solution



Drifting to the Cyberspace ... because it was possible

- Capacity doubled on the backbone in 1 week
- Wireless used as a back-up solution
- Fixed network
 - VideoComm x 8
 - Gaming x 2
 - Streaming x 1.9
- Mobile network + 30% peak +44%



Drifting to the Cyberspace ... because it was possible

- Enterprises shifted to the cyberspace
- Shift to the Big Clouds
- Telework became mainstream

Safe Teleworking TIPS AND ADVICE FOR BUSINESSES



Establish corporate policies and procedures (test them in advance if possible)

Provide a clear policy on teleworking, including guidelines on accessing corporate resources and who to contact in case of problems. Set up a clear procedure in the event of security incidents. Apply extra measures regarding documentation to the attention of middle and senior management for signature purposes, approval/feedback and information.

Secure your teleworking equipment



Implement measures such as hard disk encryption, inactivity timeouts, privacy screens, strong authentication and removable media control and encryption (e.g. USB drives). Implement a process to remotely disable access to a device that has been lost or stolen.



Secure Remote Access

Only allow your employees to connect to the corporate network through a company-provided VPN with multi-factor authentication. Ensure that remote sessions automatically time out and require re-authentication after a specified period of inactivity.

<https://www.europol.europa.eu/>

[activities-services/public-awareness-and-prevention-guides/safe-teleworking-tips-and-advice](https://www.europol.europa.eu/activities-services/public-awareness-and-prevention-guides/safe-teleworking-tips-and-advice)



Secure your corporate communications

Enforce the use of multi-factor authentication to access corporate email accounts. Provide access to secure communication channels for employees to reach each other easily, as well as to communicate with external stakeholders.



Increase your security monitoring

Actively check unusual remote user activity and increase your alert levels for VPN-related attacks.

