



The list below summarizes IT trends mentioned by the National IT Innovation Center's BILT (Business and Industry Leadership Team) at March 2024 and May 2024 meetings. The purpose of this summary is to keep faculty – and their students – informed on the ever-evolving IT landscape.

1

VoIP is so commoditized and cloud-based now– soon you will log into VoIP and treat it like an app, rather than as an underlying technology. The days of troubleshooting “phones on desks” are over. Notice that AT&T is pulling out of the phone landline business. VoIP is becoming more and more of a specialty. If students are curious about VoIP, it may be better to let them explore it on their own rather than include it curriculum.

Learn more: <https://www.onsip.com/voip-resources/industry-news-trends/6-voip-trends-in-2024-examining-the-future-of-voip>

Learn more: <https://www.usatoday.com/story/money/2024/02/22/att-phone-companies-eliminate-landlines/72574152007/>

2

AWS and Azure remain the king of cloud providers, but that doesn't mean Google won't become more widely adopted in the future.

Learn more: <https://www.hava.io/blog/2024-cloud-market-share-analysis-decoding-industry-leaders-and-trends>

3

Not only are **IT workers being asked more and more to use expert systems within a large language model**, but they need to know how to intelligently look at the results and make sure the output isn't a “hallucination.” That is, is what the LLM providing making sense? This often means knowing how to go to a known valid source to verify the data.

Learn more: <https://dr-arsanjani.medium.com/navigating-the-challenges-of-hallucinations-in-llm-applications-strategies-and-techniques-for-ab2b5ddc4a63>

4

“Microservices and containerization are the future.” More and more, companies exist solely in the cloud; there is no physical infrastructure. For now, Kubernetes and Docker are the most popular orchestration tools.

Learn more: <https://www.datadoghq.com/container-report/>

5

Within three years, most businesses – including small businesses – will use log consolidation tools like Splunk rather than reading and analyzing network logs manually. For now, using those kinds of tools, including emerging AI Ops, happens mostly in large enterprise, but that will “trickle down” soon.

Learn more: <https://www.opensourceforu.com/2023/07/use-aiops-to-make-your-enterprise-agile/>

6

As businesses move to the cloud, new hires often show a lack of understanding of physical hardware. One employer lamented that some his employees have “no concept” of where data is stored physically or how to back it up. Not only is the location important, but also the laws that govern that location. Where is the data stored and in what state?

Learn more: <https://hypertecsp.com/knowledge-base/data-storage-security/>

For a deeper dive into these topics and others, visit NITIC's Innovation Clearinghouse, which can be accessed for free here: www.nitic.org.