

Hype Cycle for Utility IT

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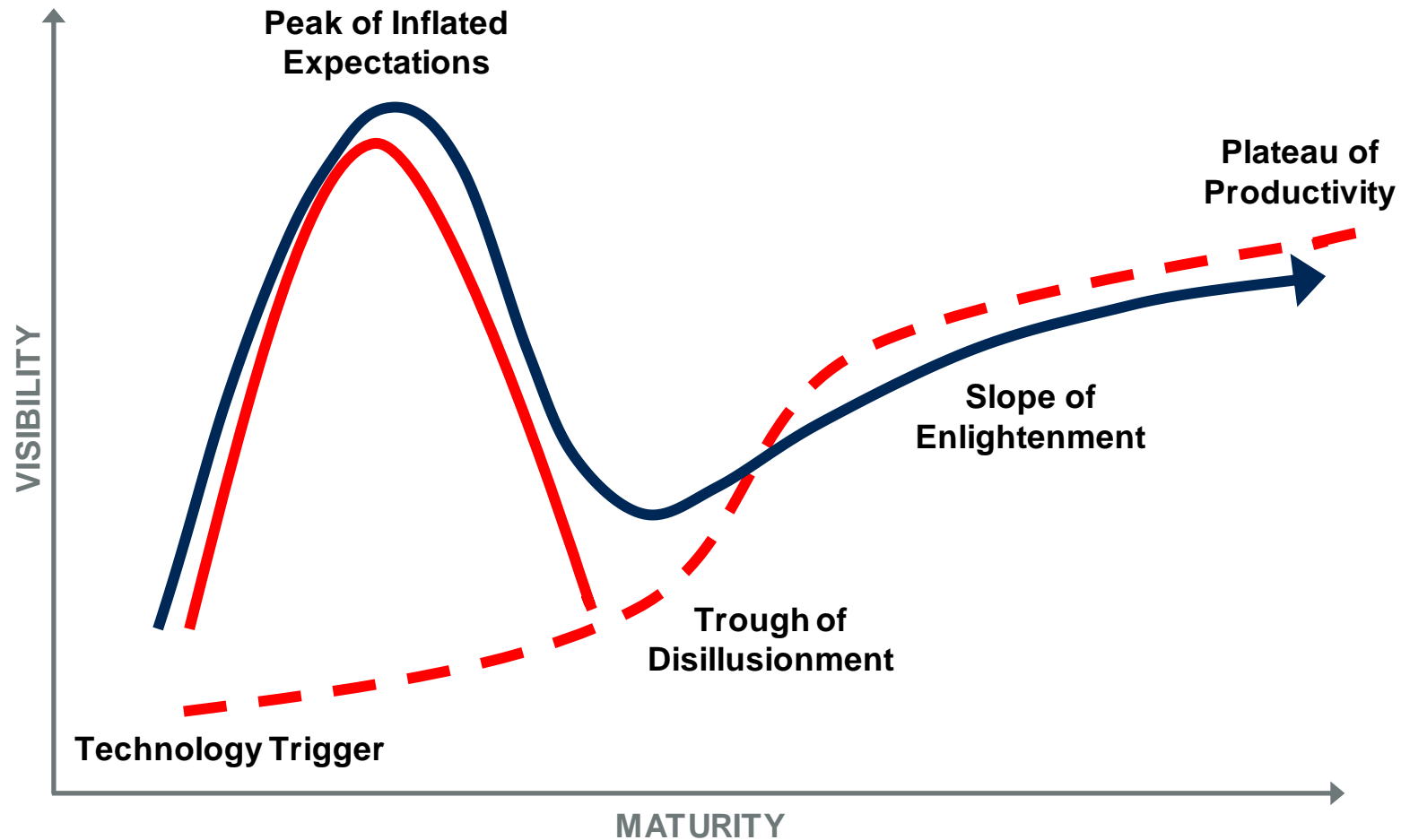
Technology Is Evolving

