



The Intersection of Workforce, Innovation and the Cloud

The Opportunities, Challenges and Lessons Learned
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Our Panel

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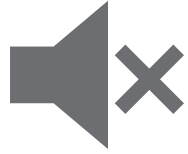
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Audience is muted



Use the chat box for questions



This webinar is being recorded
slides and recording will be available

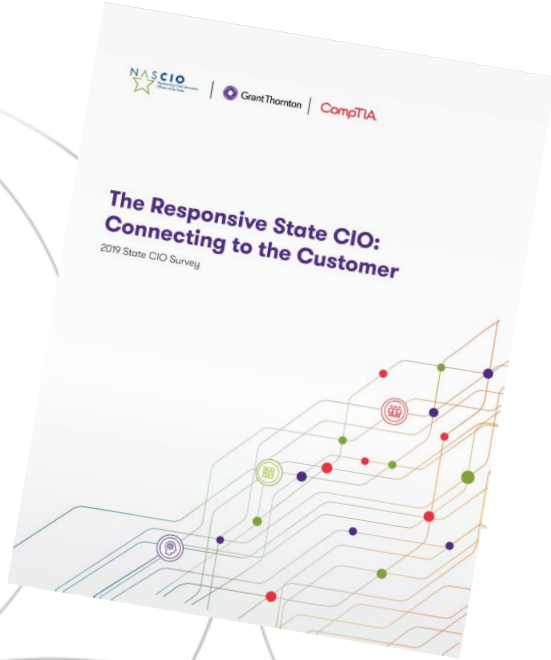


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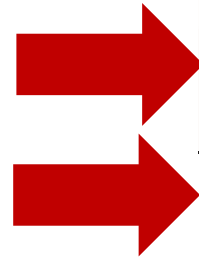
The Opportunities, Challenges and Lessons Learned



2019 Annual Survey



What single personnel reform could be implemented that would be the most impactful in reforming your state IT workforce?



| | 2019 | 2017 |
|--|------|------|
| Modernizing IT job titles and classifications | 33% | 31% |
| Training and development to build new skills | 25% | N/A |
| Streamlining the hiring process and reducing time to hire | 14% | 10% |
| Removing IT positions from the civil service system | 14% | 14% |
| Modernizing office culture (i.e. flexible work schedules, telecommuting, etc.) | 10% | 14% |
| Eliminating state unions representing IT | 4% | 12% |

2015 Workforce Study

how might this look today?

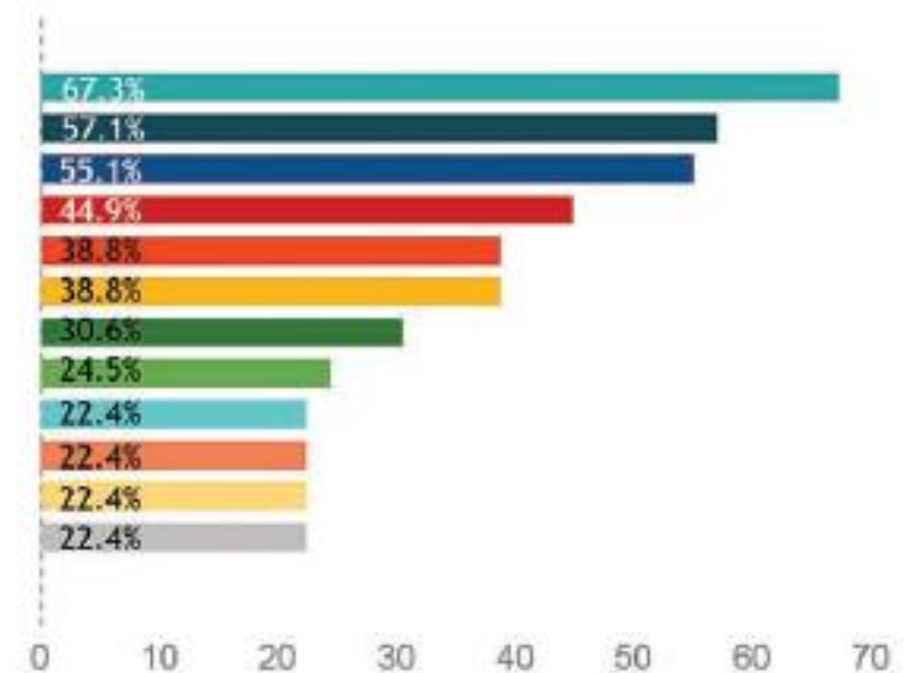


State IT Work
Facing Reality with
2015 President's L



Figure 5

What skills and disciplines present the greatest challenges in attracting and retaining IT employees?



