Cloud Transition Task Force

Tuesday, August 17, 2021
10:00 AM – 12:00 Noon

AGENDA

START	FINISH	ITEM	ACTION REQUIRED	PRESENTER
10:00	10:05	Welcome - Adoption of July 27 minutes	Adoption	Bill Kehoe
10:05	10:10	Overview of State IT Workforce Impacts	Information	Jill Satran
10:10	10:30	State's Cloud Strategy and Expected Workforce Impacts	Information, Discussion	Sue Langen
10:30	10:50	Workforce Planning	Information, Discussion	Franklin Plaistowe Angie Hogenson Gina Comeau
10:50	11:10	Workforce perspectives	Information, Discussion	Sandra Tousaint Camille Kruger Debbie LaCroix
11:10	11:30	Industry Outlook	Information, Discussion	Omid Ghaffiri-Tarizi
11:30	11:45	Meeting Summary, Next Steps	Information, Discussion	Jill Satran Bill Kehoe
11:45	12:00	Public Comment		

Task Force Members

Chair – **Bill Kehoe**, State CIO

Vinod Brahmapuram, State Chief Information Security Officer

Debbie LaCroix, Washington Federation of State Employees (*Employee Bargaining Unit*)

Camille Kruger, Washington Federation of State Employees (*Employee Bargaining Unit*)

Michael Mattmiller, Microsoft (*Third-party cloud computing services*)

Omid Ghaffari-Tabrizi, Monument Advocacy (*Cloud Computing Trade Association*)

Grant Rodeheaver, State Board for Community and Technical Colleges
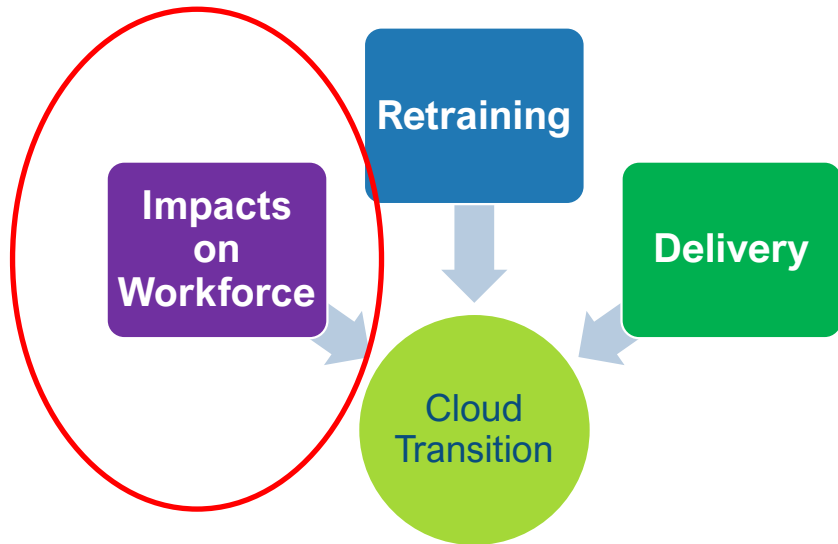
Adjunct:

Franklin Plaistowe, Office of Financial Management Human Resources

Cindy Guertin-Anderson, Dept. of Enterprise Services Workforce Support and Development

