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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)



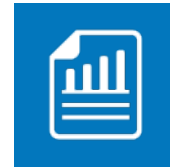
Cybersecurity Metrics (FISMA)



High Value Assets (HVAs)



Identity, Credential, and Access Management (ICAM)



Improving IT Oversight and Information Availability