Strategically Planning for Automation

Insider's Insight

from TribalHub's Executive Officer, Mike Day

The world is changing quickly all around us. Meanwhile, it would certainly appear that all of us humans, with little conscious thought and very often completely unwittingly, are catalysts creating the environment that is expediting an avalanche of change in our world - both good and bad.

We no longer shop the way our parents did. We don't communicate the way our parents did. We don't learn the same way our parents did. Heck, our own children do all of those things much differently than we did at their age. The march to digital and automation was well underway even before the 2020/21 COVID pandemic shutdowns, lockdowns, isolation, tidal wave of government "stimulus money" and financial programs. All of those only threw gasoline on top of an already raging fire of change. Add the massive media and political coverage given to the social movement pushing for at least $15 an hour pay for every position and you create the world we now find ourselves in.

Every tribe we talk to tells us that employees are incredibly hard to find. We hear regularly that attracting and/or retaining good employees that, really want to work, seems to be like searching for unicorns. CEO's and Executives across the nation continually tell us that they are very focused on researching how they can automate or digitize business and customer functions that will allow them to eliminate their dependence on employees that they either cannot find, cannot retain or have just simply become too expensive to afford.

I happen to live in one of the many thousands of small rural towns located across the United States. Like most other towns, it looks far different today than it did 15 years ago, and that change only accelerated in 2020 and 2021. Like most small towns, the attrition of the past 15 years makes it easy to count on one hand the number of small businesses remaining that primarily sell/sold items that customers can also purchase at either WalMart or online at Amazon. They are simply gone, closed, out-of-business, eliminated, for better or for worse, by consumers choosing convenience and/or digital simplicity. Add the pandemic of the past two years, and so many towns have agonizingly watched as perhaps half of their remaining small businesses closed due to financial difficulties stemming from forced closures, government regulations and now the ongoing inability to find and retain quality employees. There is no going back. Our own human actions continue to create the change we see and have to deal with.
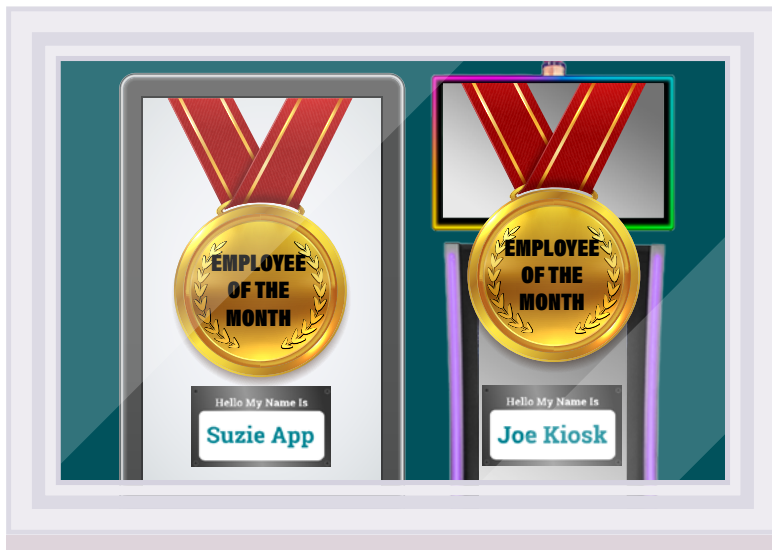
Meet YOUR Future "Employees of the Month"

Some businesses and organizations benefitted or thrived from all the change. Others continually changed their business model and product or service to align with changes in customers and demand. Still others have simply survived thus far through these changes hoping to withstand the storm or change.

For any of these businesses or service providers, this all adds up to technology and digital solutions being more important than ever. Automated solutions that can effectively replace humans/employees will continue to grow in popularity and use. Solutions that allow customers to interact completely digitally will also continue to grow. Software and solutions that make it easier to manage and support employees (wherever they work from) will grow in demand and use. The world is changing quickly, and each of us needs to have a plan of how we will strategically be in a position to help ourselves and our organization to benefit from it.

Perhaps it is true that the only constant in the world is change. Are you preparing for it? In this edition of the TribalHub Industry Insights report, we share some thoughts and input from other tribes that can help you prepare your tribe or tribal enterprise for greater success in our changing world.

