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IEEE Vice Chair Internet Inclusion
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Early Pioneer in CRM

Co-founder with Vint Cerf of the
People-Centered Internet

**If we take the 2^{32} (~4.3 billion)
numbers addressable by IPv4
& put them into a beach ball**



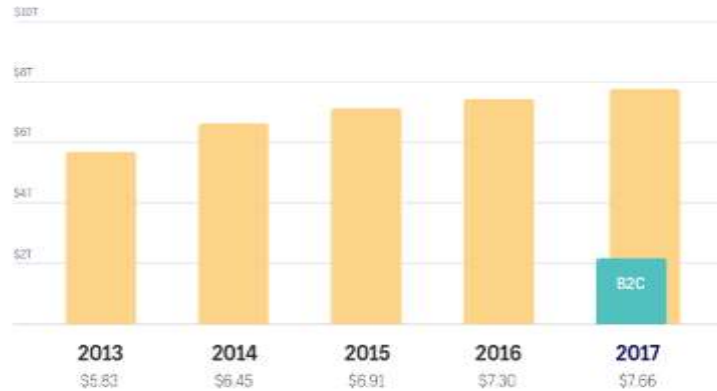
**The 2^{128} (~340 followed by 36
zeros) addressable by IPv6
= the volume of our sun**



B2C is the Tip of the Iceberg

B2B Online Shopping

Global gross merchandise volume by trillions of USD



Source: https://www.shopify.com/enterprise/b2b-ecommerce?ref=quuu&utm_source=quuu

+257.4%

Difference in market size of B2B (\$7.66 trillion)
vs B2C ecommerce (\$2.14 trillion)

Industries Decentralizing Supply Chains

No longer one person, one job full time:

- many people, many kinds of jobs,
- full time, part time or free-lance.

New Skills identified, practiced and evolving

Overview of Skills Framework for Tourism

3 sub-sectors



ATTRACTIONS



MICE



TOUR AND TRAVEL
SERVICES

5 Tracks



Business Development, Sales, Sponsorships and Marketing



Attractions Management and Operations



Events Management and Operations



Venue Management and Operations



Travel Management and Operations

69 Job Roles

Attractions	30
MICE	34
Tour and Travel Services	25

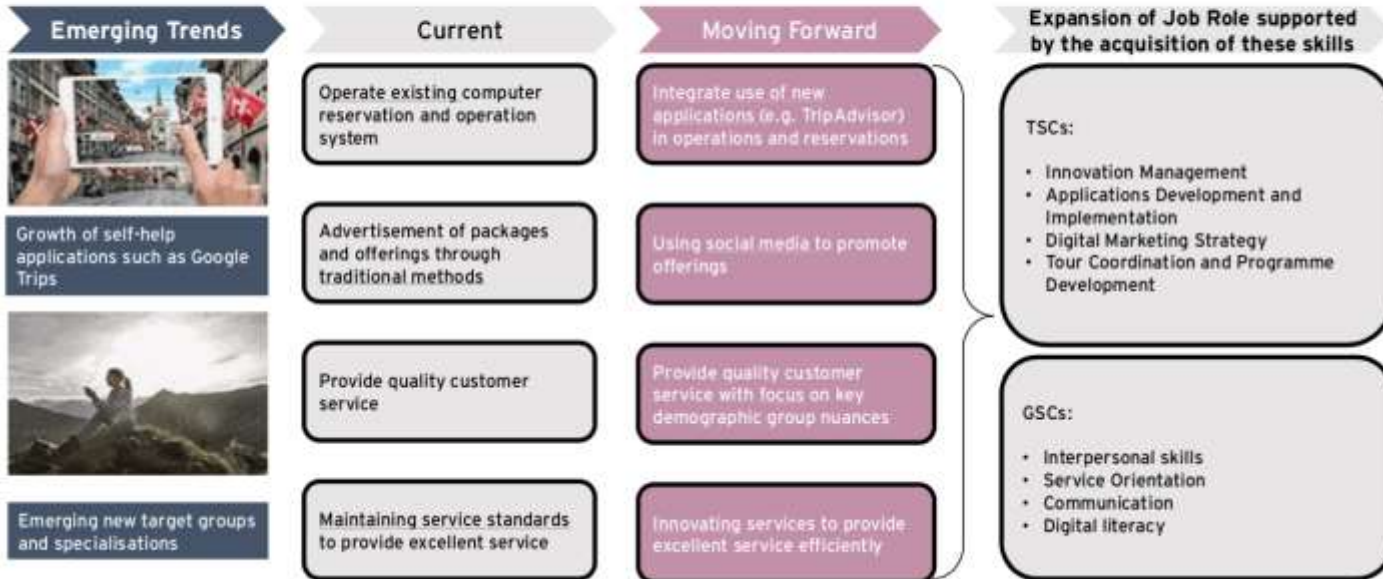


- 88 Critical Work Functions
- 1088 Key Tasks



- 91 Technical Skills and Competencies
- 18 Generic Skills and Competencies

Tour and Travel Services: How will the role of a tour coordinator (inbound) differ in the future?



