

# Future Making

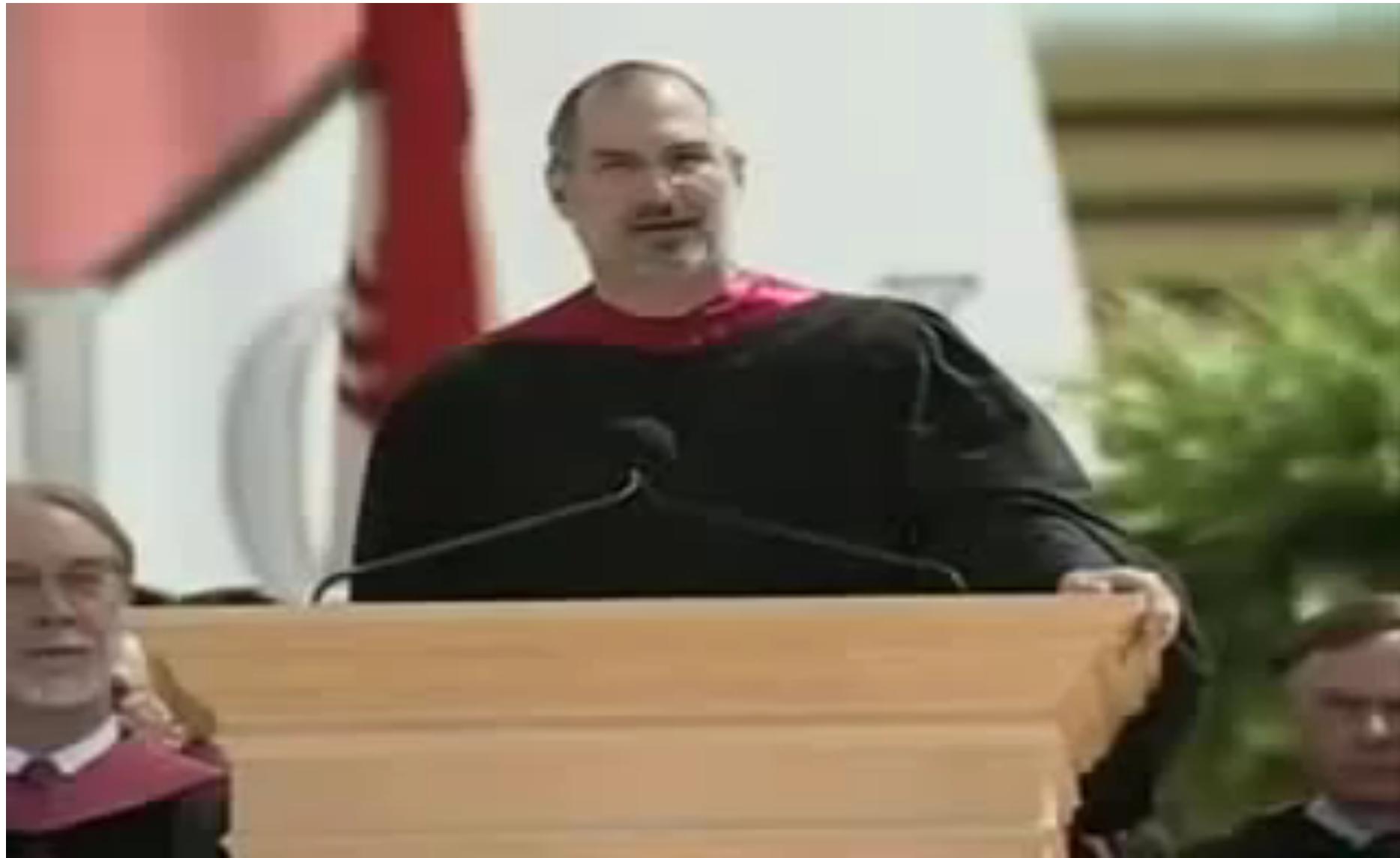
by Sukumar Rajagopal



**“The best way to  
predict the future is to  
invent it.”**

Alan Kay – inventor of Smalltalk, GUI.. at Xerox  
PARC

# Inspiration – Connecting the Dots



# IKEA Harte Lamp

USB Power is a Digital Dot

Connect Digital Dots

# Futuristic – Barrier?

Future is Unknowable

# Futuristic: 3-Types of Future

## Near Future

The future is already here. it's just not very evenly distributed  
[William Gibson 1993]

Self-Driving Cars



## Past Future

The past is even more unevenly distributed. – Sukumar's Corollary ☺

AWS Launch?

