WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Cloud Transition
Task Force

Tuesday, September 7, 2021
10:00 AM – 12:00 Noon

AGENDA

START	FINISH	ITEM	ACTION REQUIRED	PRESENTER
10:00	10:05	Welcome Approve Minutes	Approval	Bill Kehoe
10:05	10:10	Overview of Retraining Needs Issue Paper	Information	Jill Satran
10:10	10:30	Workforce retraining planning – Skills Assessment and Inventory	Information	State HR (not yet confirmed)
10:30	10:50	Workforce retraining planning – Agency perspectives	Information	Jerry Britcher, HCA Grant Rodeheaver, SBCTC
10:50	11:00	Workforce retraining delivery – Worker perspectives	Information	Debbie LaCroix
11:00	11:30	Workforce retraining sources	Information	Marie Bruin, Bill Belden, SBCTC Cindy Guertin-Anderson, DES Industry
11:30	11:45	• What key findings can we draw? • Where do we have information gaps? • Preliminary Recommendations	Discussion	Full Task Force
11:45	12:00	Public Comment		
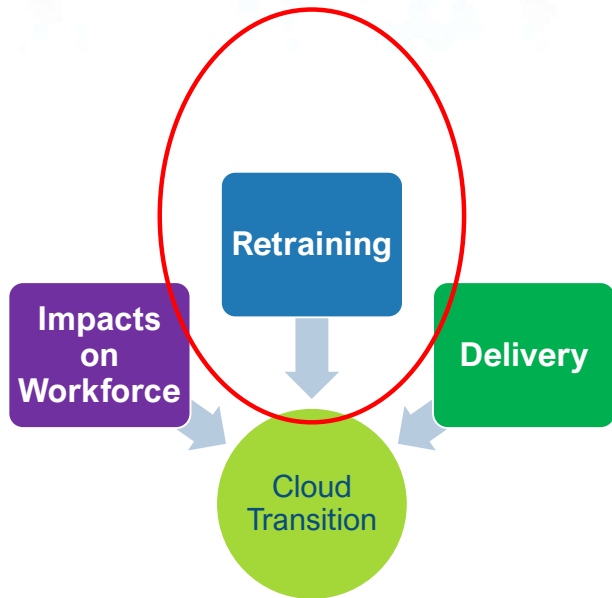
What we are looking for out of this, and future meetings:

