



2019 BREAKFAST SEMINAR SERIES

The Future of Work: Modernizing the User Experience with HRIT

Monday, March 18 | Washington, DC



Deloitte.

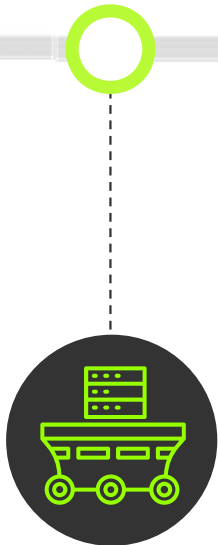
The Future of Work: Modernizing the User Experience with HRIT

Time	Topic	Presenter
8:00 – 8:05 a.m.	Welcoming Remarks & Introductions	John Marshall, Shared Services Leadership Coalition Teresa Gerton, National Academy of Public Administration Bill Valdez, Senior Executives Association
8:05 – 8:10 a.m.	Introduction to Future of Work	Jacqueline Winters, Deloitte Consulting, LLP
8:10 – 8:30 a.m.	Keynote Address & Q&A 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.	The Future of End-to-End HR Technology: 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.	Moderated Panel: 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.	Audience Q&A	Panel Participants
9:45 – 9:50 a.m.	Closing Remarks	John Marshall, SSLC Jacqueline Winters, Deloitte Consulting, LLP
9:50 a.m.	Break for Networking	N/A

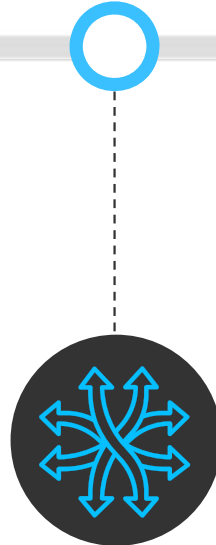
The World is Changing and the Future is Arriving Now

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

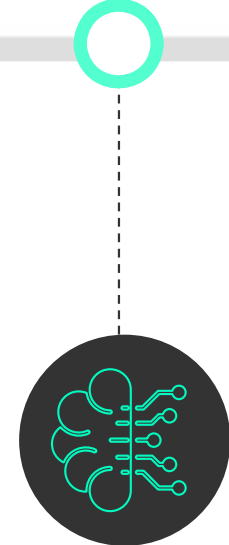
The Future of
Enterprise



The Future of
Workforce



The Future of
How Work Gets Done



The Future of How Work Gets Done

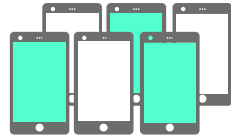
The World is Changing and the Future is Arriving Now

What's happening?

Technology is everywhere

6b +

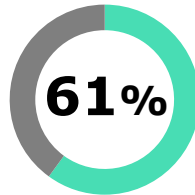
smartphones in 2020¹



By 2021 AI will create



2 trillion
in business value²



redesigning jobs with²



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

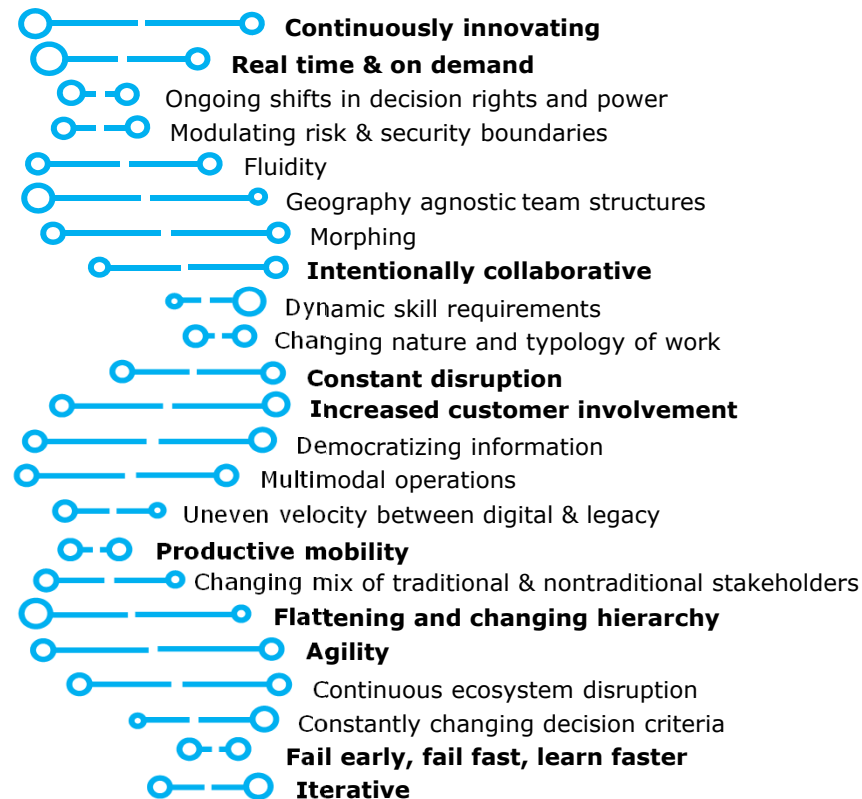
Glenn Davidson, Deloitte Consulting, LLP

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

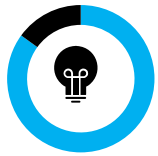
Research proves there are **23 traits of 'being' digital**

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



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

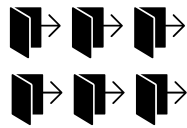
What's happening?



