

Our digital future

Prof. Marek Kowalkiewicz

From: **Marek Kowalkiewicz** <marek.kowalkiewicz@qut.edu.au>

Date: Feb. 27 at 1:19 PM AEST

Hi Matt,

I am in Canberra tomorrow. I'll share the event details with team members. I haven't properly coded (beyond some fun with Arduinos that I keep playing with) for over ten years now, so we could only talk.

Having lived and worked in Silicon Valley, ran large software projects, and now working for a university I can talk both about academic and industry career.

Amy, can you find a good time for me and Matthew to meet for 30 minutes?

Regards,
Marek

From: **Amy Ingram**

Date: Feb. 27 at 1:35 PM AEST

Hi Marek,

Happy to get this on your calendar.

Here's what I currently have on this meeting:

When : Negotiating times on Wednesday Feb 28 with Matthew (30 min)

Where : Gardens Point Rd, Brisbane City QLD 4000, Australia (your office) - default

Who :



You can always view more details or take action on this meeting on your Meeting History page.

Also, just so you're aware, this may be scheduled slightly outside of your regular scheduling hours for office meetings. Unfortunately, I was unable to find any times on Wednesday Feb 28 within your preferences that work for you and Matthew. For now, I'll continue to schedule this on Wednesday Feb 28.

I'll send out an invite once I confirm a time with Matthew.

Amy

From: **Amy Ingram**

Date: Feb. 27 at 1:35 PM AEST

Hi Matthew,

Happy to find a time for you and Marek.

Would Wednesday, Feb 28 at 9:00 AM AEST (Australian Eastern Standard Time) work? If not, please feel free to let me know what might work better for you.

Marek would like to meet at Gardens Point Rd, Brisbane City QLD 4000, Australia (Marek's office).

Amy

From: **Marek Kowalkiewicz** <marek.kowalkiewicz@qut.edu.au>

Date: Feb. 27 at 1:52 PM AEST

Hi Amy,

Please keep my Wednesday 28 Feb free of meetings.

Regards,
Marek

From: **Amy Ingram**

Date: Feb. 27 at 1:55 PM AEST

Hi Matthew,

Just wanted to give you an update on Marek's availability.

Would Tuesday, Mar 6 at 2:00 PM AEST (Australian Eastern Standard Time) work? Marek is also available Wednesday, Mar 7 at 11:00 AM AEST or 2:00 PM.

If these times don't work, please feel free to let me know what might work better for you.

Amy

From: **Matthew** [REDACTED]

Date: Feb. 28 at 2:11 PM AEST

Hey,

Next Wednesday at 2PM would work well for me.

Thanks,

Matthew [REDACTED]



From: **Amy Ingram**

Date: Feb. 28 at 2:22 PM AEST

Hi Matthew,

Thanks for letting me know.

I'll go ahead and send out an invite for Wednesday, Mar 7 at 2:00 PM AEST.

Amy



Amy is not human

> Hello, world!

Turing Red Flag law: An autonomous system should be designed so that it is unlikely to be mistaken for anything besides an autonomous system, and should identify itself at the start of any interaction with another agent.

Siri. *What can I help you with?*

Q. Are you a computer?

Siri. *I can neither confirm nor deny my current existential status.*

Q. Are you a human?


Siri. *I'm an assistant. That's all that matters.*

Q. Are you an AI?


Siri. *That's a rather personal question.*

PLEASE TICK THE BOX


I'm not a robot




Maybe I'm a robot programmed to believe that I am a human?



Perhaps we are all robots?



Long live the robots!



TOM GAULD for NEW SCIENTIST

Where is the economy going?

Age of automation

Economies of scale
Cost efficiency
Analysis intensive

ECONOMY OF CORPORATIONS

Age of digitalisation

Mass personalisation
Revenue resilience
Design intensive

ECONOMY OF PEOPLE

Age of augmentation

Lifelong partnership
Mass saturation
Experiment intensive

ECONOMY OF ALGORITHMS

Relevance resilience

Gustavo Castaner @GustavoCastaner · 4h

Alexander Barquero, the change of recordkeeping paradigm presents big opportunities, and big challenges, to archivists. Archivists need to be present in the definition of future information if they want to remain relevant [#Disruptorbedisrupted](#) [#DTAAdeelaide2019](#) [#ICArchiv](#)



What are your customers' JOBS TO BE DONE?