What would this chart look like today?



Play #10: Prepare the Workforce

The new “CIO as Broker” operating model requires a different portfolio of skills, knowledge and experience. Identify the new, necessary, roles and responsibilities of personnel. Identify the best sourcing for these roles – internal or external. Some roles are inherently internal.

Develop the necessary training and experiences to prepare personnel for new roles, emerging roles and evolving roles. Revisit the necessary skills portfolio as you anticipate moving to the next level of maturity in the new CIO Operating Model.



Workforce Strategy for IT NASCIO Webinar

COVID-19 Recovery as an Opportunity

In response to COVID-19, CIOs needed to rapidly shift organizational priorities and innovation initiatives. For an agency to optimally thrive, the IT workforce must be reskilled on how to leverage these technologies. CIOs have the opportunity to **thrive** in an environment enabled by this disruption.



RESPOND

Identify quick IT workforce initiatives that can be accomplished to effectively respond to the COVID-19 pandemic



RECOVER

Identify changes to the IT work, workforce, and workplace and refine policies and initiatives to correspond to the changing landscape for CIOs



THRIVE

Iterate and implement longer term IT workforce solutions, paying special attention to impacted areas, to promote resiliency and agility in adapting to future events

WORK

What work is best performed by machines, versus “essentially human”?
How can we leverage technology in the best ways to fulfill the mission?



WORKFORCE

Who can do the work and how can we enable alternative talent models in addition to traditional full-time employment?



WORKPLACE

Where is best to perform the work and how can we maximize collaboration, productivity, and consistency across the workforce experience?



Thriving with Improved Service Delivery

CIOs have the opportunity to reimagine the future work, workforce, and workplace to maintain operational excellence, meet business and customer expectations, and drive innovation, disruption, and digital transformation to build the future of the IT workforce.



Work

Seamless & Automated Delivery

- Increased reliance on automation and cloud-based delivery
- Investment in resilient infrastructure & process automation
- “Digital first” mentality for citizen and employee needs
- Diversifying supply chains to avoid lapse in services or delay in manufacturing

90% of organizations use **cloud-based services**. In fact, cloud investments are expected to **double** as a percentage of IT budget over the next **three years**



Workforce

Adaptable, Agile, & Multidisciplinary

- A new approach to re-skilling and team management that includes limited duration or project based jobs
- Adapting to a virtual first workplace that requires a focus on culture, communication, and performance management to promote well-being
- Diversity, equity and inclusion has risen to the top of the agenda, enormous pressure on the composition of the workforce

80% of GPS organizations believe well-being is important, 38% feel ready to address well-being, and **only 13%** have a strategy

Thriving with Improved Service Delivery

Evolving strategic business imperatives, trends, and disrupters are driving a shift in the way state and local IT organizations operate from service to value delivery enabled by cloud, automation, digital reality, and other disrupters.



Workplace

Mobility & Enabling Technology

- Cybersecurity, risk, and resilience remain a priority amid-rapid tool adoption and deployment
- “Sensing” technology enabling touchless interfaces for public services
- Anticipating increased demand for mobility, on-demand or self-service access, and virtual connectivity

77% of government leaders say the hyper-connected workplace is important, yet only 8% feel very ready to introduce new tools to collaborate



COVID’s “New Normal”

Influencing Decision Makers

- Using on-demand data to support business decisions
- Perspective on feasibility of maintaining new operations
- Investing in cloud native platforms for security, speed, and reliability
- Promoting employee wellbeing to stabilize incoming requests
- Partnering with finance to invest in innovation

The average IT department spends 56% of its tech budget on maintaining business operations and only 18% on building new business capabilities

Questions?