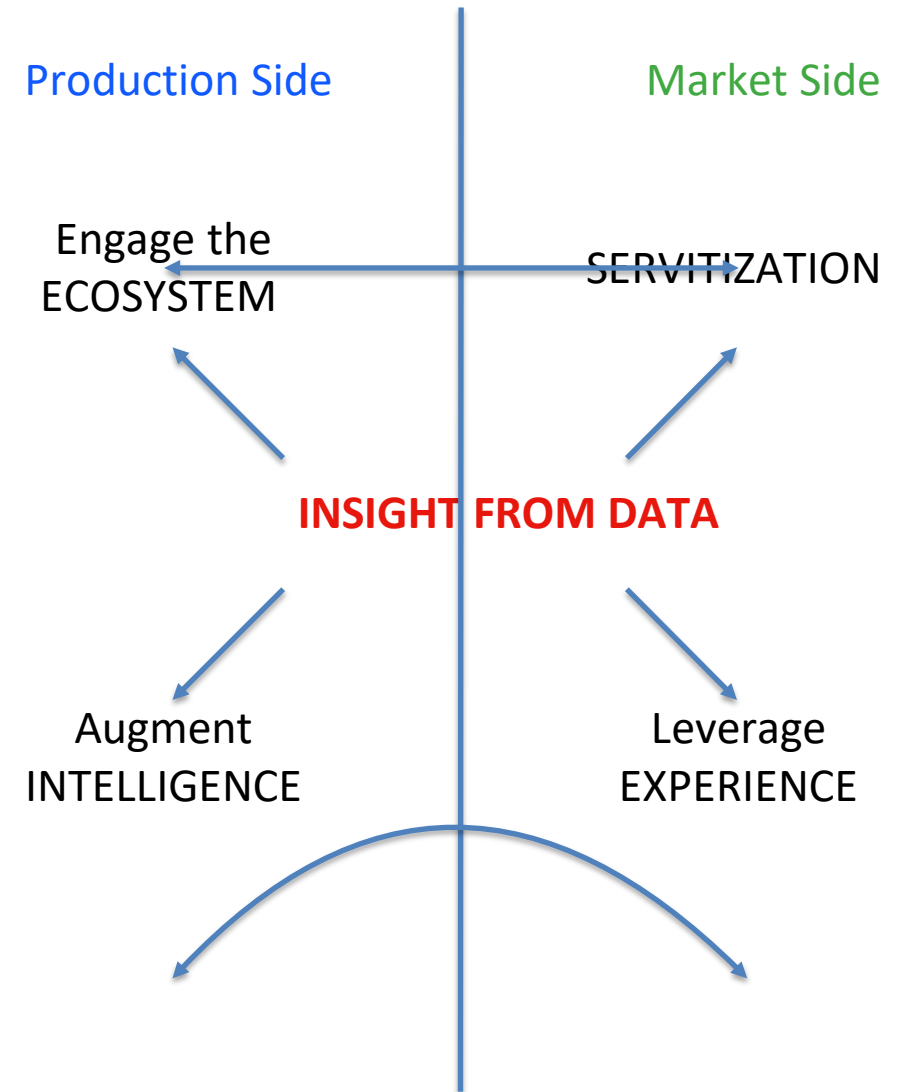


Raise staff awareness about the risks of teleworking

Educate employees about the company's policy on teleworking. Take the time to raise awareness of cyber threats, especially phishing and social engineering.

Drifting to the Cyberspace ... but the landscape is different

- Processes were not designed for the cyberspace
- Security Issues
- Performance Issues



Drifting to the Cyberspace ... but not everybody likes it

- Loss of social contact
- Home is not an Office
- Biz seeks efficiency BUT
inefficiency fuels other biz
- Side effects



King's Cross/Paddington area "empty"

Digital Transformation is more than using the cyberspace

- DX involves a change of paradigm
- Role of Digital Twins
 - Digital Model
 - Digital Shadow
 - Digital Thread