- Clarity of Task Force focus
- Gaps or opportunities
- Findings, recommendations
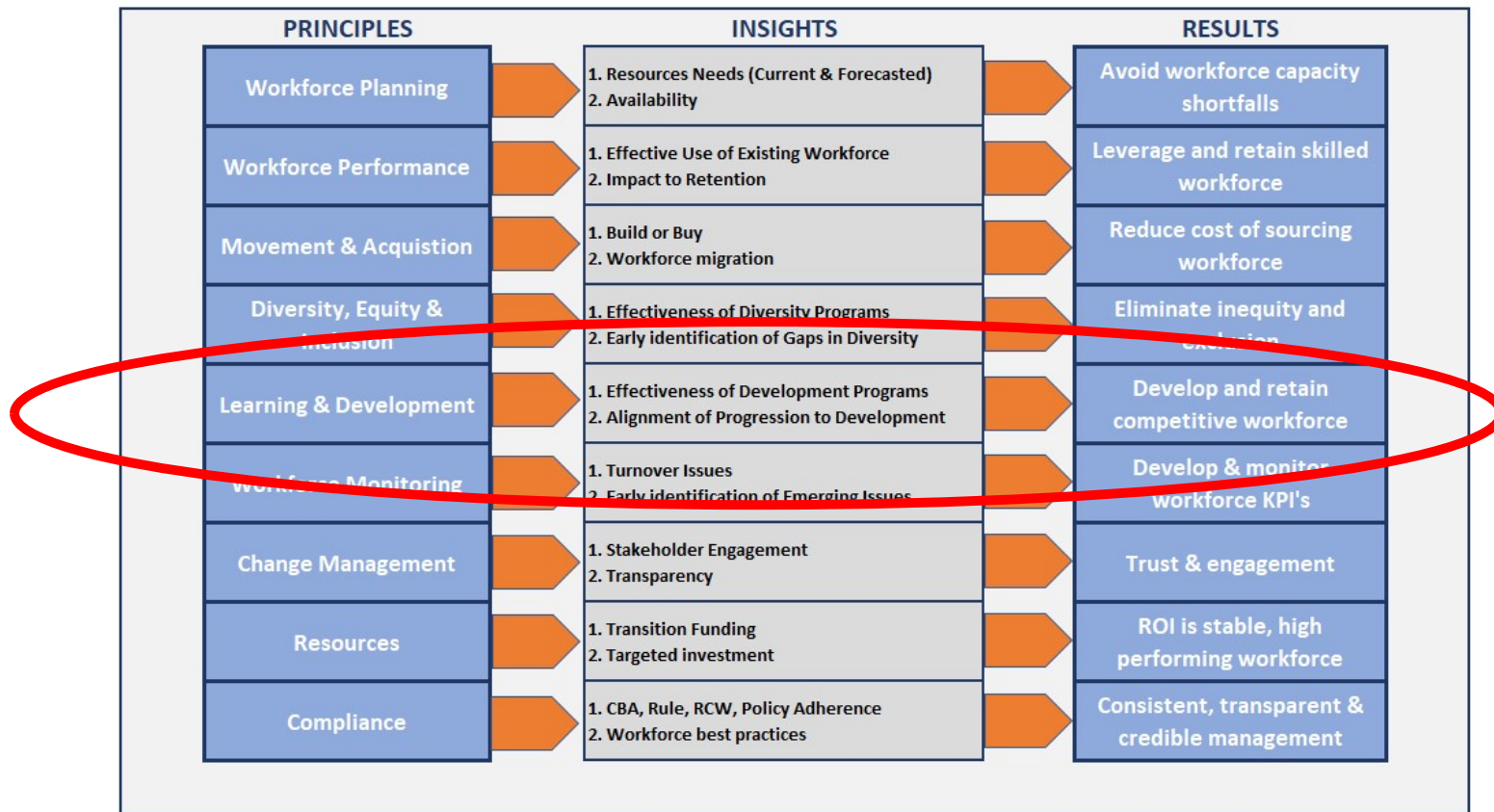
CLOUD TASKFORCE WORKFORCE PLANNING

Key Taskforce Objectives

1. What key elements are necessary to successfully equip the IT workforce to support a cloud environment?

2. How do we make IT staff successful in the transition?

   • What are the skills, abilities, competencies 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?
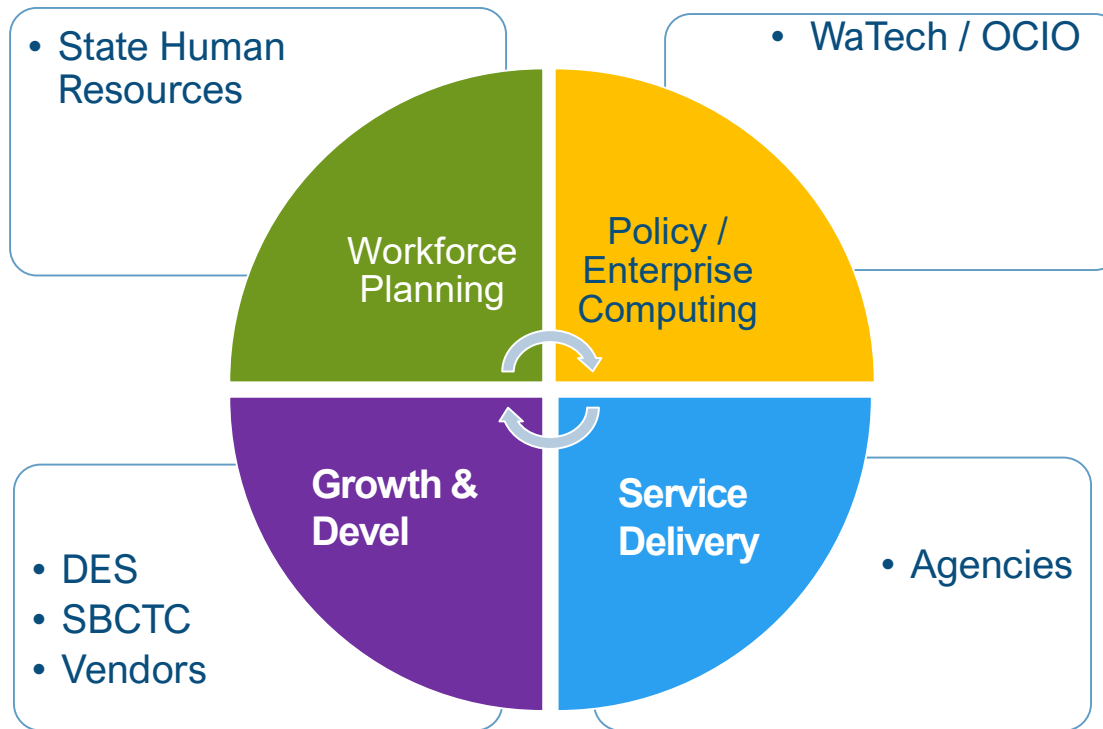
CLOUD TASKFORCE WORKFORCE PLANNING

