Konferenca GoDigital 2020

Digitalni svet 2020

Digital world 2020 – lessons learned

19. 11. 2020, *Livestream*

Gospodarska zbornica Slovenije

zit *Združenje za informatiko in telekomunikacije*

IKT horizontalna mreža

DIGITAL INNOVATION HUB SLOVENIA

REPUBLIKA SLOVENIJA
MINISTRSTVO ZA GOSPODARSKI RAZVOJ IN TEHNOLOGIJO

EVROPSKA UNIJA
EVROPSKI SKLAD ZA REGIONALNI RAZVOJ

Go DIGITAL

GoDigital 2020 Conference

Digitalni svet 2020

Digital world 2020 – lessons learned

NAVIGATING THE NEXT NORMAL WITH WORK TRANSFORMATION

ANGELA SALMERON

European Future of Work Lead

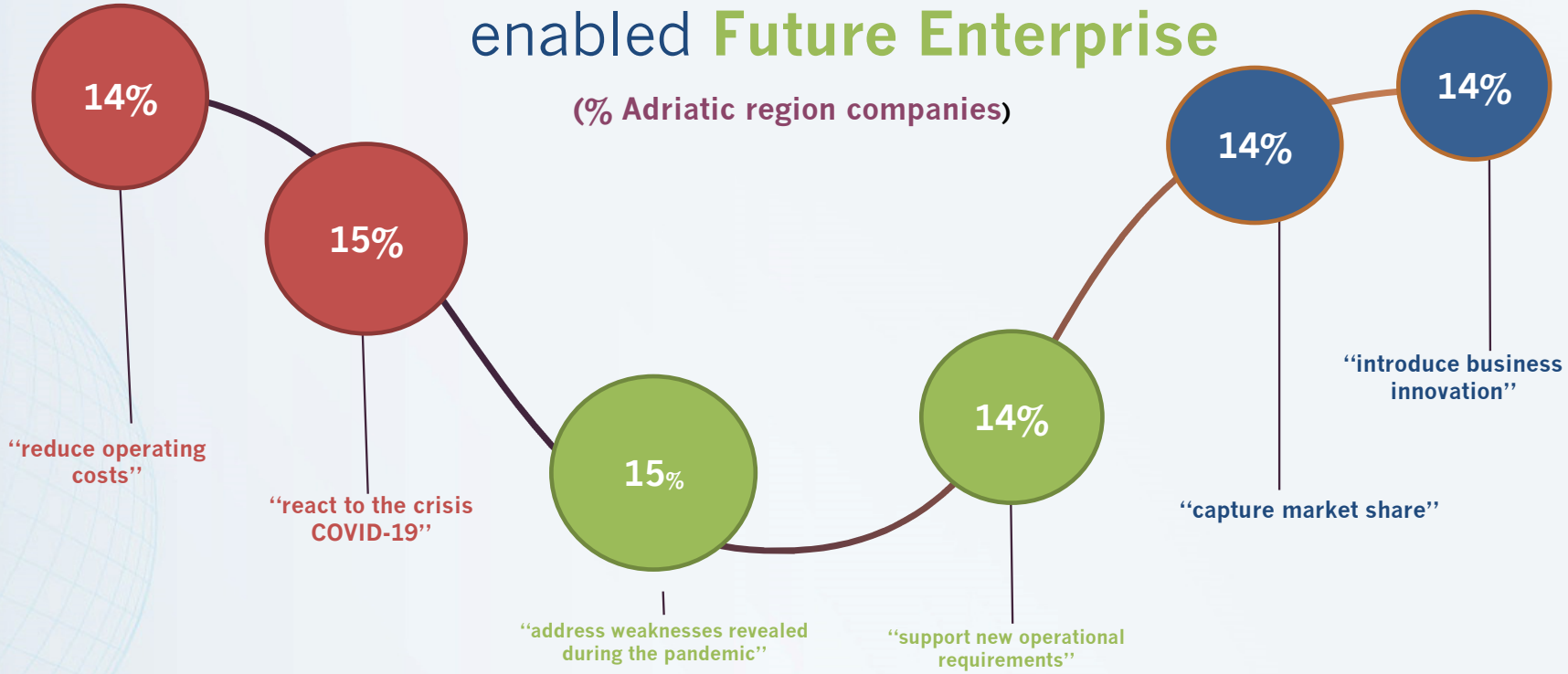
IDC Europe

Go Digital

IDC
ANALYZE THE FUTURE

The road to recovery: becoming a digitally enabled **Future Enterprise**

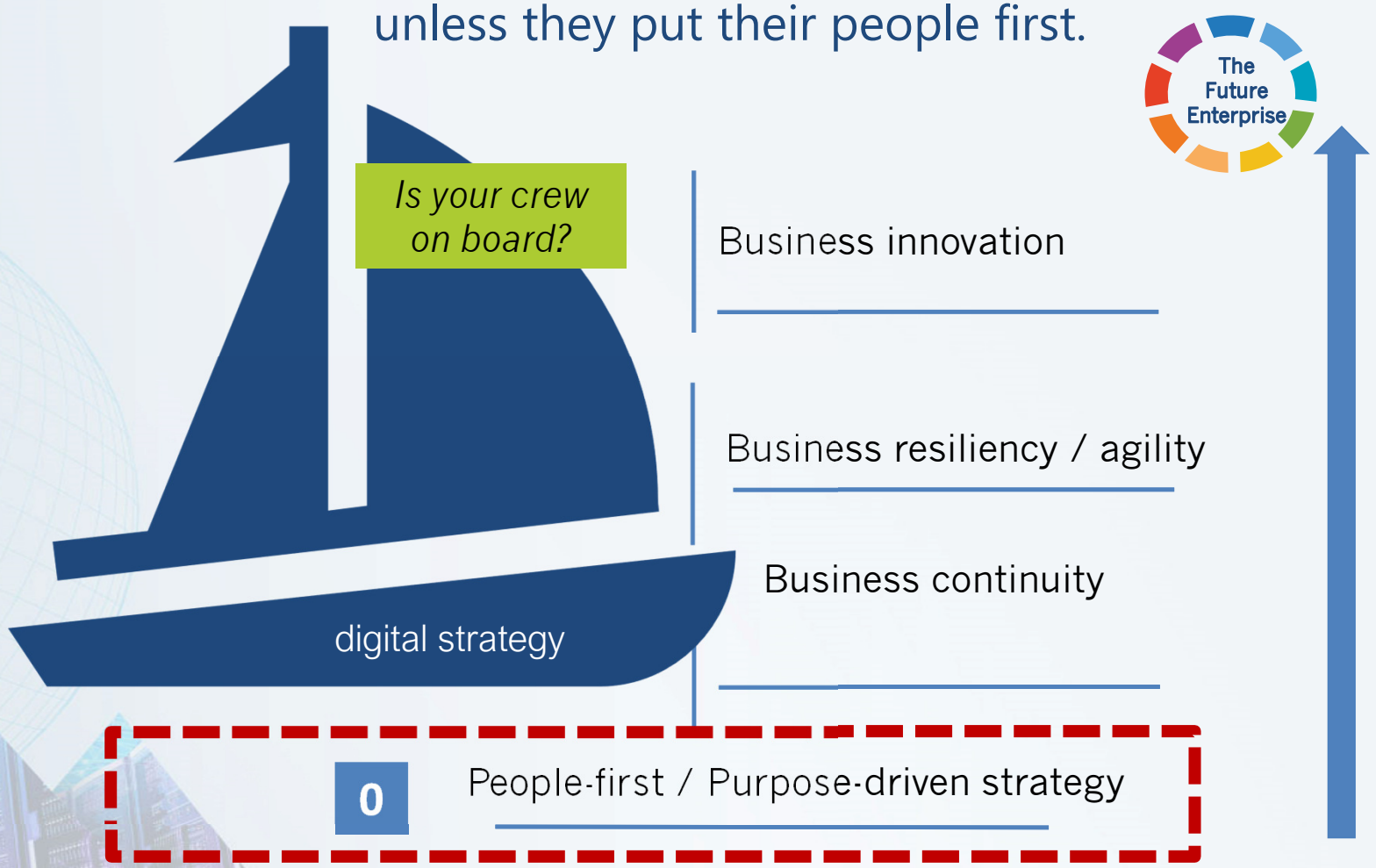
(% Adriatic region companies)



Crisis response	Adaptation	Acceleration
Business continuity	Business resiliency	Business innovation

Source: IDC, COVID-19 Impact on IT Spending Survey, August 2020. **Adriatic region only.**

However, companies won't transition to the **Future Enterprise** unless they put their people first.