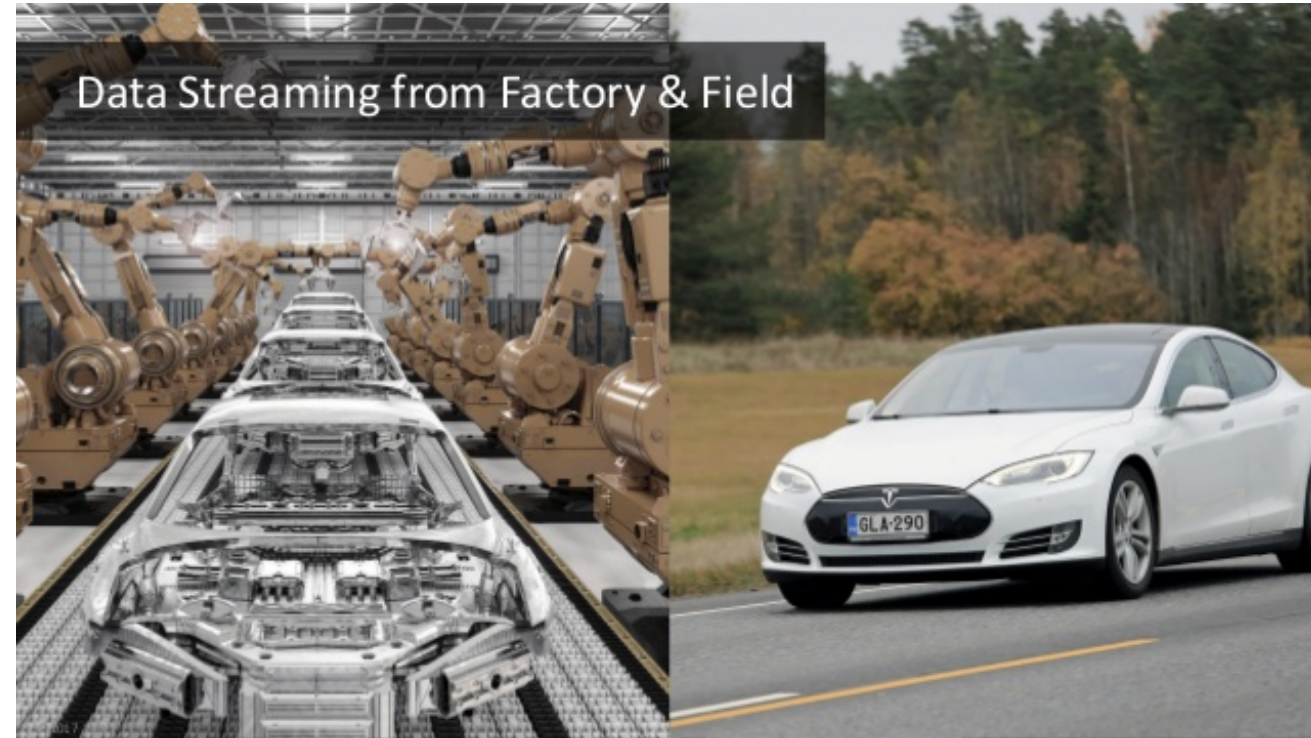
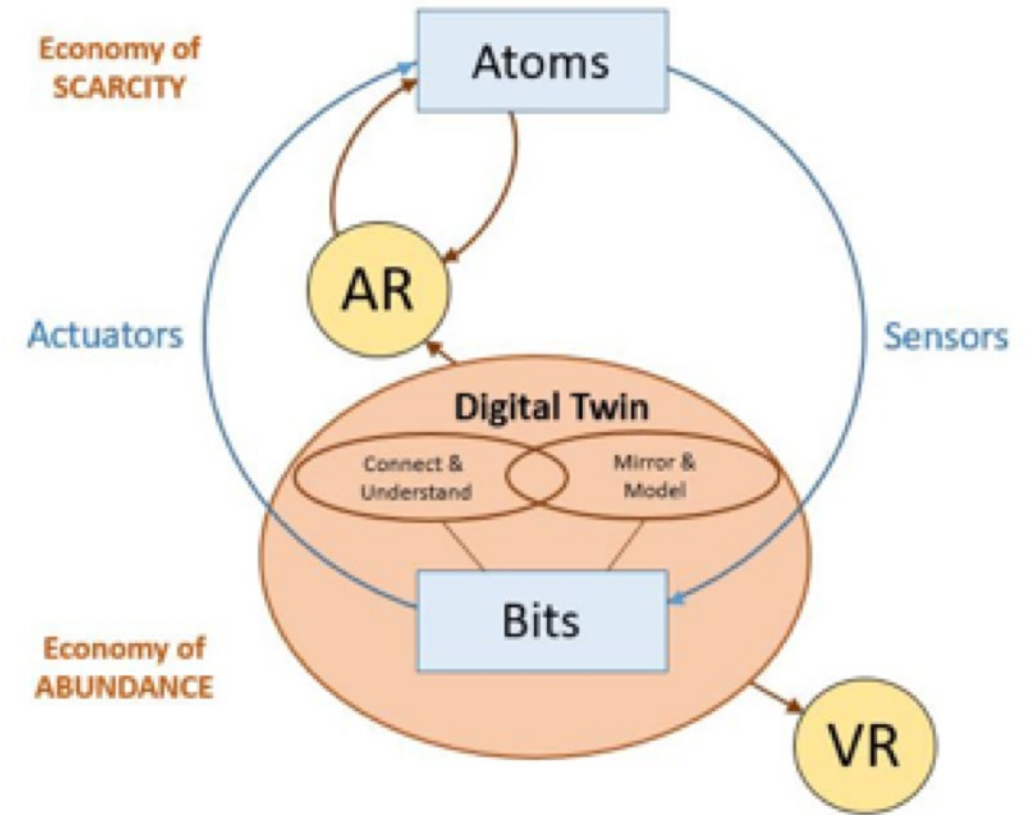