2006

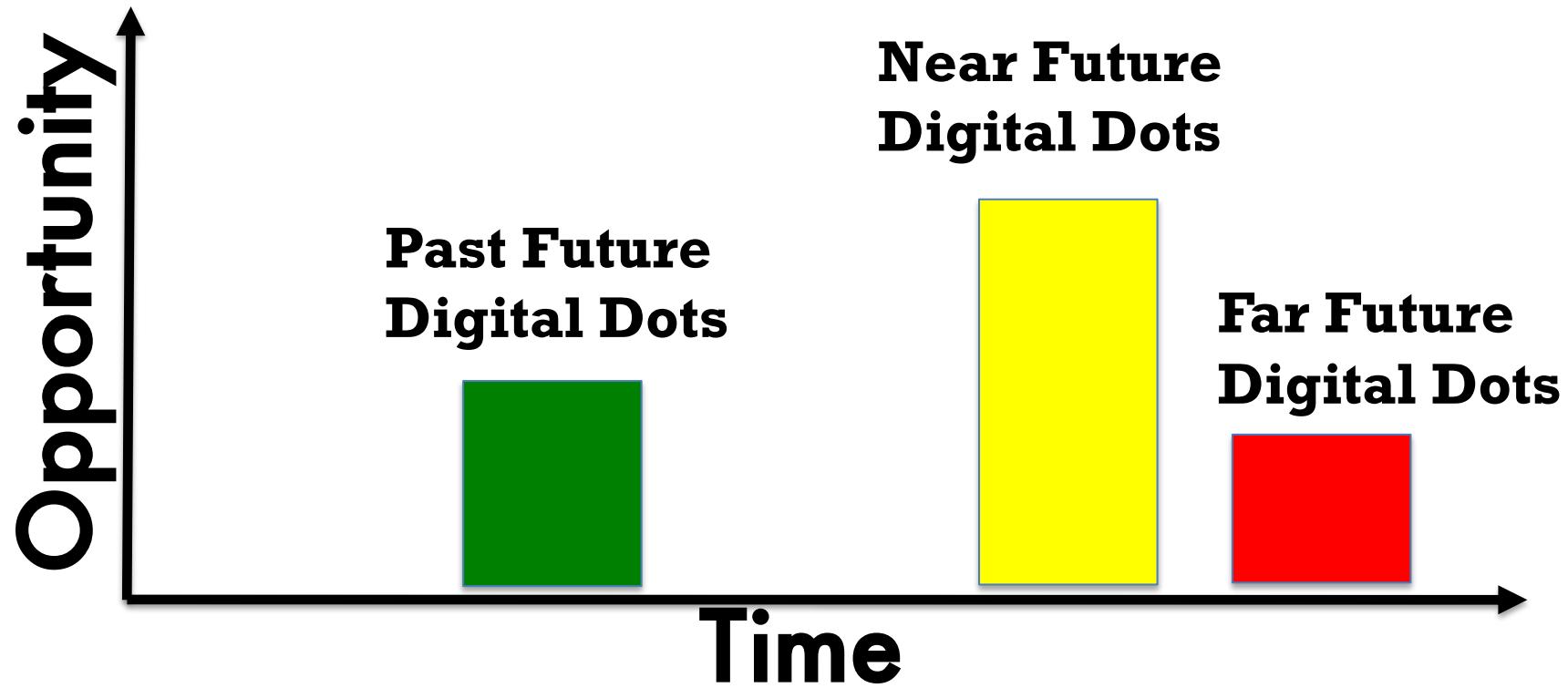
# of customers on Cloud?

## Far Future

Hyperloop?

1C app store  
2010

# Least Risk for Clients?



# Transformation = Starting Point?



Big Idea or  
Big  
Problem?

