Effective Capabilities & Skills Deployment, Usage, & Management

Julie Grove
Sr. Manager, Resource Management

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Sr. Manager, Resource Management Anthology

- 30+ years Professional Services
- K12, Higher Education, Big Tech, and EdTech
- FIRSTS:
  - First generation college graduate
  - First generation women in STEM
  - First Centralized RMO Anthology
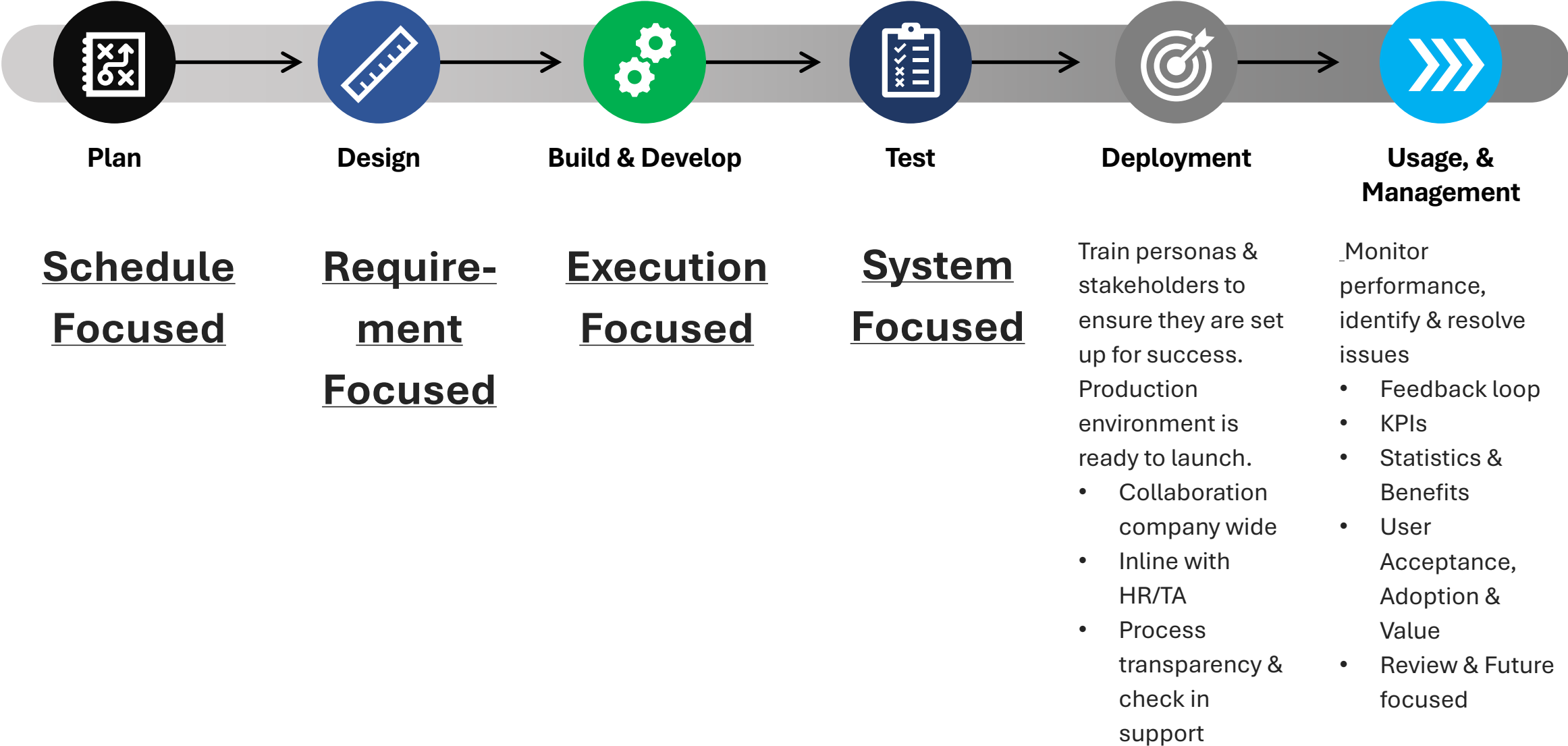 - First job – Country club service; learned servant leadership style

Agenda & Overview

1 Interactive Session

2 Capabilities & Skills Deployment

3 Effective Usage of Competencies & Challenges

4 Benefits & Statistics

5 KPI's in Skills Management

6 Key Takeaways

Deployment, Usage, & Management Roadmap

Plan	Design	Build & Develop	Test	Deployment	Usage, & Management
Schedule Focused	**Require-ment Focused**	**Execution Focused**	**System Focused**	Train personas & stakeholders to ensure they are set up for success. Production environment is ready to launch. • Collaboration company wide • Inline with HR/TA • Process transparency & check in support	Monitor performance, identify & resolve issues • Feedback loop • KPIs • Statistics & Benefits • User Acceptance, Adoption & Value • Review & Future focused

"It's important to look carefully at the skills included in your inventory. Keeping the list clean and concise helps improve its effectiveness."

Debra Olson

"60% of professional services organizations do not believe their current skills database effectively supports their needs."

"Building and managing an effective skills database continues to be among the top challenges to achieving resource management effectiveness."

Challenges:

- **Resistance to Change**
- **Adequate Training and Support**
- **Scope Creep**
- **Technical Issues**
- **User Adoption**

Benefits & Statistics

Cost Savings

Enhanced Productivity

Improved Morale & Competitive Edge

Utilization Rates

Staffing Efficiency

Employee & Customer Satisfaction

4% increase in utilization can translate into 8,000 more billable hours per year for a 100-person team, equating to $1.6 million in additional revenue

Skills-based staffing report a 20-30% improvement in project delivery times and a 15-20% reduction in project costs

Organizations that align projects with employees' skills and competencies see a 25% increase in employee satisfaction and a 20% reduction in turnover

Metrics & Key Performance Indicators

Number of skills per Practice and number of resources with number of skills per practice	Percentage of skills covered by available resources vs percentage of skills covered by overall resources in the practice	Ratio of utilized skills to available skills	Number of employees completing training/shadowing to increase skills; compare year over year
Number of newly achieved certifications	Tracking the skills ratings and level improvement achievement over time	Percentage of resources updating skills during benchmarks	Skill match rate: Ratio of projects matched with the right skills to total projects
Track the number of resources per business unit and percent that are/are not completing skills	Quality of output: Assessment of project quality and any rework needed or concessions given	Project Manager qualitative feedback on named allocation skills and project impacts	Customer satisfaction measuring project outcomes and quality of deliverables

Effective Capabilities & Skills Deployment, Usage, & Management

1. Efficiency & Cost Savings
2. Data-Driven Decision & Forecast Accuracy
3. Purpose & Definition
4. Improved Project Outcomes
5. Strategic Planning
6. Culture of Continuous Improvement
7. Optimize Resource Allocation
8. Actionable Insights
9. Measure Success
10. **Relationships: Adoption & Partnership**

Lead impactful change by positioning the RMO strategically ensuring efficiency and productivity to drive organizational transformation.

Foster adoption through collaboration and communication establishing the RMO as the cornerstone of continuous improvement.

Thank you!

Questions