Youssef Hojeij - M365 Technical Analyst

- He talked about different popular technologies that are trending in the IT industry such as automation and the idea of collecting data and doing something with it such as generating real time reports.

- He also mentioned that there are many ongoing projects to build applications to handle employee's day-to-day tasks such as creating tickets or accounts or granting permissions and authorizations. These types of tasks can be automated in a way where the user could submit one request to the system and have the system handle the rest.