# Your 3 Big Problems?



# Performance Undersupply



Accepted  
Feature

Performance  
Undersupply

ATM, Waiting for Dr

# Future Making

Performance  
Undersupply  
Xray (Trim  
Tab)

Extreme  
Objective

Connect Past  
Digital Dots

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# Nina Monckton Saves \$1B for the NHS



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# **App Example - Capital Appropriation Request (CAR)**

# Before.....

- 10 fields manually selected/entered
- 3 header level fields
- 7 line level fields

The screenshot displays three overlapping windows of a web-based application for raising a Capital Appropriation Request (CAR).  
1. **Approver Details:** A top-level window showing a search bar for approver details. A red oval highlights the "Check ID" button, which is used to verify if the approver's ID matches the required Director grade or higher.  
2. **Project Details:** A middle window where a project is being selected. It includes a search bar for "Search Projects by" (Project ID or Project Name), a dropdown for "Selected Project" (set to "L000056776 -EAS Paycost AvH"), and buttons for "Add" and "Remove". A red oval highlights the "Search Project" input field.  
3. **Asset Details:** A bottom-level window for entering asset details. It includes sections for "Individual Asset Details" (Asset Type, Asset Category, Asset Item, City, Asset Location), "Budget / Funding" (Bill back to client), and "Quantity", "Unit Price in (\$)", and "Total Amount in (\$)". A red oval highlights the "Select AssetType" dropdown and the "Category / Item not listed?" link.

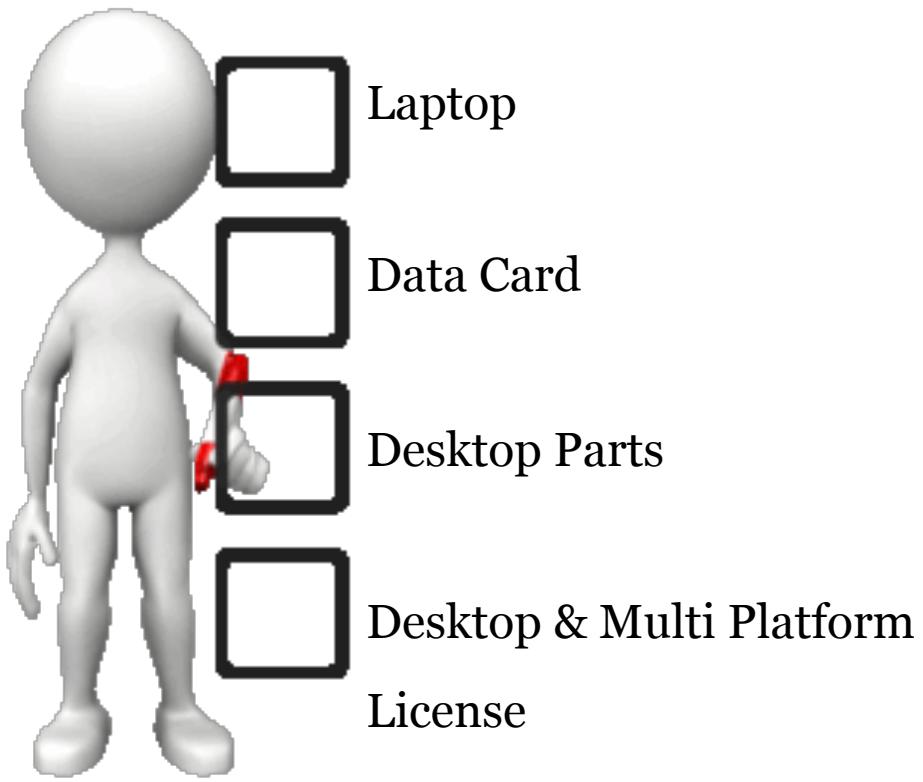
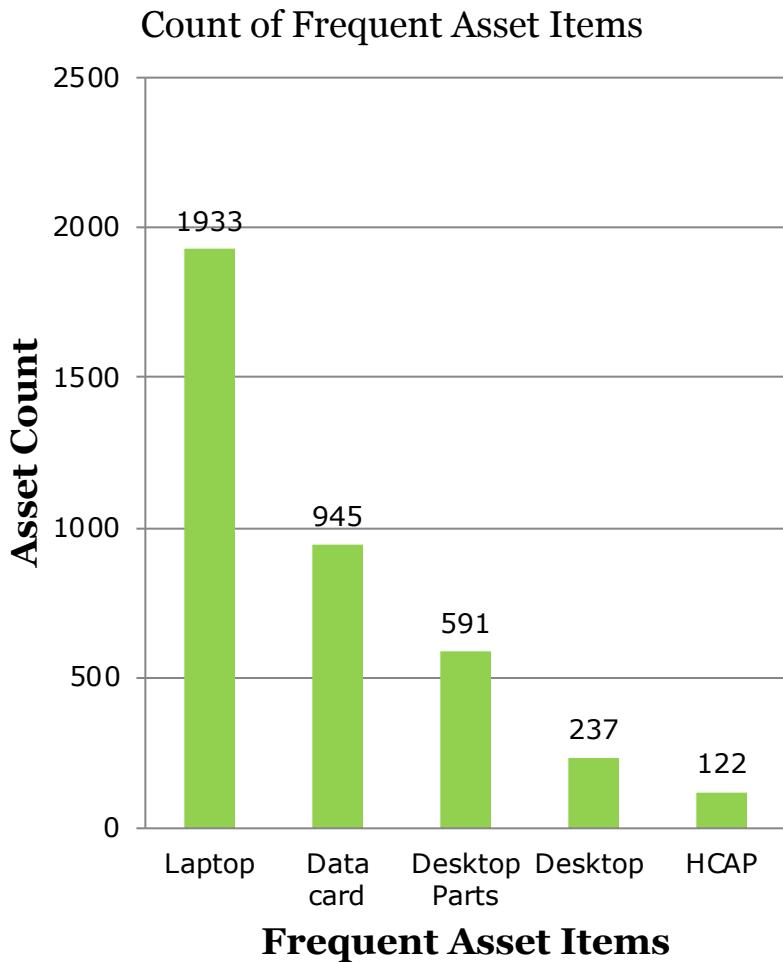
# Look familiar?

