

# **Staffing Plan**

**for**

## **The State of Indiana Case Management and Labor Exchange System**

**November 3, 2022**



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Approver Name	Role	Signature	Date

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**CHANGE HISTORY**

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Version Number	Date	Contributor	Approved by	Approved Date	Description

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## Introduction

The purpose of the Staffing Plan is to provide qualified human resources for the Indiana Case Management and Labor Exchange System Project based on the specific requirements of the Indiana Department of Workforce Development (DWD). It details the approach, processes, procedures, and specific tasks needed to support Geographic Solutions' strategy by supplying skilled and experienced Case Management and Labor Exchange subject matter experts qualified to bring the new Case Management and Labor Exchange System to a successful delivery.

The Staffing Plan ensures the following:

- Identification and provision of resources to perform the tasks outlined in the RFP
- Personnel possess the skills to meet DWD's requirements
- Prevention or resolution of conflicts in multi-project resource demands
- Collection, sharing, reuse, and improvement of individual knowledge, information, and skills

The plan is a key deliverable as part of the overall Project Management Plan and is used in conjunction with the [Attachment M – RFP Usage Template](#) (Draft). This document will be reviewed and finalized upon contract award.

# 1 Approach to Staffing

The main activities for staffing are skill identification, skill development, and skill acquisition and provision. It is paramount that the right mix and categories of appropriately trained personnel are available and organized for the planned activities in a timely manner. Geographic Solutions assigns staff by roles, expertise, responsibility level, or a combination thereof. Governance of resources ensures project staff and supporting resources continuously meet the requirements, milestones, and deliverables of the Indiana Case Management and Labor Exchange System Project.

Geographic Solutions' internal staff resources are substantial, and we place significant emphasis on ensuring that staff expertise and knowledge is backed up and replicated from team to team. Should assigned staff for the Indiana Case Management and Labor Exchange System Project appear to be insufficient to meet the project's due dates, the Project Manager and senior management are prepared to reassign staff who are assigned to other projects to engage in the development, testing, and implementation of the Indiana Case Management and Labor Exchange System Project so implementation due dates are met.

Key onsite roles will be staffed with either direct or subcontracted employees. Subcontracted employees are trained and technically led by the functional leader of their role. For example, onsite Business Analysts will be directed by the Geographic Solutions Business Analyst Team Lead. The Team Lead is immediately available to them but works predominantly at the Geographic Solutions headquarters site.

The Geographic Solutions Project Manager will manage and direct the project staff in execution of the Project Management Plan and development of project deliverables. Staff management activities include tracking team member performance, providing feedback, resolving issues, and coordinating project changes.

There are several potential outcomes of managing and directing the staff process:

- Resource evaluation may prompt requested changes, which can result in a change request concerning the scope baseline, schedule baseline, or skill set needed to accomplish a particular project task
- Resource evaluation may prompt recommended corrective actions, which can result in a change to the project team.
- Resource evaluation may prompt recommended preventive actions, which may suggest an improvement of the skills and behavior of team members to minimize project risk.

## 1.1 Resource Acquisition

Geographic Solutions maintains a rigorous process for evaluating candidates potentially joining the Project Team. We will identify the skills and experience required for each position and address the strategic goals and needs of the Indiana Case Management and Labor Exchange System Project. Key

personnel for this project will be selected based on their expertise and successful experience in completing similarly sized projects with similar levels of complexity. The authorization for additional Geographic Solutions project staffing requires submission of justification documents to the DWD Project Manager for approval.

## 1.2 Resource Planning

Resource planning directly correlates with the Project Schedule. Resources are planned in accordance with the demands of each project phase and to ensure appropriate staffing meets Project Schedule deadlines. The Geographic Solutions Project Manager regularly monitors progress against the Project Schedule to determine whether staffing adjustments need to be made to meet project milestones. During weekly status meetings, the Project Management Office (PMO) will evaluate current staffing levels and future staffing needs for the Indiana Case Management and Labor Exchange System Project. These actions ensure staffing issues are addressed and mitigated quickly and the project is staffed effectively and efficiently throughout the project lifecycle.

Ongoing staff requirements are subject to occasional modification, as each state has different processes and procedures, which may change. With that being the case, legacy mainframe systems often require extensive staff time on activities that we could automate. *VOS Sapphire 22* maximizes automation based on modern technology and communications tools. Replacing outdated and inefficient technology and employing the improved business processes that the system promotes will result in improved system efficiency and overall agency performance. Indiana Case Management and Labor Exchange System Project refocuses staff workloads, promoting a shift from low-value, high-volume processing tasks to high-value activities.

Geographic Solutions' unparalleled corporate history and structure, combined with the qualifications of our staff, uniquely position us to complete and maintain the DWD Indiana Case Management and Labor Exchange System Project successfully. Geographic Solutions' professional staff has decades of experience to include development, project management, account management, and client support.

