



# Power UP

## How to Show the Value of RM to your Organization

March 13, 2024

Thanks to Our Sponsors:



# Agenda

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Introduction

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RMI Perspective

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RMI Updates



**We want to hear from you!**

**We will either take  
questions offline or at the  
end.**

Dedicated to the advancement of resource and workforce management thought leadership, best practices, and standards



***ESTABLISHED IN 2016***

# Welcoming New Members: Join the RMI

[About RMI](#)[Events](#)[Insights](#)[RMCP® Certification](#)[RMCP® Tools](#)[Join](#)[Login](#)

Collaborate

Innovate

Educate

## Resource Management Symposium April 23-24, 2024

The can't-miss event for resource and workforce management professionals to collaborate and exchange ideas to ACC the maturity of your resource management function.

[Learn More →](#)

### RM Maturity Model

Provides a sense of where you are in your



### RMGS 2024

Get ready to ACCELERATE your RM function at RMGS 2024!



### RM Classes & Schedules

RMI offers resource management

### RMI Member Benefits

- Access to RMI insight and white papers on RM best practices
- Access to RM market research
- Invitations to RMI events
- Access to recordings of previous RMI events

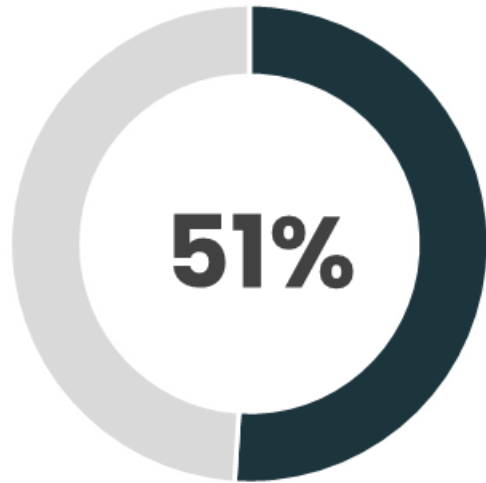
[www.resourcemanagementinstitute.com](http://www.resourcemanagementinstitute.com)



# RMI Perspective on Showing the Value of RM to your Organization

# Why is this so important?

*Percentage of participants who said one of their largest inhibitors to effective Resource Management is **lack of organizational and/or executive support** for RM:*



