The Future of Work:
Modernizing the User Experience with HRIT

Monday, March 18  |  Washington, DC
# The Future of Work: Modernizing the User Experience with HRIT

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>8:00 – 8:05 a.m.</td>
<td>Welcoming Remarks &amp; Introductions</td>
<td>John Marshall, Shared Services Leadership Coalition</td>
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<td></td>
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<td>Teresa Gerton, National Academy of Public Administration</td>
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<td>Bill Valdez, Senior Executives Association</td>
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<td>8:05 – 8:10 a.m.</td>
<td>Introduction to Future of Work</td>
<td>Jacqueline Winters, Deloitte Consulting, LLP</td>
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<td>8:10 – 8:30 a.m.</td>
<td>Keynote Address &amp; Q&amp;A</td>
<td>Margaret Weichert, Office of Management and Budget and Office of Personnel Management</td>
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<td>Insights for the President’s Management Agenda (PMA) and CAP Goals related to HRIT Modernization</td>
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<tr>
<td>8:30 – 8:50 a.m.</td>
<td>The Future of End-to-End HR Technology:</td>
<td>Glenn Davidson, Deloitte Consulting, LLP</td>
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<td>Drivers for end to end HR technology modernized to meet the needs of the future workforce</td>
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<tr>
<td>8:50 – 9:20 a.m.</td>
<td>Moderated Panel: Modernizing the User Experience in HRIT Technology</td>
<td>Jamie Krauk, Department of Commerce</td>
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<td>Julie Pettit, Cintas Corporation</td>
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<td>Lindsey Willis, U.S. Agency for International Development</td>
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<td>Moderator: Maryann Tan, Deloitte Consulting, LLP</td>
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<td>9:20 – 9:45 a.m.</td>
<td>Audience Q&amp;A</td>
<td>Panel Participants</td>
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<td>9:45 – 9:50 a.m.</td>
<td>Closing Remarks</td>
<td>John Marshall, SSLC</td>
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<td>Jacqueline Winters, Deloitte Consulting, LLP</td>
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<tr>
<td>9:50 a.m.</td>
<td>Break for Networking</td>
<td>N/A</td>
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The World is Changing and the Future is Arriving Now

Disruptive forces sharply drive how we live and how we work, creating an imperative for new solutions.
The Future of How Work Gets Done

The World is Changing and the Future is Arriving Now

What’s happening?
Technology is everywhere

6b smartphones in 2020¹

By 2021 AI will create

2 trillion in business value²

61% redesigning jobs with²

What does it mean for your organization?

Reimagine work with digital

Drive agility through teams leading teams

Reinvent the workplace – physical and virtual – to innovate and simplify

Humans and Robots must become co-workers

It’s no longer just about efficiency, it’s about changing how work gets done

Sources:
2. Global Human Capital Trends 2018

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Keynote Address

Margaret Weichert, Deputy Director for Management, OMB and Acting Director, OPM
The Future of End-to-End HR Technology

Glenn Davidson, Deloitte Consulting, LLP
The **future workforce** will **simply not accept** the technology the **government** uses today. It is **imperative** that we move to an integrated set of **intuitive tools** to support **Generation Z**, the **Digital Natives**.
Adopt a digital **mind-set** to create value and become digital

Research proves there are 23 traits of ‘being’ digital

Digital DNA carries the underlying instructions, development, functioning, and replication to be digital.

- Continuous innovating
- Real time & on demand
- Ongoing shifts in decision rights and power
- Modulating risk & security boundaries
- Fluidity
- Geography agnostic team structures
- Morphing
- Intentionally collaborative
- Dynamic skill requirements
- Changing nature and typology of work
- Constant disruption
- Increased customer involvement
- Democratizing information
- Multimodal operations
- Uneven velocity between digital & legacy
- Productive mobility
- Changing mix of traditional & nontraditional stakeholders
- Flattening and changing hierarchy
- Agility
- Continuous ecosystem disruption
- Constantly changing decision criteria
- Fail early, fail fast, learn faster
- Iterative

Adopt a digital **mind-set** to create value and become digital

**What’s happening?**

- **85%** of leaders believe that being a digital business is important for success
- **48%** agree that their leaders have the vision necessary to lead digital business efforts
- **15x** Officer-level leaders at risk of leaving in 1 year if they don’t gain opportunity to grow digital skills

Digitally mature enterprises are creating environments that **enable learning & innovation** through experimentation\(^2\)