Rose Feliciano, Internet Association

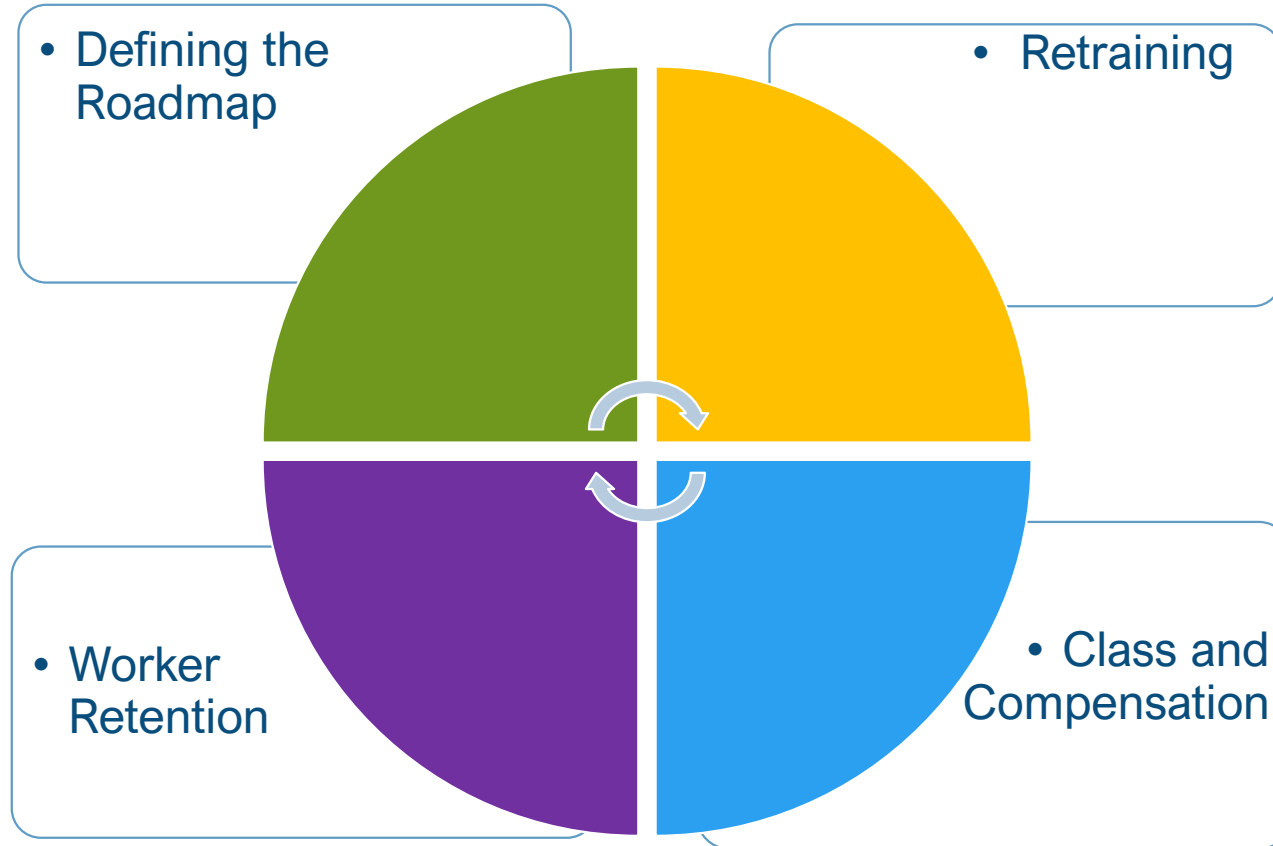**Sandra Toussaint**, Washington Federation of State Employees

What we are looking for out of this, and future meetings:

- Clarity of Task Force focus
- Gaps or opportunities
- Findings, recommendations

OVERVIEW OF WORKFORCE IMPACTS

- Defining the Roadmap
- Retraining
- Worker Retention
- Class and Compensation

State Cloud Strategy and Expected Workforce Impacts

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Technology Jobs & Skills Are Changing
Presenter: Sue Langen

Growing Needs

- Architecture & Governance
- Data & Analytics
- Process Automation
- Cloud Operations
- XaaS Platforms
- Security, Security and More Security
- Vendor & SLA Management

Shift from Legacy

- Physical Server Management
- On prem storage & storage management
- Traditional application management
- Mainframe based technology & programming