Source: RMI Market Research – Inhibitors to Effective Resource Management

Resource Management generally viewed as an operational cost





# How to Show the Value of RM to your Organization

# Speaker Bio

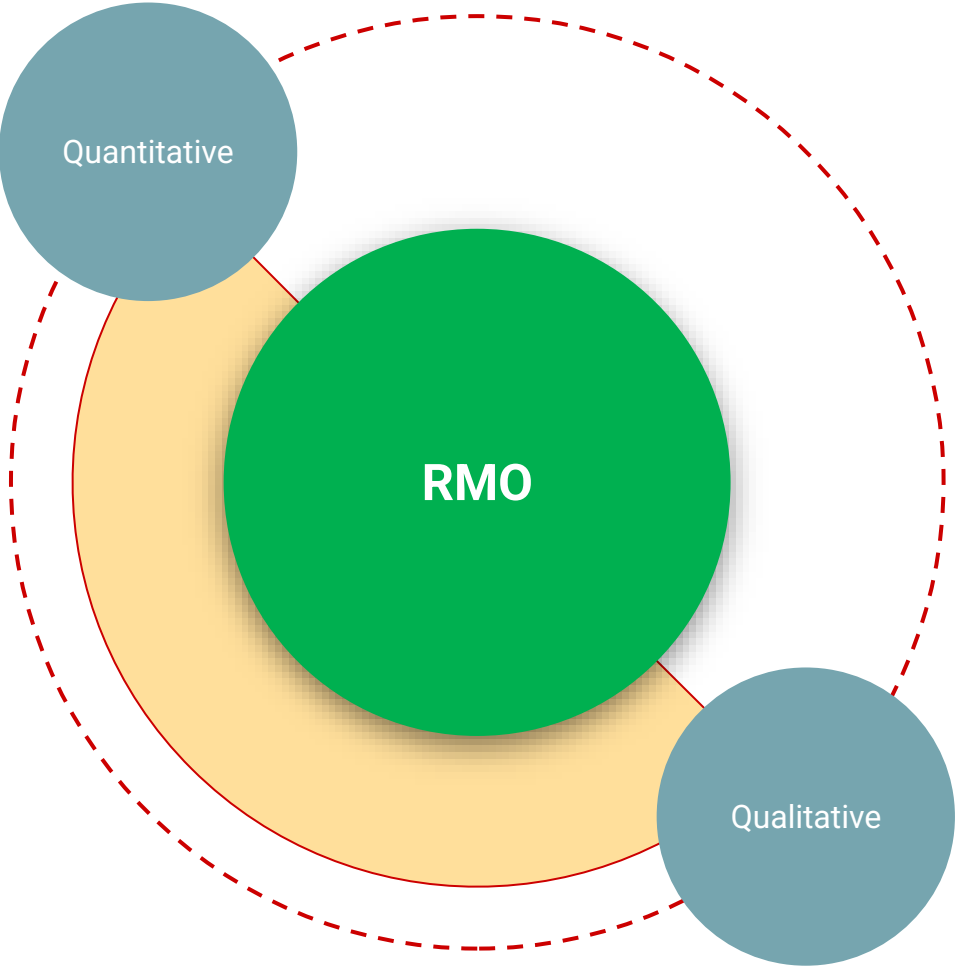