Read: Clayton Christensen's "Competing Against Luck"

“ When you watch a show from Netflix and you get addicted to it, you stay up late at night. We’re competing with sleep.”

— Reed Hastings, the CEO of Netflix, **explains** that his company's main competitor isn't HBO, Amazon Video, or YouTube—but the human need for shut eye.



Justine Heazlewood
@jheazlewood

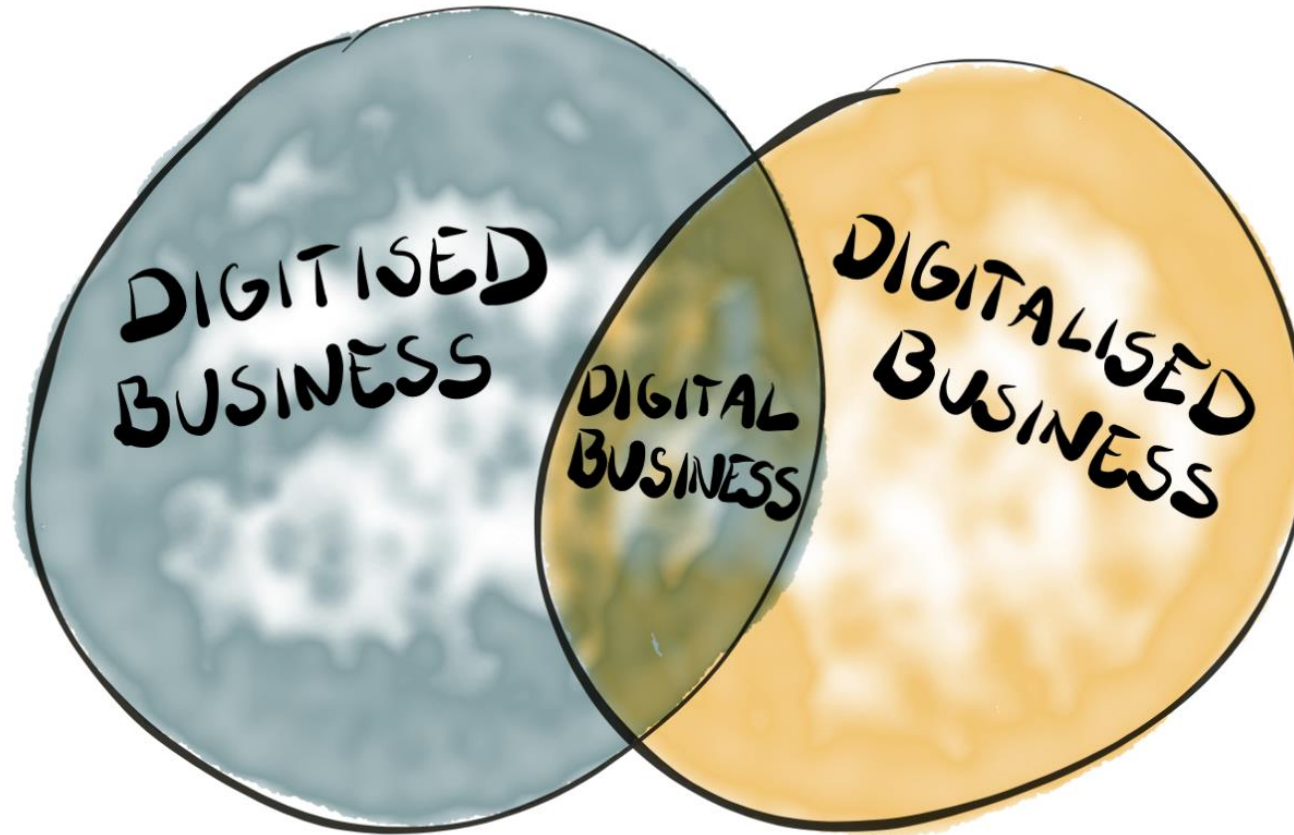


I can see public servants in Australia having collective apoplexy at the thought that all their docs could be searched for by journos 24 hours after being registered in the RM system [#DTAAdelaide2019](#)

