Accelerating **Competence**, Amplifying **Collaboration**, Accessing **Community**, and **Crowd**: How can data and intelligent systems help?

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Improving the way a large enterprise gets work done requires innovation at **three distinct levels**:

1. Individual worker
2. Team
3. Organization

**Journeys:**

- Envision / Design solutions
- Prove out technical feasibility and usability at small scale
- Handle real-world scale:
  - Hundreds of topics
  - Thousands of subject-matter experts
  - Hundreds of thousands of workers/learners
  - Millions of learning activities
  - 10s of millions of hours worked
Technology for the individual worker

Point of need delivery
Practice simulations
Intelligent assistance

Challenges:

• Can we automatically detect what practice experiences you need?
• Can we automatically generate the right simulations for you?
• Can our automated intelligent assistants learn by watching real practitioners’ actual practice?
• Can automatically detect when your experience is needed for just-in-time assistance?
Technology for the team

Persistent digital collaboration tools

Intelligent teaming assistance

Challenges:

• Can we automate the dynamic (re)forming of appropriate teams
• Can we automate team management?
• Can systems learn to detect team dysfunction, and automatically remediate?
Technology for re-imagining the organization

Online talent brokers

Automated assistance for: creating job posts; selecting talent markets, & selecting candidates

Challenges:

• Can we automate the analysis of work units to recommend what and where to crowdsource?
• Automate the decomposition of work?
• Provide automated assistance to help workers pursue assignments that will build the right skills?
The rise of the freelance economy creates a corresponding ethical challenge: How can intelligent systems help enterprises tackle bias and pay gap issues?

#hackthepaygap effort:

- Create tools that address gender diversity and fair pay for in the freelance economy

- Text Analytics to ensure Gender-Neutral Job Posting
- Online Skill Exercises to realize Consistent Candidate Vetting
- Rich Relevant Data Viz for enhanced Hiring Process Visibility
- Access to comparable compensation data to support Pay-Equity Awareness