**Bet- 80% of your Screens are Similar**

**Pandemic: Systems of Record  
[Asocial]**

# Asymmetry Revealed

Most Popular assets



**Over 75% of CARs  
raised are single  
line**

# Quick CAR – Zoom in Pivot

Auto-create your CAR for these frequently procured assets

	Standard Laptop
	High-speed wireless data card (2Mbps)
	RAM Module
	Standard Desktop
	HACP For Multiplatforms Authorized User License (PCOMM)

Other Features

- Create Templates
- View Templates

FAQ

- What are RAMS & CAR requests?
- When is CAR request required?
- How will my project be charged?
- Why are RAMS & CAR costs different for the asset raised?
- Why do I need to raise both CAR and RAMS?
- Who has to approve my



# Past Future Digital Dots

**Cloud Services**

**Wearable Devices**

**Smart Speakers**

**Social  
FB/Twitter/LI**

**IoT Sensors/Devices**

**Aadhaar eKYC**

**Raspberry  
Pi &  
Arduino**

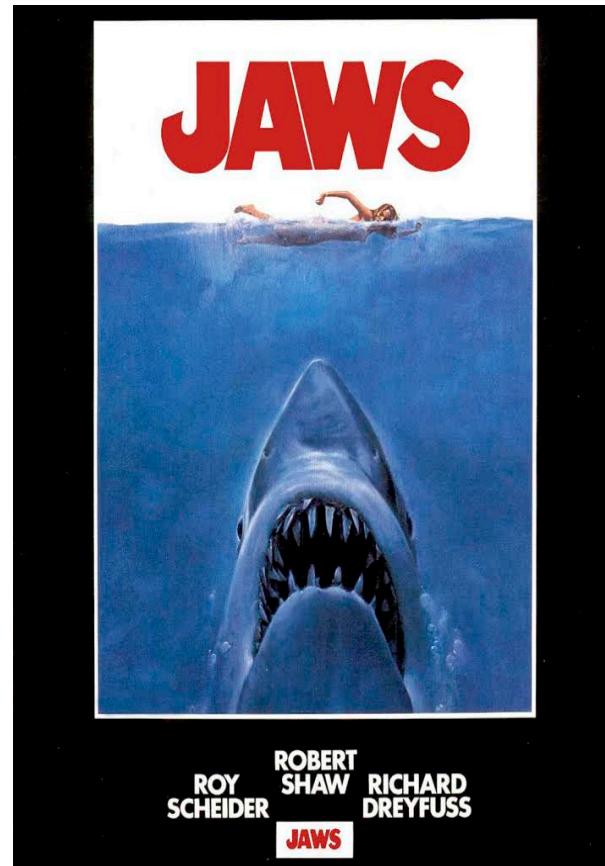
**IFTTT**

**Drones**

**ML APIs**

**Any Missing?**

# Shark! Run! – Your Solution?



1. Australia ranks second behind the US in unprovoked shark incidents.
2. Coast guards armed with binoculars are about 20-30% accurate in correctly identifying sharks & alerting.



