

#TECH: Five IT trends you should not miss

By Nur Zarina Othman - January 18, 2023 @ 12:55pm



As technology evolves, more companies are expected to adopt change in their business models and take advantage of new opportunities. -Freepik photo

As technology evolves and complex business problems continue to emerge, IT professionals will face new challenges in the coming year. Some changes will fuel innovation, while others will spur debate around artificial intelligence (AI) ethics.

Global IT infrastructure services provider Kyndryl reveals the most influential trends every business leader should know that will impact IT decision-making in 2023.



Joey Mak

CYBERSECURITY

In 2023, cyber resilience won't just be a problem for chief information security officers because according to a Gartner survey, 88 per cent of company boards now view cybersecurity more as a business risk than a technology risk.

"Companies must understand that they're more likely to endure a cyber event than a physical disaster," cautions Kyndryl managing director Joey Mak, adding that organisations must now protect all areas of business.

Looking at the current security landscape, he said, cyber resilience officer may well be the hottest security job of the year.

5G COVERAGE

Without question, 2023 will be the year 5G private wireless-use cases and testing take hold across other industries.

While the manufacturing, petrochemical, gas and energy industries have successfully deployed private wireless and edge solutions to drive business efficiencies and cost savings, other segments like retail have lagged.

Mak said this year, retail will be leading the pack.

Private wireless and edge will be essential to unlocking the next generation of the shopping and customer experience CX, from enabling cashier-less payment to real-time analytics, personalised promotions, asset tracking, and supply chain optimisation.

AI ETHICS

Responsible AI solutions addressing trust, risk, ethics, security and transparency will become more common.

Whether it is related to aspects like credit risk, underwriting, or just simple recommendation engines for dynamic pricing or influencing purchasing decisions, we'll see solutions that target personalised insights.

Likewise, data observability and the secret to scaling AI for business will be essential. Scaling and democratising the use of data will be difficult without a solid, secure data foundation and DataOps.

CLOUD

Businesses that adopted cloud computing performed better in terms of their ability to change business models and take advantage of new opportunities and revenue streams.

In the event of a recession, experts predict that the same will apply. The adoption of the cloud offers the quickest route to innovation and gives businesses much more flexibility to operate during challenging times.

"We have seen an increase in service providers that are virtualising network infrastructure and providing it as a service to enterprises. There will be an increasing demand to integrate the connectivity with managed services, and help enterprises manage multinetworks."

This year, said Mak, more companies are expected to take a distributed cloud path between cloud and edge computing as it gives the ability to better visualise and harness data across an organisation to drive value, and enable new Web3 capabilities.

In a distributed cloud environment, workloads are aligned to support edge computing while being centrally managed from a public cloud provider.

HYBRID

Hybrid work arrangements would be welcomed by the workforce. Personalised digital employee experiences are crucial for hybrid work. Employees need to be able to choose the channels they want to use to communicate with coworkers from other organisations in the modern workplace. Digital experiences will influence retention in 2023 in addition to dominating the hiring criteria.