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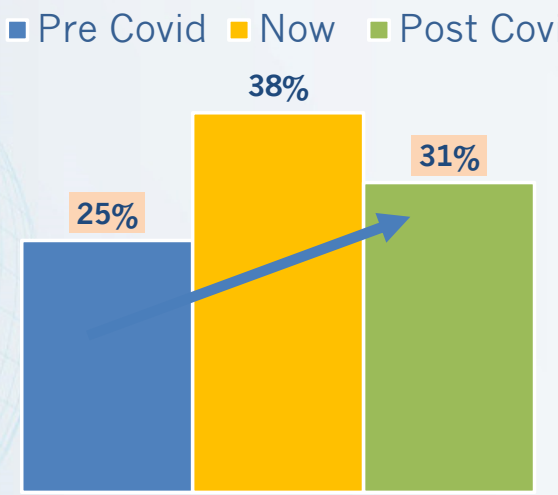
IDC ANALYZE THE FUTURE

From 5:2 to 3:2:2 – the hybrid workplace by design

% companies primarily working from home (Adriatic region)



* Many more companies will enable employees to work from home 1 or 2 days a week

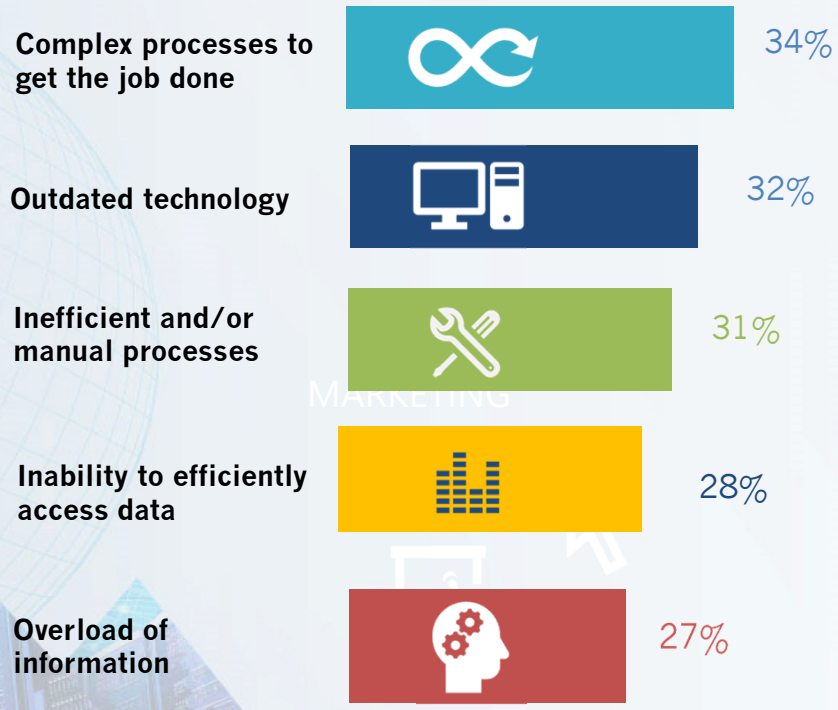
Technology parity – Top 5 tech investments 2020/2021 Adriatic Region

#1	Mobile / Cellular connectivity
#2	Upgrading PC, mobile devices
#3	Video Conferencing
#4	eSignature software
#5	End-user computing management and security

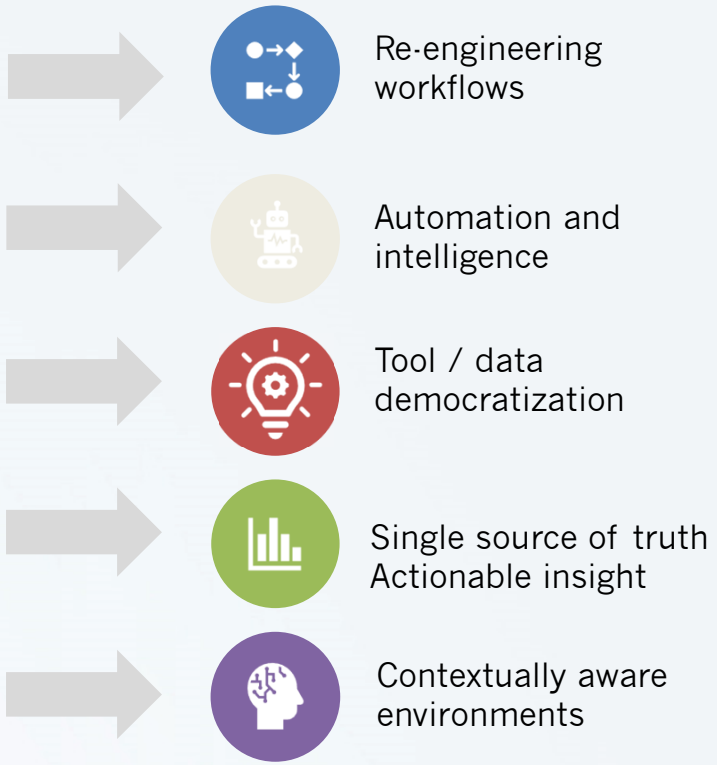
Source: IDC, COVID-19 Impact on IT Spending Survey, August 2020. **Adriatic region only.**

