

## Editors' message

Dear Members,

We BCS Sri Lanka Section published a news letter on behalf of the SL Section as a mark of 20<sup>th</sup> year of BCS Sri Lanka Section. This is with the intention to communicate with the membership periodically, update the members on the activities carried out by the Section and knowledge update for the membership as part of member benefit.

We are currently releasing the 6<sup>th</sup> newsletter. Our releases are targeted towards a specific special interest groups. The volume 1 focused on eCommerce & Internet, Volume 2 focused on Application Development & Management, Volume 3 focused on IT Security & Cyber Law, Volume 4 on Management, Volume 5 on GDPR, Volume 6 on Data Science, and the Volume 7 on Digital Workforce.

Thank you very much for all the encouragement and appreciation extended in this regard through email and in all other means. We hope you will continue to support us on this initiative.

Please send us your feedback to [nirmalan@bcssrilanka.org](mailto:nirmalan@bcssrilanka.org) we will try our best to keep up with it.

N Nirmalan  
Editor Newsletter, BCS Sri Lanka Section.

## Message from the Section Chairman

*I am delighted to give this message to the BCS Sri Lankan section news letter, these are exiting times to be in information technology, as of present all most all lives are touched by computing, even the remotest farmers have opportunities to use smart phones. Corporates are pushing for digitization. In addition to continuing the good work we have done in the past, The focus of BCS Sri Lankan section this year is to make IT good for the Sri Lankan society. We are looking at four key areas*

- (1) Better gender representation*
- (2) Raise awareness of opportunities for disabled IT professionals and retirees*
- (3) Influence government on IT policy*
- (4) Make members aware of the existing benefits of BCS membership*

*To improve better gender representation, we hope to get female speakers at BCS events both in person and through the web. We plan to showcase female IT leaders and their careers, show case initiative to code and encourage girls to take careers in IT. We also hope to raise awareness of the available gender bias training programs and encourage members to complete gender bias training.*

*To raise awareness of opportunities for disabled IT professionals we hope to create a mentor network of disabled professionals who can help and inspire other members. The older generation is polarized in the use of IT. There are some who have embraced IT to take full advantage of the technology available while another segment is completely left behind on IT. There are many good examples where the older generation has adopted technology and we plan to showcase some examples to encourage others.*

*The most affected economies where jobs are lost due to AI are countries like Sri Lanka, which compete on cost on simple outsourcing jobs, at the same time new job will also get created due to AI. Also platforms that offer services like taxi, food delivery, hotel bookings, which Sri Lankans pay and consume services will increase and impact our currency value. There is an increasing use of personal information within IT systems. There should be policies in place to prevent misuse of information and protect the consumer. As BCS members we need to work closely with other IT organizations in Sri Lanka to raise awareness of government policy makers on the impact to the economy and influence government policy.*

*When we check the BCS web site we see many new and useful initiatives added, I feel that there are so many member benefits that go unseen; we want to help members tap into these benefits of membership*

*I see a lot of work ahead that cannot be done by the elected section committee member alone. We want to harness the knowledge and expertise of the BCS Sri Lankan section membership. We would love to hear on how you can help us on these initiatives.*

Mr Ransith Fernando  
Chairman – BCS the Chartered Institute for IT Sri Lanka Section

## Articles

### Leading in the Digital Age: The Impact of Digitalization on Our Workforce

By

**Sabine Mueller, CEO, DHL Consulting**

*New technologies are drastically changing the way we work – I have dedicated many articles to the different aspects of digitalization and its implications for the logistics industry. In this article, I share my thoughts on how new technologies will impact and shape not only our industry in general but also -and specifically- our global workforce.*

Various studies offer different opinions about the impact of digitalization. In 2013, researchers at Oxford predicted that almost half of all jobs in the United States were likely to be “automated.” In November 2017, [McKinsey concluded](#) that up to one-third of the constituent activities could be automated, implying substantial workplace transformations and changes for all workers. They also predicted that only five percent of those jobs would be fully automatized.