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 experimentation²

Digitally mature enterprises are more than **4X likely to be developing digital leaders** than the least digitally mature²

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

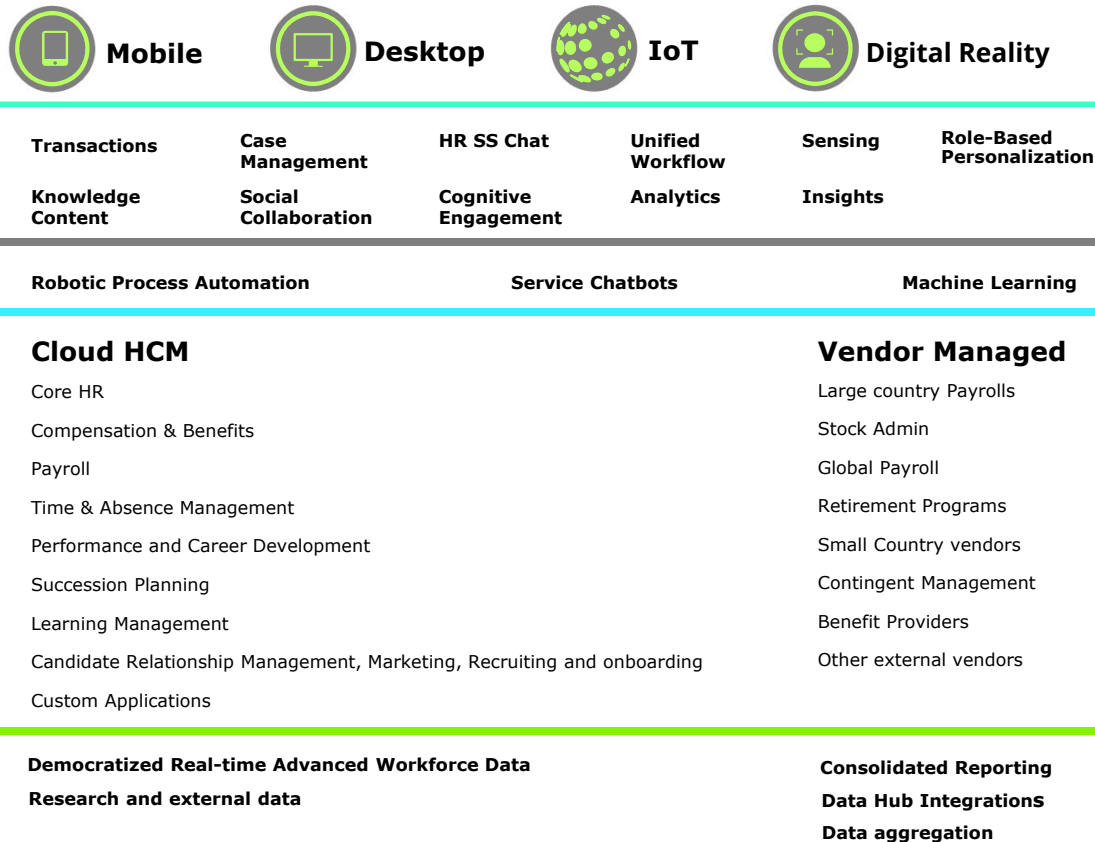
Shift



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

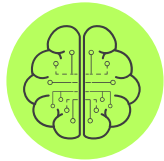
Pioneering HR organizations are implementing a comprehensive, HR technology strategy that includes:



Unified experience



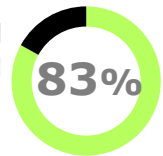
Social collaboration



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 2035²

HR departments using RPA will triple in the **next 24 months**¹



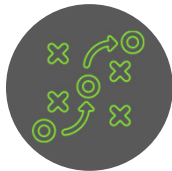
How can HR navigate the right route?

Smarten



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

Strategize



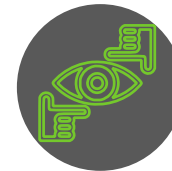
Define how technology will enable your target workforce experience and High-Impact HR operating model

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
² 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

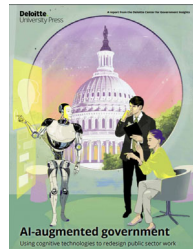
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Government jobs of the future: What will government work look like in 2025 and beyond?

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Future of Work: Government, Talent and AI



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

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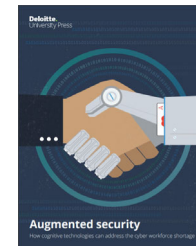
ANALYSIS: How much time and money can AI save government?

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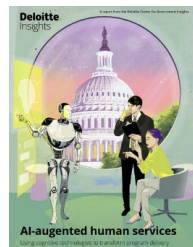
Closing the talent gap: 5 ways government and business can team up to reskill the workforce

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

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

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Deloitte Review Issue 21: Navigating the future of work

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