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DR. STAN DAVIS

FUTURIST

KEYNOTE SPEAKER: Public Sector Transformation 2002

October 17, 2002

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Thank you very much. It's a pleasure and an honour to be here with you this morning. Rather unique this morning, two Stans on the speaker's platform. When I met him back stage, he informed me that he was Stan, not Stanley, because his mother used to call him Stanley, and I said, oh my God, that's exactly my story too, that's why we're both Stan. So, it's quite a coincidence.

I want to take you on a journey this morning, give you a perspective from a high altitude of the past, the present, and especially the near future. What it's going to be like from my point of view and why.

I'm going to begin with a very simple notion that everything that has a beginning has an ending, and build everything on that simple axiom. Everything that has a beginning, has an ending, and therefore it has a life cycle attached to it in between, and it's important to understand where we are in that life cycle.

Life cycles, whether you're talking about a plant

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1 or a planet, an individual, a family, a culture, a
2 civilization, local state, federal governments, a
3 product of business and industry and economy, they all
4 have beginnings, and they all have endings, and
5 therefore they all have life cycles attached to them.
6 And if you look at what life cycles look like, they
7 divide roughly into four quarters and they look like a
8 snake going up a staircase.

9 So you begin the first quarter with a gestation
10 period. From an economic perspective it's rather flat.
11 There's a tremendous investment in resources with
12 little return and then you hit the take -- the first
13 takeoff, okay, and you get enormous accelerating rapid
14 growth. This continues and continues through into the
15 third quarter as you mature and then you get the second
16 inflection point where it begins to age and decline and
17 flatten. So you have gestation, growth, maturity, and
18 age of decline and a flattening.

19 Now when you think about the life cycle of
20 economies, we've been through a series of them. The
21 first ones were hunting and gathering economies. They
22 lasted for hundreds of thousands of years, the pace of
23 change was quite slow. And lest you think that they
24 aren't around any more, when life cycles -- when they
25 get superceded by the next life cycle, it doesn't mean

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1 that the previous one disappears, it means that it
2 fades and it declines, goes into decline at the end of
3 its life cycle, but you still see remnants of it, and
4 I'm not just talking about hunting and gathering
5 cultures and societies, the next life cycle after
6 hunting and gathering economies, are agraring
7 economies. Agriculture is the domestication of plants
8 and animals, but aquaculture, by contrast, is still in
9 its gestation period and so aqua -- fishing is still a
10 hunting and gathering activity. Okay. It's still a
11 hunting and gathering activity. Being -- probably
12 migrating from gestation and into growth where you now
13 have some fish bred on fish farms, um, trout, for
14 example, is -- is overwhelmingly bred, but most are
15 not.

16 Agriculture dominated for about ten thousand years
17 as the dominant economic forum. After agriculture,
18 then we entered into the industrial economy era. The
19 first one to begin was in Britain in the 1760's. The
20 first one to come to an end was in the United States in
21 the early 1950's, and shortly thereafter, Canada and
22 other countries followed. When I say come to an end,
23 what I mean is that the industrial manufacturing sector
24 stopped its growth, had matured, and then began to
25 decline as a percent of the total economy, in terms of

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1 GDP, employment, those kinds of statistics, after the
2 early 1950's industrial manufacturing began to shrink,
3 just like agriculture began to shrink, although it
4 dominated the economy for a long time.

5 So we have been in this current economy since the
6 early 1950's. For the first twenty years we didn't
7 know that we didn't know that. It was only in the
8 early '70's that we began to know that it was no longer
9 the industrial economy, we didn't know what it was, so
10 we called it the post-industrial economy, the service
11 economy, the information economy, the shopping and
12 gathering economy. You know, we weren't sure what it
13 was, information economy won. What raises the
14 question, how far into the information economy are we?
15 When will it come to an end? And what will supercede
16 it? What will come after it? And remember, unless
17 you're a Hollywood movie star, you tend to bring on the
18 next generation during your middle years, not when
19 you're in your seventies, right? And that's reserved
20 for Hollywood movie stars. Therefore, in all
21 likelihood, the economic foundation, the infrastructure
22 for the next economy has already begun, but it's still
23 in gestation. It hasn't really commercialized and
24 grabbed headlines too much yet.