Workforce Planning
Presenters: Franklin Plaistowe, Angie Hogenson, Gina Comeau
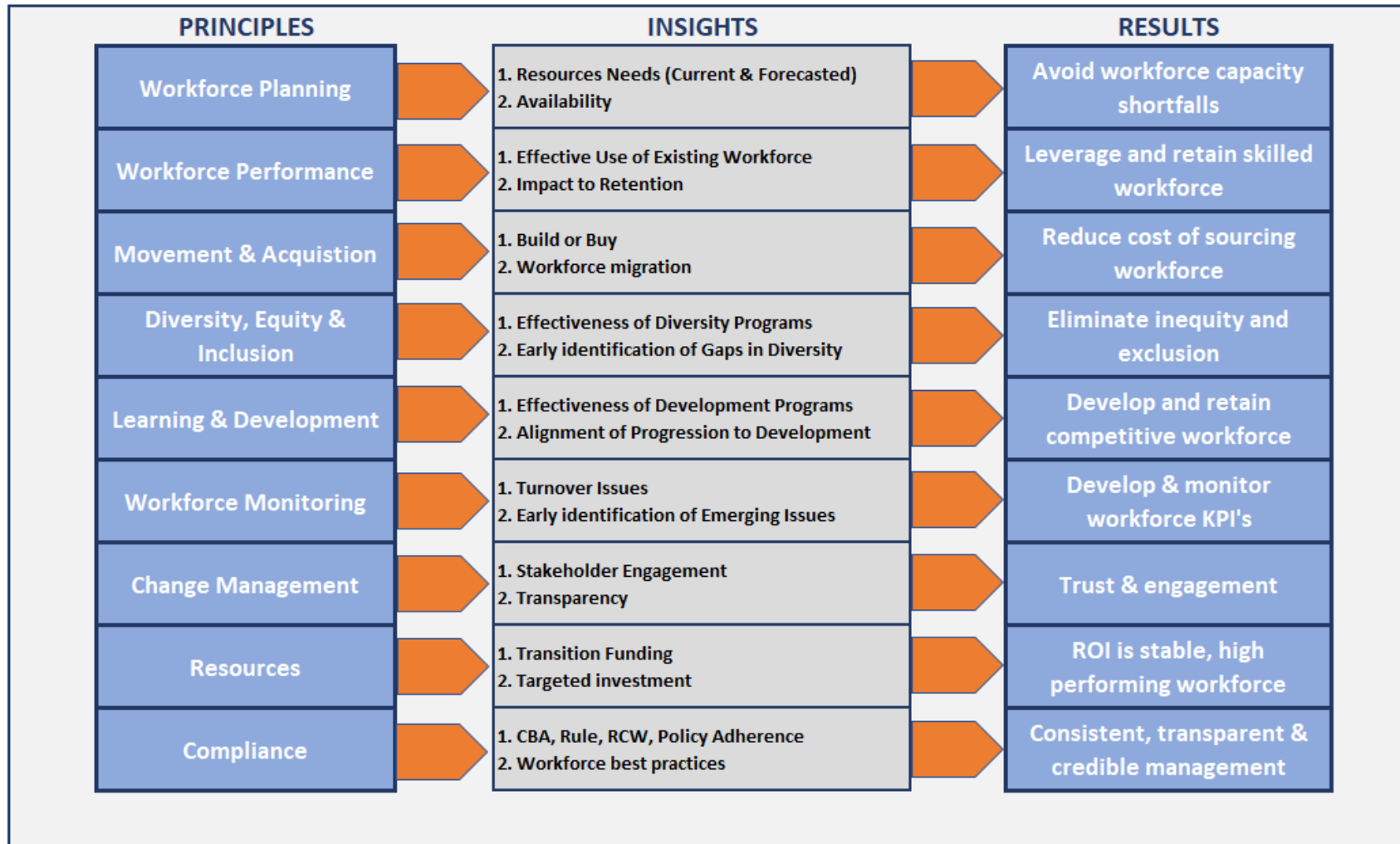
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CLOUD TASKFORCE WORKFORCE PLANNING

Key Taskforce Objectives

1. What are the elements to have a workforce successfully equipped to support a cloud environment?

2. How do we make IT staff successful in the transition?
   - What are the skills, abilities, competencies are needed to be successful?