Smart

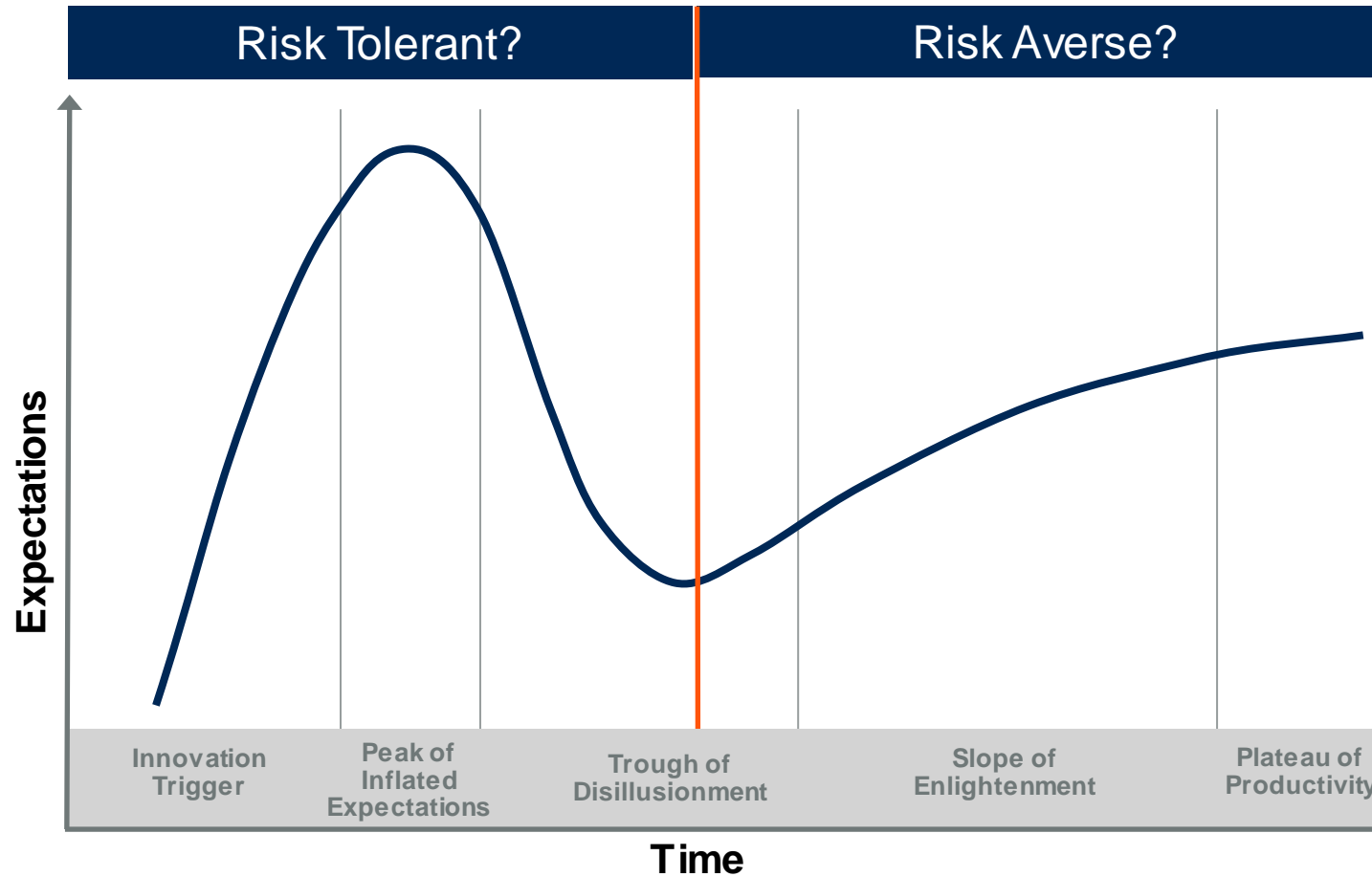
Digital

Intelligent

HC101: Objectively Assess Emerging Technologies



HC101: Hype Cycles Answer Key Questions



3 Technology Clusters