25 So I want to talk with you about this very

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1 interesting decade ahead from this economic point of
2 view. Now, before I do, let's get some audience
3 participation involved, and let's find out where you
4 think we are in this current economy and when think
5 it's going to come to an end. Remember I described
6 four quarters, gestation, growth, maturity, and
7 decline. Where do you -- which quarter of this
8 information economy do you think we are in? Let's get
9 a quick show of hands. Okay. How many of you believe
10 that we are in the first quarter of the information
11 era? Okay. Looks to be about fifteen percent of the
12 room. How many of you think we are in the second or
13 growth quarter? I estimate about fifty-five, sixty
14 percent of the room. Third quarter? Looks to be about
15 fifteen, maybe eighteen percent of the room. And how
16 many of you think were in the fourth quarter? I see
17 one -- one hand up. Okay. That's -- that's an
18 interesting dispersion. I -- I'll vote -- I'll tell
19 you my vote now and I'll tell you my reasoning for it.

20 I believe that we are about halfway through the
21 third quarter of this economy. Okay. I believe the --
22 the economy began in the early '50's. I believe it
23 will come to an end somewhere in the late 2020's. That
24 the first half of the economy, the -- but -- the
25 infrastructure for this first half of the economy was

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1 based on the computer fundamentally as a crunching
2 tool, and what it crunched for the first four decades
3 were two things, numbers and words, and it was a free-
4 standing box. With the takeoff of the Internet in the
5 early '90's, I believe that we shifted into the second
6 half of the information era, and the focus shifted from
7 a focus on crunching to a focus on connecting,
8 connecting the boxes up together.

9 The crunching power used to be a strategic
10 decision, you know, how -- how powerful was your
11 computer, now our computers pretty much have whatever
12 power we need. It's no longer a strategic decision,
13 it's become a commodity business and we are focused now
14 on connectivity and more strategic decisions from
15 investment point of views with regard to the
16 infrastructure have to do with bandwidth, not with how
17 many miffs, millions of instructions per second you've
18 got on your computer.

19 That's one of the reasons I think we are more than
20 halfway through. Another one to skip ahead, and I'll -
21 - I'll just do it for a moment and then come back, is
22 that economies don't die because they run out of steam
23 or oil or computing power or the like. They -- they
24 fade from dominance because they are crowded out by
25 another technology that goes through its life cycle and

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1 pushes it -- pushes the prior one out of the way in
2 terms of importance. To anticipate that future, I'll
3 just say a word now and then I'll come back to it
4 toward the end, about the next infrastructure, the next
5 economy, and what it means. It begin -- if you want to
6 say that the apple falls on Newton's head and then
7 about six decades later you get the steam engine, and
8 then the steam engine gives you -- leads to the
9 railroad, and then the railroad leads to industrial
10 enterprise on a national basis. In the same sense, you
11 get the progression from the combustion engine to the
12 automobile, which is the consumerized version of the
13 railroad. And with the automobile then you get the
14 growth of suburbs and all sorts of shifts that occur
15 downstream as a result of that. And the same thing
16 happens in the information era, and you had the
17 transistor and replacing the vacuum tube. You had
18 mainframes in the beginning of the information economy,
19 you got chips, microprocessors and the PC, which is
20 again the consumerized version of the mainframe, the
21 equivalent of what the automobile was to the railroads.
22 So you get these kinds of shifts. Newton to the steam
23 engine was about six decades. Einstein to the ENIAC,
24 the first mainframe type of computer was about five
25 decades. In 1953 Crick and Watson discovered the

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1 structure of DNA and the double helix, and if you want
2 a marker event, that's probably it for what the next
3 infrastructure will present to you. And five -- almost
4 five decades later in the year 2000, you get the
5 announcement of the completing of the reading of the
6 human genome with lots of surprises and lots of portent
7 in terms of what it will mean, and so for my money,
8 those are the marker events ending the gestation period
9 of the next economy and what we will see over the next
10 few decades is the commercialization of -- of that
11 discovery.

12 Another way of looking at what I talked about is
13 that the front quarter, that first quarter or gestation
14 period in a life cycle, begins when scientists have new
15 understandings about how the universe operates. You
16 can replace the word science with words like art or
17 religion, as well they're all interpretations about the
18 universe. But the one that matters from an economic
19 point of view is science, and science then needs a
20 bridge where you take the understanding and put it to
21 practical use and that's called technology.

22 So first quarters are dominated by science and by
23 the time they end is the beginning of the technology
24 driven second quarter of the life cycle. That's when,
25 for those of you who are old enough in the room, that's

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1 when you get early adapters of computer use, but most
2 sectors of the economy say, why would I possibly want
3 or need a computer? Okay. That's technology driven.
4 Why would a hotel, or a fishery, or an automobile
5 company need and use computers? You'd ask the same
6 question now, why would a hotel, or a bank, or a
7 construction firm possibly want to employ and use
8 biotechnology? It will, but we don't quite get how
9 yet. I'll say a -- a bit more to, as I progress, to
10 anticipate the answer to that.

