



2019 BREAKFAST SEMINAR SERIES

# The Future of Work: Modernizing the User Experience with HRIT

Monday, March 18 | Washington, DC



**Deloitte.**

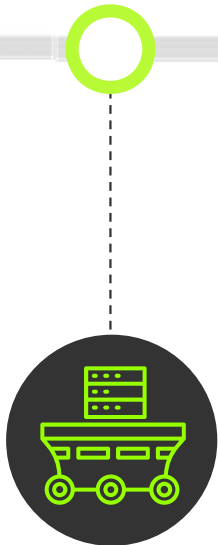
# The Future of Work: Modernizing the User Experience with HRIT

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

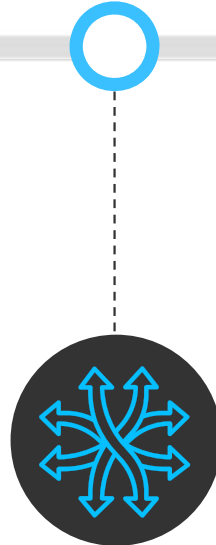
# The World is Changing and the Future is Arriving Now

Disruptive forces sharply drive how we live and how we work, creating an imperative for new solutions.

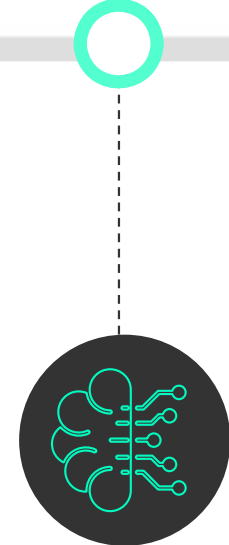
The Future of  
**Enterprise**



The Future of  
**Workforce**



The Future of  
**How Work Gets Done**



# The Future of How Work Gets Done

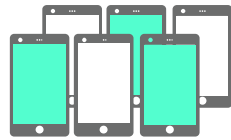
## The World is Changing and the Future is Arriving Now

### What's happening?

Technology is everywhere

**6b** +

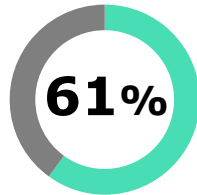
smartphones in 2020<sup>1</sup>



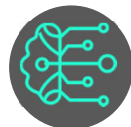
By 2021 AI will create



**2 trillion**  
in business value<sup>2</sup>



redesigning jobs with<sup>2</sup>



AI



New  
business  
models



Robotics

### What does it mean for your organization?



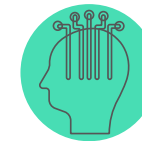
Reimagine  
work with  
**digital**



**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:  
1. <https://www.cnbc.com/2017/01/17/6-billion-smartphones-will-be-in-circulation-in-2020-lhs-report.html>  
2. Global Human Capital Trends 2018

# Keynote Address

*Margaret Weichert, Deputy Director for Management, OMB and  
Acting Director, OPM*

# The Future of End-to-End HR Technology

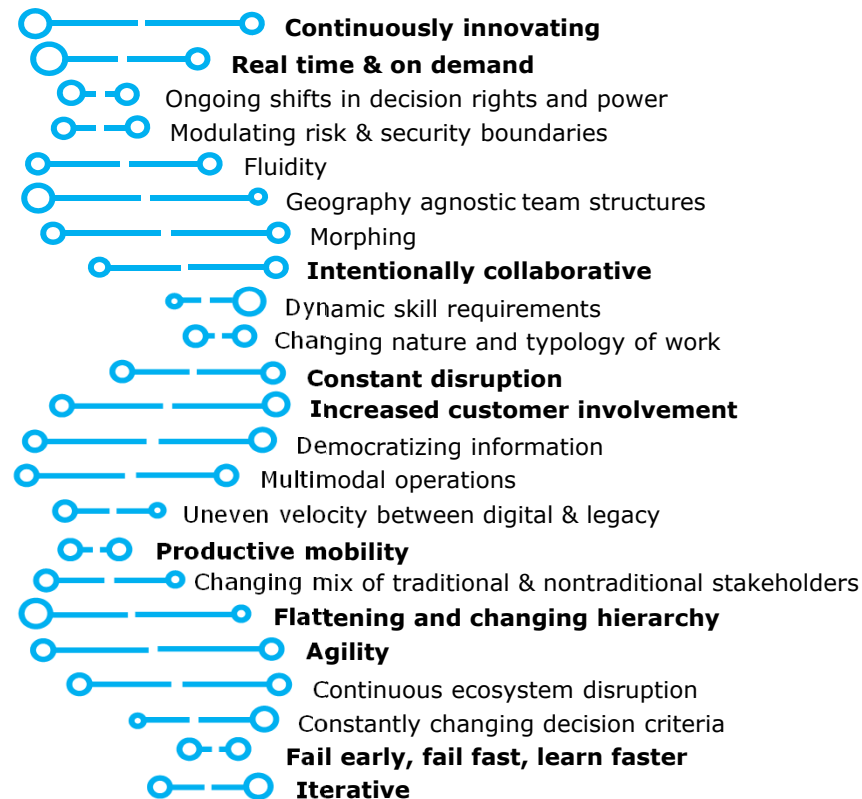
*Glenn Davidson, Deloitte Consulting, LLP*

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**

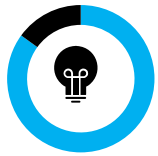
Digital DNA carries the underlying instructions, development, functioning, and replication to be digital.





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

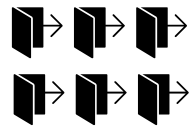
## What's happening?



