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**ACADEMIC CONFERENCE**

**ON**

**MANAGING IN THE AGE OF DISRUPTION: FUTURE OF ORGANISATIONS**

**6-7 December 2018, New Delhi**

**CONFERENCE AGENDA**

**Day I**

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|  | **Registration & Tea/Coffee** | **9:00 to 9:45 am** |
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|  | **INAUGURAL SESSION**  **9:45-11:00 AM** | Internet of things, digital technologies, big data, rapid communication, artificial intelligence, machine learning, cloud computing, augmented reality, virtual reality, bots, 3D printing and disrupting business models are just some of the drivers reshaping the fourth industrial revolution. The increased use of robotics and cognitive technologies are making news headlines. These highly disruptive trends will affect not only individuals but also impact organisations we work with and the overall society.  The future is happening around us, and we must rise to the challenges to meet it and thrive in the new industrial revolution. Organisations need to respond and reposition themselves quickly. To succeed, organisations need an accurate directional read in the future, providing flexibility and optionality as the future unfolds. |
|  | **Key Discussion Points** | * To identify the key drivers which will impact the future organisations. * To identify the key technological trends reshaping business, society and work. * To deliberate on the future business models emerged from technological revolution, and how the organisation will deliver value to its stakeholders. * To analyse the changing nature of the job and speculating the skills to be in high demand. * To discuss how leaders of future organisations should deal with emerging capabilities concerning agility, authenticity, security, talent and sustainability. * To review the design criteria for a business school program, to teach, train and equip future managers, with future skills and competencies. |
|  | **Tea/Coffee** | **11:00 – 11:30 PM** |
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|  | **PLENARY SESSION**  **11:30 to 1:00PM** | **Session – I: Leadership in Fourth Industrial Revolution** |
|  |  | After going through three industrial revolutions that brought about significant technological developments over a period of more than two centuries, the world is currently witnessing the fourth Industrial revolution, which is taking technology adoption by the world’s factories to a whole new level.  This fourth industrial revolution, or Industry 4.0 (I4.0), is bringing together the different silos in a production system via a network, allowing real-time data sharing and facilitating machine-to-machine and human-to machine interactions of unprecedented speed and scale. This is giving rise to seamlessly integrated value chains with inter-connected cyber and physical systems, enabling decentralised decision-making and unprecedented levels of automation. The digitalisation of the entire manufacturing value chain starting from the procurement of raw materials and extending right up to customer service using mobile devices, communication networks, sensors and actuators is completely transforming how the world’s factories operate.  In India, the adoption of Industry 4.0 is at a nascent stage. Widespread implementation still looks to be some years away due to challenges such as the need for high investment outlay, inadequate knowhow, lack of infrastructure and lack of adequate cybersecurity norms. However, with benefits such as cost reduction, higher efficiencies, safer factories and faster speed to market, Industry 4.0 can provide the country’s manufacturing sector the much-needed platform to stay competitive in the global market. Furthermore, with the government’s focus on manufacturing through programmes such as ‘Make in India’ and policies such as the ‘National Policy for Advanced Manufacturing’, Industry 4.0 could play a key role in boosting the manufacturing sector’s share in the country’s GDP to 25 per cent by 2022 from the current 17per cent. That said, for the true value of Industry 4.0 to be unleashed, it has to transcend large manufacturing companies and become accessible to the 50 million plus enterprises that make up India’s MSME sector, accounting for about 45 per cent of total manufacturing output and 40 per cent of total export.. |
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|  | **Key Discussion Topics** | * Current Status and what does the future hold for Industry 4.0 in India * Challenges to Jobs due to Industry 4.0 * How do prepare the workforce for Industry 4.0 * Leadership Challenges of Industry 4.0 in India |
|  | **LUNCH** | **1:00- 1:30 PM** |
|  | **PLENARY SESSION**  **1:30-3:00 PM** | **Session – II**  **: BIG DATA: IMPLICATION FOR STRATEGY** |