11 So now let me introduce to you yet another layer
12 of complication, and that is what we've been going
13 through of late. In the last year or so, the last year
14 and a half, although things differ between your country
15 and mine, they don't differ that much, particularly
16 from this perspective. We've had a recession, we've
17 had the dot-com bubble burst, we've had 911, we've had,
18 at least in my country, a lot of corporate scandals, we
19 have had panic in the financial markets, we have had a
20 stalled recovery, we have the fear of deflation.
21 There's been a lot going on that has captured our
22 attention.

23 Now it's wonderful to come here and -- and see
24 such beautiful weather. I remember giving a speech not
25 too long ago and being in a hotel room early in the

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1 morning and watch a hurricane that gathered steam in
2 the Caribbean and was coming up the east coast, and
3 watching the weather map. And here's the coastline,
4 which, oh, isn't quite, but almost like this S-curve,
5 and there is the hurricane, this whirling pinwheel.
6 And I thought, this is a perfect metaphor for the
7 difference between the life cycle of the economy, which
8 I was about to speak about, and the business cycle
9 which I just described in terms of what's been
10 happening with the recession and the dot-com bubble
11 bursting, etcetera.

12 I want to distinguish for you between the life
13 cycle and the business cycle. In the -- the business -
14 - the life cycle is long-term deep structural
15 progression. The business cycle is much more short
16 term, even if it lasts a decade to do one -- to do one
17 revolution. You have what's going on now, we are
18 trapped in the business cycle and so for those of you -
19 - and I stopped in Seattle on the way up here in the
20 United States, the State of Washington has the highest
21 unemployment rate in -- in the United States. Boeing
22 is laying off thirty thousand people. And you don't
23 have to be from the States, here in Canada too, you
24 hear about concerns with regard to layoffs and this is
25 all about the business cycle, it is not about the life

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1 cycle. Okay? So it is about what's going on this way
2 as this whirling economy also goes through its long-
3 term life cycle and it's overlaying two processes at
4 the same time.

5 I want to focus for you largely on the life cycle
6 more than on the business cycle, but I'll say a word
7 about why. You go around, as I do, and talk with
8 businesses and you ask them, well, what is the
9 grabbing, electrifying, dominant new idea that's
10 driving the business world, and you don't get answers.
11 The only phrases that I hear are, "back to basics",
12 "fundamentals", "one step at a time". If you're a
13 football fan, there's no Hail Mary passes, it's just
14 three yards at a time. You know. And if the focus,
15 indeed, is back to basics, I'd like say a few words
16 about what those basics are and where -- where they are
17 taking us and a bit about the various sectors involved.

18 The main point that I want to get across to you
19 with regard to life cycles, remember science during the
20 gestation period, technology during the growth period,
21 then the focus shifts as the technology matures, the
22 focus shifts to how you manage and run the enterprise,
23 and then only in the last quarter, by the way, only in
24 the last quarter of economies do you get the major
25 models for how to manage and organize. If you look at

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1 the previous era, the industrial economy, from the
2 1760's to the 1950's and you ask what were the major
3 models for how to manage and organize, they all cluster
4 in the last fifty years. The railroads were the first
5 industry to develop the concept of general management.
6 Ford's assembly line was major in terms of how to
7 manage and organize the core function at the time, the
8 production function. The major model for how to manage
9 a corporation was developed by General Motors in
10 centralized planning and financial control,
11 decentralized operations around the division structure,
12 that was in the 1920's -- 1920's. 1760's to 1950's we
13 were sixteen decades out of nineteen, finished with the
14 economy before the dominant model for how to manage and
15 organize a corporation was articulated. And then
16 probably the last candidate would be the General
17 Electric strategic business unit concept. That was in
18 the early 1950's, so it was a stroke before midnight on
19 the twenty-four hour clock of the economy.

