



Sectoral perspective on bridging the digital



application became widely used service in portable devices and car navigation systems, enabling a new set of geographic applications, such as route planning and navigation and spatial search.

Now a third phase of change is emerging. In addition, a combination of disruptive new technologies and applications that will change the way people behave. In the words of Fjord, an Accenture Design Innovation consultancy: "Over the next five years, sensors, mobile devices and data analytics will combine to deliver a new layer of connected intelligence that will revolutionise the way we work and play. This will include the following: Smart homes, smart cities, smart cars, smart phones, smart TVs, smart printers, new mobile payment applications, wireless optical networking technology, gesture technology, voice recognition and instant and efficient mobile translation, and smart wearables." (Fjord, 2014)

The new technologies will further change the ways in which people work and play, including their interactions with friends and family, with businesses and with tourism destinations. These will include the following: Smart homes, smart cities, smart cars, smart phones, smart TVs, smart printers, new mobile payment applications, wireless optical networking technology, gesture technology, voice recognition and instant and efficient mobile translation, and smart wearables.

These technology based applications pose major challenges through disruption of traditional ways of working and also exciting opportunities for those who are willing and able to innovate. One example of this is the sharing economy, which is bringing about a fundamental change in the way we work and play. This is already well established, and will potentially have a much broader impact on the way in which we work, in terms of goods and services available on a shared basis.

All the while that the digital technology revolution has been taking place, there have continued to be advances in engineering technology and material science that have enhanced ground and air transport systems and brought about further advances in the economy and comfort of travel and access to a vast and increased range of destinations.

These twin aspects of technological change have reinforced each other, enabling the dramatic growth of tourism that we have seen over the past thirty years. The innovations that may be expected in the years ahead will have implications for travel and tourism nationally and internationally.

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