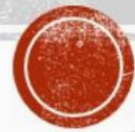


Fresh Perspective

..... out of the ordinary

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**DISRUPTIVE  
TECHNOLOGY READY-  
PACKAGE**



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**Pre-Budget 2017-18 submission**

## **Summary**

My name is Dhanesh Suryawanshi and I am a Techie who has keen interest in the budget. In this Pre-Budget 2017-18 submission I intend to highlight the current status of IT Infrastructure in small businesses specifically small business-health services and their level of readiness to embrace Disruptive technologies. I have also put forth a conceptual plan which I believe the government should implement as part of this budget to ensure that these small businesses are in fact ready to harness the immense productivity benefits arising from the Disruptiveness (technology feature).

## **Why should the government introduce Disruptive Technology Ready-Package?**

Disruptive technologies like Internet of Things (IoT) and Virtual & Augmented Reality are changing this world rapidly. At least in the developed world, it looks like just in few years everyone & everything (humans to machines) are likely to be –Connected 24x7. These technologies are redefining how we live our lives, how we do business, what we experience and how we care for each other. Yet today we can find many small business-health services like Family Medical Centres (General Practitioners), Pharmacies, Dental Clinics, Pathologies, Radiology Clinics etc. with worn out IT Infrastructure and outdated technology. These primary & allied health services which look after millions of Australians are in real danger of been left behind in this rapidly evolving digital landscape.

For example: Many people use fitness bands, number of the diabetic patients use smart blood glucose monitors and many others use different health monitoring devices which are connected to Internet but very rarely does one come across a local GP or a Pharmacist gathering all the health information from these devices to diagnose, treat & monitor their patients. The primary reason been the outdated technology & worn out IT infrastructure in these health centres just don't have the capability to collect, process, analyse & present this information in the format required by the GP or Pharmacist to carry on with their job efficiently without wasting a lot of time. One could argue that there are IT companies who do that i.e. develop integrated IT solution to harness the data from IoT connected health devices. But then again full functionality of IT solutions/software packages cannot be realised if the IT Infrastructure is outdated and is unable to meet the minimum system requirements.

Another Example: Quite a few Augmented Reality glasses/headsets are arriving in the market. Augmented Reality glasses can be used by an experienced/specialist Dentist based in the metro area to guide a relatively less experienced Dentist located in rural/remote area to perform difficult dental procedures avoiding unnecessary rural patients visit to the city. This application will also help the Dentist in rural/remote area to upskill in real-time without leaving her/his clinic. However, Virtual/Augmented Reality requires a lot of computing power which at the moment is difficult to find in a Dental setup. This

disruptive technology application cannot be a reality in the absence of high performing in-house IT infrastructure.

Primary & allied health services see IT infrastructure and the related technologies as ancillary to their businesses. Just like any other small businesses they prefer to invest operational budget in their core business thus leaving the IT infrastructure untouched till end of life. And more often than not Capital budget is spend on buying new medical equipment & supplies which directly contribute to generate revenue thus once again leaving the ailing IT infrastructure high & dry.

Government is building NBN to provide high speed internet connectivity to run exactly the above mentioned disruptive technology applications which can realise productivity benefits for businesses and the country. But without the high performing in-house IT Infrastructure these productivity benefits cannot be realised.

**To change all this, I believe the government should introduce Disruptive technology –Ready package for small business-health services in 2017-18 budget with the willingness to continue this package into multiple financial years.** A government appointed expert committee is always free to determine the size & form of this package. However, if it helps below is my take on how this package should look like.

First step, some government body/contractor should draft the minimum IT system requirement and generate IT infrastructure design templates for different scenarios required to host/run disruptive technology applications for health services. In order to get the desired outcome, the Government should then request small business-health services to submit their high performance IT infrastructure designs and a relatively brief business plan describing how they intend to use this infrastructure to harness the benefits of Disruptive technologies. These designs & business plans should be matched against what the government believes is a minimum requirement/design to achieve the desired outcome in a given scenario. Based on this validation, funds from Disruptive Technology-Ready package should then be released to small business-health services with added reporting conditions. Businesses receiving these funds should submit the photos/test results of the finished high performing IT infrastructure thus ensuring the package funds are utilised for the intended purpose.

Disruptive technologies rely on in-house IT infrastructure, and high & reliable internet speed. High performing IT infrastructure by itself is an 'Innovation Enabler' which is another reason why the Government should introduce the Disruptive Technology-Ready package.

*Disclaimer: I have authored this submission in my personal capacity. The views expressed are my own and do not necessarily represent the views of my current employer.*