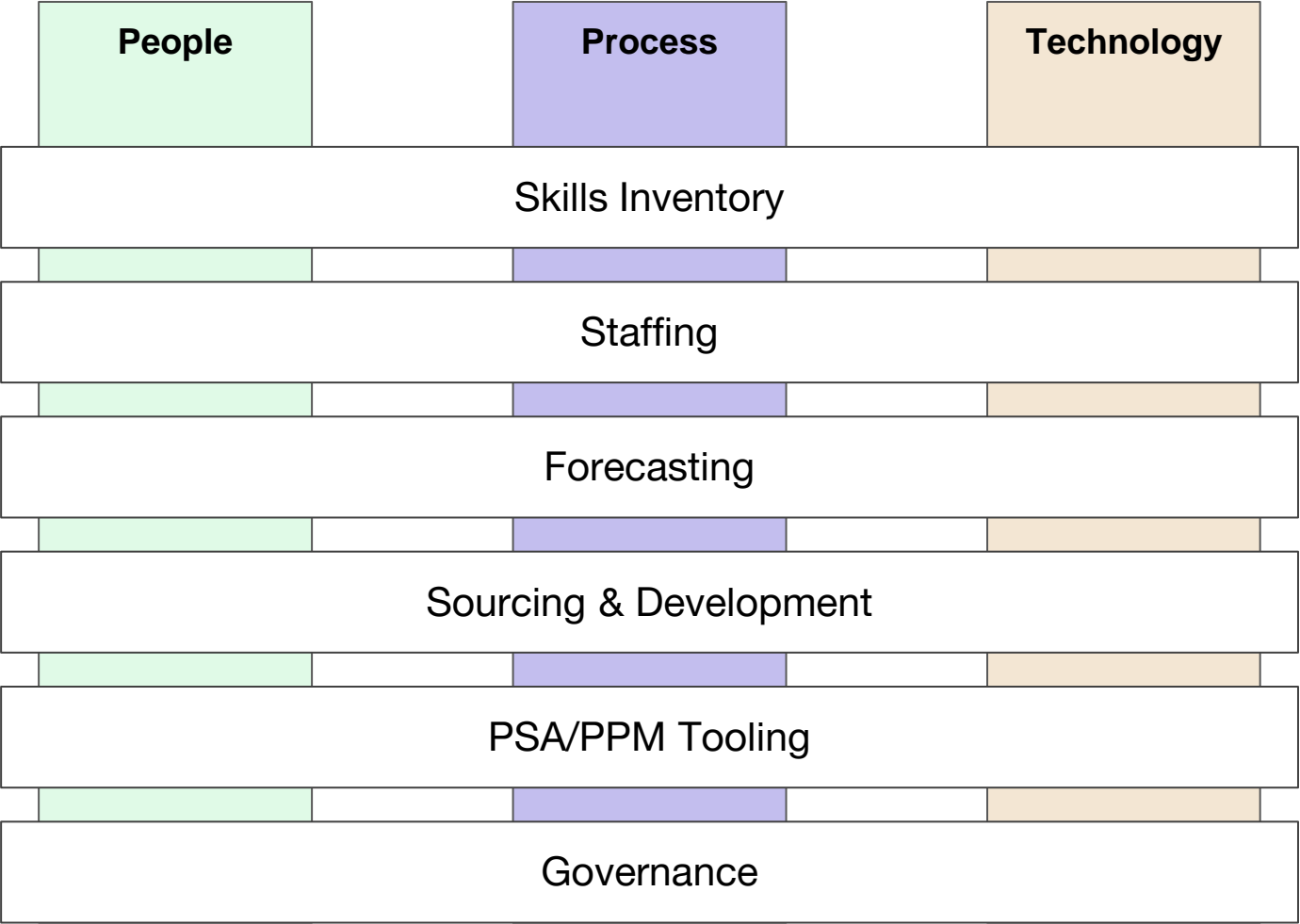
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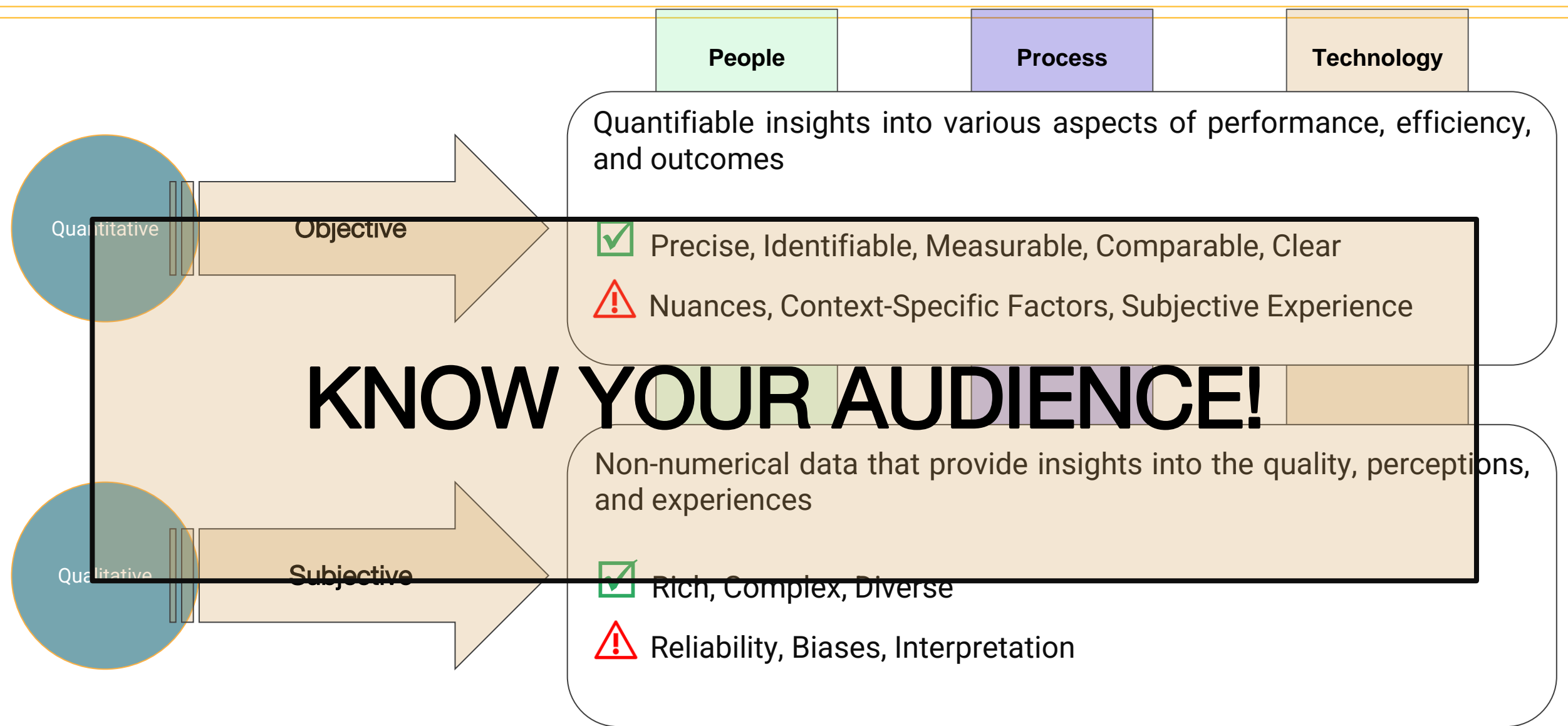
- Director of a centralized global RMO
- Guidewire for 8 years, Professional Services - 700+ FTE, \$210+ million revenue
- Software provider for the P&C Insurance Market
- RMCP Certified, Advisory Board Member since 2020
- Previous background:
  - Business Operations
  - Strategic Leadership
  - Engagement Life-cycle Support
  - Business Continuity Planning
  - BPO