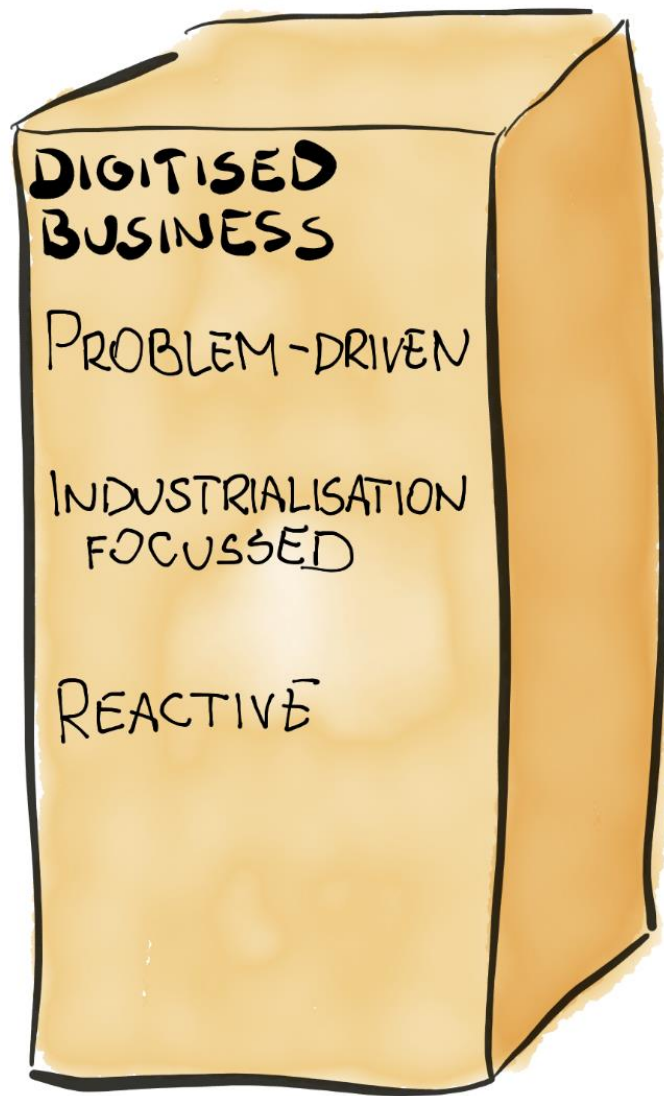
2:30 pm · 22/10/19 · [Twitter for iPhone](#)

6 Retweets 15 Likes





Digital business is both digitised and digitalised



Digitalising an already digitised business will dramatically change its mindset

Reimagining record keeping

Hindsight -> Insight -> Foresight

The Cabinet Files show that we need to change the nature of record-keeping

February 2, 2018 5.12pm AEDT

We need to redesign our records so that they are more accessible. shutterstock

✉ Email

🐦 Twitter

62

📘 Facebook

51

🌐 LinkedIn

🖨️ Print

Punishing the person or persons responsible for this week's Cabinet Files leak does not address the underlying issue. The real problem is that the way governments and businesses keep records is broken.

Recently, we collaborated with Queensland State Archives to design a bot to automatically identify, appraise, store, and secure their records. No human intervention, or compliance, is required.

This kind of system is called “compliant-by-default”, and it is just one way we can re-imagine record-keeping to address low levels of compliance in our organisations.

Authors



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Senior Designer, Queensland University of Technology



Dr Paula Dootson
@DrPaulaDootson



With 💰 spent on physical #archives,
wouldn't it be great if we used records
for more than "on this day in history"?
Let's get using records for insight &
foresight, & get ROI!
Archives facility comes in at \$2.8
million | crossville-chronicle.com



Demo, renovation, addition estimate for
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Hindsight