Redefining how work gets done: faster, smarter and more innovative

Work challenges to drive business value



The way forward



Source: *European IDC Future of Work Survey, March 2020*

Redefining employee productivity for business resilience

Shift away from presenteeism, surveillance

Source: European Future of Work COVID-19, April 2020

26%

Deployment of software analytics monitoring employee activity

55%

Despite initial reservations, employers agree they can trust employees

Check-in

Check-out

To business outcomes

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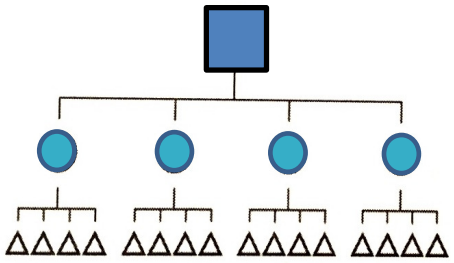
IDC ANALYZE THE FUTURE

Building resiliency: organizational agility

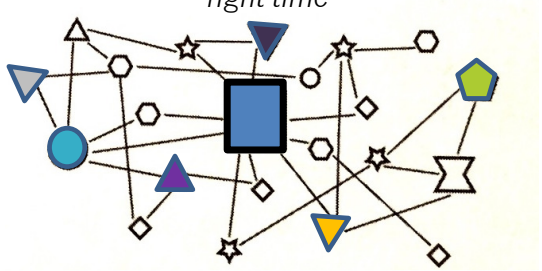
Mechanical / hierarchical organization



1. Task and jobs
2. Managers, Reporting lines
3. Traditional KPIs, presenteeism
4. Information siloes

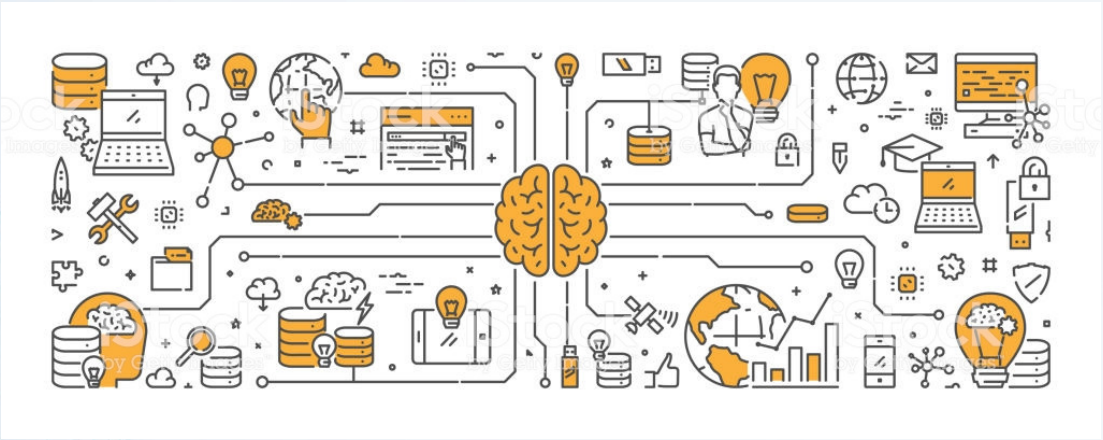
Fluid organization

"The right people in the right teams and at the right time"



1. Skills and teamwork, internal mobility
2. Trust, end-to-end accountability
3. New KPIs: NPS, innovation cycles, etc.
4. Data-driven: performance & behavior

What is modern learning?



continuous	agile	AI-enabled
▪ Applied to the task ▪ Every day, every week, every month ▪ Multi-channel, bite-size content	▪ Training measurable according to job performance. ▪ Right materials, at the right time, to the right workers.	▪ Identify skill gaps and training required ▪ Providing career pathway recommendations

Redefining the office environment

Real-estate optimization

- Real-time occupancy data and analytics
- Desk and meeting room usage optimization
- Carbon footprint: efficient use of energy resources

Smart collaboration

- Advanced conferencing systems
- Smart meeting room management
- Integrated workplace management platform

Wellbeing

- Light, air quality, temperature and humidity
- Dedicated health and safety apps / contact tracing
- Health & safety policies

"In the middle of difficulty lies opportunity"

Albert Einstein