Food to Health Chain

Mei Lin Fung @meilinfung

New Agriculture Cycle

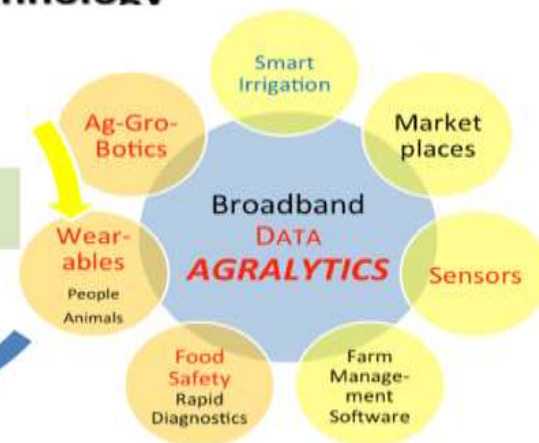
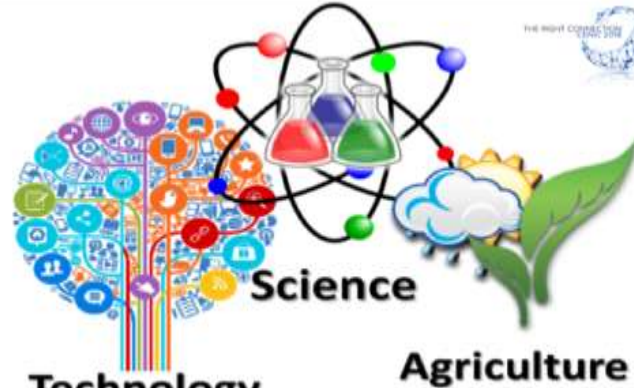
How IoT technology is benefiting today's modern farming industry



RURAL BROADBAND	
21 st Century Entry Point	Platform for Rural Prosperity
New Agriculture Technology	
Production	Environment Water Energy Food Safety
RURAL TELE-HEALTH / TELE-MEDICINE	
Distance Learning	FAIRS Public Libraries
TRANSPORTATION AND LOGISTICS SMART ROADS RAIL PORTS	
PUBLIC SAFETY - FirstNet	
INTERNET - CLOUD CONNECTED -	
TECHNOLOGY ENTERPRISES - NEW MANUFACTURING	
DIRECT MARKET ACCESS TO GLOBAL MARKETS	
RURAL TOURISM AND RECREATION	

