



***The Digital Solutions Gallery Breakfast***  
***March 26, 2020***

***“Digital Transformation; Assessing The Challenge”***

Is digital transformation our new decade’s “good news/bad news” story? On one hand it promises an opportunity to optimize how the entire organization functions, feels and resonates with the front office, the market, the customer and the employee. On the other hand, those efforts could turn negative depending on how you play it,...like not being prepared with the needed skillsets or value story. A lot may be in the line.

A rapidly changing world implies a sense of urgency in making your digitally evolving organizations more relevant, more promising and ultimately more profitable within a modern economy that is still lagging.

Yet, a recent global executive survey revealed that while 56% were confident more than half of their revenue will come from newer digital streams within three short years, only 25% stated they felt they had made significant progress in preparing for that. Worse yet, McKinsey reports that only 12% of corporate stakeholders believe their organizations are “very effective” at leading digital transformations across the enterprise.

**How can this be overcome? Please join us in our first quarterly session of 2020, where you will learn lessons from those who have gone before in this revolutionary journey.**

The “***Digital Solutions Gallery™***” series is a nationally acclaimed ongoing forum where senior IT leaders and their business peers come together in a comfortable setting to share their experiences and insights, as well as collectively and collaboratively attack common issues. Throughout 2020, this series will be conducting a series of vital and informative programs on the theme of “***Digital Transformation; The Vital Journey***”, wherein participants will gain a better appreciation of not only what is coming, but also a better appreciation of just how its associated value might be captured.

*There is no cost to invited senior leaders.* Sponsoring opportunities are available for invited technology product and service providers.

***Agenda:***

7:00am	Breakfast Available
8:10am	Welcoming



**Mr. Bob Mick**  
***Director; Professional Programs***  
***The Ohio State University***  
***College Of Engineering***

8:15am Opening Introduction and Context Setting



**Mr. Bruce Barnes**  
*Program Co-Founder  
The Ohio State University  
and Co-Host For The Session*

8:20am Keynote Presentation

***“AI,...The Next Arms Race. Are We Winning?”***

As the rate of digital innovation accelerates, many large corporations are faced with both challenges and opportunities, often with much on the line. As one case in point, our own Department of Defense (DoD) is working to embrace digital transformation as a means of sustaining the competitive advantage needed to deter aggression and preserve rules-based international order. How is AI fitting in here regarding intelligence analysis and decision-making,...and even expanding capabilities that are limited by human skills and experience? Are there parallels to the commercial worlds from which we can all learn?



**Major A.J. Steinlage**  
*Faculty  
U.S. Military Academy (West Point)  
U.S. Army*

9:30am ***“Myths & Realities In The Digital Customer Experience”***

In today's digital environment enterprises need to direct their limited resources towards high-impact digital transformation initiatives that demonstrate a relentless obsession and focus on the customer. This implies benchmarking their current customer experience and digital capabilities, and then clearly quantifying the expected impact and profitability of their transformational digital or omnichannel operations. What are the vital underlying elements in getting that done?



**Mr. Gaurav Pant**  
*Chief Insights Officer  
Incisiv*

10:15am Break

10:30am ***“When AI Might Come Up Short”***

Every year we spend more on advanced intelligence-based products, services and training, all in hopes of getting us closer to having our technology perform tasks of reasoning commonly associated with intelligent beings; i.e., its ability to reason and discover meaning, generalize, and learn from past experiences. Yet in certain fields simply "learning from **past** experiences" may not be enough. Does AI lose

ground when it comes to detecting never-before-seen situations? Might **deep learning** be more appropriate instead? Listen as a panel of experts in the learning sensitive fields of cybersecurity, medicine and autonomous transportation discuss that difference, as well as how deep learning can then be leveraged?



**Mr. Nadav Maman**  
*Chief Technology Officer & Co-Founder*  
*Deep Instinct*



**Dr. R. Michael Townsend**  
*Chief Information Officer*  
*The James Hospital & Comprehensive Cancer Center*  
*The Ohio State University*



**Mr. Craig Brabec**  
*Director; Global Analytics and Insights*  
*Ford Motor Company*

11:30am      Session Summary Of Key Points/Action Items/Next Steps



**Mr. Dave Cherry**  
*Program Co-Producer*  
*The Ohio State University*  
*And Co-Host For The Session*

11:45am      Adjournment