Image credit: [Marc Lind](#), SVP Strategy at Aras

Digital Transformation is more than using the cyberspace

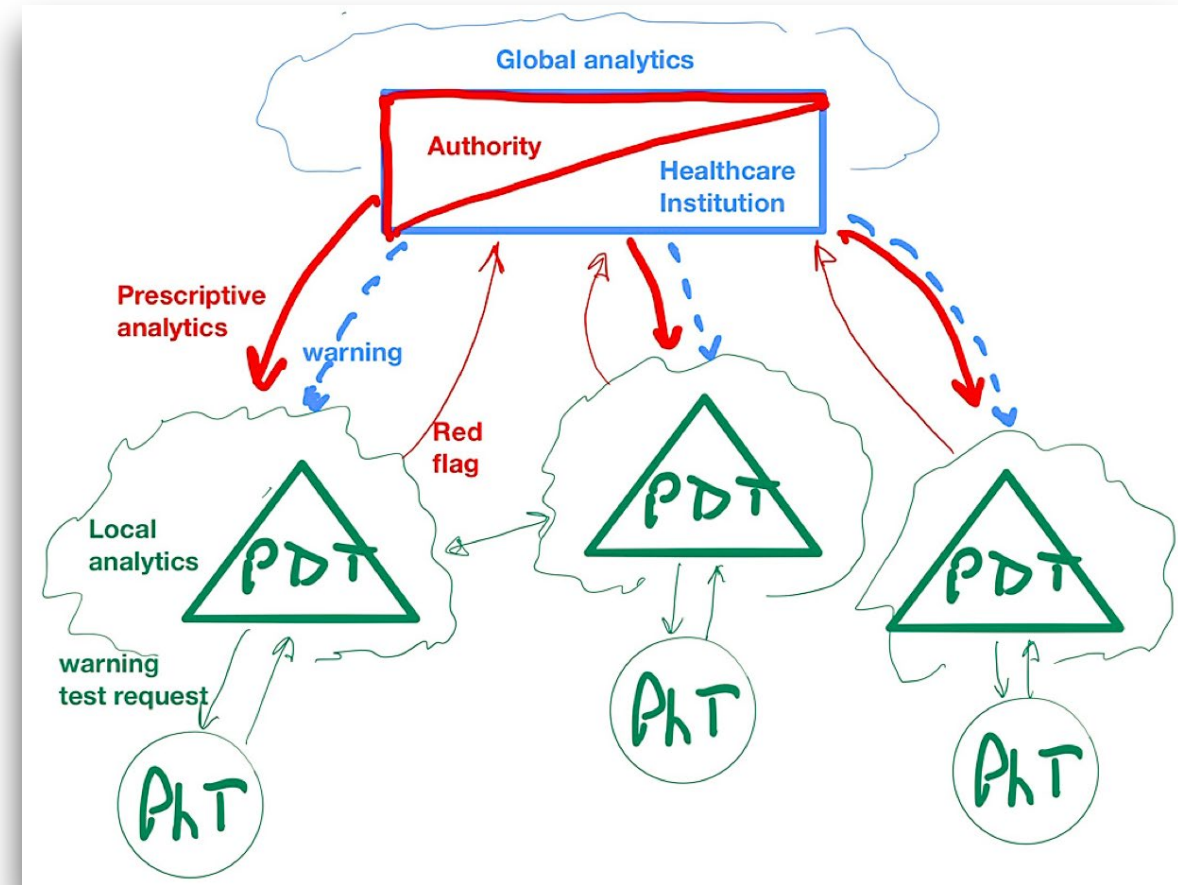
- DX involves a change of paradigm
- Role of Digital Twins
- Keep the Cyber and the Physical **CONNECTED**
 - processes
 - services
 - experience



from DX - DRI FDC IEEE Initiative

Accelerated Digital Transformation Healthcare

- Tele- Healthcare
 - Monitoring / Wearables
 - Assistance / Chatbots
- Digital Twins



from DX - DRI FDC IEEE Initiative

Accelerated Digital Transformation Industry

- Connectedness as “culture”
- Value Chains vs Ecosystems
- Digital Twins
- Servitization