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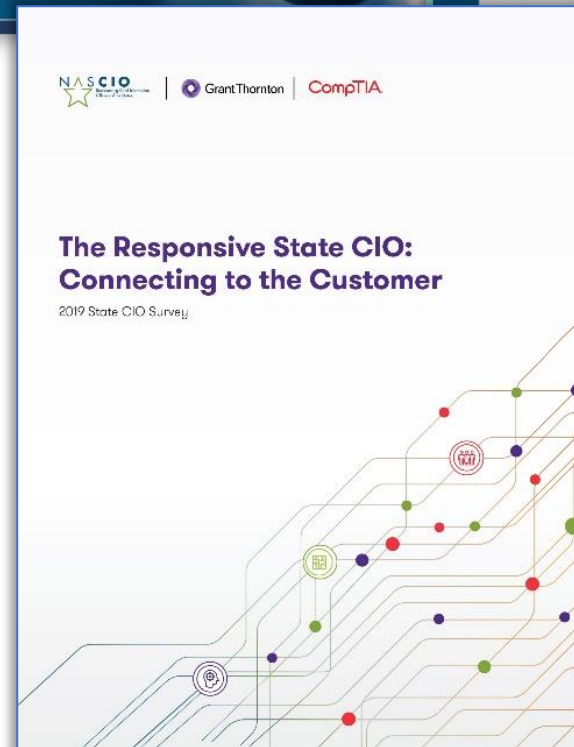
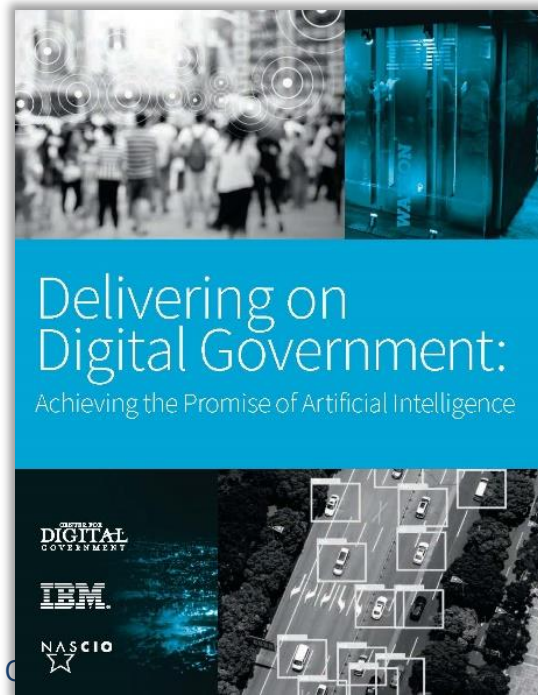
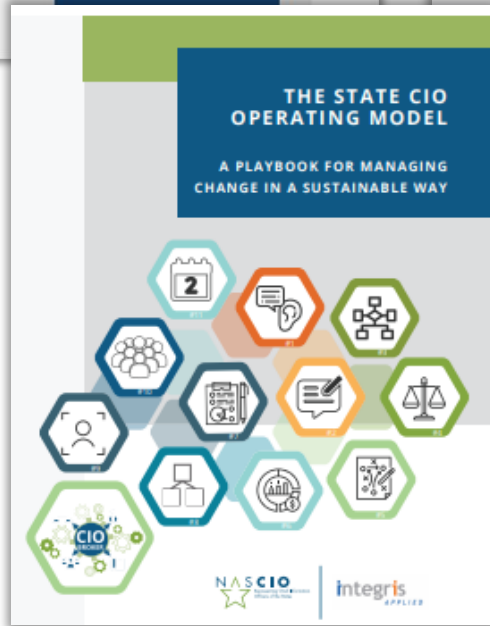
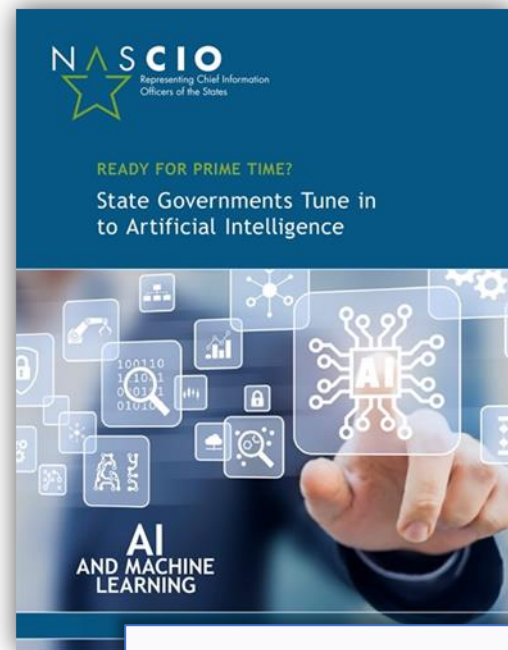
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Thank you!