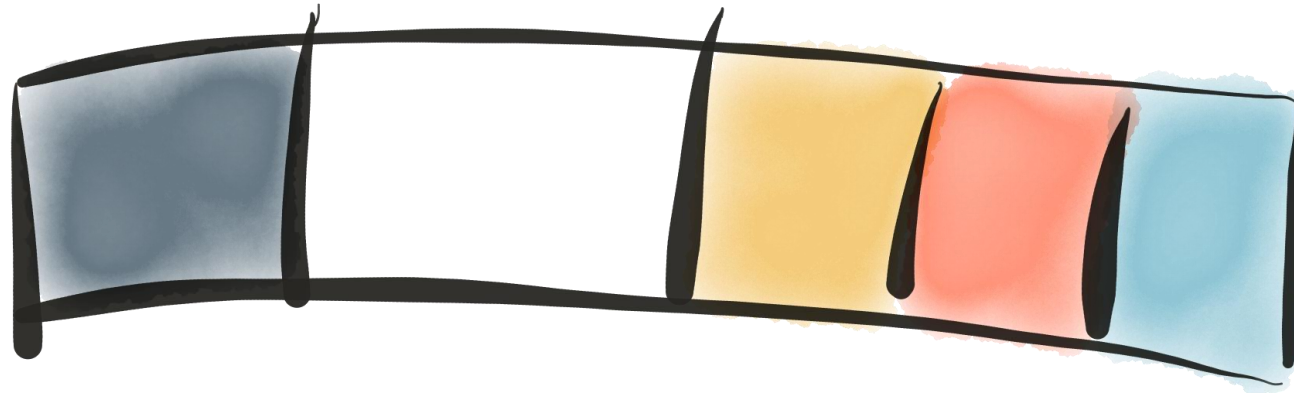


Insight



Foresight





Hindsight



Insight



Foresight



Reimagining the record

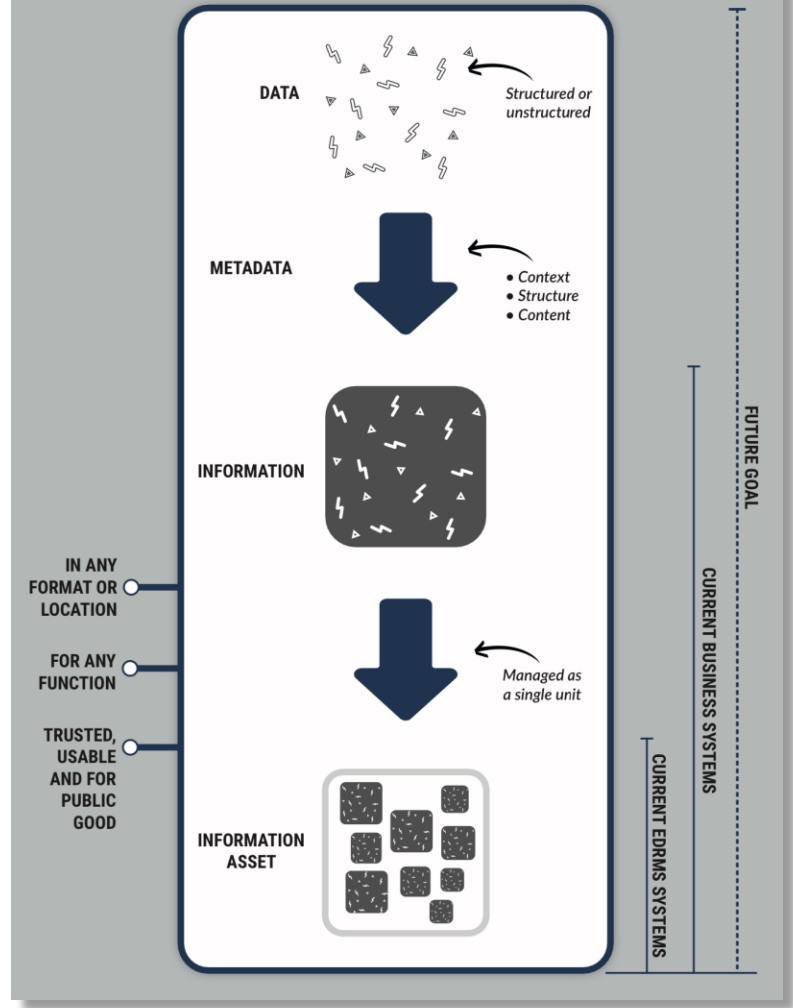
From documents to raw data and context

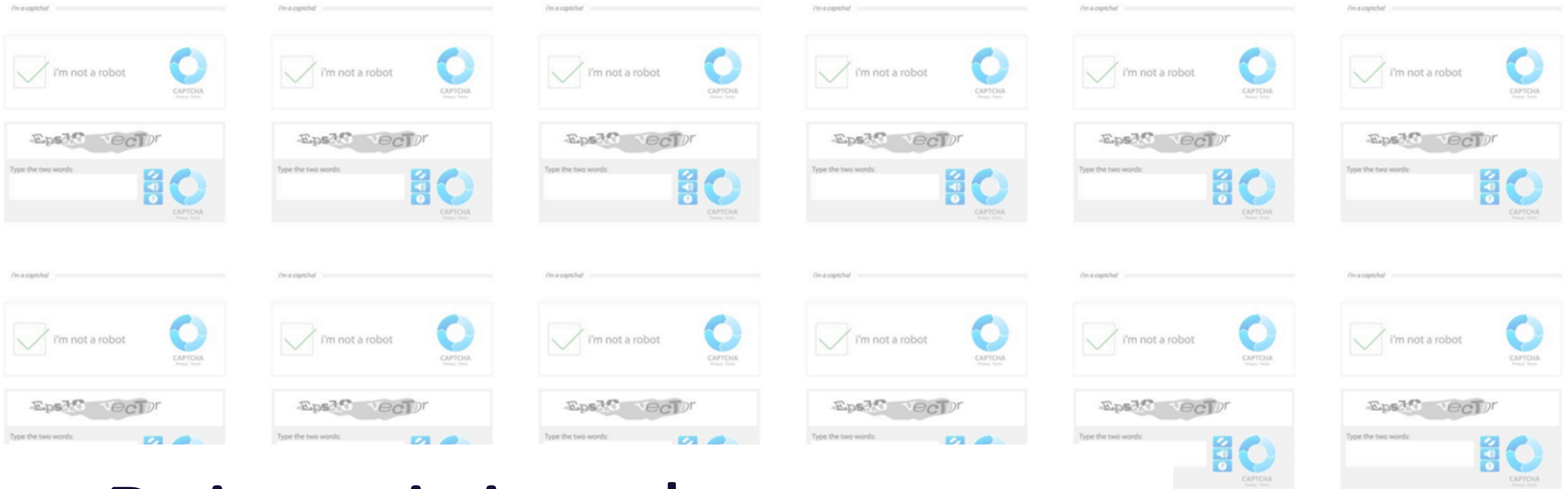


@ChairDigEconomy @marekkowal

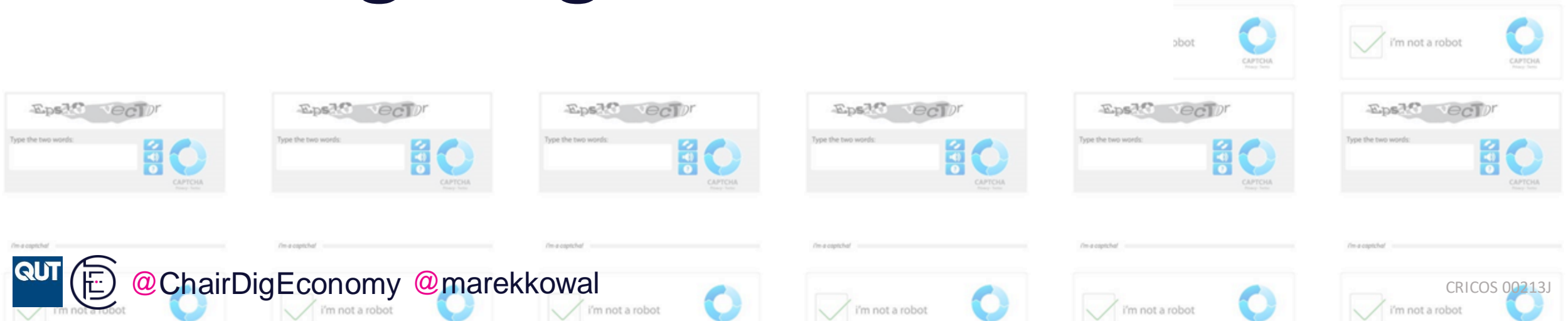
A RECORD

(one or any combination)





Reimagining the users





Gustavo Castaner
@GustavoCastaner

Michael Smith, City of Sydney archives. 3 types of website users: 98% Skimmers, 2% Delvers and less than 0,1% Deep Divers. The majority of our efforts are dedicated to Deep Divers. Is it justified? #DTAAdeelaide2019

User-centred design – Empathise/Ideate


User types

	User %	Service level	Access methods
Skimmers	98%	<ul style="list-style-type: none">self-servicehighly unlikely to ever set foot in the archives	<ul style="list-style-type: none">browse (category or via interactive map)"Surprise me"navigate from a general web search (eg Google)
Delvers	2%	<ul style="list-style-type: none">self-servicesome assisted access	<ul style="list-style-type: none">simple searchsearch within categoriesapply simple filtersenter via TROVE
Deep divers	<0.1%	<ul style="list-style-type: none">self-serviceassisted accesshigh level of assistance from archivists	<ul style="list-style-type: none">detailed search (including location specific)navigate via relationshipssearch within categoriesapply complex filters


4:46 pm · 22/10/19 from Adelaide Oval · Twitter for iPhone

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Perhaps we are all robots?



