RECAP OF ROUNDTABLE DISCUSSION

Roadblocks in the digital utility journey: Do infobesity and human-driven resistance play a major role?

Infobesity
- The scale of data available to store presents challenges about the costs of storing big data and the risk of privacy challenges depending on the data field;
- Therefore, decisions about data storage are key to future return on investment – considerations discussed included:
  - Most important decision to make is deciding which data will be stored – and most importantly, what WON'T be stored
  - Be pragmatic about the frequency of data you will need (rather than what you think you might like) – eg are hourly reads really needed to get the analysis you want?
  - If you can't work out (yet) what you will use a particular set of data for, then don't store it until you can
  - For every data field stored, there is work required to reconcile it and assure its quality – avoid creating work (and storage costs) for data that may never be used
    - Ask whether you need to migrate historical data also and decide how far back you will go (may assist with trending to have more data)
    - Consider what the migration pathway is for data you already store as you move toward big data platforms in the future

It's people who drive the transformation and get the results
- All tables had one challenge in common, which was working out how to build a multi-disciplinary approach to digital transformation, that is, transformational teams made up of all the different areas of the business and capabilities needed to transform, from project delivery to subject matter experts, to representatives from all enabling functions and more.
- Ensuring subject matter experts are involved in the project establishment and delivery was a key theme for success – and this involves them getting away from their business-as-usual work and spending dedicated time on the project so they can ensure the business gets the outcomes and systems they need to be successful into the future.

Unique skills & capabilities needed in the future
- All tables identified the need for specific skills to fully leverage what is available to users in IOT environments and the big data future. Namely, the most important capability is to join together the data scientist mindset with a business mindset to find actionable insights that will add value to a business.
- This skillset is rare, and in the war for talent, are getting harder to secure in our businesses. Best option people have found is to look for people inside our businesses who are open to learning and developing in this area.
- Data visualisation is emerging as a high priority need to help people more easily finding the insights they need and being able to action them quickly. More people are able to be trained on visualisation of data through the likes of general tools like Power BI – but understanding what problem you need to solve and the data needed to solve it relies on business knowledge and data knowledge converging.