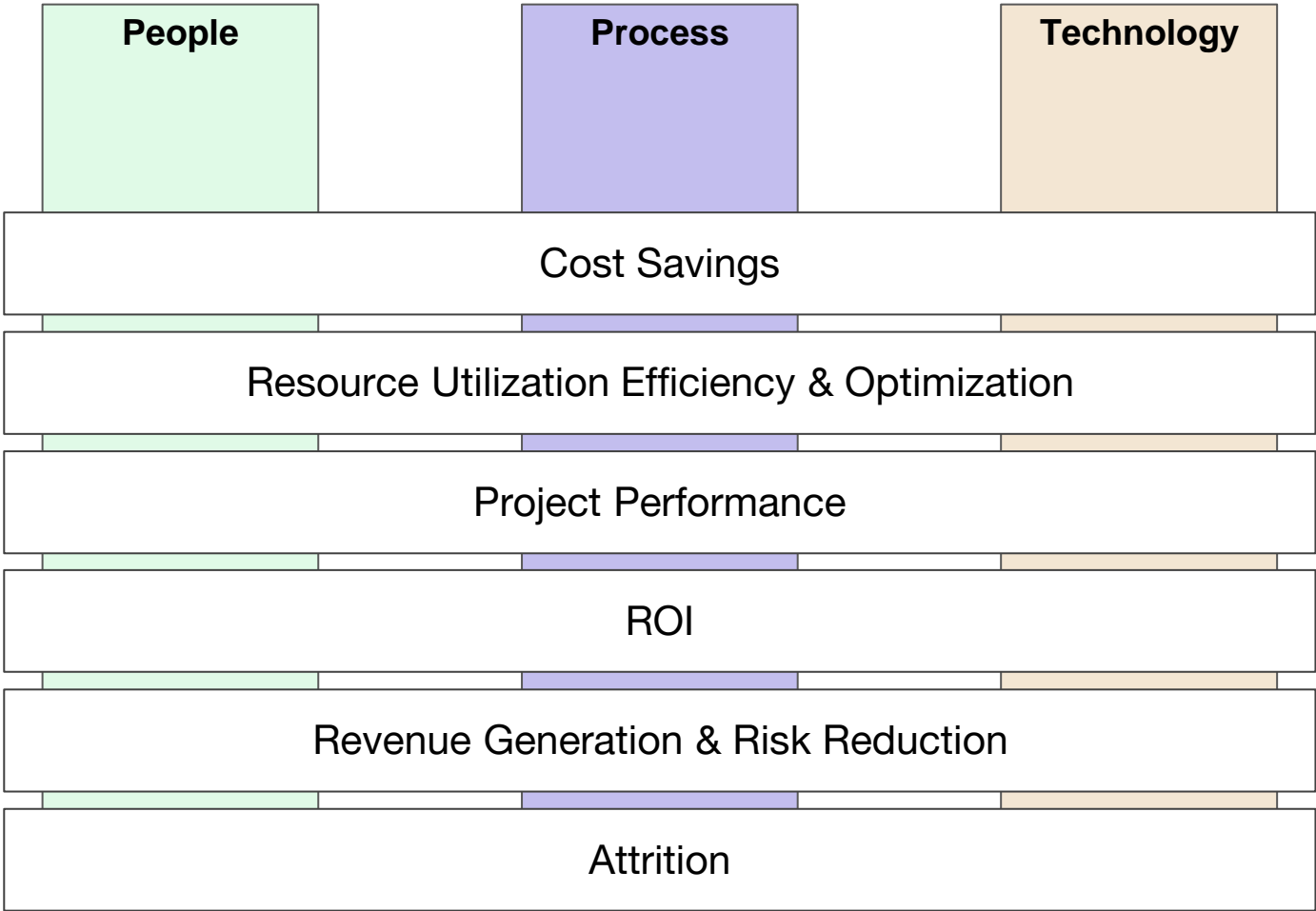
# Context for our discussion



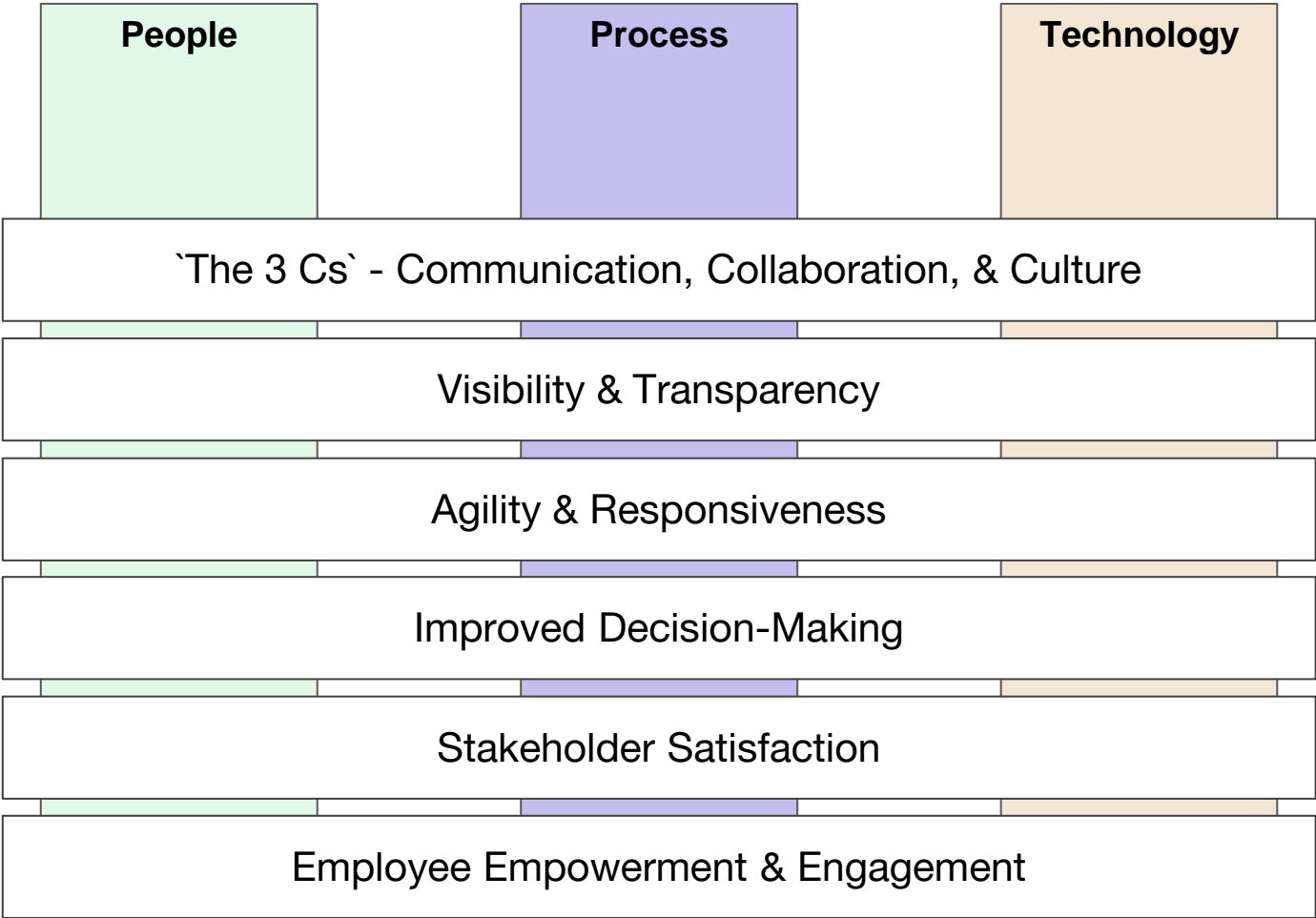
# Measure Definition








# Quantitative Measures



# Qualitative Measures



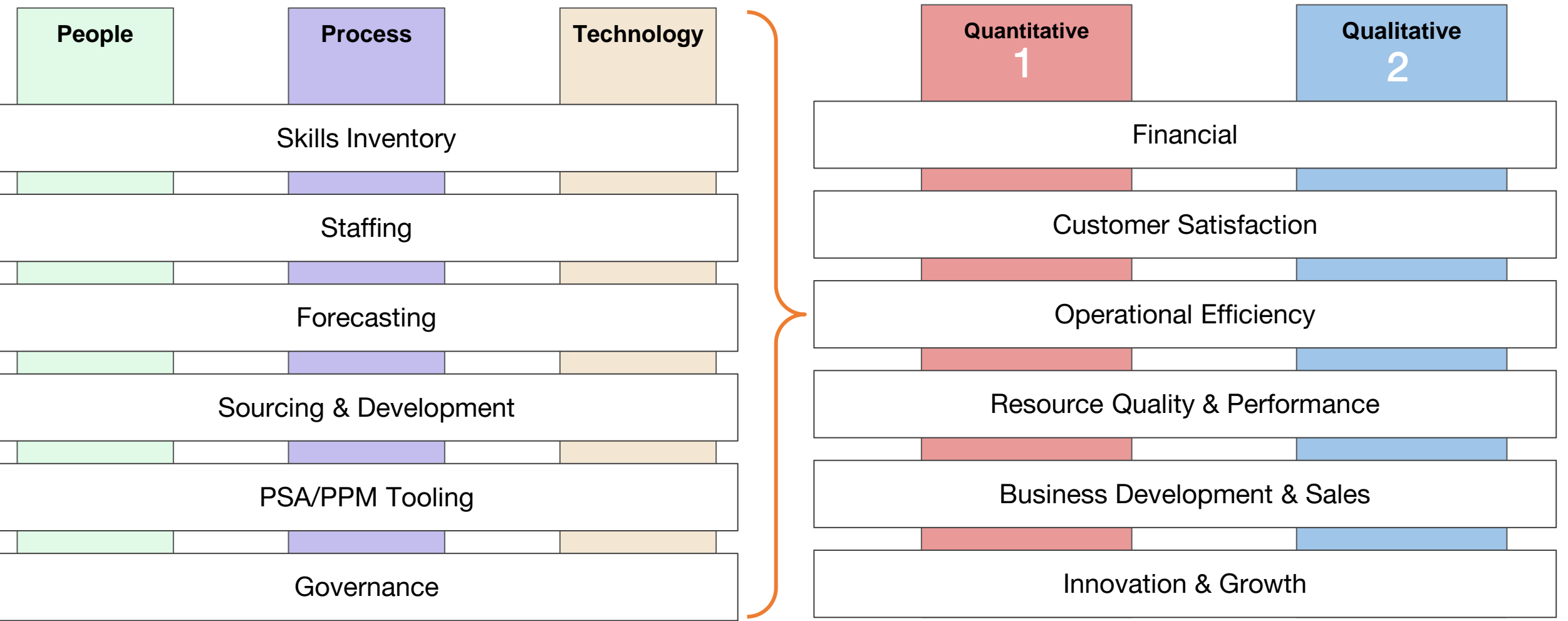
# KPI Fundamentals

 %	<ul style="list-style-type: none"><li>• Utilization:<ul style="list-style-type: none"><li>○ Billable</li><li>○ Productive</li><li>○ Client (bill &amp; non-bill)</li></ul></li></ul>
 %	<ul style="list-style-type: none"><li>• Staffing<ul style="list-style-type: none"><li>○ Time-to-Staff</li><li>○ Allocation Efficiency</li><li>○ Forecast Accuracy- Planned vs. Actuals</li></ul></li></ul>
 %	<ul style="list-style-type: none"><li>• Profitability:<ul style="list-style-type: none"><li>○ RM-Generated Revenue</li><li>○ Rate Realization</li><li>○ Revenue per Consultant</li></ul></li></ul>
 %	<ul style="list-style-type: none"><li>• Operations<ul style="list-style-type: none"><li>○ Softbook/Hold Rate</li><li>○ Extension Rate</li><li>○ Cancellation Rate</li></ul></li></ul>
 %	<ul style="list-style-type: none"><li>• Bench Management</li><li>• Over &amp; Under Allocation Rates</li><li>• Skills Compliance</li><li>• Cost Efficiency</li></ul>

# KPI Development - Thinking outside the box

KPI	Description
Cross-Training Ratio	Percentage of employees who are trained to perform tasks outside their primary role or department. Higher cross-training ratios indicate greater flexibility and resilience.
