

# IOT Strategic Workforce Planning - 2021

## Who We Are:

The Director of Strategic Workforce Planning (D/SWP) supports the CIO and chief executives in short- and long-term initiatives designed to strengthen the workforce, its organization, and the IOT culture. In this capacity, D/SWP also works closely with the Director of Human Resources and the State Personnel Department to review, revise, and maintain job descriptions and employee competencies. SWP is the home of IOT's State Earn and Learn (SEAL) certified work-based learning program, currently featuring two SEAL associates.

**Our Mission:** To augment IOT through a sustained focus on hiring, retaining, developing, and optimizing talent from the entry level through the managerial ranks.

**Department:** Executive

**Manager:** Jon Rogers

**Formed:** July 1, 2020.

## What We Do:

|                             |   |
|-----------------------------|---|
| State Earn and Learn (SEAL) | Manage the first State agency-certified work-based learning program, designed to support reskilling of workers into meaningful IT careers supporting IOT. |
| Job Architecture            | Partner with Human Resources to review, revise, and maintain job descriptions geared toward industry-valued skills and abilities.                         |
| Performance Roadmaps        | Develop meaningful career development milestones to encourage employee growth through positions of greater scope and complexity.                          |
| Strategic Planning          | Support CIO, Director/HR, and CFO on fiscal year workforce planning and budgeting.  |
| Employee Development        | Generate training and cross-training programs to strengthen customer service, relations, and manager development.   |
| Recruiting and Hiring       | Support all Director/HR and all managers in identifying talent and making timely hiring decisions.  |

## Our Products:

SEAL The SEAL program reskills workers from other careers/industries into IOT mission-critical opportunities through work-based learning and industry-valued certifications (CompTIA A+, Network+, Security+, MCSA).

**Our Metrics:** SWP currently supports two SEAL associates, with three additional associates planned in FY22. SWP conducts analysis of workforce attributes, including retirement eligibility, to inform recruiting needs and contingency planning.

**Our Customers:** IOT

## Major Accomplishments:

- Became the first State agency program certified with the Department of Workforce Development SEAL designation in 2020.
- Hired IOT's first two SEAL associates into the program using a virtual onboarding and training program in March 2020 – through which they successfully earned CompTIA A+ certification in June.
- Founded as a new unit (Strategic Workforce Planning) on 1 July 2020 in response to the growing need to focus on public-sector IT talent identification, development, and retention.

## Current Projects:

- Analysis of workforce retirement eligibility and early-stage contingency planning.
- Planned partnership with State Personnel Department on SuccessFactors-based personnel contingency development.
- Partnership with State Personnel Department on data collection for employee education and certifications.
- Development of efforts for next cadre of SEAL associates, targeting August 2021.
- Cadre 1 SEAL associates successfully working in final phase of the program, moving into first full-performance jobs in IOT (Deployment Room, Security).
- Rollout of on-demand supervisor training curriculum via LinkedIn Learning.