

LET'S MAKE SURE

# Technology Outlook

## Long term IT trends, 2003-2012

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## Networking and mobility

Wireless remains one of the most transformational advances of the next decade (easy access to wireless bandwidth and personal mobile or wearable devices).

Taking advantage of knowing a user's physical location and assumed interests and goals—will provide new value-added services (such as real-time route modification or automated hotel check-in).

Applications like electronic wallets based on mobile phone accounts will finally start to deliver alternatives to cash micropayments.

Voice and data networks will merge into a single, advanced IP network handling the majority of the world's communication needs by 2010.

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## Human computer interaction

Input interfaces will enable computers to sense their environment and the identity of their users, and personalise interactions appropriately.

Multi-modal interfaces will add speech, pen, and handwriting recognition to traditional pointer and keyboard interfaces.

Improved personalisation, search, and browsing capabilities will elevate human-computer interaction.

## Application integration

Service-oriented architecture and Web services will dominate by 2007. Lack of naming conventions and common data elements lags physical integration. Business and workflow logic will increasingly be represented by more easily modified knowledge (for example, as rules, events, or states). This will also enable “personalised” enterprise applications.

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## Hardware and platform technologies

Wireless technology will play a key role in transforming the platforms that mobile, home and business users interact with.

Networked chips will be embedded in everyday objects.

Placing communications capabilities directly on the chip will enhance communications among items, people, and remote systems.

Alternate power sources, like fuel cells, will have the potential to provide long-lasting power without the need to connect to an electrical socket to recharge.

Pen and paper will join the digital world. Digital ink, embedded power sources and chips, and inexpensive wireless communications will bring traditional paper and pens into the digital world.

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## Electronic workplace

The electronic workplace is being challenged by the increasing number of knowledge workers, the globalisation of work, and the recognition of information as an enterprise asset.

Portals, advanced search techniques, expertise location, and mobile and wearable access are providing pieces of the solution. At the same time, those technologies compound problems such as message and information overload. Gartner expects consolidation to take place in this market, culling the less-effective tools

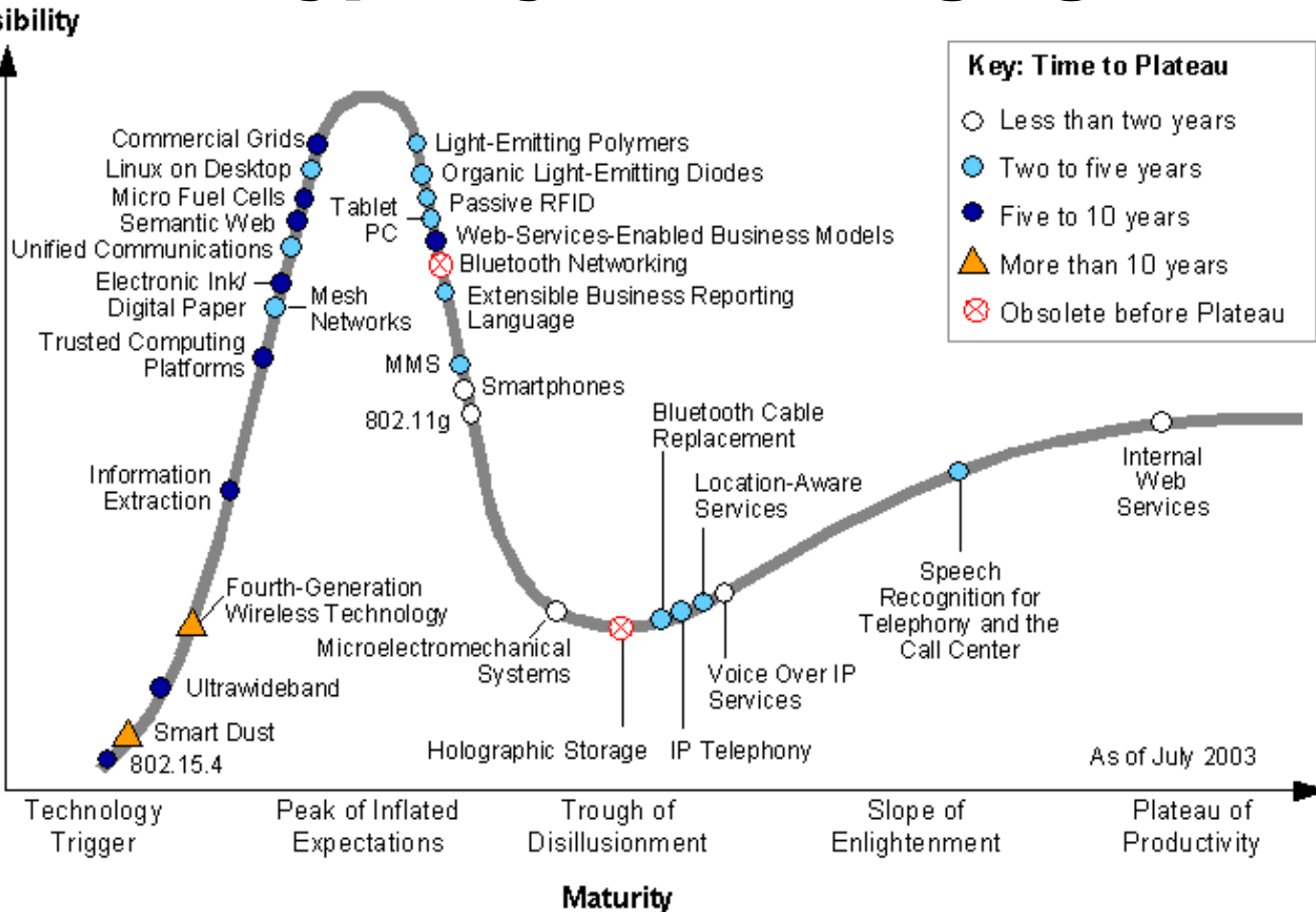
## Customer self-service

Human backup agents will increasingly be engaged in customer service to support the automated systems where they fall short, often without the customer knowing that there is a human in the loop.

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# Hype Cycle: Emerging Technologies

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“Almost half of the most dominant technologies were from the mobile and wireless arena, which is a continuing source of innovation and will keep the information and communication technology industry busy for at least another decade.”

**Acronym Key**  
**MMS** Multimedia Messaging Service  
**RFID** radio frequency identification

Source: Gartner Group, July -03