THE FIRST ISOC INDIA MUMBAI IN-FORMATION MEET AND A SEMINAR ON 'THE INTERNET AND CAREER TRENDS IN THE INTERNET DRIVEN TECHNOLOGY WORLD'

Venue: VPM R.Z. Shah College, MUMBAI

Date: 20th July 2017

You want to attend an important meeting and have booked your airline tickets. You reach the airport on time and you are standing in a queue to check- in into your flight with your luggage. On an average day, you would spend around 20-90 minutes in that queue. After your waiting ordeal is over, an airline representative will verify your identity card and ensure that your luggage is not violating any official baggage policies. You can then proceed to other mandatory checks (like a security check) and eventually board your flight.

Such a scenario increases customer dissatisfaction and makes the airport more crowded. Accordingly, a leading German airline approached a consulting firm for a technological solution to this business problem. One of our Internet Society India Mumbai (ISOC India Mumbai) chapter members, Miss Sneha Tambe, was a part of the consulting team that provided this solution.

'We developed an online self-service kiosk which allowed customers to print boarding passes and baggage receipts. The cloud system was built on Java, CORBA (Common Object Request Broker Architecture) and SAP technologies. The kiosk reduced the check-in time process to 10 minutes. After the solution was implemented, business costs plummeted from $3.86 per passenger to just 16 cents', added Sneha.

However, the audience of over 300 students and ISOC India Mumbai In-formation team realised another crucial point during the discussion- all this would have not been possible without the internet. Indeed, the use of internet based technologies like cloud computing and automation had saved costs for the leading airline company and provided better services for its customers. However, there was a casualty- some of the airline representatives manning the check-in counters would soon become redundant and lose their jobs.
Is the internet culpable for this loss of livelihood? 'Not necessarily', opined ISOC India Mumbai Chapter members. ''It all depends on how you understand the internet and use it for the welfare of society"

A similar sentiment was expressed by two of the fathers of the internet, Vint Cerf and Bob Kahn, who set up the Internet Society (ISOC) in 1992.More than simply advancing internet technologies and standards, ISOC members work to ensure that the internet grows and

evolves as a platform for innovation, economic development and social progress for individuals around the world. Backed by more than 80,000 members, 113 chapters and more than 143 Organisation members, ISOC achieves desirable social change on internet through partnership and expertise in policy, technology and communications.

Mr Prateek Pathak, one of the founding members of ISOC India Mumbai chapter, then spoke on the history of evolution of the internet as a dominant mode of communication and educated the audience about different organisations associated with the internet. He highlighted the various career opportunities that are available to individuals using internet. By enrolling into a Massive Open Online Course, students can learn to code for free and upgrade their skillsets. If they are unaware or not satisfied about any aspect of the working of internet, they can raise their voice through appropriate forums. For example, if they wish to provide better internet education and accessibility for individuals with disabilities, one can join an ISOC Special Interest Group for the same.

"Students need to take control of their destiny and the internet can improve our resilience to face different adversities in life", added Ms Shetty, Director, Institute of Professional Studies. She outlined the various initiatives taken by her centre to empower her students to use the internet to meet the challenges of the future.

The seminar ended with vote of thanks from Ms Kavita Sharma, In-Charge Principal, VPM R.Z Shah College who highlighted the need for international organisations like ISOC to collaborate with community colleges to improve technical awareness of their students and bring about desired change. She urged that such events should be frequently organised. After the seminar, ISOC India Mumbai chapter in-formation team unanimously approved the bye-laws of chapter to be submitted to ISOC Asia Pacific Team.

And what happened to those airline representatives who lost their jobs?

'Some of them learnt to code whereas other individuals took some time off to pursue more meaningful careers in other segments of the hospitality industry. Last heard, all of them were meaningfully employed and experienced better job satisfaction', quipped Sneha.

A few moments from the event.

ISOC In-formation team volunteers being introduced by students of VPM College.
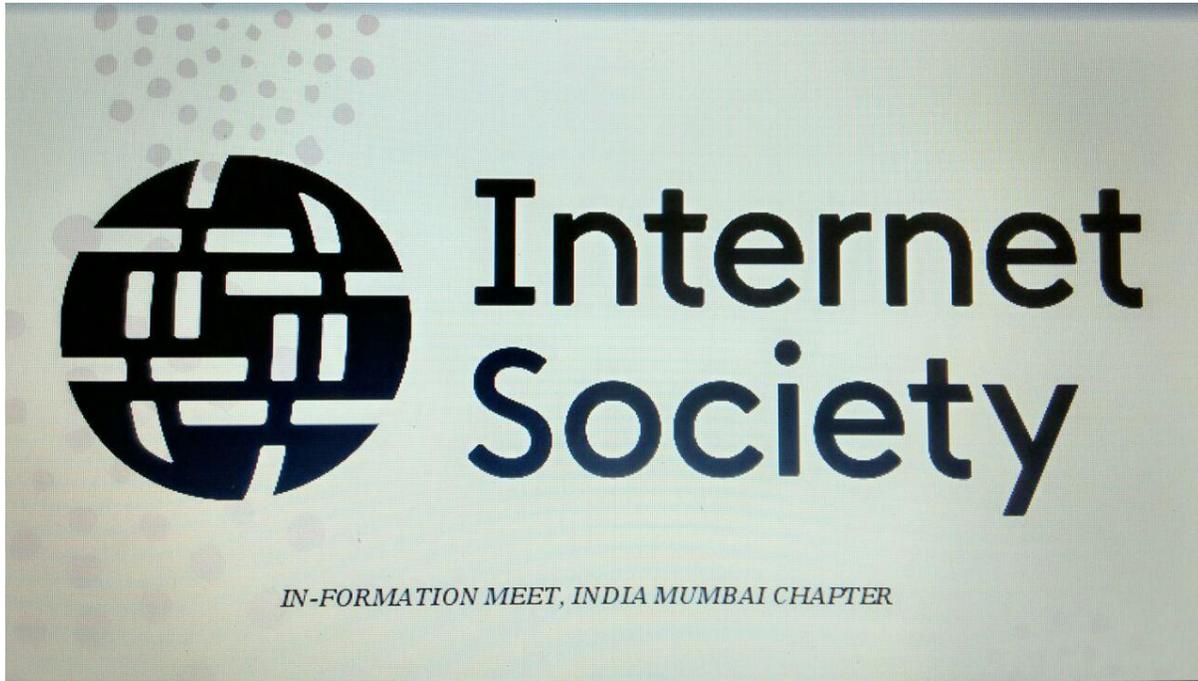
Photo 2: ISOC In-formation meet powerpoint put on the screen at VPM R.Z. Shah College. The seminar doubled up as an in-formation meet for ISOC members

Photo 3: Mr Prateek Pathak, an ISOC member, introducing ISOC to students of VPM R.Z Shah College.

Photo 4: Students of VPM R.Z.Shah College attending the seminar. More than 200+ students had registered for the seminar.

Internet Society