
Both an Evolution *and* a Revolution



Areas of general agreement

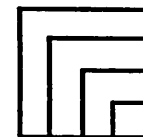
- Who cares exactly which technology it is?
- A move away from proprietary system architectures toward seamless integration and standards
- Information devices converging: PCs, TVs and phones
- Information on demand, and the tools to use it
- Paper is still with us
- Building of the information superhighway

The Evolution



A move away from proprietary system architectures toward seamless integration and standards

- Almost complete hardware independence—information sources and databases are becoming proprietary, not the tools you use to obtain and manipulate it
- Any system that does not adhere to one of the emerging "standards" is no longer part of the picture



AIIM

The Evolution

The desktop computer is now the communication tool for the telephone, fax, videoconferencing, mail, newspaper, etc.

- "Objects" of information exist in all forms
- "Documents" are now multimedia, with more information and greater interactivity
- Storage capabilities are much less costly; will be able to communicate with one another in ways much different from today
- Graphical user interfaces become easier to use
- "The world at your desktop"

The Evolution



Surprise! Paper is still with us

- "Imaging will still be around. 80% of information is locked away on paper and doesn't need to be digitized."
- "Despite the hype of the 'paperless' environment, paper-delivered information rather than on-line viewing is still preferred by most users. But how readers select what they're reading, how they refine what they've read and how they share this information with others has undergone a paradigm shift."
- "What actually ends up on paper will change. Paper is not the issue, just the device for delivery."

The Evolution



The changing workplace

- The "knowledge worker" has changed the way work is done, accessing many sources of information quickly and easily from any remote place and time.
- "The office" as we know it will be a much more flexible place, with fewer boundaries.
- Work from home. Work from the road. Work from vacation. Work, work, work.
- The elimination of the middle manager whose job was information management. Fewer levels in the organization. Faster decision-making. Information access/sharing is the hub of the organization.

The Evolution



Information overload plagues the human animal

- "There's too much available. It's impossible to keep up or stay current."
- "Growth of 'information luddites'; deliberate intuitive decision-making with no information input."
- "I've already read everything I need, I have all the information I need. Just shut up."

The Revolution

The first market: entertainment?

billions of dollars



- "Look at entertainment, broadcasting, publishing, and computing and networking — that is where a new industry is going to spring up outside of what we now think of as computing. Time-Warner; Blockbuster-IBM deal, all the other players in the industries of publishing, cable television, telephony, broadcasting."
- "Entertainment will be part of the industry. See an AT&T-type takeover of the industry."
- "I think it will be the demand for entertainment that will utilize this technology. And as soon as they have this type of device in their home we will have a whole society that has access—regardless of technological sophistication. We're looking for the equivalent of the 'Model T Ford' to make it mainstream."



The Revolution

Personal Digital Assistants and scanners

- Voice command PDAs: including the functions of a pager, cellular phone, desktop PC, pen and/or voice input and personal information related to health, transportation and information access provided by specialized vendors
- Portable, high-resolution devices with access to "millions of pages" of information
- Paper scanning has been simplified to the point where individual-use scanners are as common as photocopy machines

The Revolution

Publishing will mean something entirely different



- Information is becoming separated from media, exists in a repository that can access information by subject.
- Documents are based on views or snapshots of information, represented in an unstructured way.
- Information is entirely tailored to your interest, looks the way you want it to and is authenticated.

The Revolution

Huge databases and navigating agents to sort through them



- Databases of the future will be an amorphous collection of information instead of the structured environment of today.
- "Scavenging software agents" will seek out, format and present the information you need the way you want it.
- Work is being done from anywhere on-line

The Revolution



Do documents as we know them exist at all?

- Documents are now information-rich, interactive sources, driven by the information in them and structured around the information content—paper or electronic
- Information management, not document management—documents may or may not be the driving factor, and may not need to be created
- The remaining documents—legal, regulatory, procedures

The Revolution



The stupendous information superhighway

- The mergers or strategic alliances of telephone, computer hardware and database companies has brought standardized formats to text, audio, video, graphics and related files
- Bandwidth and fiber optics in place to carry the incredible amounts of digital data these new capabilities require
- Public services are carrying information and protecting the integrity, authenticity and security of the data
- High capacity, low-cost data communications.

The Revolution



Security and privacy issues

- "Information 'pirates' are intercepting your information and offering to sell it back to you."
- Information and the government: the government will know a lot more about you... how will they use it?
- Marketers will know a lot more about you—what you watch, what you buy, what you're doing.

Information-driven, not document-driven