|  |  | Big Data is the new game changer. The world is talking about the size, pace and big data technologies. The advanced analytics using big data is projected to solve complex problems. Big data is providing faster, cheaper, more granular data that is predicting business models and investments.  Massive investment is made in these areas. It is estimated that retailers exploiting advanced analytics at scale across their organisations could increase their operating margins by more than 60 per cent and that the healthcare sector could reduce costs by 8 per cent through data-analytics efficiency and quality improvements. It is the new corporate assert.  Companies such as Amazon, Facebook, and Big basket, IRCTC and Google, where data analytics is a foundation of the enterprise are already witnessing its impact.  But the success stories are limited to very few organisations, as most of them are  still waiting for "the big impact through big data,”. The majority of organisations,  who have invested believe that the impact on cost improvement and revenue is  less than one per cent |
|  | **Key Discussion Topics** | * What trends, challenges and application are influencing Big Data growth? * What are the major organisation/sectors taking advantage of big data technologies? * What opportunities exist for big data in India? * What are the major barriers to big data application in the majority of organisations? * How can big data augment management decision making? * What are the new business models created by big data? |
|  | **TEA/COFFEE** | **3:00 – 3:15 PM** |
|  | **PLENARY SESSION**  **3:15- 5:00 pm** | **Session – III**  **REIMAGING CUSTOMER ENGAGEMENT IN AGE OF ARTIFICAL INTELLIGENCE** |
|  |  | Artificial Intelligence is an emerging field that allows businesses to effectively mine historical data and better understand consumer behaviour. This type of approach is critical for any business to successfully launch its products and better serve its existing markets  Artificial Intelligence is far more complex and growing at a much faster rate than predicted. According to PWC 2018 report, AI will add as much as $15.7 trillion to the global economy by 2030.  Artificial intelligence (AI) is now a key ingredient in customer engagement. The market for AI-based tools and applications is growing rapidly. Artificial Intelligence’s most common application is about finding patterns in enormous quantities of data. Which allows companies to automate and improve complex descriptive, predictive and prescriptive analytical tasks? It is predicted that AI will require more functional specialist then techies.    In fact, according to various surveys on customer engagement, 100% of top-performing companies are currently using AI. AI tools make it possible to: Anticipate customer needs, Allow marketers to create highly personalized campaigns, Help sales teams quickly identify customer purchasing patterns, Empower customer service representatives to deliver relevant actions and offers, Analyze vast volumes of customer data, such as identifying the characteristics of high-value past customers  But AI technologies don’t come without their challenges. Some companies struggle to understand AI’s opaque and proprietary algorithms, and question whether customers want their personal information sliced and diced. |
|  | **Key Discussion Topics** | * How is artificial intelligence affecting organisations, customer engagement and work? * Which major organisations take advantage of the AI? * Are we prepared where human forces give way to machines? * Do we have a legal framework to ensure predictability, transparency, and non-manipulability, so that the risk of (and potential damage from) unexpected catastrophes can be minimised? |
|  | **2ND DAY** | **SECOND DAY** |
|  | **PLENARY SESSION**  **10:00- 11:30 AM** | **Session - IV: MANAGING DIGITAL ECONOMY: DATA PRIVACY,BLOCK CHAIN AND DIGITAL ENGAGEMENTS** |
|  |  | Digital devices are opening the floodgates on contestable markets—ones with low barriers to entry and exit—so that both upstarts and legendary players can come from nowhere and quickly gain dominance. India has seen to the booming of companies like Swiggy, Zomato, OYO, Flipkart to Paytm from on where. At the same time, traditional companies like SBI, ICICI, Indian Oil are increasingly becoming digital. Fuelled by the convergence of social, mobile, cloud, big data and growing demand for anytime-anywhere access to information, technology is disrupting all areas of the business enterprise. Disruption is taking place across all sectors and in all geographies. Enormous opportunities exist for organisations to make use of connected devices enabled by the “Internet of Things” to capture vast amounts of information, enter new markets, transform existing products, and introduce new business and delivery models. However, the evolution of the digital organisations also presents significant challenges, including new competition, changing customer engagement and business models, unprecedented transparency, privacy concerns and cybersecurity threats. Technology has eroded our privacy protections. Most things individuals or organizations do are now in the public domain. At the same time, the evolution of Block Chain and distributed database and mass collaboration and clever code are helping authentication.  The question is, are we ready for these challenges? Are these digital technologies, sustainable? Will the unwanted peep in our privacy, make us reject the smart devices? |