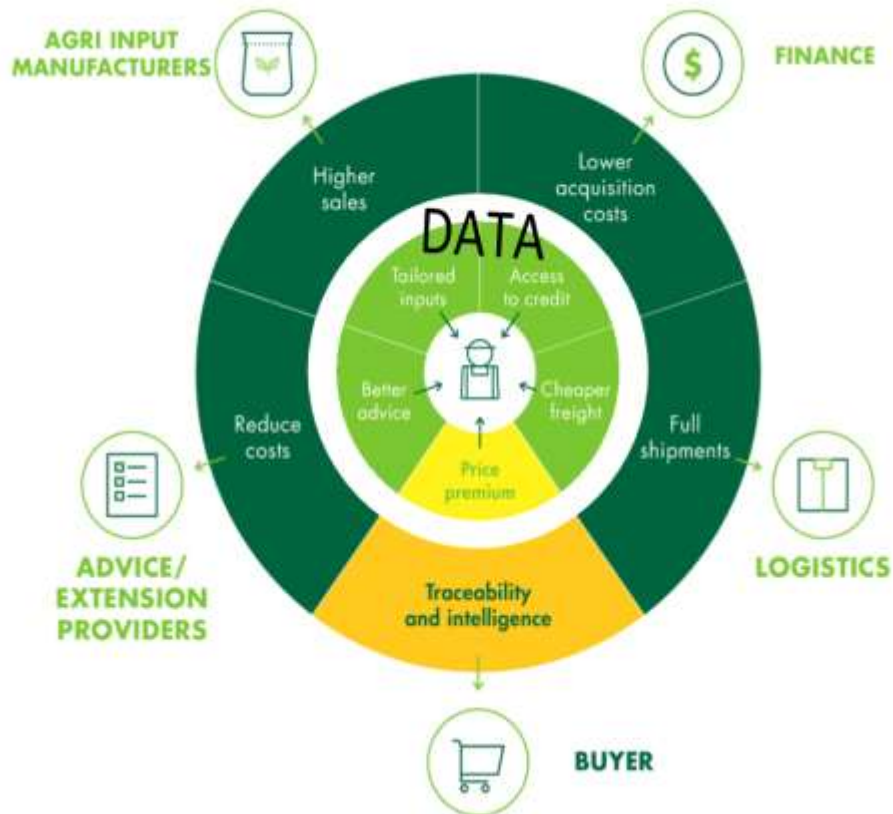
New Agriculture Cycle

Automation
Robotics



Source: Robert Tse, USDA, April 2018

People Centered



People in the future will wish they were here now!






In 1994, Bezos read that the web had grown 2,300% in one year. This number astounded him, and he decided he needed to find some way to take advantage of its rapid growth. He made a list of 20 possible products to sell online and decided books were the best option.











Paul Falardeau

Source: *The Everything Store*

Network Skills

	Net Centric Communication	Smart and progressive use of information technology to optimize resource use in a complex and rapidly evolving environment.
	Network Goal Setting	Ability to see and shape the combined results of multiple objectives pursued by multiple stakeholders and the capacity to define and negotiate coherent action plans.
	Network Leadership	Vision and ability to reach across traditional organizational boundaries and to engage others through collaboration and mutual interests.
	Resilience	Ability to bounce back from adversity. Patience and will power to persevere in the face of setbacks.
	Thriving in Complex and Ambiguous Environments	Ability to tolerate ambiguity and act effectively under conditions of uncertainty, able to recognize patterns and adapt quickly and iteratively as new signals emerge.

	Ability to Develop Trust	Establishing rapport and building relationships to cultivate a culture of trust.
	Active Listening	Suspending judgment to hear and understand the thoughts, ideas, emotions and perspectives of others.
	Agile Thinking	Thinking systemically with the ability to shift paradigms and perspective, with the capacity to incorporate and appreciate multiple viewpoints.
	Aspirational Future-based Leadership	Leveraging strategy, operations, tactics, to harness the collective wisdom and an inspiring vision of the future to help realize a shared vision of a desired future state.

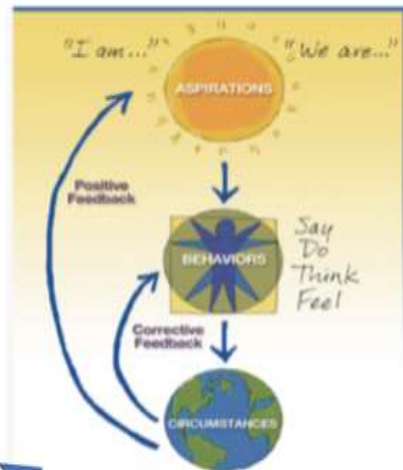
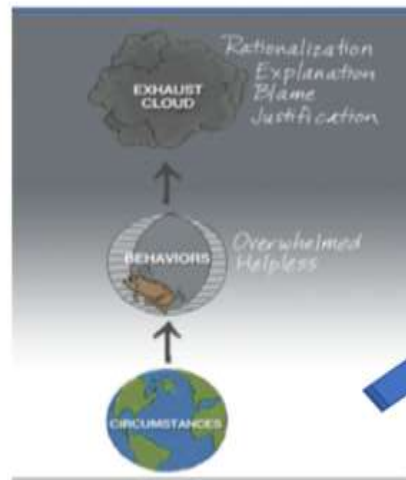
	Building Partnerships	Ability to form and sustain effective relationships across organizational boundaries in pursuit of mutual interest.
	Creating Learning Networks	Curious and open to new ideas and information with a willingness to share and reflect systematically on the insights arising and the ability to cultivate, encourage and sustain these behavior with others.
	Creating Conditions for Success	Offering resources, building capability, anticipating and removing obstacles, to provide clear strategic intent and sustained focus.
	Developing Present Moment Awareness	The ability to see everything as new; including mature self-awareness and freedom from the fog of preconceptions and groupthink.

Some might feel helpless and exhausted – **GET UP!**
We hold the fate of future generations in our hands

If we let circumstances drive our behaviors

*We can find ourselves
wallowing in a cloud
of exhaust*

**We are
better
than
this !**



Future thinkers
built a better Future
for future generations

**Hope is ONLY
made real
our actions**

Persisting over time

We change
our circumstances

We adjust taking into
account feedback
Yet never losing
sight of our goals

**An Internet
of the People,
by the People,
for the People**