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

OCIO

Workforce Planning – Inventorying Training Needs

- State Human Resources

- WaTech / OCIO

Workforce Planning

Policy / Enterprise Computing

Growth & Devel

Service Delivery

- DES
- SBCTC
- Vendors

- Agencies

OCIO
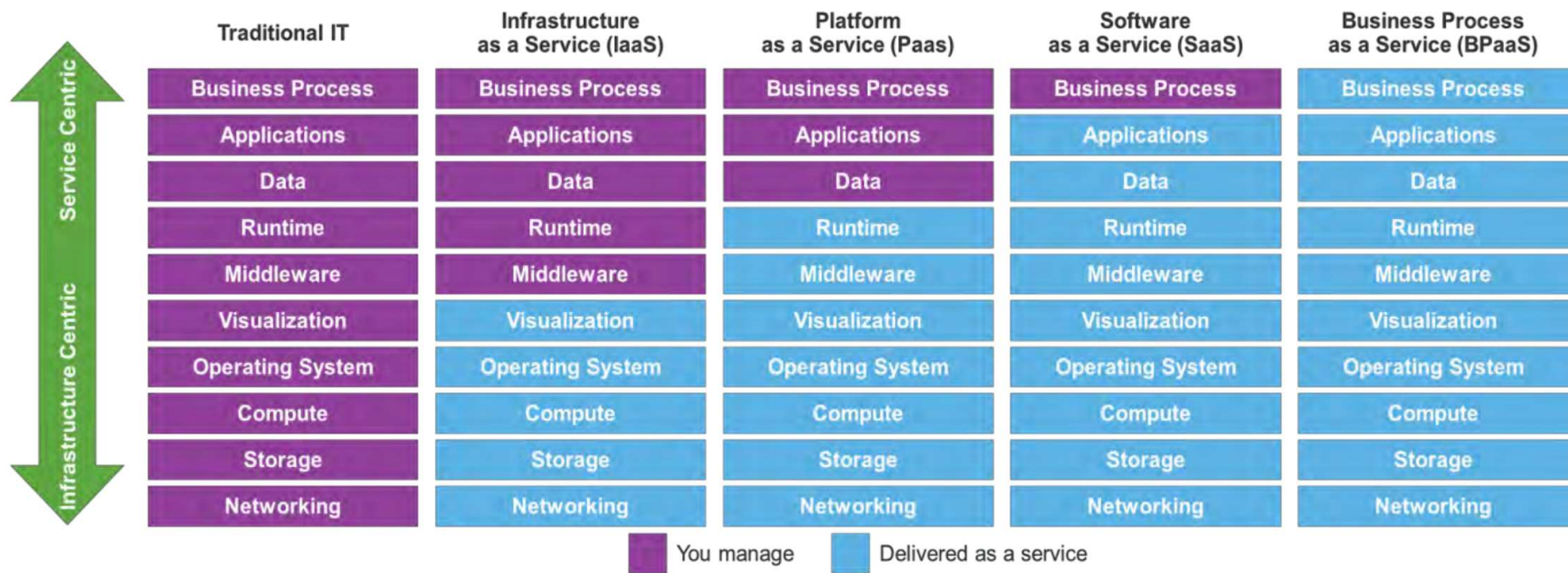
IT Workforce Training – Agency Perspectives

