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Finally, an AI that's actually going to do our work for us. Agentic AI is the next level of AI work tools. generative AI (GenAI) uses data to produce a product that can guide work, but agentic AI can trigger a chain of commands that does the work. A game changer? Absolutely. A possible nightmare? Not if CIOs re-strategize their tech. Learn how. After that, we talk about supply chains. Resiliency, resiliency, and more resiliency has been the theme for the past handful of years, but now costs are under the microscope. Is the choice really one or the other? We say no, and we tell you how to get both. Lastly, let's blast to the past—the very late '90s, in fact—and talk about the tech of the time and one product that changed how many of us work.

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Highlights



Artificial Intelligence

Agentic AI for CIOs

The next level of AI. Agentic AI is the kind of hands-off AI tool that businesses have long been anticipating. Whereas GenAI can produce content in response to prompts, agentic AI is a tool that can trigger automatic actions. For CIOs, agentic AI is both an interesting addition to a tech stack and a possible bringer of chaos. Adding agentic AI will change how tech leaders manage IT, and how the workforce uses IT. Oh, and guess what? Agentic AI doesn't mean no people—it means people who can supervise the technology to make sure it doesn't mess up. The last thing an org needs is one false step early in a chain that reverberates mistakes down the line.

Watching the agents. One reason for keeping tabs on agentic AI is that, sure, it's autonomous, but much of its potential value comes from the ability to work across business functions. The advantages could be many but the errors considerable. That cross-functionality requires CIOs to take a different approach than in the past, and that includes selling the idea to executives. Our advice: Instead of focusing on the technology, focus on value and how agentic AI will help solve big business problems.

Using what you already have. One thing that's making adding agentic AI to IT easier is that software companies are already including it in their products. Hence, there's often no need for pilots that take time, money, and stress. Instead, CIOs can test it out within the tools they already have, and employees are familiar with, easing into using them in a larger context.

What CIOs need to know: "How agentic AI is transforming IT: A CIO's guide."



Supply Chain

Supply chains: Cost or resiliency?

Resiliency is taking a back seat. Supply chain professionals have, in the past few years, been focused on resiliency. But now they're swinging back to cost considerations as the key decision driver. Global economic uncertainty is responsible for this renewed cost-consciousness. Resiliency is still a part of supply chain management, of course, but perhaps not the largest factor—and won't be for a while.

Or is it? But if we look at costs, there are some areas where improvements need to be made. For example, technology investments aren't paying off—yet—in part because they're either stuck in development or done piecemeal. Would you be surprised if we told you that many supply chains are still completely fragmented? And that e-mails and spreadsheets still reign when it comes to supplier communications? Also, what year are we living in? Just checking. Anyway, the cost conundrum can be solved by better technology that links supply chains. So, effectively, the bigger picture and longer-term goal remain the same: be the quickest to react to changes. That kind of resiliency.

Read more: **"The art of balancing cost and resilience in the supply chain."**

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Department of Timeliness: July 21, 1991: The birth of the iBook

A.K.A. The End of Work/Life Balance

Small, lightweight, and colorful. Yep, we're talking about the iBook, Apple's clamshell-design laptop worthy of Botticelli's *Birth of Venus* (yeah, yeah, that was a scallop shell, whatever). Also, the last fun computer, design-wise. They were offered in a range of bright and cheery colors, first blueberry and tangerine, later indigo blue and key lime green (also graphite: a sign of things to come). The look was a wow and probably what it's most remembered for, but what really marks this computer as noteworthy is that it was the first with Wi-Fi. This was a computer—lightweight and networked—designed for on-the-go use. Although the model was discontinued in 2006—and the iconic design only lasted two years, the first iteration before the now-ubiquitous gray rectangle—the legacy remains. We're wireless everywhere all the time now.

Work in balance. Think of how work has changed because of laptops with Wi-Fi. We can work anywhere! Remotely, in cafés—hello, caffeine, our cherished friend—at a construction site, in a field, at a hot desk, on airplanes and in airports, on trains, at the beach. Flip side: We're working in cafés, in airports, on trains, beaches ... the pressure to work all the time can be laid, at least in part, at the feet of wireless networking. Why spend quality time resting and zoning out at an airport lounge when you can work, right? Why look up from your keyboard? Why touch

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Neg AI. Are concerns about AI's effects on the workforce excessive? Early research suggests that workers may be feeling better mentally and physically and working slightly fewer hours. However, AI anxiety remains something that companies can help alleviate by providing employee support. ([Scientific Reports](#))

Controlling. Speaking of AI anxiety, the stress is legit but not inevitable. Employees who have more control over AI tools they use at work are less stressed compared to when they have more input. More evidence that how people use AI tools is important to their health and well-being. ([Journal of Organizational Behavior](#))

On repeat. AI sure is gabby. Using language learning models (LLMs) to write creates text with a lot of surplus words, and a lot of them are the same. LLMs also generate text that is less varied and interesting than what we can write. ([Science Advances](#))

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