Source: <https://www.theverge.com/2017/8/28/16213416/drones-australia-shark-attack-ai-little-ripper>

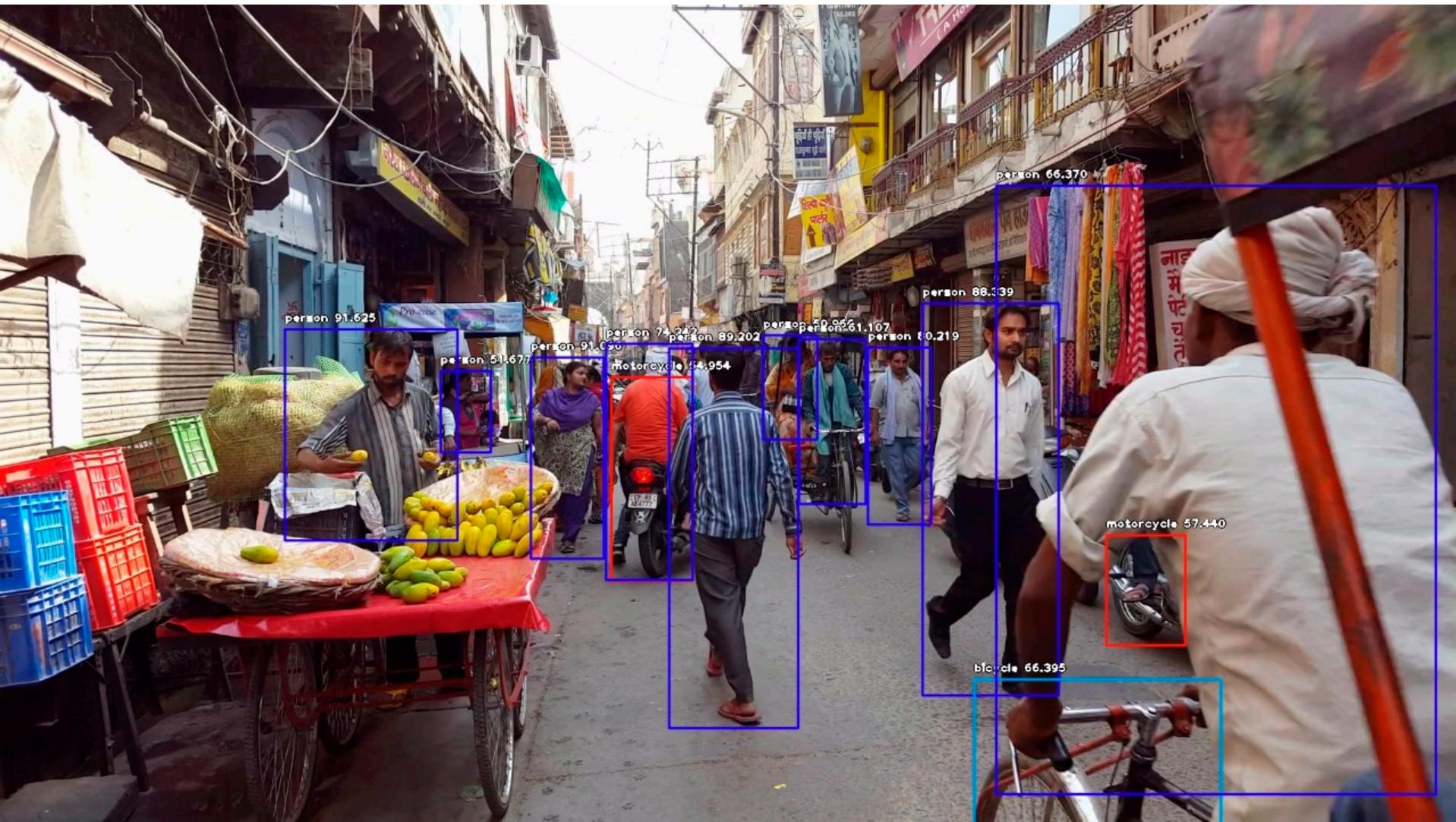
# Which Past Future Digital Dots?

**Drones, AWS  
Rekognition/Google  
Vision/Azure Custom  
Vision Service API..**

# Write a program to detect the objects here?



# Object Detection with 10 Lines of Code



# 10 MILES – \$24MM “Janie Rail” \$250MM ROI



As head of fuels for Houston Lighting & Power Co., Janie Mitcham got fed up with its railroad service. So she persuaded the utility to spend \$24 million to build its own 10-mile rail line.

Now, "Janie Rail" allows the company to enjoy the benefits of transport competition. In recent years, Burlington Northern Santa Fe Corp. brought Wyoming coal to Houston Lighting's huge W.A. Parish generating station 35 miles southwest of Houston.