20 So science, technology, business organization.
21 The message that I want to get across to you is, that
22 every time the infrastructure shifts, how we conduct
23 our activities shift. Whether they are in the public
24 or the private domain is a very secondary of natorciary
25 (PHONETIC) (sic) issue from the -- from this high

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1 altitude perspective. I don't mean to demean it, it's
2 crucially important, but it depends on what lens you're
3 looking at. Every time the infrastructure shifts, how
4 we conduct our business activities shift. The
5 infrastructure shifted from industrial to information
6 and it's shifting yet again. It's shifted, if you
7 refine the lens and look closer within that -- within
8 the information era, the first half is dominated by the
9 crunching of free-standing computers as products in
10 boxes, or the second half is more dominated by the
11 connectivity of the Internet and a communications
12 focus, and then you get the next phase itself.

13 Now, let's factor you in as individuals so that
14 you get a sense of where you fit into this. Think of
15 your own personal life cycle. And when you think of --
16 if -- if -- let's -- let's simplify it and the average
17 lifespan of an individual today, between seventy-five
18 and eighty years let's say, so to simplify it to eighty
19 years, twenty year quarters, or seventy-five years, you
20 graduate at eighteen, you know, so that your gestation
21 period from this perspective is not nine months in the
22 womb, it's nine months plus eighteen years where your
23 parents invest an awful lot of resources, time, energy,
24 emotions, money and love and attention, with very
25 little return, and then you would take off and you

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1 would go out on your own, right? And the rapid growth
2 period from that point of view from age eighteen
3 through your mid-thirties where you establish both your
4 economic viability, as well as establishing a family,
5 and begin to bring on the next life cycle. See the
6 overlap, okay? And then maturity from forty to sixty,
7 or from the, you know, thirty-six to, add another
8 eighteen years onto that, and then the age and decline.
9 And remember, the fourth quarter doesn't just stop, it
10 does this, right? Okay. Now, 1953 in the United
11 States let's -- that's for economies, let's take a look
12 at individuals. The baby boom generation by
13 demographic definition is from 1946 to 1964. The mid-
14 point being, therefore, 1955, the middle of the baby
15 boom generation.

16 Now let's get a show of hands, how many of you
17 were born before 1955? Wow. I guess I'm not as alone
18 as I thought. Okay. Quite a significant number of
19 you. Let's get the contrary, how many of you were born
20 after 1955? Okay. It looks to be about a fifty-five,
21 forty-five split. How many of you were born -- let's
22 get a -- a number, the second half of the baby boom
23 generation between fifty-five and sixty-four, how many
24 of you were born between fifty-five and sixty-four?
25 And how many of you were born after sixty-four? Only

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1 about -- less than -- five percent of the audience.
2 Okay. Let me overlay that map, the demographics of the
3 audience and the individual life cycle, onto the map of
4 the life cycle of the economy. Before we went on, we
5 were talking, Stan and I, and our sponsors were talking
6 about the commonality of the information systems that
7 you have that there were -- what was the number, two
8 hundred and two? Two hundred and two different
9 computer systems in the Canadian government, or in the
10 provincial government, right? Two hundred and two
11 different platforms of different systems in -- that
12 could not communicate with each and they're not inter-
13 operable, okay. So that if you had one map of Cariboo
14 and another map of forests, you couldn't lay one on top
15 of the other. Or if you had hardwood and softwood, you
16 couldn't even lay those maps on top of one another.
17 And the attempt to get them down to five, that inter-
18 operability -- well, what I want to do is lay the map
19 of us as people and individuals on -- and the map of
20 the economies and the life cycle, to see where we are.
21 The -- the simple point is this, the older you are, for
22 example, if you are close to sixty or a little over
23 sixty as I am, you -- you remember the industrial era
24 when you were a kid. You lived -- and you're living
25 the early part of your life still in the industrial

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1 period, and then you go through the information era,
2 and if you live a long and healthy life, you will live
3 to see your grandchildren begin to absorb that next
4 economy, for the moment let's call it, let's say the
5 bio-economy. So you are a unique generation in the
6 history of mankind, and most of us are. Why? Because
7 most of us will -- this -- this economy, this
8 information economy, if -- if I am correct, is about a
9 seventy-five or eighty year economy. It's a unique
10 generation that maps the life cycle of one generation.
11 That generation is unique in the history of mankind
12 because it -- it bridges three different kinds of
13 economies, industrial, information and bio-economy.
14 And then the more out of sync you are, the more you are
15 dominant within one or the other of these economies.
16 Most of you will spend -- going forward now, the
17 younger you are, the more you will witness the
18 development of yet a different economy. Most of you
19 will spend most of your productive careers, the forty
20 or so years that you're in the workforce, in the
21 information economy. But during the next decade, what
22 we will increasingly begin to see is the overlap of
23 information technologies and biological technologies in
24 terms of their impact.

