IT Workforce Modernization

Impactful solutions for the IT Workforce of the Future

Federal Case Study

Veteran's Affairs Office of Information and Technology (OIT)

Guidehouse analyzed OIT's current competency information, workforce plans, and technology plans to identify future workforce needs before critical skills are needed. Guidehouse delivered a list of skills outlining unaddressed skill gaps and critical future skills, allowing OIT to plan accordingly.

Organizations face significant challenges in attracting, recruiting, and retaining their IT workforce. Competition for employees with IT skill sets is fierce and the workforce has specific expectations of their employers. Further complicating the need to compete for top IT talent, is that the skills that are needed keep evolving – making it challenging for organizations to successfully identify necessary skills in the near-term and the future.

The IT workforce landscape is changing—rapidly. Expectations around the employee experience have shifted, especially among the IT workforce. IT workers now expect a more humanized employee experience to foster a deeper connection at work. The IT workforce expects to be able to work where—and when—they want.

IT Workforce Modernization Challenges

The changing landscape of the IT workforce has resulted in several core challenges for organizations looking to modernize their workforce.

- **Rapid technological change.** Organizations have to hire for skills that do not yet exist.
- **Fierce competition for IT talent.** The demand for highly skilled IT talent is increasing, but there is limited talent available.
- **Changing landscape of employee expectations.** Employees expect more from their jobs, particularly in terms of flexibility, benefits, and meaningful work.
- **Low retention rates.** Tenure expectations have shifted.

Our approach to IT workforce modernization focuses on four main facets of IT workforce management and development:

Workforce Planning   **Recruitment and Retention**   **Employee Experience**   **Upskilling and Reskilling**
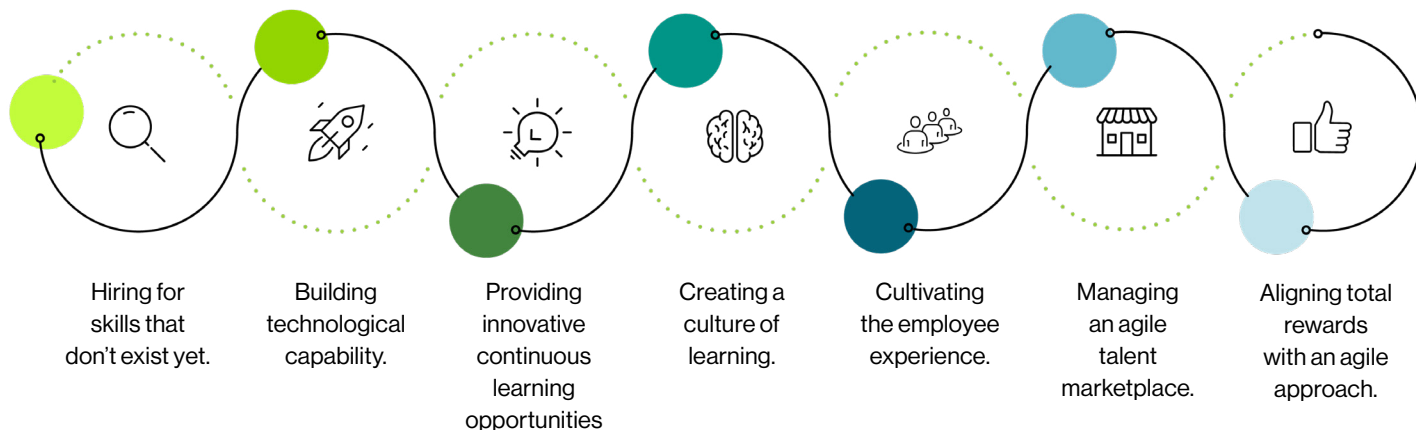
We approach IT workforce management with an in-depth understanding of what the IT workforce needs and wants from the work and workplace to deliver impactful outcomes:

Outputs

IT Skills of the Future Strategy
- Innovative Continuous Learning Platforms
- Multi-Modal Just-in-Time Learning

Outputs

Workplace Infrastructure Development Plan
- Adaptive Talent Marketplace
- Attractive Total Awards Plan beyond Competitive Pay

Robust Future Skills Pipeline
Continuous Growth Mindset
Adaptive Workplace
Improved Employee Experience

Outcomes

Outputs

Culture of Learning Strategic Plan
- Hiring for Cultural Fit Criteria
- Organizational Employee Learning Goals

Outputs

Employee Experience Evaluation
- Holistic Wellbeing Approach and Manager Training
- Meaning Through Mission Action Plan
- Work-Life Integration Flexibility Plan

1. Stop Training Employees in Skills They'll Never Use (gartner.com)

Guidehouse's Approach

Guidehouse helps organizations plan and grow their IT workforce with the future in mind.

| Hiring for skills that don't exist yet. | Building technological capability. | Providing innovative continuous learning opportunities | Creating a culture of learning. | Cultivating the employee experience. | Managing an agile talent marketplace. | Aligning total rewards with an agile approach. |

Delivering Impact for IT Workforces

Guidehouse has decades of experience partnering with our clients to develop and implement effective talent strategies tailored to their unique people, processes, and technology needs to help them build a sustainable and resilient workforce.

With Guidehouse, our clients can achieve their workforce modernization goals whether they be to realize a sustainable, but nimble recruitment and hiring process that builds diverse talent pools or to cultivate a distinctive employee experience that addresses today's challenges, while preparing for the future of work. We have also helped clients align the employee and customer experiences and helped them with workforce planning and analytics to inform IT-talent-related decision-making that maximizes the use of limited resources.

Guidehouse can be a partner in building your IT workforce of tomorrow—whatever that might look like.

Commercial Case Study

Large Utility Provider

Led alignment interviews with C-Suite and Business Units to prioritize organizational IT strategy, objectives, initiatives, and Ways of Working (WoW). Improved employee experience by engaging with IT employees and creating a Capabilities Roadmap & 2025 Vision. Built alignment and trusted Business Partnership WoW between IT and Business Units to better serve clients.

guidehouse.com/services/it-strategy / @GHTechSolutions linkedin.com/company/guidehouse-technology-solutions/

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About Guidehouse

Guidehouse is a leading global provider of consulting services to the public sector and commercial markets, with broad capabilities in management, technology, and risk consulting. By combining our public and private sector expertise, we help clients address their most complex challenges and navigate significant regulatory pressures, focusing on transformational change, business resiliency, and technology-driven innovation. Across a range of advisory, consulting, outsourcing, and digital services, we create scalable, innovative solutions that help our clients outwit complexity and position them for future growth and success. The company has more than 16,500 professionals in over 55 locations globally. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving national and global economies. For more information, please visit guidehouse.com.

Guidehouse outwit complexity