#### What impact does digitalization have?

No one can predict the full extent of the opportunities and risks that the rise of new technologies will entail. Nevertheless, I believe that some scenarios in this respect are more likely than others.

The more probable changes are those already underway in our field or in similar functions in other industries: What is to be very expected, is the broader deployment of robots automating tasks, e.g., the unloading of parcels from trucks onto conveyor belts. Another soon-to-come technology likely to be widely implemented will be Robot Process Automation (RPA). These will, for example, be able to cut payroll-processing times from several hours to a few minutes. Robots and Robotic Process Automation systems will perform process steps that handle high-volume and repetitive tasks, and these are just two examples out of many more technologies out there.

### Collaborating with technology

This automation aims to free up employees time for more valuable tasks. Fast maturing technologies, like those mentioned above, are driving this transformation.

Most jobs in logistics will be partly affected by artificial intelligence, especially those leveraging RPA and machine learning. But this is expected to happen in a way that facilitates partnerships between humans and collaborative robots (or “co-bots”) to get work done more effectively. My prediction is that many job categories will continue to exist but evolve with respect to the tasks they will entail.

I am convinced that the collaboration between employees and robots/bots will soon be a new and exciting normal. We have already received some very positive feedback from our employees about the processes in which we have introduced bots.

### Adapting to the likely changes

What is my recommendation for those of us in leading positions in terms of taking this development to the next level? The changes will multiply as organizations fully adopt the underlying technologies.

Your organization will change quite a lot as employees continuously adopt technologies and integrated into processes. To understand the extent of this change, I recommend a technology adoption assessment:

1. Define employee clusters within your organization, based on the activities they perform – for example, data processing.
2. Trace the relevant technologies back to these employee clusters and eventually determine their impact.

As an example, RPA is a fast-maturing technology that automates rule-based tasks such as data processing. In Deutsche Post DHL Group, our service desk staff perform some of these tasks. Once RPA handles the repetitive tasks, employee roles will evolve to focus on activities like exception handling and solution development. To master these tasks, the most

important skills of the service desk staff will be effective communication and problem-solving.

3. Identify upskilling possibilities that empower your employees to help your organization stay ahead of the curve in the digital age. I believe lifelong learning concepts need to be a priority point on every business leader's agenda.
4. Explore new evolving tasks and skills, and develop concepts on how to hire the right experts from the market and to how to accelerate, e.g., capabilities to program bots and run bot farms.

I am certain that the combination of an adequate training concept, the right enablement, and early strategic sourcing will get everyone to the spot: AI technology and humans complementing each other's work most effectively. This requires encouraging your employees to stay curious and taking away any negative conceptions they may have by trusting them and giving them reasons to trust you.

### Uncertain changes

Of course, the impact of some technologies is less predictable. This includes tech that is still in the conceptualization phase and has yet to prove its applicability in the industry.

For example, DPDHL Group continues to monitor and explore the potential impact of blockchain technology for our business. We are also tracking developments in autonomous driving – a not brand-new but still very exciting trend that has the potential to disrupt the job cluster “drivers” profoundly.

### Adapting to the uncertain changes

At present, we cannot accurately anticipate exactly how technologies will disrupt our work and industry. Instead, we have to be ready to respond to minor and major changes when necessary. This is easier said than done, as it requires a significantly more flexible mindset and for many organizations, a very basic cultural shift in my opinion.

Digitalization means fast and continuous evolution in a hyper-connected business environment characterized by increasing competition and changing workforce aspirations. A complementing company culture that fosters agility, collaboration and diversity is going to be a crucial differentiator in the digital age. Visible cultural elements such as language and dress code, as well as invisible cultural elements such as perceptions and behavioral norms must be both addressed for an effective cultural shift.

Our experience with many innovative initiatives suggests that companies can start small and build from there – a cultural and mindset shift can be sparked by something as simple as a reduction in approval requirements.

