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"I want you to find a bold and innovative way to do everything exactly the same way it's been done for 25 years."

Top 10 Strategic Technology Trends*

- Hyperautomation – Machine Learning and automation tools
- Multiexperience – People literate technology vs technology literate people
- Democratization – Providing people with access to technical expertise “Citizen access”
- Human Augmentation – Wearable devices
- Transparency and traceability – Recognize the risk of securing and managing personal data
- ***Empowered Edge*** *– Information and content placed closer to the source of info (IoT)*
- ***Distributed Cloud –*** Outside of physical data centers and located anywhere
- Autonomous Things – Robots, appliances and exploitation of AI
- Practical Blockchain – Shared and distributed ledger
- ***AI Security –*** Need to understand the impact of AI and how it will impact security

* Gartner October 21, 2019

Innovation & Challenges In the Real World

- People: Workforce for the 21st Century
- Improving Customer Experience
- Modernize IT to Increase Productivity and Security
- Federal IT Spending Transparency
- Leveraging Data as a Strategic Asset
- Category Management: Leveraging Common Contracts and Best Practices

SBA's Digital Transformation

- Eliminating the technical debt of legacy networks, operations, hardware and software
- Improving the management of IT enterprise-wide
- Aggressively addressed security deficiencies resulting in an improved cybersecurity posture
- Advancing IT program governance and oversight resulting in $13M cost avoidance over 3 years
- Improving the user experience for internal and external customers
- Executing the IT Strategic Workforce Plan
- Improving cross-office collaboration & developing a unified ecosystem for SBA data

OMB Memoranda

- Cloud Smart
- Data Center Optimization Initiative (DCOI)
- Cloud Email and Collaboration
- Trusted Internet Connections (TIC)
- Cybersecurity Metrics (FISMA)
- High Value Assets (HVAs)
- Identity, Credential, and Access Management (ICAM)
- Improving IT Oversight and Information Availability