Jerry Britcher, CIO – Health Care Authority

Grant Rodeheaver, CIO – State Board for Community and Technical Colleges

Workforce Training – Agency Perspectives

	Traditional IT	Infrastructure as a Service (IaaS)	Platform as a Service (Paas)	Software as a Service (SaaS)	Business Process as a Service (BPaaS)
	Business Process	Business Process	Business Process	Business Process	Business Process
	Applications	Applications	Applications	Applications	Applications
	Data	Data	Data	Data	Data
	Runtime	Runtime	Runtime	Runtime	Runtime
	Middleware	Middleware	Middleware	Middleware	Middleware
	Visualization	Visualization	Visualization	Visualization	Visualization
	Operating System	Operating System	Operating System	Operating System	Operating System
	Compute	Compute	Compute	Compute	Compute
	Storage	Storage	Storage	Storage	Storage
	Networking	Networking	Networking	Networking	Networking

Service Centric / Infrastructure Centric

■ You manage ■ Delivered as a service

IT Workforce Training – Worker Perspectives

Preparing Employees for The Cloud

Scenario – was determined that a current Application group will be transitioned to the Cloud

What position(s) will be needed.

What training/certification will be needed for position(s).

- Snackable, DES, ESD (Work Force), Community/Technical College, Vendor, Certification

Job Shadowing

- Will cuts in staffing affect current operations

Timeline for completion.

- Transition Application and/or staff

Training/Retraining/Job Shadowing

- Decide on baseline training for position(s) will be beneficial for small and large Agencies. Without consistent training, current staff:
- ❖ Will not be able to compete with recent graduates
- ❖ Will not be able to advance career
- If position certification is required, aligning with a clear path.
- ❖ Provides staff real world training needed to elevate skill sets to compete

Note: Baseline training will save training costs for Agencies (don't have to re-invent the wheel). Agencies would only need to provide specific training for their business.

IT Workforce Training – Worker Perspectives

Work Flexibility (Support) and Getting Work Done

- Job Shadowing /In-Training
- ❖ Provides an opportunity for staff to work and get training (for example: a person cannot go to night school because of family/extended family responsibilities outside of work hours).
- ❖ Could allow work groups to get training and still get the daily work done.
- ❖ Combined with certification, training is current and relevant