25 Now let me just say a few quick words about what

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1 this means to some of the sectors of the economy.
2 Okay? I talked a little bit about you as individuals.
3 Now let's take a look at the economy. I'll just say a
4 few words about some of the larger sectors in the
5 economy. The largest sector of your economy and the
6 economy of the States is healthcare. Now remember, the
7 basic premise is every time the economic -- every time
8 the foundation of the economy, the infrastructure based
9 on its technology, dominant technology, every time it
10 shifts, how you conduct those activities shifts. So
11 let's take a look at the healthcare system.

12 Healthcare is really a misnomer, it's really sick
13 care. There's an irony that doctors take a sacred oath
14 to keep us healthy, but they don't see us until we get
15 sick. And basically that relies on the customer to
16 self-report, I'm no longer well, I need to see a
17 doctor. Healthcare is -- or to put a positive spin on
18 it, medical care, is basically remedial. It is
19 basically curing what ails you. It focuses on
20 sickness, disease, rather than on health. We are going
21 through a transition period that's probably two to
22 three decades in length. We're in the midst of it now.
23 In the States we call it managed care. I think you use
24 that term here also. It is a transitional focus, it is
25 not going to be the -- the final fundamental focus.

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1 That is going to be affected by these long-term shifts
2 in terms of the biological technologies, because with
3 the focus on the genome, what you are going to get, and
4 it's taking a long time, but ultimately what we will
5 get and emerge with is, true healthcare, a focus on
6 preventative care rather than on remedial care.

7 The old -- if you look at it from a business model
8 point of view, the business model in the industrially
9 dominated model of medical or sick care, you had
10 centralized control, thousand-bed hospitals, you know,
11 parallel to the mainframe. You know, the big central -
12 - centralized facilities, top down, hierarchical.
13 Horizontal care, the way you made money was fill the
14 hospital beds. Okay. In the -- this transition period
15 around managed care, you've got vertical care. You
16 know, get them up and out of the hospital beds as fast
17 as possible. That's how you make the money. So
18 instead of filling the hospitals, you want to empty
19 them. It's an interesting flip. And instead of the
20 focus being on the value chain being upstream with the
21 providers, who are the doctors and the hospitals, it --
22 it moves downstream one notch to the payers, the
23 insurance companies and the governments, and a focus on
24 efficiency.

25 Let me say one thing about efficiency. It's the

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1 first time I've mentioned it in the speech this
2 morning. Let's go back to the life cycle for a moment.
3 The snake going up the stairs. There are two
4 inflection points, there's that take off from gestation
5 to growth, and then there's that second inflection
6 point from maturity to aging and decline, okay. Now
7 what efficiency is about, focus on efficiency and
8 productivity, is about propping up the declining curve
9 as long and as well as you can. That's the efficiency
10 focus. What that first inflection point is about, is
11 about growth and innovation, okay. So if -- if you go
12 into a business, a sector, an entire economy, if you
13 pay attention to what the talk is about, you have a
14 sense of -- of where we are in an economy, but,
15 important caveat, remember the weather report, you also
16 have that whirling storm system, you see. And when
17 you're in the uptake of the business cycle you can talk
18 about growth and innovation. When you're in the down
19 take, you could talk about efficiency and productivity.
20 So it's important to understand where we are.
21 Particularly for those of you who feel that we're still
22 in the growth or second quarter, which is a slight
23 majority of you in the room. It's anomalous, it's
24 contradictory, that you feel we're in the growth
25 quarter, but we're focusing on economy and productivity

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1 rather than on growth and innovation. Okay. So we're
2 focusing on efficiency and productivity because of the
3 business cycle, not because of the life cycle in this
4 regard. Okay.

5 Now one more word about healthcare, a few more
6 words about it. You -- you get a shift as well from
7 central control, look at the infrastructure, from the
8 mainframe to the PC, from the free-standing box to the
9 connected, distributed net worth. Here's the essence -
10 - here's the essence of the technology of the
11 information economy. That's the essence of it. From
12 the center to the peripheries, pushing things out from
13 a centrally controlled to a network model, distributed,
14 computing and the like, okay. Same thing happens with
15 our management and -- and models and our organizational
16 models. So you go from the centralized focus, the
17 large hospital out to neighbourhood clinics. Okay?
18 The more connected you are, the more distributed you
19 are, the more you get over the hump of -- of the last
20 mile, which is the wire across -- from the -- from the
21 street into the home. The more we shift to wireless
22 communication systems, anytime, anyplace, the more you
23 push it out to the periphery, okay, the more you push
24 the operations of the system out to the periphery, the
25 decision-making moves from the center to the periphery.