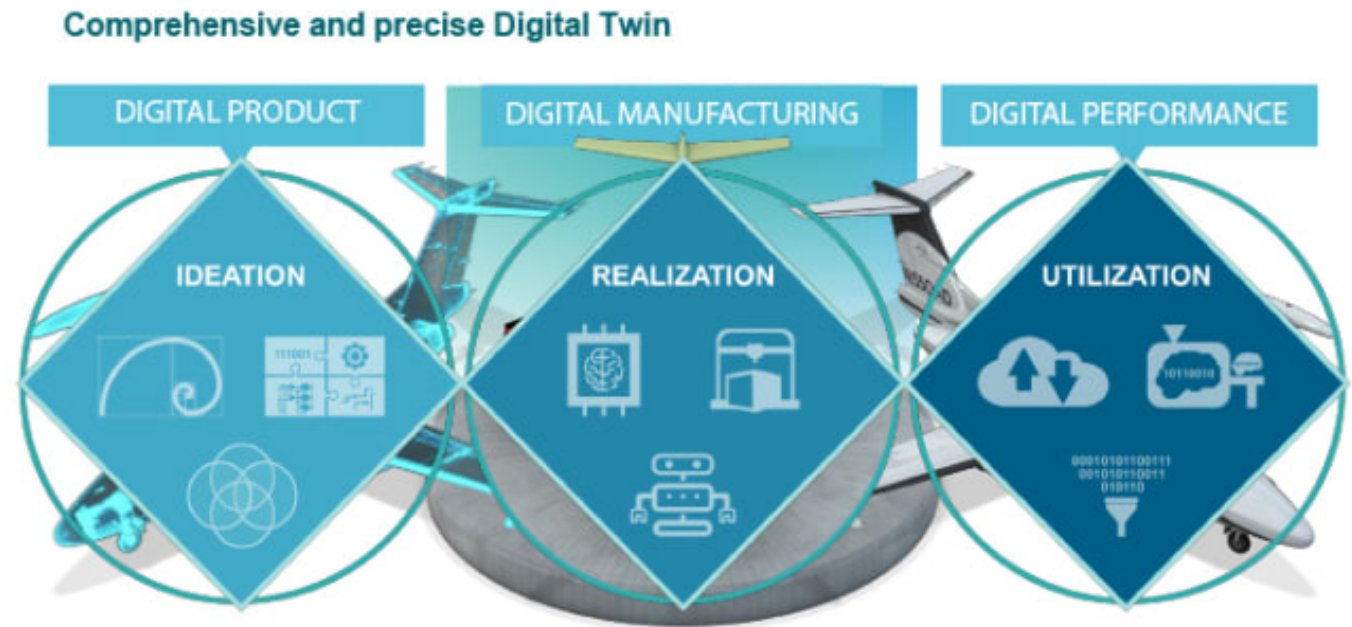
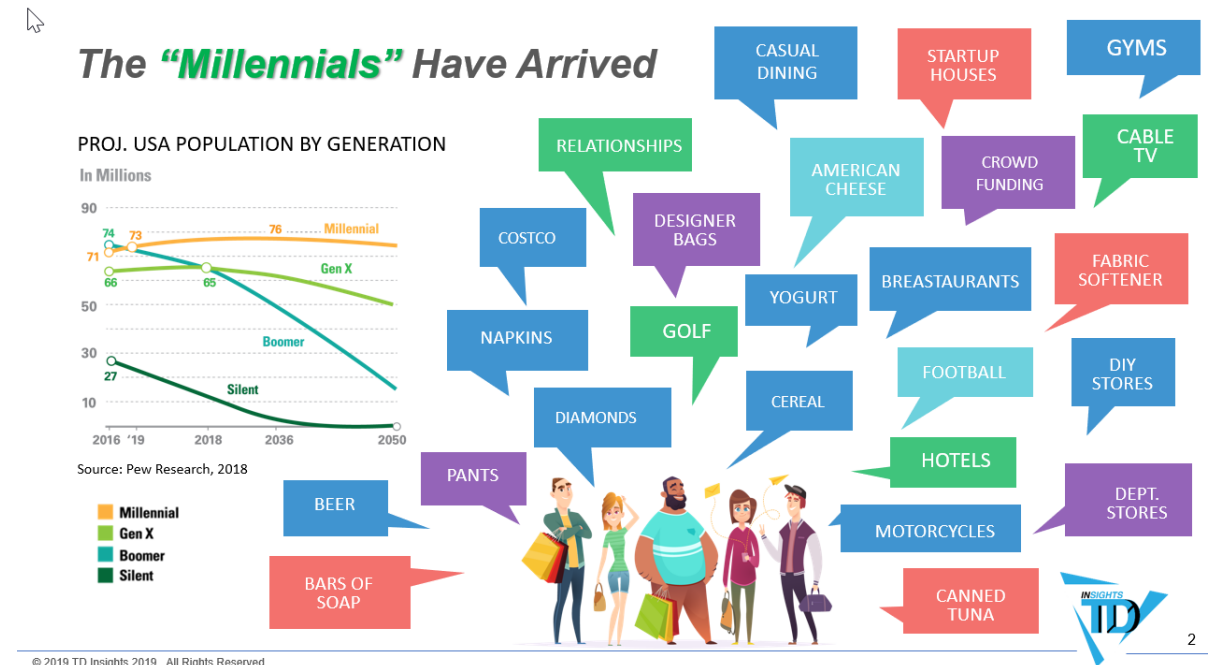