Smart

Digital

Intelligent

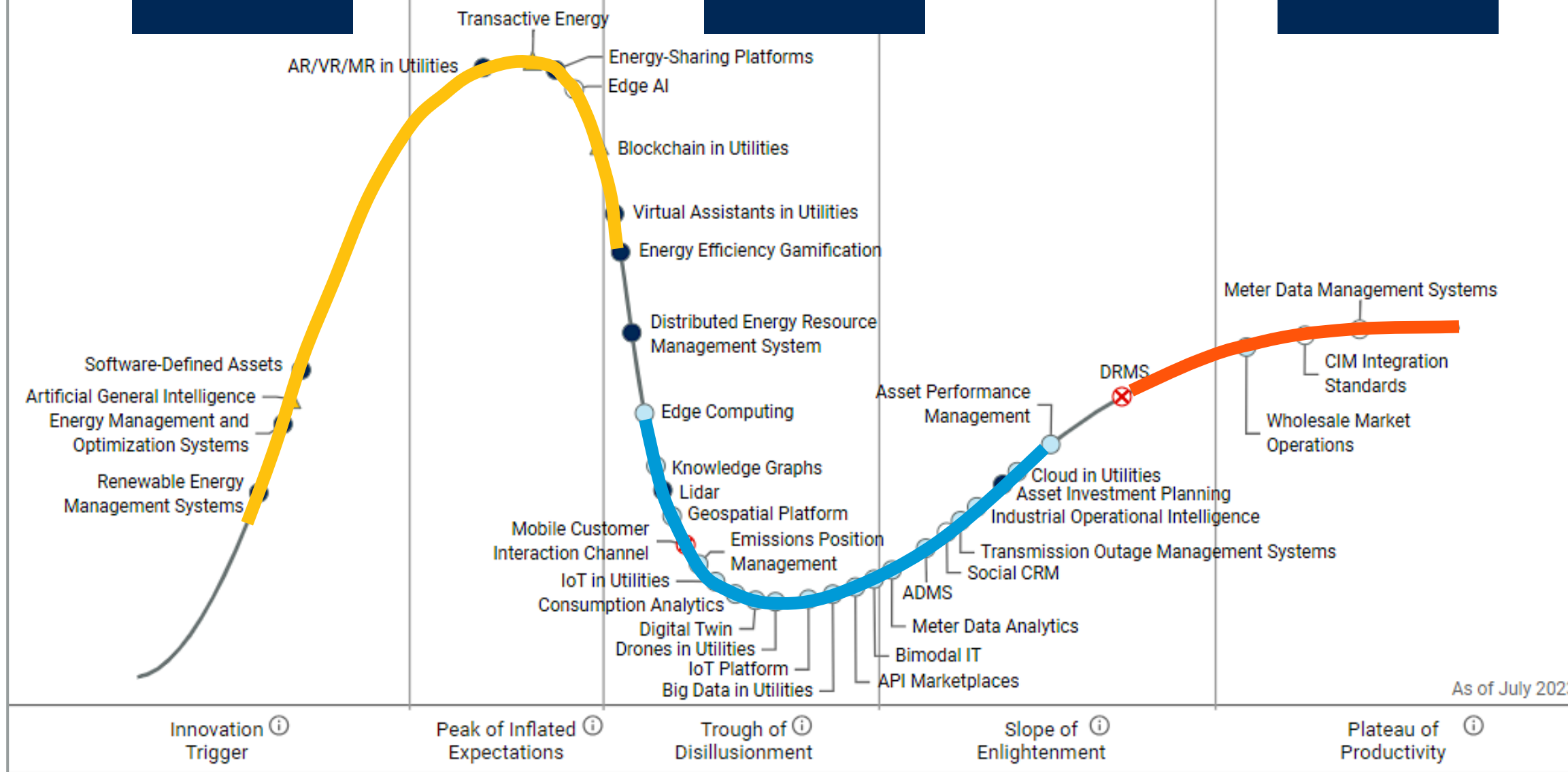
Intelligent

Digital

Smart

EXPECTATIONS

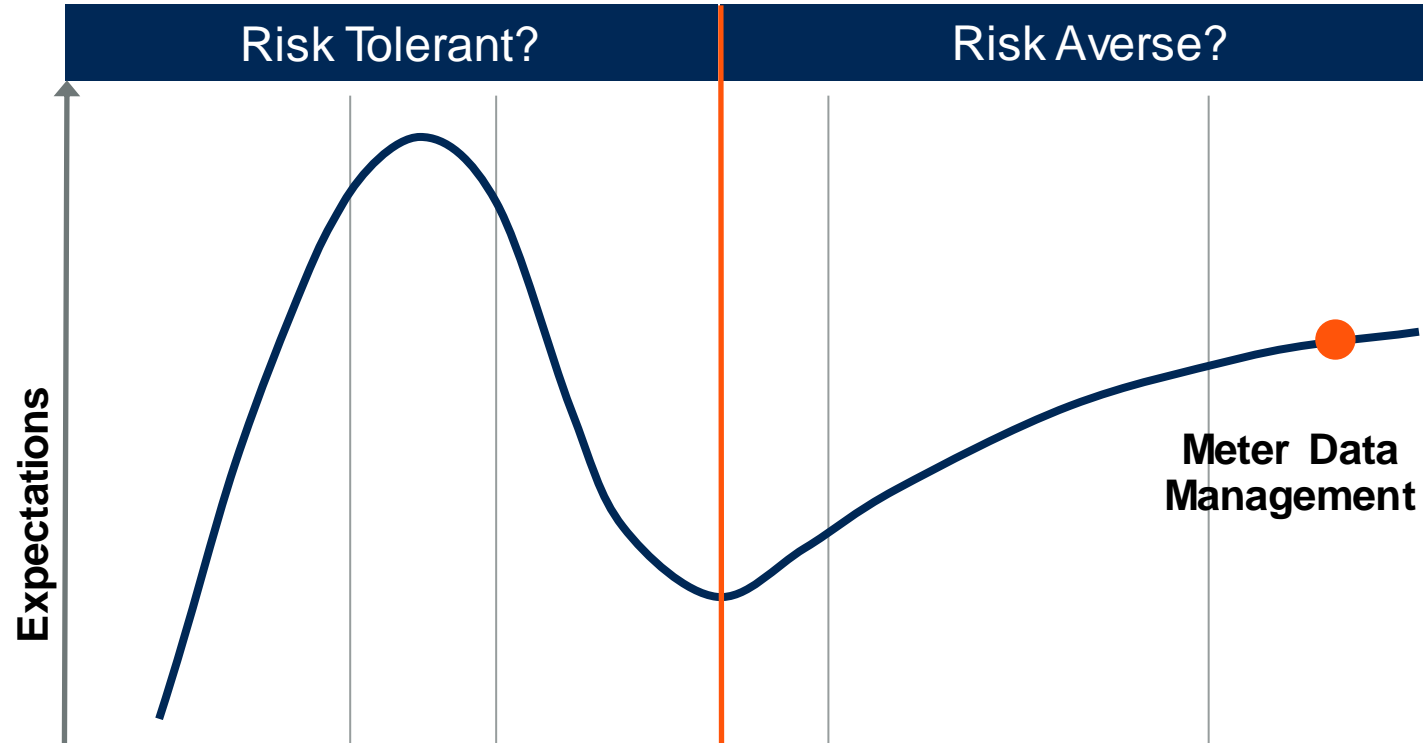
TIME



As of July 2023

Plateau of Productivity

