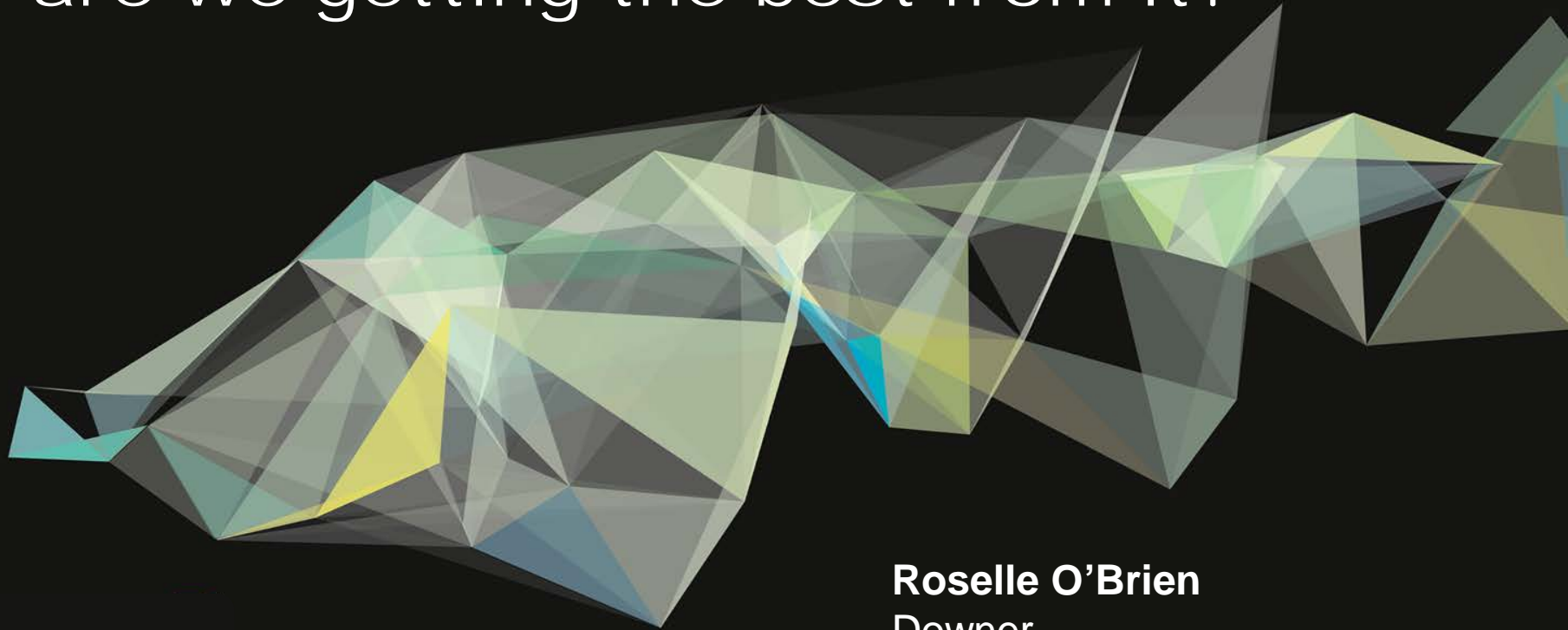


Technology is taking over, but  
are we getting the best from it?



**Roselle O'Brien**

Downer

September 2017

# Agenda

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- **Technology**
- **The internet of things**
- **What is technology in the context of infrastructure?**
- **What is value?**
- **What does it mean to get value from technology?**
- **What stops you getting value from technology?**
- **Technology and decision making**
- **Technology and people**
- **What to do moving forward?**

# Technology

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- The application of scientific knowledge for practical purposes.
- But really we are interested in...



# The internet of things

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- Buzz word or reality?
- The ability for things, both physical and virtual, to be connected and share data because of internet.
- Now also included non-internet connections.



# What is technology in the context of infrastructure?

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- A resource.
- Hardware and software.
- Has a direct cost.



# What is value?

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- Value is when the benefits outweigh the cost.
- Quantification (Numbers are great for calculations).
- **Therefore, the challenge is in how we determine the benefits and costs.**



# What does it mean to get value from technology?

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Value from technology is achieved when users and organisations are able to optimise the resource in a manner that best suits their needs and objectives.



# What stops you getting value from technology?

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The failure to understand that:

- Technology is a tool.
  - Used by people
  - Just like a spade, or digger
- People create and use this technology.

Therefore you:

- Fail to attend to the knowledge, capabilities, and attitudes of your employees towards technology.

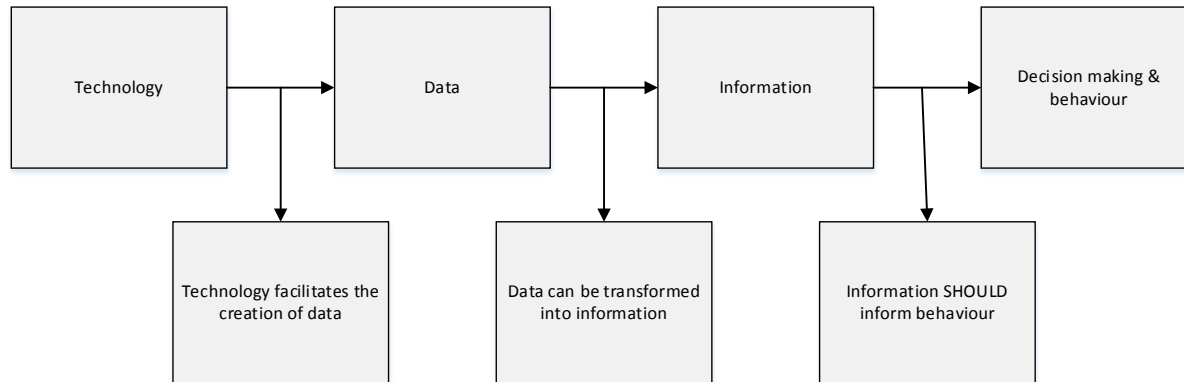




# Technology and decision making

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We collect data but what use is it if our decisions do not follow from it.



# Technology and people

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Systems don't save people; people save people.  
Systems help people save people.

- *User error.*
- *Date for the sake of data.*
- *Bridge the gap.*



# Technology and people

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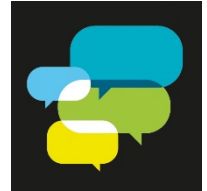
But what about the cost?

- You wont know without investigating.



Formal training isn't the magic solution:

- Use in-house training.
- Use Dr. Google.
- Understand it yourself.
- Engage.



# What to do moving forward?

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# Thank you

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**Thanks for listening.  
Please connect with me if you'd like to find out more.**

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