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1 This is exactly what is happening and so what you can
2 predict and see occurring is that healthcare will
3 migrate increasingly into the home. Okay. Thank you
4 very much. It will migrate increasingly into home and
5 that's only the pin-ultimate place that healthcare will
6 migrate because ultimately, and when I say ultimately,
7 what I mean is not until the bio-economy is well into
8 its growth quarter, if not mature into its third or
9 mature quarter, then it will ultimately move -- it will
10 move into the ultimate place, where will healthcare
11 ultimately migrate, it will migrate into our bodies.
12 Okay. And again, in the same way that I pointed to
13 aquaculture, at the far end you can look at it from the
14 near end and see how to anticipate it, more and more
15 things are moving into our bodies. So, for example,
16 the first pacemakers were in 1973, okay. Clunky
17 affairs. Now pacemakers are virtual, this is only --
18 all -- almost oxymoronic, they're -- they're
19 commodities. Can you imagine a pacemaker being a
20 commodity? And -- and yet if you think from '73 to
21 what's been happening to pacemakers, they got smaller
22 and smaller and smaller, they're implanted into our
23 bodies, and imagine somebody with a pacemakers saying,
24 I don't feel right, something's wrong with this,
25 calling up the doctor and trying to get an appointment,

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1 right. And as bad as it is in the States, as I'm told,
2 the waiting lists here are even worse, which has to do
3 with investment issues, not the model of the system.
4 So what does the patient want? The patient wants
5 anytime kind of response, so what that little business
6 developed, was hold the telephone up to the pacemaker
7 and be able to read the output in real time. And if
8 you can read it in real time, then you can send a
9 signal back in real time and zap the patient from a
10 distance and that's the kind of thing that is moving
11 that product improvement, that product upgrade is
12 moving from gestation, from R and D, into actual
13 production and implantation now. So that's the kind of
14 thing that you begin to see shifting. Okay.

15 Let me say a word about another important sector
16 of the economy. Again, based on the simple notion that
17 every time the foundation of the economy shifts, so too
18 does how we carry out all our economic activities, so
19 let me focus on education, another critical piece of
20 your economy and mine. Here, again, we have a very
21 simple notion that every time you get a shift in the
22 foundation of the economy, you get a shift in who bears
23 the mantle of responsibility for the our educational
24 systems.

25 When we were an agrarian country, Canada and the

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1 United States, the basic educating institutions were
2 the church and the family. Okay. As we shifted to be
3 -- and more and more of our economy depended upon
4 industrial base and foundation, and we shifted to these
5 more centralized models, we shifted from church and
6 family to government, from church to state, and
7 government emerged as the major educating institution
8 in both of our societies. That is fundamentally the
9 way it is today.

10 Let me tell you where I see us today is where we
11 don't know that we don't know that it's already
12 shifted, okay. And what do I mean by that? Well, to
13 use the metaphor of bandwidth, in the agrarian era, the
14 bandwidth for education was say seven to fourteen years
15 of age. When you got to the industrial age in our
16 countries, the bandwidth shifted to -- from seven to
17 fourteen to kindergarten through university, and it
18 grew, okay. What's happening to the bandwidth, it's
19 growing all the more and you already hear phrases like,
20 "lifelong learning", "cradle to grave", "K through 80",
21 that "human resources are our most important resource",
22 "they're our most sustainable renewable resource",
23 "intellectual property", "human capital", "knowledge
24 based management", all these phrases focusing on that.
25 Now isn't that interesting. If you're thinking K

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1 through 80 and lifelong learning, government dominates
2 during the first, during the front end of the
3 individual life cycle. Okay. And that's not going to
4 change. But if you got lifelong learning as the
5 dominant shift in -- in terms of education, people are
6 going to be educated where they spend the most time,
7 which tends to be in their employment and in the
8 workplace.