Smart



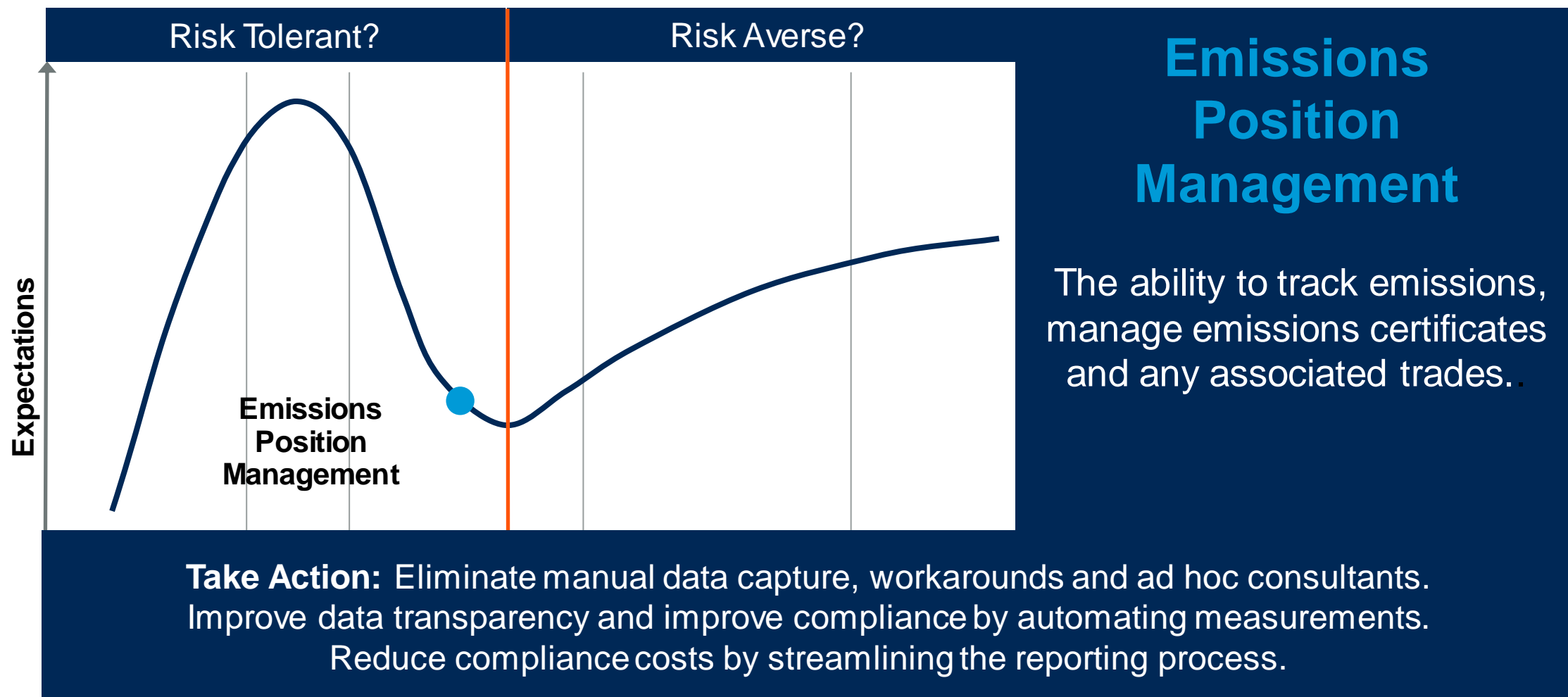
Meter Data Management Systems

Validate, verify and estimate meter measurands, and store and compute the billing determinants.

Take Action: Add analytics use cases to reposition the MDMS as a critical data store. Use data to improve business process, such as customer insight, product experience and asset performance.