But with the new connecting line, the utility can pick up some of the coal from Union Pacific Corp., which will charge 25 percent less to get the new business. In addition, the Houston Industries Inc. subsidiary can choose between the railroads if service problems crop up.



**Janie Mitcham's Digital Dilemma** Can you achieve similar ROI using Digital tech with \$2.5MM Investment?

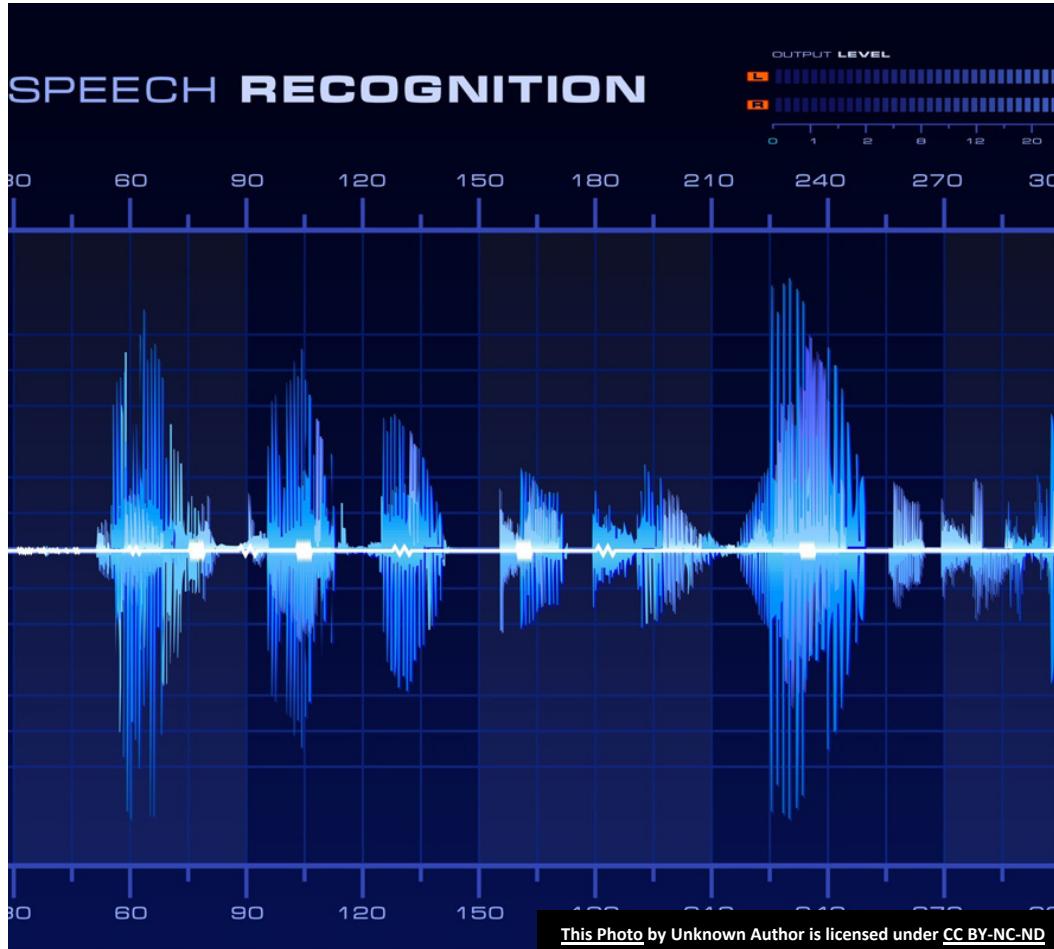
# Customer HIPAA Verification Process



1. To comply with HIPAA guidelines and to maintain the security of the Acct, can you please confirm...
2. Please verify these 4 pieces of information – Name, Date of Birth, Medicare Nbr/Member ID and Address

**What is the Performance Undersupply here? (PUX) and what is your Futuristic Solution?**

# What are the Past Future Digital Dots?



# Voice Biometrics

# Restaurant – New Cuisine Experience

**Customer Journey – All the steps involved in customer's full journey for a particular functional area**



# What are the Digital Dots?



# What if that device is too expensive?

# In A Nut Shell



1. Find Performance Undersupply
2. Create an Extreme Objective
3. Connect Past Future Digital Dots
4. Generate a futuristic solution



# **Thank You**

## **Be Happily Dissatisfied...**