

WISC Panel

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Theme 1: Diversity and Inclusion



How to attract more women to the field of services in computing?

- First of all, we can **encourage women** to participate in the field of services computing by showing them the outstanding female models. Let female students understand that they are also suitable for the work in services computing;
- Secondly, we can **provide opportunities** for women to build their self-confidence, such as organizing more women to get involved in different projects and research work, during which they can find their own strengths.
- Thirdly, we can **establish women's own organizations** to provide support and guidance for women's growth.

China Computer Federation CCF has a women working committee, which has done a lot of work to help women in computing.

Theme 2: Leadership and Career Advancement



What are qualities of leadership that women should cultivate?

In my opinion, there are three most important qualities of leadership.

1. The first one is the **ability of judgement**: what can be done and what can't be done should be judged correctly. And the personal vision is very important. So people need to go out and learn more about the world and learn new knowledge. They should also learn to summarize and refine from complex things to form logical thinking.

At the same time, women should take advantages of their strengths: such as good at observing the details and finding key factors, which are helpful to made correct decision.

Theme 2: Leadership and Career Advancement



What are qualities of leadership that women should cultivate?

2. Organizational ability: it means that the leader should be able to get people together, maintain a supportive and reliable relationship to help them grow, so that they will have greater ability to accomplish what they want to do. Everyone wants to grow, achieve and succeed. you should be convincing so that people believe that you together can achieve win-win results. Women also have advantages in this respect, with strong language skills, communication skills, understanding what others think, which helps to achieve the consistency of goals.

Theme 2: Leadership and Career Advancement



What are qualities of leadership that women should cultivate?

3. The ability of organization is insufficient without the executive function skill.

A leader should know how to turn a plan into feasible steps, with reasonable time arrangement and suitable operator. In the Internet era, it is necessary to know the strength of people and stimulate everyone's creativity; moreover, a leader also should be able to give clear instructions to the team members when they have problems.

Theme 3: Women and Services Computing



Where do you see the next big thing in services computing?

With the development of mobile Internet, the connection way of human- human and human-physical world has changed. It will become the general trend for various industries to carry out service-oriented transformation. Services computing will have wide applications and new models.

Theme 3: Women and Services Computing



Where do you see the next big thing in services computing?

From the field of business process management I have researched on, many enterprises will face process reorganization, and business processes will be integrated across different area and different environments.

Artificial intelligence will play a very important role in process reorganization, and cognition will be used to improve service capability.

Theme 3: Women and Services Computing



Where do you see the next big thing in services computing?

For example, city governance also experience digitalization. Service process is modified so that people can get help and support fast and easily. Online service and self-service are used to replace most of the on-site service, so online and offline service can be collaborated. With such process transformation, we suppose that service provided by artificial intelligence will be 60%, on-line manual customer service will be 30%, offline service will be 10% in the future.

Theme 4: Resiliency in the era of Covid-19



What are your thoughts about how this pandemic will change the future of services computing?

The Coronavirus Pandemic has greatly changed our ways of communication and lifestyle. We are facing many new challenges.

At the same time, it is also the first time for us to fully realize the great changes brought by science and technology. People's work and life more rely on the Internet.

Online education, online services and online shopping have increased significantly.

Theme 4: Resiliency in the era of Covid-19



What are your thoughts about how this pandemic will change the future of services computing?

And this becomes our new normal:

For example, online education has become a new way to replace traditional education in the epidemic. In the past, online learning was worked as a complement to in-class learning. However, due to the epidemic, online education became the main format across the world. With the wide implementation of online courses, a combination of online and offline classes will become the normal in the future.

Theme 4: Resiliency in the era of Covid-19



What are your thoughts about how this pandemic will change the future of services computing?

The pandemic also bring the changes in the development of online services, which will accelerate the process of digitalization, networking and intellectualization of services, and provide a wider space for the application of service computing. Service providers and consumers will interact more in the virtual space. The technology of service computing will be integrated with various industries fast and widely.

Theme 4: Resiliency in the era of Covid-19



What are your thoughts about how this pandemic will change the future of services computing?

Services will be developed for the requirement of open, interconnection and lightweight. Services in different fields will be co-evolved according to the needs of applications, while a transparent environment will be constructed for heterogeneous services.

Thanks!