KEYNOTE TALK
Wednesday, December 14, 2016
1:30 PM – 2:30 PM / (Ballrooms 313 & 316)

ISVC 2016: 12th International Symposium on Visual Computing

Can You See Me Now? The Importance of Visualization in Improving the Customer Experience at AT&T

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Abstract

AT&T runs one of the most complex and intricate networks in the world with over 50 petabytes of data running across their network on an average day. It is imperative that we have the ability to view, analyze, and act on the billions of data points that indicate how the network is performing. Data visualization helps our network engineers identify trends and pinpoint potential issues in near real-time for our 100 million mobile customers. Furthermore, as we transform our network from specialized hardware to one that is highly configurable via software, we are also implementing many new services for our consumer and business customers. To implement these services, we use visualization to understand the data we are now able to gather and to show how we can use that data to the benefit of the customer. In this talk, we will highlight the importance of visualization in analyzing and understanding the large data at AT&T. Included in this discussion will be several research projects that have been made publicly available via open source so that others can also benefit from AT&T's recent work.

Speaker Bio-Sketch: Jim Klosowski is the Director of the Information Visualization department in the Big Data Research organization at AT&T Labs. His team of researchers develops new techniques for visually exploring and understanding the large data that is generated daily within the company. Jim received dual BS in mathematics and in computer science from Fairfield University, and both MS and PhD in Applied Mathematics and Statistics from Stony Brook University. He has published more than 20 technical papers on interactive visualization techniques and has been awarded over a dozen patents in the United States and abroad. Prior to joining AT&T, Jim was a research staff member at the IBM TJ Watson Research Center for over 10 years working on interactive computer graphics and scalable visualization systems. His current research spans all aspects of information visualization and analysis, but focuses on large geospatial, temporal, and network datasets.