### Digitalization impacts everyone: Sharing the responsibility to adapt

My key message is: Digitalization will impact almost every role in the organization, at least to a certain extent. As a result, the responsibility to adapt needs to be shared by everyone. As leaders, we have to ensure that it happens.

It is important to embrace these technologies, but at the same time actively address the workforce transitions and challenges they bring along. At DPDHL, we encourage our employees to ask themselves: How can I deliver excellence to my customers? To drive change, it is essential that each individual understands the challenges of their departments and business units within and beyond their specific job responsibilities.

Success in the digital age will only be possible if everyone takes responsibility for the development of the right skills. Now, I am certain that we can do it.

*How do you want to make sure you and your company stay ahead of the curve in the digital age? Join the conversation and [share your thoughts on my blog](#), my [Twitter](#), [Instagram](#) or [LinkedIn](#) accounts.*

## Activities took place with BCS SL Section

### THE BCS AGM 2019

The BCS Sri Lanka section AGM was held on 24th Jan 2019 at Hotel Galadari. The event was very successful and proceeded with discussions, suggestions and appreciations. The AGM ended with a great fellowship.

The pictures represents the events at AGM 2019.



(Left) Mr Vajeendra S Kandegamage the Secretary of the BCS Sri Lanka Section addressing the Membership at BCS AGM 2019



(Right) The New Chairman Mr Ransith Fernando address the membership at BCS AGM 2019 The participants of the BCS AGM 2019



(Left) Mr. Kuganathan K V the Treasurer of the BCS Sri Lanka Section addressing the Membership at the AGM 2019



(Right) Mr. Ruwan Amarasekara the Chairman of the BCS Sri Lanka Section addressing the Membership at the AGM 2019



(Left) The BCS Medallion is handed over to the new chairman Mr Ransith Fernando at the AGM 2019



(Right) Mr. Ruwan Amarasekara the (immediate past chairman) congratulates the New Chairman Mr Ransith Fernando at BCS AGM 2019



(Left) Mr. N Nirmalan the Head of B2B Engagement speaks about the YPS activities to the membership at BCS AGM 2019

(Right) Mr. Lakmal Embuldeniya the Head of YPG speaks about the YPS activities to the membership at BCS AGM 2019



Some of the participants of BCS AGM 2019



**The newly elected Executive Committee Members of the BCS Sri Lanka Section 2019**

Seated (L to R) Mr. Sanjeeva Perera (Chairman NBQSA 2018), Mr. M.G. Tillekeratne (Chief Judge NBQSA 2018), Mr. Kuganathan K (Treasurer, Deputy Chief Judge NBQSA 2018), Mr. Ransith Fernando (Chairman), Mr. Vajeendra S Kandegamage (Secretary, Exco APICTA), Mr. Ruwan Amarasekara (Immediate Past Chairman, Exco APICTA), Dr. Dileepa de Silva (Immediate past President APICTA).

Standing (L to R) Mr. Sanharsha Jayathissa (Co-Chairman NBQSA 2018),, Mr. Sampath Senadeera, Mr. Lakmal Embuldeniya (Co-Chairman NBQSA 2018, Head of YPG),, Mr. E. Alanzo Doll, Mr Shanaka Rajapaksha (Chairman NBQSA 2019),, Mr. Rajeeva George, Mr. N Nirmalan (Head of B2B Engagement, Editor BCS SL Newsletter) , Dr. Lasith Gunawardena.



**YPG Seminar on Intelligent Career in Global Context:**

A Seminar was organized by YPG Sub Committee, headed by Lakmal Embuldeniya, on Intelligent Career in Global Context. The secession was conducted by the associate professor Steve McKenna, Director MBA Programmes, Curtin University at the Galadari Hotel, Colombo on the 15<sup>th</sup> Feb 2019. The event was well received and was an enlightening session for the participants.



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