

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

MIT **EXXON** **Yale University** **Apple** **IBM** **UIC**

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 Board of Directors, ServCollab
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Challenges/Topics:

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

Technologies:

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

Dr. Jen Spohrer is a Silicon Valley-based Advisor to industry, academia, governments, startups and non-profits on topics of AI upskilling, innovation strategy, and white-label 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.

He 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 in neural and technological, he was executive lead on next-generation learning platforms. In the 1970's, after his M.S. 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 over a visiting scholar at the University of Illinois. 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), Government Service Research award, Wang and Lynch Service Distinguished Logic award, Daniel Boreg Service Systems award, and a P&G Fellowship for advancing service science. Jen 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 UIC 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.