Trough of Disillusionment

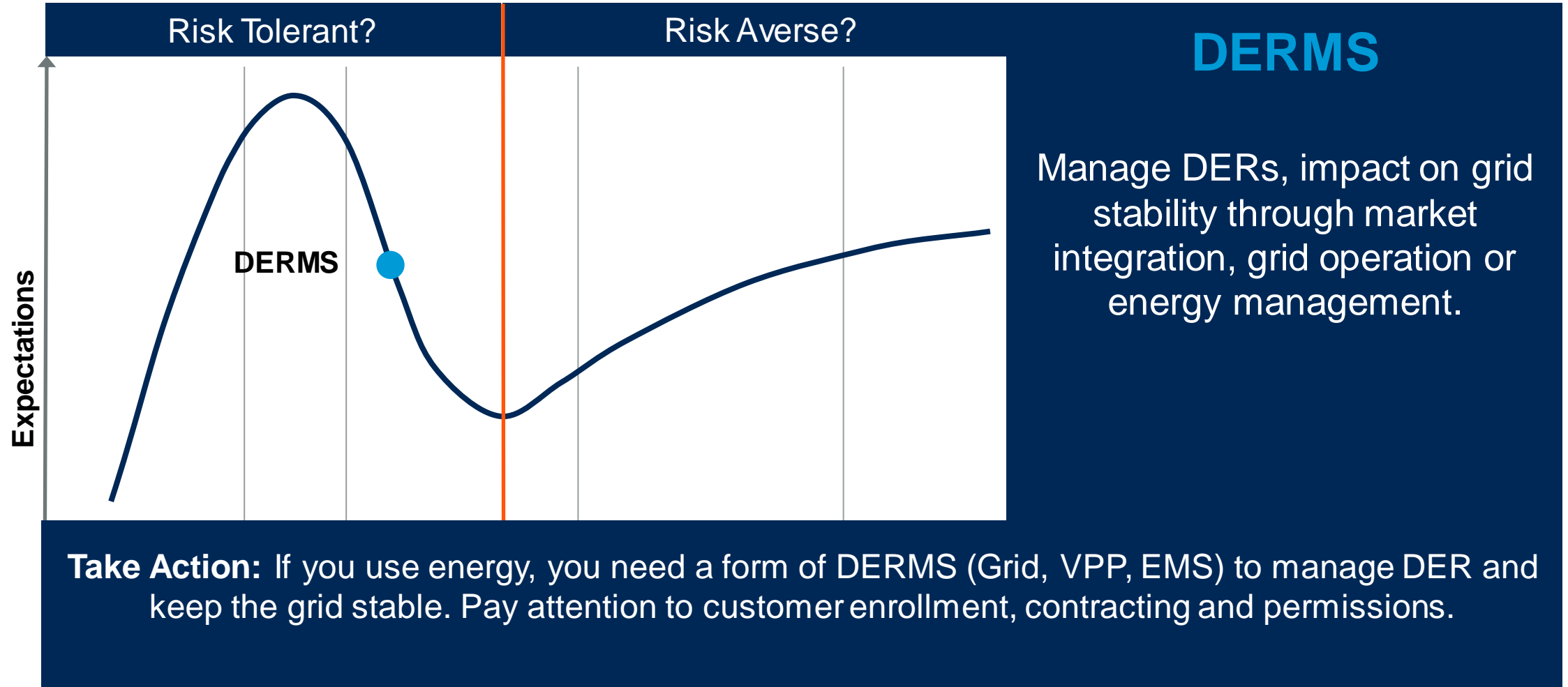
Digital



Source: [Hype Cycle for Utility Industry IT, 2023](#), 21 July 2023 (G00792463)