TRIBALHUB { **TRIBALFOCUS** **TRIBALNET** **TRIBALVALUE** **TRIBALWISE** }

Strategically Planning for Automation

Q & A From The TribalHub Online Community

These responses are from decision makers working at Tribal Organizations/Enterprises across the Nation.

Q: Based solely on your own experience, do you feel employees that work remotely are as effective as employees on the property?

A: "Depends on both the type of business and the role. That said, with a thoughtful approach to management, collaboration, technology, etc, a remote workforce can be highly effective."

A: "A driven and organized worker could thrive in any environment, whereas a team member that struggles with those characteristics may benefit from the structure and routine of being on-site. Also, the point on what the corporate side provides to help a remote worker be successful is very important. Our team members cannot succeed in a race if we give them square tires and hide the keys."

A: "In general no. That does depend on the position. Some IT jobs can be performed online as long as there are humans available when needed."

Q: What do you foresee as the biggest challenge for you or your team in 2021 relating to technology, automation, or artificial intelligence?

A: "I honestly don't see anything on the horizon here for automation or Artificial Intelligence. Not that I don't find them interesting, but the fight to try steering the battleship with just a paddle is too much. As someone else mentioned, security is probably the biggest technology shift in the recent past/near future. It has always been there, but suddenly it has jumped into the spotlight and is finally taken seriously."

A: "Artificial Intelligence (in its various forms), which is itself a form of technology that (for now) is best at repetitive tasks, first requires educating yourself and your team on it's benefits and limitations. It's been my experience that misapplication and/or an overestimation of what Artificial Intelligence/Machine Learning (AI/ML) provides is quite common. The first step is ensuring a "right fit" for a technology that "automates" like Artificial Intelligence/Machine Learning is that it has a narrowly defined purpose, adequate training data, and is explainable in a way that users clearly understand what it takes to get a good result."

A: "If you drop down a layer, there is a dependency that technologies rely upon: whether security, automation, or Artificial Intelligence (AI). The dependency is normalization. The best way to utilize these technologies is to have consistent organizational processes to build upon. By creating and training standard methodologies for as many core processes as possible, will posture the organization for automation, Artificial Intelligence, and other technologies. It also benefits security by establishing fewer out-of-band case use scenarios to evaluate; it establishes better use patterns for training Machine Learning/Artificial Intelligence security products and anomalous behaviors will be more evident."

Q: What is your tribe or tribal enterprise stance on remote work?

A: "As an enterprise, our stance on remote work is primarily that only critical roles are afforded the ability to do so. I do not think you could quantitate us as being hybrid currently. However, we have built the necessary access to rapidly expand if we have to. As for managing our remote users, isolating users to only resources they require access to coupled with Multi-Factor Authentication (MFA) helps us sleep a little better. We hope to implement further controls in the future that takes our solution to the "next level" and address the constant struggle of Bring Your Own Device (BYOD) remote workers."

A: "We allow it if there is a justification AND the position can be performed remotely as well as it can be locally. Data entry positions can be and can also be quantified. Others are harder to quantify/justify and there is significant ill will created in some departments."

MORE THAN JUST A TREND

It is important to have a plan and strategy for how your tribe or tribal enterprise will either leverage, or be impacted by, rapidly advancing disruptive digital solutions, smart machines, and robotics, with improving artificial intelligence boosting all of them.

World Economic Forum Predictions
- *An estimated 85 million jobs will be replaced by 2025*
- *30% of all work tasks are already performed by machines/ automation. The bal ance will move to 50/50 between humans and machines by 2025.*

Strategically Planning for Automation

Page 2 Continued...
A: "At the casino, remote work is not allowed. We had no remote work during the COVID shut down last year, we have no remote work now. We enabled it for managers during the shutdown, but it was not utilized by most of them. When we unlocked the doors, we were back on site 100%. IT staff have remote access for emergency support, but that is it. I do not see that changing anytime soon, if ever."

Q: What technology or automation have you recently introduced (or are currently considering) that would replace or eliminate the need for one or more employees?

A: "Microsoft Office 365 + Power Platform + Azure. This was not about replacing or eliminating employees, but rather helping the current and future staff to be more effective in their current positions so they are not wasting time and abilities on tedious repetitive tasks that could be delegated to an automated process. Often, I see things that should be done are pushed aside for an unautomated process that needs to be done. There are many ways to approach this particular scenario: one way would be to use Azure Synapse + Power BI. I point to this particular solution not so much as a recommendation, but instead to inspire possibilities."