**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<sup>2</sup>

Digitally mature enterprises are more than **4X likely to be developing digital leaders** than the least digitally mature<sup>2</sup>

## 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

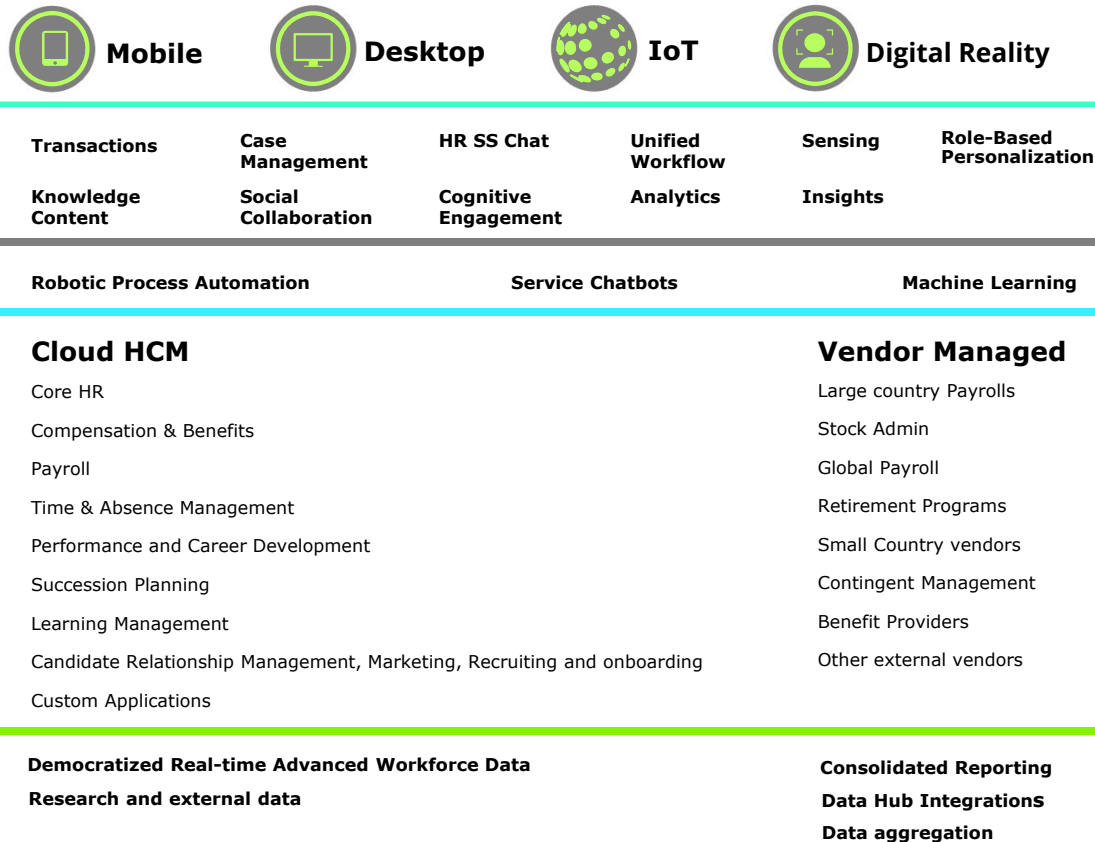
### Shift



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



# 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

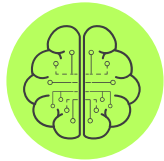
Pioneering HR organizations are implementing a comprehensive, HR technology strategy that includes:



Unified experience



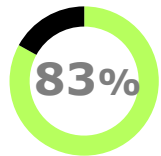
Social collaboration



Cognitive and automation

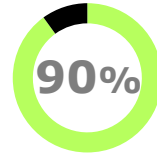


Data to drive insights



83% of executives rate employee experience as very important.

HR administrative jobs have



90% probability of being automated by 2035<sup>2</sup>

HR departments using RPA will triple in the **next 24 months**<sup>1</sup>



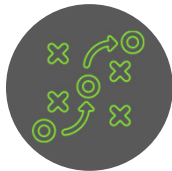
## How can HR navigate the right route?

### 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

<sup>1</sup> HfS, The HR Power Tools 6-Pack for High-Impact Service Delivery, June 2017  
<sup>2</sup> Frey, C. B., & Osborne, M. A. (2017). The future of employment: how susceptible are jobs to computerisation?. Technological Forecasting and Social Change, 114, 254-280. Need Source for 83% stat

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**

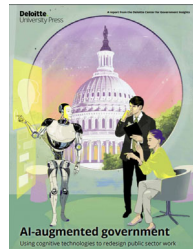
[View](#)



**Government jobs of the future: What will government work look like in 2025 and beyond?**

[View](#)

## Future of Work: Government, Talent and AI



**AI-augmented government: Using cognitive technologies to redesign public sector work**

[View](#)



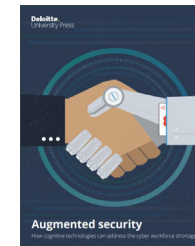
**ANALYSIS: How much time and money can AI save government?**

[View](#)



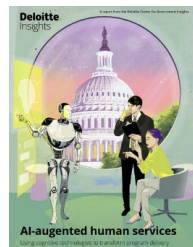
**Closing the talent gap: 5 ways government and business can team up to reskill the workforce**

[View](#)



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

[View](#)



**AI-augmented human services: Using cognitive technologies to transform program delivery**

[View](#)



**Deloitte Review Issue 21: Navigating the future of work**

[View](#)



2019 BREAKFAST SEMINAR SERIES

# The Future of Work: Modernizing the User Experience with HRIT

Monday, March 18 | Washington, DC