|  | **Key Discussion Topics** | * How digital technologies can transform business? * How to understand customers through tracking and analyzing? * How to use web analytics to interpret customer behaviour and attitudes? * How can block chains work for authentication, primarily in financial markets? * How to design strategies for greater consumer experience and Data privacy? * How can metrics drive success? |
|  | **TEA COFFEE** | **11:30 – 11:45 AM** |
|  | **PLENARY SESSION**  **11:45- 1:30 PM** | **Session – V : AGILE BUSINESS MODELS: RELEVANCE AND REQUIREMENT** |
|  |  | What has changed? Disruptions are reshaping operating models and driving industry convergence while market cycles are shrinking dramatically. Product lifecycle has become as short as a few months. We have seen the rise and fall of Nokia, Kodak and much more. While technological innovations fuel new customer applications, innovative business models are the engines of industry evolution. However, business model innovation (BMI) is risky. Firms that bet on BMI must be flexible enough to adapt to information changes. Successfully balancing BMI with agility can launch the company to industry dominance. Surviving means getting much more agile, adaptive and aligned. Getting it right in one or two of these areas might deliver some benefits the business. However, to get ahead and stay there, requires getting all three of them right.  Sharing economies are the new collaborative concepts for the sustainable economic ecosystem, especially in the startup. It encompasses the following aspects: swapping, exchanging, collective purchasing, collaborative consumption, shared ownership, shared values, co-creation, subscription-based models, peer-to-peer, collaborative economy, gig economy, pay-as-you-use economy, crowd funding, crowdsourcing, open source, open data, user-generated content (UGC) and public services. The organisation, like Airbnb, eBay, RelayRides is already using this model. However, the critical question regarding these business models is that of legality, privacy, taxation, regulatory uncertainty. Successful companies must align their strategy and vision (the why), business models (the what) and their operating models (the how). A future-oriented operating model is now a pre-requisite for success in the digital era. |
|  | **Key Discussion Topics** | * Identify the drivers for change and reinventing the Business Model * What is agile business models? * Case studies of the organisation using agile modelling. * What are the major challenges for survival in this era for organisations? * Will concepts of sharing economies sustain? |
|  | **LUNCH** | **1:30 -2:15 PM** |
|  | **PLENARY DISCUSSION**  **2:15-4:00PM** | **Session – VI : ORGANISATIONS OF FUTURE: STRUCTURE GOVERNANCE , LEADERSHIP AND PROCESSES** |
|  |  | Change in the workplace has never been more rapid. There is no 'long-term' in today's working environment - the concept is dead. It is predicted that we will no longer have careers, but a series of jobs. Shortly, half the workforce of the developed world will be working outside an organisation. Only the adaptable will survive. We must react to that change by being flexible and open to learning new skills. In this shifting world of work, our current job would be considered as one route to gaining skills and knowledge in preparing ourselves for the next one.  As digitisation and automation grow, we can expect a significant impact on employment and skills in the decades ahead, at all levels and in all sectors. As smart machines take over rote, regular manufacturing and services jobs, there will be an increasing demand for the kinds of skills which machines are not good at. These are higher-level thinking skills that cannot be codified. We call this sense-making skills, skills that help us create unique insights critical to decision making. Socially intelligent will be a vital skill for workers who need to collaborate and build relationships of trust. |
|  | **Key Discussion Topics** | * How will work and job change in future due to digitalization? * What will jobs, look like in 2030? * What skills will be in greatest demand? * How do we train the force to match the future skill requirements? * What changes in curriculum and competency development will necessary for the business school to train the future workforce? |
|  | **SESSION**  **4:00- 4:45 PM** | **Session – VALEDICTORY** |
|  | **Key Take Away** | * The key points of considerations * Key recommendations * Action Plan |