9 Now what that -- now, you folks are from the
10 public sector and Canada has a much, you know, greater
11 emphasis on public sector, so it may stay more
12 government controlled. In the United States it is
13 going to shift much more from the public to the private
14 sector. And the private sector increasingly will begin
15 emerging in the States as a dominant educating
16 institution, not because it's going to take over school
17 systems, it's not. The -- in the United States, the
18 educational slice of the economy is about six hundred
19 and sixty-five billion dollars, second only to
20 healthcare, with defence running a very distant third
21 in place in terms of the economy. And of that six
22 hundred and sixty-five billion, about a third of that
23 is in the for profit private sector. It's not -- and -
24 - and most of it is not, and that's without counting an
25 awful lot. It doesn't even take into account the kind

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1 of learning that goes on. For example, in this -- in -
2 - in this hotel room at this moment, this is, you know,
3 part of the education sector of your -- of your
4 economy. And it's through a public-private alliance,
5 is that a fair way to put it, all right, and represents
6 really the future of educational systems. Education,
7 and remember, again, you don't have to go to a central
8 place with the Internet, that's migrating out. In my -
9 - in my country, well, in -- in yours as well, when the
10 educational system was government dominated, which it
11 still is through -- K through university, telephones
12 and televisions were not permitted in -- in the
13 classroom, okay. Now PCs and Internet are making their
14 way into the classroom, but they're lagging behind
15 relative to making their way into the offices. That's
16 a fundamental disconnect. That is a legacy of the --
17 of an old way of looking at things, because even in the
18 public sector, you understand the importance of the PC
19 and the Internet, but it has infiltrated more into
20 other work environments than it has into the classroom
21 environment.

22 Okay. Well, we would go on with -- with each of
23 these for a long time, but let me just show you a kind
24 of way that it will shift, a few illogics. I'll just
25 give you two quick ones. I'm more familiar with the

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1 higher education. I used to be a professor in a -- in
2 a previous lifetime. I'll give you two examples. Say
3 a school admits four out of every ten people who apply,
4 okay. And they improve their quality and they get
5 really good, okay. So they can -- so now they only
6 admit two out of every ten. So they can turn away more
7 people. This is built on a logic of the number of
8 seats in the classroom that we have available, the
9 number of beds in the dormitories, it's -- it's based
10 on a limited growth model, okay. That's the rational
11 perspective. And a second simple example in this
12 regard is, you look at most four year colleges, in your
13 country as well as mine -- in your country, you know,
14 the vast -- overwhelming majority of your population is
15 located within a hundred miles of the border, in -- in
16 about seven major cities. And most of your -- most of
17 your students in colleges and universities live within
18 a hundred miles of those schools, okay. And even if --
19 even if they change what city they're living in,
20 they're probably going to move to another urban center.
21 The point is this, if you look at the school as a
22 business or -- or as an enterprise, even it's publicly
23 owned enterprise, it was a mind set that -- that says,
24 you're our customer for four years and then we kiss you
25 good-bye, and the only time we want to hear from you is

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1 for an alumni check or something like that. Now,
2 that's irrational. It violates one of the basic laws
3 of the private sector, which is much better to hold
4 onto a customer than to have to find a replacement for
5 that customer, you know. A growth model, an innovative
6 growth model -- remember the bandwidth is now lifelong
7 learning. Why not take an orientation that says, once
8 we admit you, our orientation is you're a customer for
9 life. Okay. We have you for four years during which
10 we're going to make you part of our family like your
11 parents made you part of their family. We want you
12 part of our family for life and we will do everything
13 in our power, the growth innovative part of -- of our
14 strategic posture will be to develop this lifelong
15 learning marketplace for you and with you.

16 Okay, well, again, I can't dwell on that for too
17 long. I did say that I wanted to -- to take questions
18 at -- at the end, so I notice I've got a countdown
19 clock. We're down to about fifteen minutes, so let me
20 take the remaining five before I turn open to questions
21 to talk a little bit about that next economy and, you
22 know, what it's going to look like.

23 As I say, it began with Crick and Watson and then
24 the first quarter gets completed with the genome
25 completion. During that period, the degree to which

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1 you look at it from an economics point of view, the
2 business model, it -- it -- the technology model was
3 focused on recombinant DNA. The business model for the
4 businesses in -- in recombinant DNA was basically the
5 model of Big Pharma, big pharmaceutical firms, which is
6 you take a lot of money and you get a lot of big vats,
7 and you -- you pour the stuff in and you mix it around
8 and you don't understand the molecular structure, and
9 it's hit or miss and it takes an enormity of time and
10 money and government regulations before you finally
11 bring something to market. We still have a legacy of a
12 lot of that. It's fifteen years to bring an average
13 drug to market at a cost of a quarter billion dollars
14 per drug on average.