Digitally mature enterprises are more than **4X likely to be developing digital leaders** than the least digitally mature\(^2\)

**How can HR navigate the right route?**

- **Size up**
  - Understand the Digital DNA of HR and your enterprise

- **Achieve**
  - Establish tangible actions to advance the traits of greatest impact

- **Strengthen**
  - Understand gaps in HR and business leader digital capabilities and develop them

- **Shift**
  - Embrace agile leadership capabilities to address very specific challenges
Employ advanced technology to **enable** productivity and create a unified engagement platform

**HR technology must be integrated, engaging, accessible anywhere, automated, adaptable**

### Unified Engagement Platform

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<th>Mobile</th>
<th>Desktop</th>
<th>IoT</th>
<th>Digital Reality</th>
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<td><strong>Transactions</strong></td>
<td><strong>Case Management</strong></td>
<td><strong>HR SS Chat</strong></td>
<td><strong>Unified Workflow Analytics</strong></td>
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<tr>
<td><strong>Knowledge Content</strong></td>
<td><strong>Social Collaboration</strong></td>
<td><strong>Cognitive Engagement</strong></td>
<td><strong>Sensing Insights</strong></td>
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<tr>
<td><strong>Role-Based Personalization</strong></td>
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### Platforms and Applications

#### Cloud HCM

- Core HR
- Compensation & Benefits
- Payroll
- Time & Absence Management
- Performance and Career Development
- Succession Planning
- Learning Management
- Candidate Relationship Management, Marketing, Recruiting and onboarding
- Custom Applications

#### Vendor Managed

- Large country Payrolls
- Stock Admin
- Global Payroll
- Retirement Programs
- Small Country vendors
- Contingent Management
- Benefit Providers
- Other external vendors

#### Enterprise Data

- Democratized Real-time Advanced Workforce Data
- Research and external data

#### Cognitive Layer

- Robotic Process Automation
- Service Chatbots
- Machine Learning

#### Platforms

- Mobile
- Desktop
- IoT
- Digital Reality

#### Cognitive Layer

- Mobile
- Desktop
- IoT
- Digital Reality

#### Applications

- Transactions
- Case Management
- HR SS Chat
- Unified Workflow Analytics
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#### Platforms

- Cloud HCM
- Vendor Managed
- Enterprise Data

#### Applications

- Cognitive Layer
- Robotic Process Automation
- Service Chatbots
- Machine Learning
Employ advanced technology to **enable** productivity and create a unified engagement platform

**What’s happening?**

Advanced technology is critical to survival, and organizations realize core cloud platforms are not the singular answer.

Pioneering HR organizations are implementing a comprehensive, HR technology strategy that includes:

- **Unified experience**
- **Cognitive and automation**
- **Social collaboration**
- **Data to drive insights**

**83%** of executives rate employee experience as very important.

HR administrative jobs have **90%** probability of being automated by 2035.

HR departments using RPA will triple in the **next 24 months**.

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**How can HR navigate the right route?**

**Smarten**

Understand the distance for you to “next generation” and scan the market place to understand the potential of digitalizing HR.

**Strategize**

Define how technology will enable your target workforce experience and High-Impact HR operating model.

**Soar**

Get HR in the cloud by deploying technology against a prioritized roadmap aligned with your defined experience and operating model path.

**Optimize**

Apply product releases in conjunction with continuous enhancement of the workforce experience and increasing HR business impact.

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1 HfS, The HR Power Tools 6-Pack for High-Impact Service Delivery, June 2017
Moderated Panel:
Modernizing the User Experience in HRIT Technology
Panelists

JAMIE KRAUK
Director of Enterprise Services
Dept. of Commerce

JULIE PETTIT
Director of HRIS and Payroll
Cintas Corporation

LINDSEY WILLIS
Chief of HR Systems Management
USAID
Want to learn more? Access these Deloitte articles for additional insights on the Future of Work:

**Future Of Work**

- The future of work in government: Navigating a shifting talent landscape
  
- Government jobs of the future: What will government work look like in 2025 and beyond?

**Future of Work: Government, Talent and AI**

- AI-augmented government: Using cognitive technologies to redesign public sector work
  
- Closing the talent gap: 5 ways government and business can team up to reskill the workforce
  
- AI-augmented human services: Using cognitive technologies to transform program delivery

- ANALYSIS: How much time and money can AI save government?

- AI-augmented cybersecurity: How cognitive technologies can address the cyber workforce shortage

- Deloitte Review Issue 21: Navigating the future of work
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