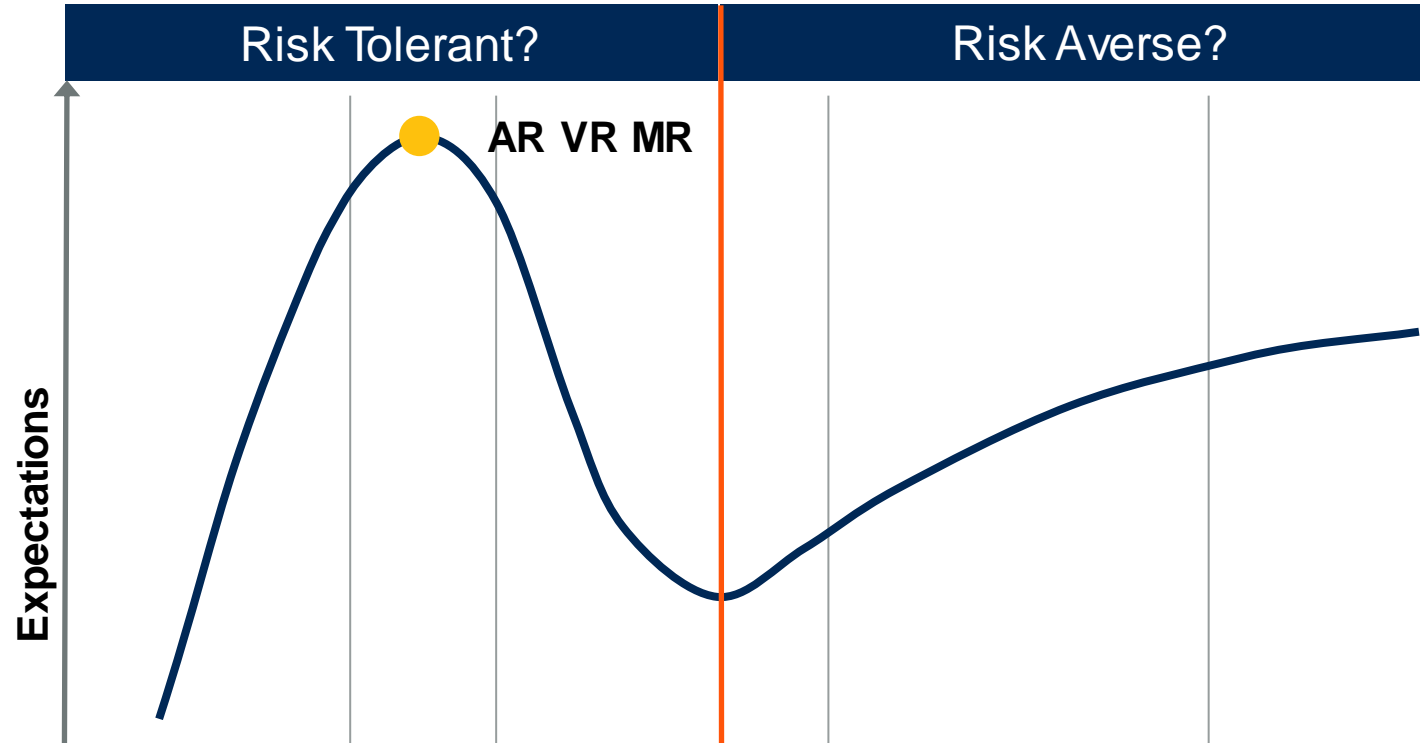
Sliding Into the Trough

Digital



Source: [HypeCycle for Utility Industry IT, 2023](#), 21 July 2023 (G00792463)