15 The next wave that has already begun is genomics
16 and prodeomics (PHONETIC) which is the -- the quick
17 falling on the heels of it. I'll lump the two
18 together, you can make them separate if you want.
19 Genomics only lasted a couple of years if you do that
20 though. That -- that is the over -- the overlap of --
21 of information technology and biotechnology really
22 operating because you're focusing very much on decoding
23 information, the information of -- of the DNA
24 structure. And there it's a very, very different kind
25 of a focus. I'll give you one quick story as an

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1 example. My son-in-law used to work for Big Pharma,
2 now works for Biotech Start-up, colon -- involving
3 colon cancer testing. Colon cancer is basic -- is I
4 think it's the second biggest killer in the United
5 States in terms of cancer, it's beatable. People don't
6 have to die from colon cancer. The -- the problem is
7 that the test is expensive and uncomfortable. Okay.
8 Colonoscopy. Now what this Biotech Start-up does, is
9 it takes a stool sample which you go to -- you go to
10 your drug store and you get an over the counter kit,
11 dis-intermediating the medical establishment, okay.
12 Again, I'm going fast, but that's not a small point,
13 okay. You -- you, at home, again migrating the
14 healthcare, preventative healthcare into the home, at
15 home you take a stool sample, you send it into a lab
16 and in -- in a couple of days for a couple of dollars,
17 you can get back an early reading and it's based on
18 your DNA. They can examine the DNA to see if you are
19 pre-cancerous or cancerous. Okay. And they'll pretty
20 soon within -- I would guess within another five, ten
21 years, or he would guess within another five or ten
22 years, they'll be able to take scrapings off your --
23 the inside of your cheek in order to do the same DNA
24 testing. So this gives you a quick feel for what's
25 involved. Drugs will be coming onto market faster,

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1 cheaper, dis-intermediating the upstream end of the
2 doctors and the hospitals, more -- and, you know, you
3 used to if -- am I pregnant, do I have diabetes, do I
4 have HIV, all of these you used to have to go to the
5 medical providers for, increasingly they're over the
6 counter home and private health administered
7 activities. That is going to continue.

8 One more word, when you -- the science that gave
9 us the technologies for the industrial and information
10 eras was the sign -- predominantly the signs of
11 physics, okay. So you went from physics to industrial
12 technologies to information technologies. You -- the
13 science has shifted to biology for the next wave, not
14 exclusively, but predominantly, and biology operates
15 very differently than physics. Biology, by the way, is
16 the only science without a predictive model, okay.
17 Physics is based on laws. This is the way the universe
18 operates. It was handed down either by God and the
19 tablets, by the Prime Minister, by the CEO, it's a top
20 down model that involves strategic planning, you know,
21 from the God, you know, God or God given laws, you
22 know, on down. Biology doesn't operate that way.
23 Unless you're a creationist, biology operates from the
24 bottom up, okay. In other words, you didn't have an
25 ecosystem and then species occurred, and then organisms

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1 occurred, and at the end you got DNA. It worked the
2 other way around, from simple to complex, from the
3 bottom up. Okay. You didn't have an economy and then
4 get industries, and then get businesses, and then get
5 products, you got products and they -- and they grew
6 into more complicated businesses and sectors and -- and
7 entire economies, and ultimately a global economy,
8 okay.

9 That's very important and just to quickly give you
10 a -- and I've got to stop. Just quickly give you a
11 feel for what that means. For example, in the future,
12 economic value will increasingly be created at the
13 molecular level, okay. And if you look at it from a
14 management and organization perspective, it's all
15 emerging from the bottom up, not imposed from the top
16 down. That -- that's going to get mixed in with
17 political philosophies and ideologies about democratic
18 versus commanding control models and the like. All
19 that will play out over decades, okay.

20 Well, here's the tell them what you told them six
21 second wrap up of -- of the talk. I wanted to give you
22 a big, broad perspective of where we are because we're
23 so caught up in the business cycle and what's going on,
24 that we lose a perspective on the larger picture of
25 things, and what's happening. It's a -- from that

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1 point of view, it's a pretty darn exciting time. It
2 can get derailed by terrorism. It can get derailed by
3 a decade of -- of recession and deflation, which I hope
4 does not happen. I'm more optimistic than not. I
5 continually surprise myself by seeing the glass as half
6 full rather than half empty, and I've tried to give you
7 a perspective for it. I know the marketplace thinks
8 I'm a futurist, my focus is I'm not being a peripheral
9 futurist where I can see far into the future, but it's
10 a little askewed, you know. So I hope -- I have given
11 you my -- my perspective on the future and I hope that
12 it has been helpful. Thanks very much.

13

14 (END OF PRESENTATION)

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Patti Spooner