A: "Security Operations Center as a service (SOCaaS). Our single CISO resigned three years ago and has never been replaced. There is no qualified security staff to be found anyway."

Join the conversation! If you haven't already joined the TribalHub Online Community - email us at contactus@tribalhub.com to set up your FREE account and gain access to this interactive online community that already has over 470 of your peers. It's an online community where you can ask questions, get answers and connect with your peers!

Resouces:
• PwC's Annual Global CEO Survey
• World Economic Forum: https://www.weforum.org/agen-da/2020/10/dont-fear-ai-it-will-lead-to-long-term-job-growth/
• TribalHub Online Community: https://community.tribalhub.com/

50%
of All Employees Will Need Reskilling by 2025

Source: Future of Jobs Report 2020, World Economic Forum

"In the next five years, half of all workers will require some upskilling or reskilling to prepare for changing and new jobs", according to the World Economic Forum. "The rapid pace of technological change requires new models for training that prepare employees for an AI-based future. "
World Economic Forum

"Employers should view upskilling and reskilling as an investment in the future of their organization, not an expense."
World Economic Forum

Strategically Planning for Automation

INCREASED AUTOMATION IS COMING.
YOU'RE IN A BETTER PLACE TO TACKLE IT WITH TRIBALHUB.

TribalHub helps you with the future of automation by providing you with the tools, the resources, the community and the reminders to be prepared and pay attention!

Re-skill Your Team for the Future:

Change is on the horizon and it's necessary to continue to foster and hone new skills through retraining and reskilling in the fundamentals of this new technology. TribalWise can help upskill your team from learning and exploring AI development to understanding new coding and receiving certifications that will assist in keeping up to date with what is coming. An educated team is critical. TribalWise can help.

Find Courses Such As:
- Exploring Artificial Intelligence
- AI Development with TensorFlow
- Programming Standards for the Secure Programmer
- CompTIA Project+ PK0-004
- AI Development Theory

TRIBALWISE

Automation Solutions:

TribalHub connects you to the solution providers you need. Whether you are seeking a payment or cash management solution like our TribalValue partner NexGen, or a better value on remote workforce solutions from a company like our partner Microsoft, we've got you covered. Our events and annual conference connect you with hundreds of the industry's most relevant solution providers. If you need help moving to digital and online gaming solutions, on finding the right software solutions to manage a remote workforce or connecting with a provider to help automate processes within your department - you're in the right place.

TRIBALVALUE   **TRIBALNET**

Stay Informed and Aware:

Do you want to know what other tribes are doing? A TribalHub membership and access to the TribalHub community does that. Ask questions to this unique group, follow other's progress, and connect with fellow tribal employees who are working to improve their team's processes and looking for the same things you are. Connection is the key to staying on top of this automation trend!

TRIBAL HUB

Improve your Purchasing Game:

Automated procurement tools are a game changer. From streamlining purchase orders and approvals, to prioritizing requisitions and RFP bids, procurement automation speeds up the process by freeing up staff and allowing them to focus on other business processes like department strategizing and decision making. Many suppliers, such as Virtual Procurement Services and BuyersEdge Platform, now offer services to help with this. These companies work with procurement departments using analytic tools they provide to make sure their clients receive the best pricing and products that are available. Are you working with a provider who can supply that type of fast, effective and efficient service for your purchases?

TRIBALVALUE

Connect with us to learn more.

Strategically Planning for Automation

Are you taking full advantage of your TribalHub Membership?

Contact your Membership Representative, Tiffany at **tiffany@tribalhub.com** for an insightful conversation on how to best utilize all the benefits and discounts available through your TribalHub membership! Or book some time on Tiffany's <u>calendar</u>!

TRIBALNET 2021 CONFERENCE & TRADESHOW

NOVEMBER 8 - 11, 2021 • GAYLORD TEXAN RESORT & CONVENTION CENTER • GRAPEVINE, TX

TribalHub Members Enjoy an Elevated VIP Experience at the TribalNet Conference & Tradeshow!

- Receive a $200 discount on your conference registration fee (*AND* when you register now you can save an additional $100)
- Members Only check-in lines at registration
- Members Only gift at registration
- Early access to the Meet and Greet event, with trolley ride and drinks
- Plus more perks to come!