What success looks like

- All Agencies have access to consistent training for a larger pool of qualified applicants for positions.
- Employees have work/training balance.
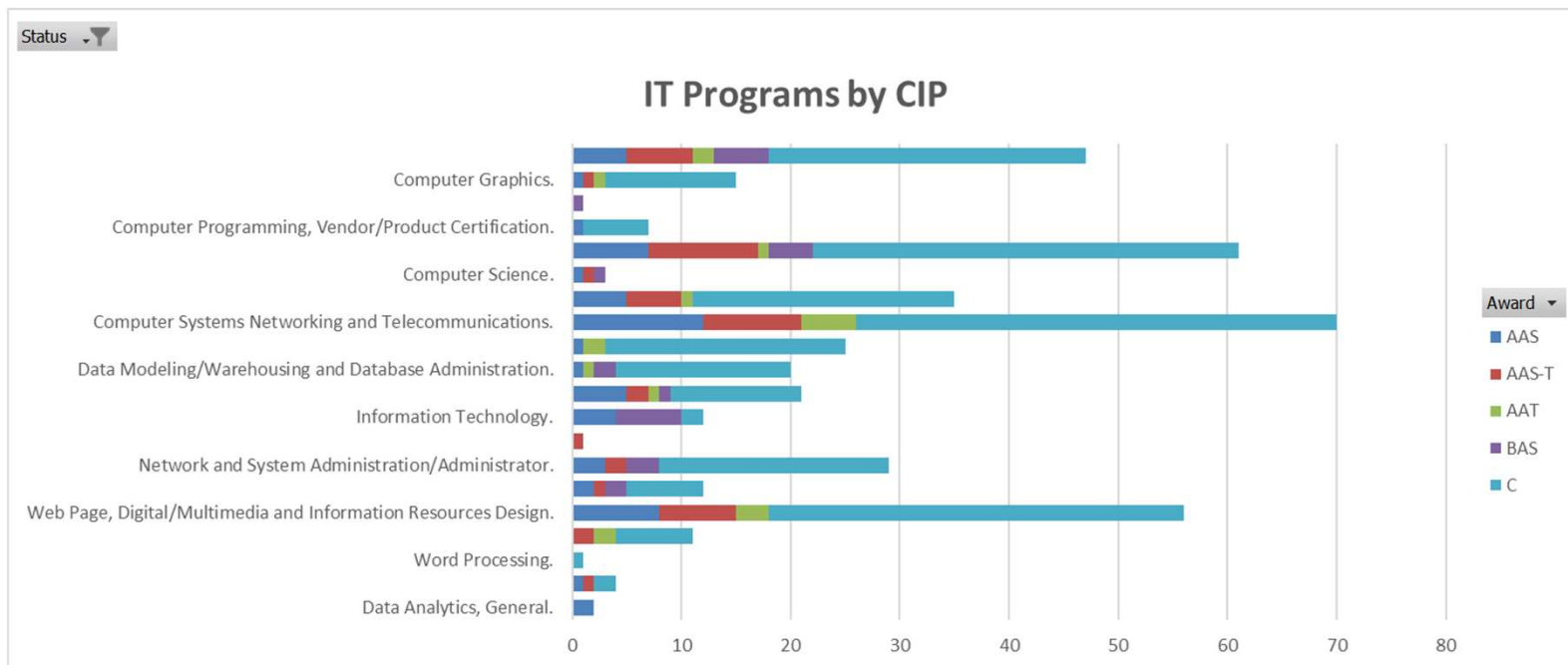- Employees can advance careers.

IT Workforce Training – Sources

Washington State
Community and **Technical Colleges**
Better Jobs, Brighter Futures, a Stronger Washington

Washington State Department of
Enterprise Services

in LEARNING

MICROSOFT LEARN FOR AZURE
Microsoft Azure

Google·Cloud

aws training and certification

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

Community and Technical College IT Offerings

IT Workforce Training – Sources

TRAINING TYPE	STYLE	PROVIDERS	BENEFITS	COST	TIME COMMITMENT
Snackables	Videos, audio, courses	LinkedIn Learning YouTube	Easy to get quick tutorials Self-paced and "just in time" Convenient and quick	Free/low cost	3 mins to 3 hours
Classroom	On-line or in-person	SPSCC Dept of Enterprise Services	Broad skills development Well-recognized degree or certification	Moderate to high cost	2-year Associates Degree
	On-line or in-person	System/tool-specific vendor led training	Specific to new system, tool being implemented. Just in time	Typically included in contract	Varies by role
Certifications	Web-based courses	AWS, Microsoft Azure, Google certifications	Foundational, well-recognized industry certifications	Free to high cost	Self-paced (weeks to months)
On-the-job training / Mentoring	Knowledge transfer	Pairing with vendor team during system implementation	Hands-on	Typically included in contract	Varies

MEETING SUMMARY AND NEXT STEPS

Meeting Recap

Recommendation development

Next Meeting: September 28
Planned **Focus: Delivery Methods**

- What additional information is needed to formulate recommendations?

PUBLIC COMMENT