Image credit: Siemens Mindsphere

Accelerated Digital Transformation Retail

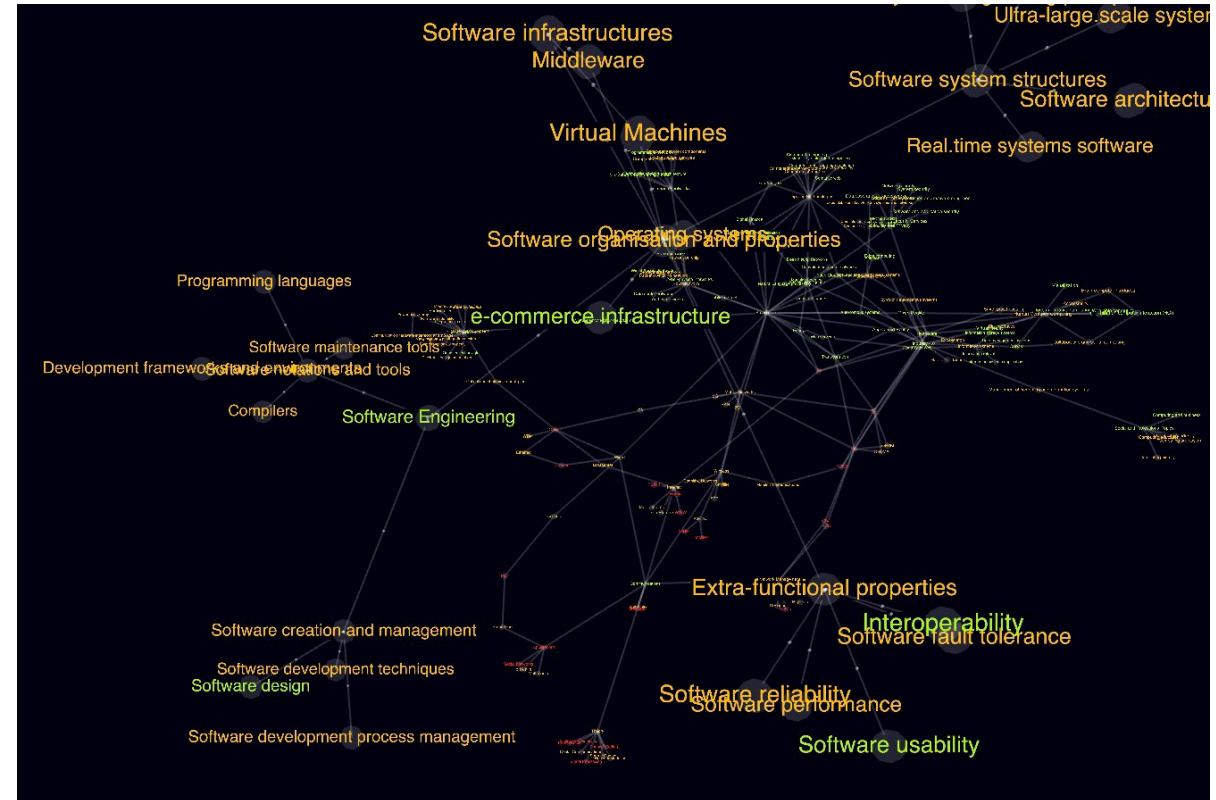
- Going on-line with bricks
is a patch
- Consumers are ahead in the game
- Back to “normal”
may no longer be an option
- Industry 4.0 is *also* about Retail
- Selling **Experiences**



Categories killed by Millennials - Credit: The DX People

Accelerated Digital Transformation Education

- DX in Education is NOT what happened
- A patch vs reinventing Education
- KaaS



KaaS Knowledge Space - DRI FDC IEEE Initiative



Wrapping up

- Covid-19 disrupted the biz
- The quest for cost compression stimulates DX adoption
- Only a % of companies will keep focussing on DX
- Expect a permanent change in the Biz Structure / Consumer's habits
- DX is no longer a theory
 - it can be done
 - how should it be done?

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Thank you!

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