3. How do we close the gap between current and future state?
   - What skills are needed to support new cloud platforms?

4. What resources are needed to make the transition?
   - Is there existing capacity & capability to support the transition?
   - Is there equitable access to funding to meet transition needs?
   - What training and certifications are needed to support the transition?

CLOUD TASKFORCE WORKFORCE PLANNING

Use Workforce Planning Principles to Achieve Objectives

PRINCIPLES	INSIGHTS	RESULTS
Workforce Planning	1. Resources Needs (Current & Forecasted) 2. Availability	Avoid workforce capacity shortfalls
Workforce Performance	1. Effective Use of Existing Workforce 2. Impact to Retention	Leverage and retain skilled workforce
Movement & Acquistion	1. Build or Buy 2. Workforce migration	Reduce cost of sourcing workforce
Diversity, Equity & Inclusion	1. Effectiveness of Diversity Programs 2. Early identification of Gaps in Diversity	Eliminate inequity and exclusion
Learning & Development	1. Effectiveness of Development Programs 2. Alignment of Progression to Development	Develop and retain competitive workforce
Workforce Monitoring	1. Turnover Issues 2. Early identification of Emerging Issues	Develop & monitor workforce KPI's
Change Management	1. Stakeholder Engagement 2. Transparency	Trust & engagement
Resources	1. Transition Funding 2. Targeted investment	ROI is stable, high performing workforce
Compliance	1. CBA, Rule, RCW, Policy Adherence 2. Workforce best practices	Consistent, transparent & credible management

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IT WORKFORCE TRANSITION FRAMEWORK

State Human Resources

- Labor Relations
  - Ongoing information sharing with labor partners
  - Provide official notice to labor partners of approved workforce transition plan
  - Negotiate impacts to employees
  - Employee grievance process

- ITPS Governance Committee
  - Assess achievement of desired outcomes over time
  - Provide appropriate controls and guidance for ITPS operations and changes

- Enterprise Classification & Compensation
  - In-Training & Progression Planning
  - ITPS class and/or comp updates

Department of Enterprise Services

- Growth & Development
  - Targeted & Progressive Training
  - Certification(s)
  - Skills assessment

Office of the Chief Information Officer

- Manage & Inform
  - Industry & workforce knowledge
  - Enterprise cloud transition plan oversight

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According to the Agencies' Report

Cloud Staffing and Skills:

- 25% - Avoid business disruptions
- 19% - Timeliness of applying new skills
- 18% - Inadequate training budgets

Cloud Support:

- 85% - Have no plans to reorganize staff workloads to support emerging technology.

Without reorganizing, reducing workload, or adding staff - how will time be made to successfully shift to new technology?

IT Workforce Perspectives (continued)

Snackable training

Is great for generic training. But for certification, what will be the requirements for cloud computing?

- Will the same processes and procedures be used for all Agencies providing the same base for training to everyone?
- How will training elevate current staff skills to compete with recent graduates from either a Technical Institute or University?
  - ➤ What happens to staff who are not in the position to pay for their own degree or have home/work flexibility.
- Will cloud certification be based on how all Agencies will be required to use the cloud (at least basic setup), or will Agencies have autonomy based on their specific business needs?
- How will certification training enable staff to be successful and advance (move from one Agency to another)?
- Without proper budgeting for staff or extra training money, will staff be able to obtain in-training/job shadowing positions for advancement?
  - ➤ Staff who will not be able to transition will be either be put in a lower paying position (voluntary demotion) or placed on the RIF register.
  - ➤ Since many Agencies could be in the same position, this leaves those left behind at an even more disadvantage trying to locate to new position.
  - ➤ Without proper training, this leaves Agencies with a staff shortage and will be forced to outsource for services.

Industry Outlook
Presenter: Omid Ghaffari-Tabrizi

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MEETING SUMMARY AND NEXT STEPS

Issues –

Findings –

Recommendations –

Next Meeting: September 7
Focus: Retraining Needs

- Convening workgroup
- Issue paper(s) will be distributed in advance of meeting
- What questions / issues does this group want to address?

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PUBLIC COMMENT

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