

The first webinar organized by National Research School in ICT on 16 March 2023

The slide features logos for MIT, EXXON, Yale University, Apple, IBM, and UICo at the top. On the left is a portrait of Jim Spohrer, with his name and title 'Senior Advisor' below it. To the right of the portrait is a detailed biography of his career and achievements. On the far right is a small image of a globe with the text 'Service in the Era of AI'.

Jim Spohrer, Advisor
National Industry Executive (Apple, IBM)
UCP Senior Fellow
Board of Directors, ServCollab
Board of Directors, IS4.org

Challenges/Trends

1. Service innovation
2. Upskilling with AI
3. Future universities
4. Multifunctional strategy
5. Resilient Resilience
6. Regional Development
- Competitive Parity

Jim Spohrer is a Silicon Valley-based Advisor to industry, academia, governments, startups and non-profits on topics of AI upskilling, innovation strategy, and white-ain service in the AI era. Most recently with a consulting team working for a top-10 market cap global company, he contributed to a strategic plan for a globally connected AI academy for achieving rapid, nation scale upskilling with AI. With the US National Academy of Engineering, he co-led a 2022 workshop on "Service Systems Engineering in the Era of Human-Centered AI" to improve well-being.

Jim is a retired IBM Executive since July 2021, and previously directed IBM's open-source Artificial Intelligence developer ecosystem effort, was CTO IBM Venture Capital Group, co-founded IBM Almaden Service Research, and led IBM Global University Programs. In the 1990's at Apple Computer, as a Distinguished Engineer he led neural and Technolgy, he was executive lead on next generation learning platforms. In the 1970's, after his MSc in Physics, he developed speech recognition systems at Xerox (Xerox) before receiving his Yale PhD in Computer Science in 1989, prior to joining Apple, for was a visiting scholar at the University of Rome. In Service advising doctoral students seeking on AI and Education dissertations. With over sixty publications and nine patents, he received the Christopher Lippold-Lerner Contributions to the Service Discipline (2020), German Service Research award, Wago and Ulrich Service Distinguished Logic award, Daniel Boreg Service Systems award, and a PGMF Fellow for advancing service science. Jim was elected and previously served on Linux Foundation AI & Data Technical Advisory Board Chairperson and DAWN Steering Committee Member (2020-2021). Today, he is a UICP Senior Fellow for contributions to industry-university collaborations, and a member of the Board of Directors of the International Society of Service Innovation (ISSI) and ServCollab.

Technologies

1. AI & Robotics
2. Digital Twins
3. Open Source
4. AR/VR
5. Quantum
6. Learning Analytics