Peak of Inflated Expectations



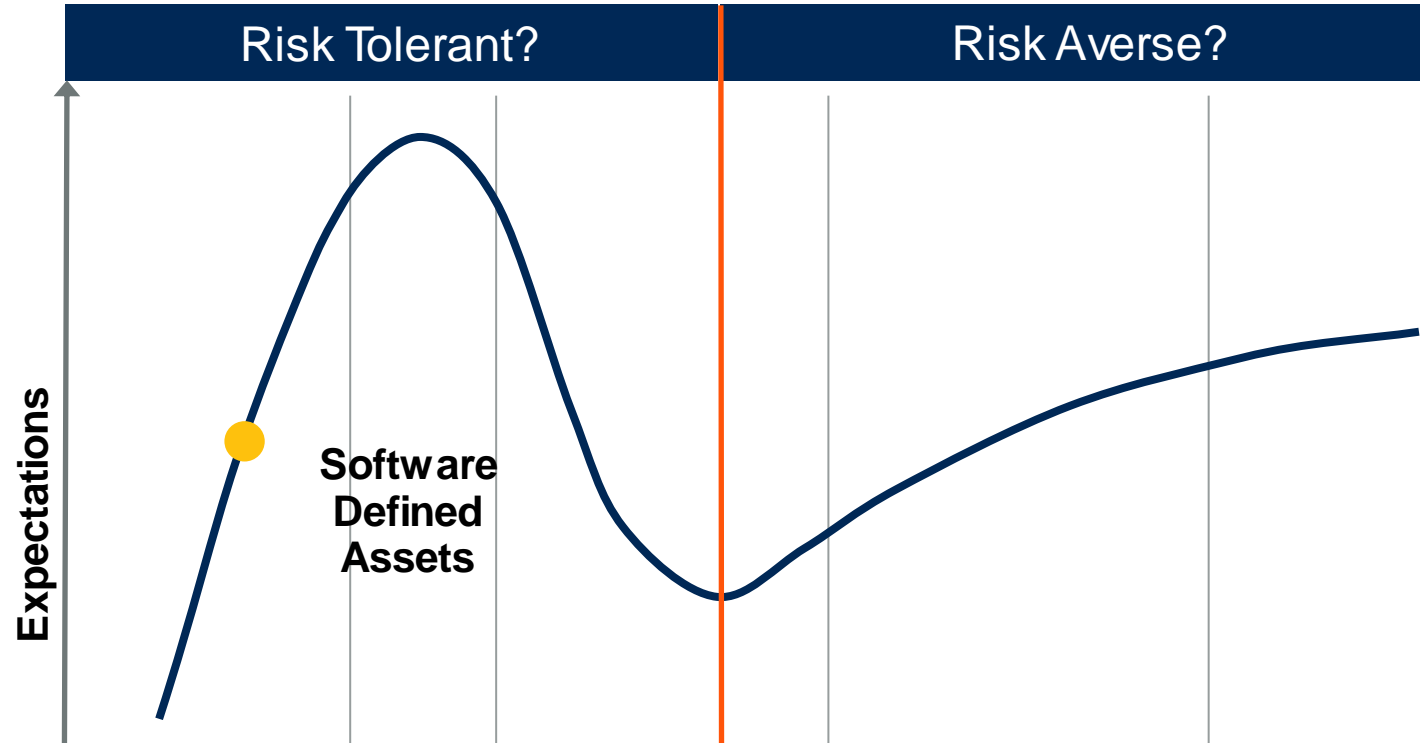
AR, VR, MR

- VR 3D worlds to immerse users in a virtual space.
- AR overlay of digital information on real world.
- MR is a blend of real and virtual worlds.

Take Action: Get the technology into the field, learn by doing. Be aware that data quality can ruin a vision project. Pay attention to machine interface: speech, motion, touch and gesture.
Focus on tangible use cases with operations teams.

Innovation Trigger

Intelligent



Software-Defined Assets

Encapsulate and virtualize hardware capabilities creating a cyber-physical asset.

SDAs can be reconfigured with a cloud-to-edge pattern.

Take Action: Software-defined assets must be designed by fusion teams across engineering, operations and IT. Implement model-based design tools to manage the complete asset life cycle.



The Future Is ...

Smart

Digital

Intelligent

Next Steps

- ④ **Get smart.** Review the Hype Cycle technology profiles. Are you exploiting them correctly?
- ④ **Move fast.** Organize inquiry call(s) to leverage analyst expertise.
- ④ **Accelerate impact.** Compare and contrast with your technology roadmap.
 - Stop investment in immature/low-benefit technologies.
 - Improve digital ROI by leveraging higher-impact technologies.

Recommended Gartner Research

- 🔍 [Hype Cycle for Utility Industry IT, 2023](#)
Nicole Foust
- 🔍 [Hype Cycle for Disruptive Energy Technologies, 2023](#)
Simon Cushing
- 🔍 [Hype Cycle for Low-Carbon Energy Technologies, 2023](#)
Simon Cushing and Lauren Wheatley
- 🔍 [Hype Cycle for Oil and Gas, 2023](#)
Rich McAvey and Simon Cushing
- 🔍 [Hype Cycle for Digital Grid, 2023](#)
Lloyd Jones and Jo-Ann Clynch