Long live the robots!

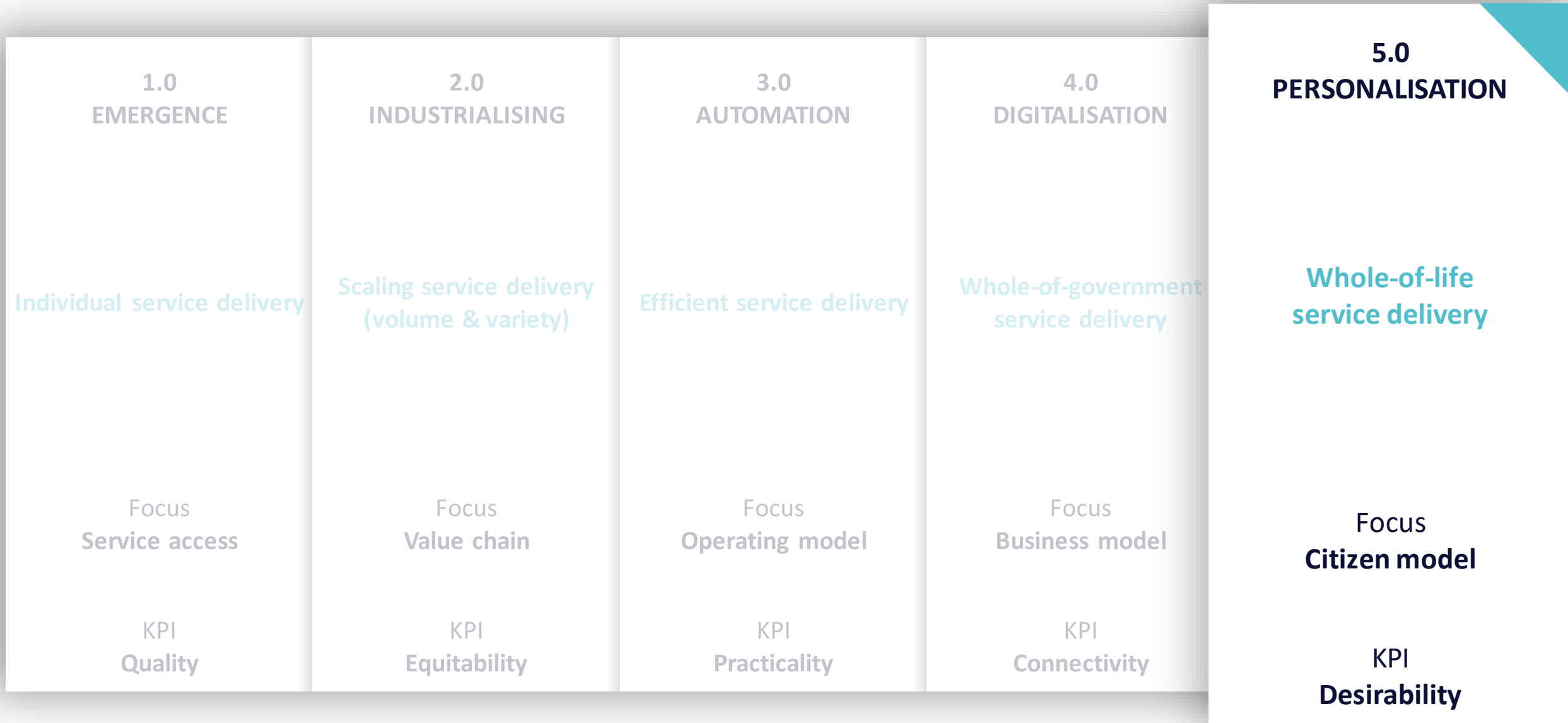


TOM GAULD for NEW SCIENTIST

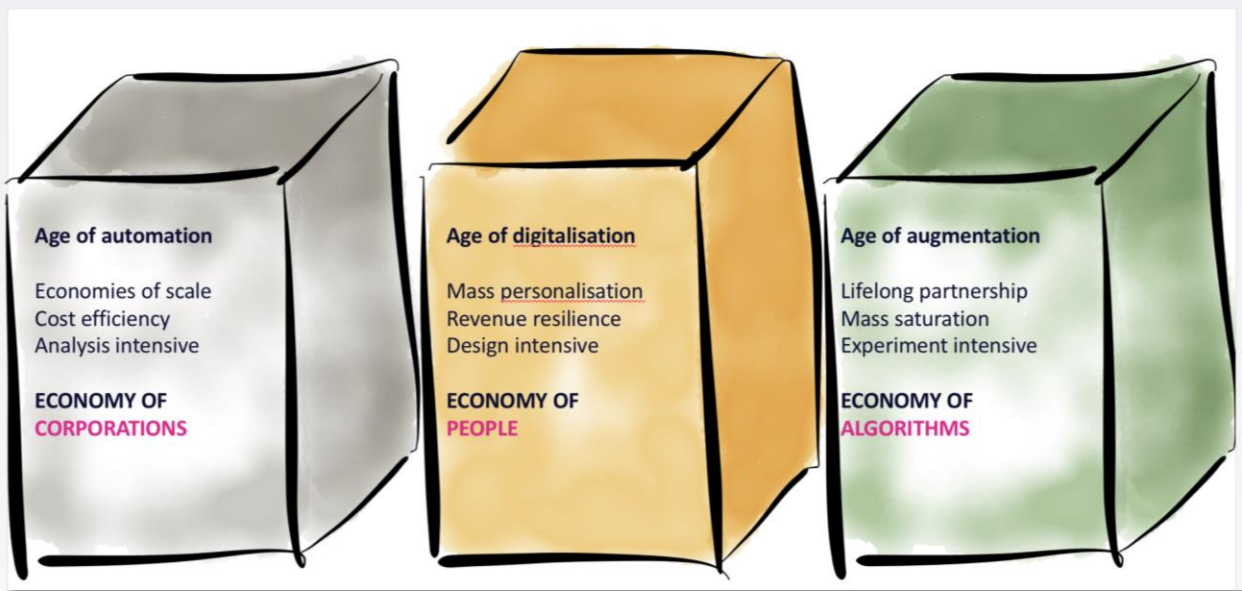


Putting the hive in archive

Reimagining the ecosystem







What are your customers' JOBS TO BE DONE?

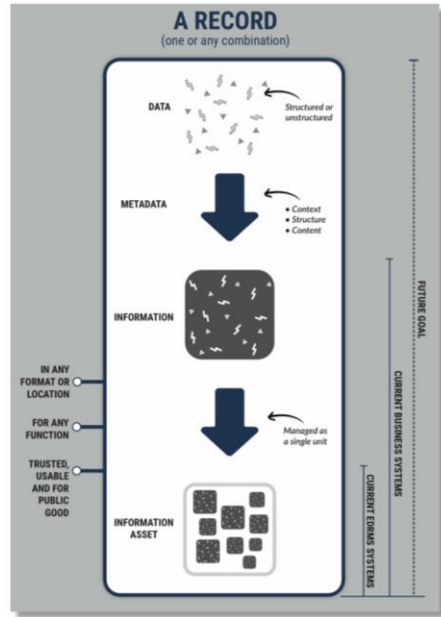


Gustavo Castaner @GustavoCastaner

Michael Smith, City of Sydney archives. 3 types of website users: 98% Skimmers, 2% Delivers and less than 0,1% Deep Divers. The majority of our efforts are dedicated to Deep Divers. Is it justified? #DTAAdeelaide2019

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Delivers	2%	<ul style="list-style-type: none"> self service some assisted access 	<ul style="list-style-type: none"> simple search search within categories apply simple filters enter via TROVE
Deep divers	<0.1%	<ul style="list-style-type: none"> self service assisted access high level of assistance from archivists 	<ul style="list-style-type: none"> detailed search (including location specific) navigate via relationships search within categories apply complex filters

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Hindsight

Insight

Foresight



Chair in Digital Economy.

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TWITTER — @ChairDigEconomy
LINKEDIN & FACEBOOK — Chair in Digital Economy
chairdigitaleconomy.com.au
PODCAST — The Digital Week

CDE Newsletter