## 1.3 Onboarding

The Project Team will be responsible for onboarding their team members. The onboarding process ensures that each project team member receives a thorough project orientation prior to starting on the project. Onboarding covers such topics as Geographic Solutions' project management and agile methodologies; the Indiana Case Management and Labor Exchange System Project structure; and project policies regarding client information, use of equipment, work environment, and system access.

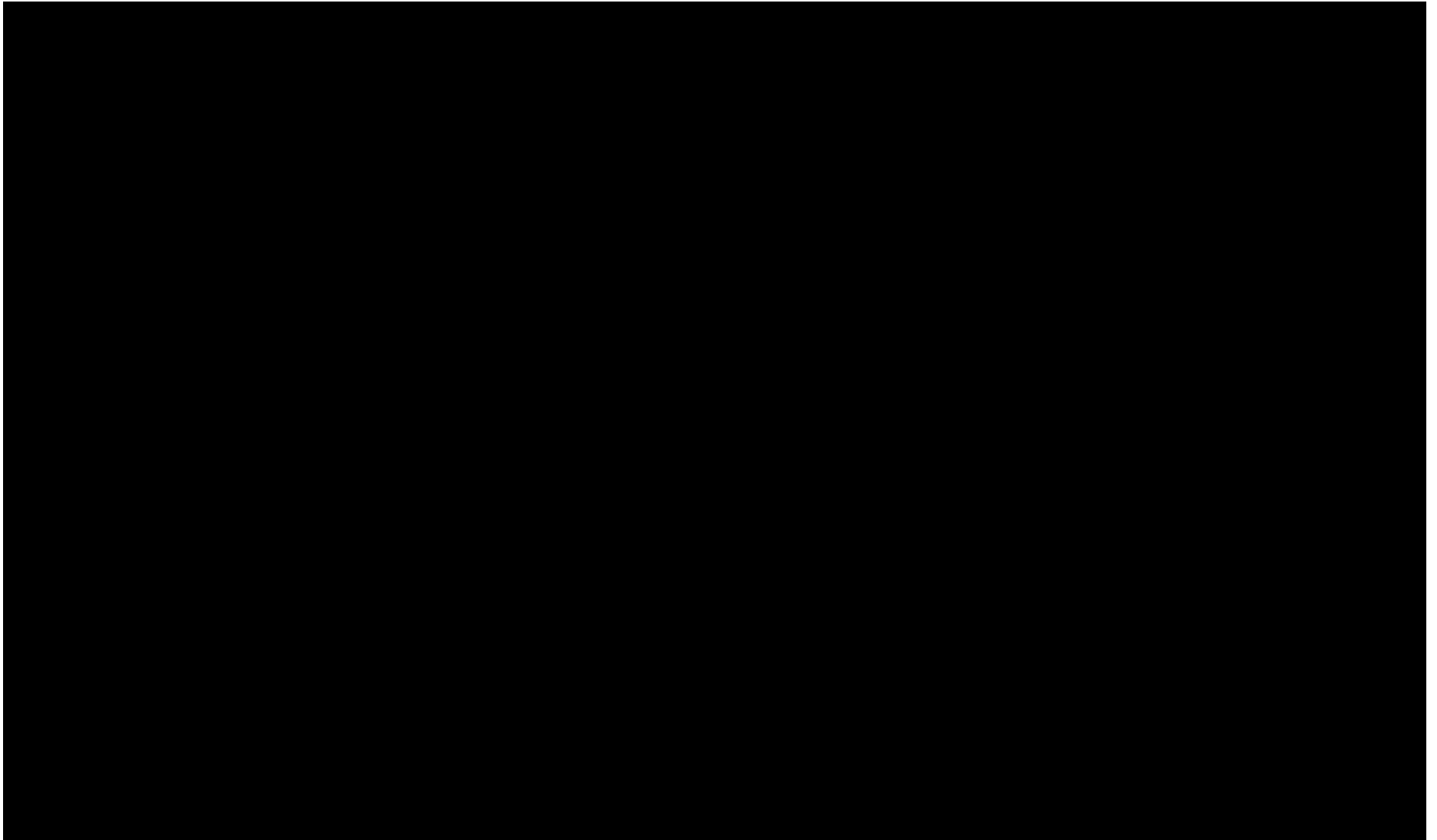
## 2 Proposed Project Team

While Geographic Solutions assigns single points-of-contact to our clients, as needed and as appropriate, we often cross-train staff to ensure we do not become over-reliant on just one or two people in key

areas of responsibility. Operations and quality assurance managers, for example, provide continuity and oversight to multiple concurrent projects.

Geographic Solutions will staff the Indiana Case Management and Labor Exchange System Project with experienced, full-time staff located in both Indiana and our Palm Harbor, Florida headquarters. All of our personnel are located in the United States. We do not outsource using either freelance or offshore resources for any of our software development. As a result, our approach minimizes risk for DWD. Our entire team is familiar with our project approach and experienced in our implementation methodology.

Below is the project organizational chart for our proposed staff.



*Indiana Project Team Organizational Chart*



### 3 Résumés for the Project Team

We have provided résumés for the Indiana Case Management and Labor Exchange project in [Appendix K – Résumés](#).