Knowledge Transfer Velocity	Quantifies the speed at which knowledge and skills are transferred between team members through training, mentoring, or collaboration. Faster knowledge transfer velocities suggest better resource utilization and succession planning
Diversity Index	Evaluates the diversity of skills, expertise, and backgrounds within a workforce. A higher resource diversity index indicates a more adaptable and resilient team.
Bottleneck Frequency	Measures the frequency and severity of bottlenecks in resource allocation and workflow processes.
Staffing Sustainability	The organization's ability to sustain resource availability and performance over the long term (employee turnover rates, skill retention rates, and succession planning effectiveness).
Utilization Volatility	Variability in capacity utilization levels over time. Lower capacity utilization volatility suggests more stable resource demand patterns and better capacity planning accuracy.
Innovation Contribution	Evaluates the extent to which resources contribute to innovation and creativity within the organization
Portfolio Rate of Change	Percentage of change/churn in demand indicating health of forecast, communication & planning.
Level Planned	Planned bill rates for work compared with actual bill rates within the organization to assess gaps, estimation accuracy etc.
Allocation Conflict	Measures the number of resource allocation conflicts or disputes that arise within the organization. Fewer conflicts suggest better resource allocation processes.

# Bringing it together...



# Key Takeaways

**If it matters to them, it matters to us!** - Executive & Org Alignment.

**Quantify, Quantify, Quantify** - Make a financial case for financial decisions.

**Contextualize** - Analysis at depth, humanized data made simple.

**Remember the Customer** - internal or external, Every Interaction Matters!

**Be Proactive** - don't wait for permission or to be asked - be intentional & purposeful!

**Visibility & Transparency** - KPIs related to the business & RM Operations.

**Lean into the Opportunity** - you are the expert!

**RM Charter** - Develop a charter that is informative, aspirational & impossible to ignore.





# Upcoming Events and Training

# Fifth Annual Resource Management Global Symposium



## Accelerate

The fifth annual Resource Management Global Symposium races into the JW Marriott in Indianapolis on April 23-24, 2024. The exciting theme for this year's Symposium is **ACCELERATE**. It recognizes the growing industry maturity and acceptance of good resource and workforce management discipline, and the power of optimizing and improving resource management practices to drive efficiency, productivity, and innovation within organizations. This is the **can't-miss** event for resource and workforce management professionals to collaborate and exchange ideas to ACCELERATE the maturity of your resource management function.

<https://s2.goeshow.com/rtm/rmgs/2024/splash.cfm>

First-of-its-kind certified professional skills development program for:

## Resource Managers

- 3-day classroom, online instructor led sessions (2 hrs. each), and on-demand format
- Interactive lectures, practical case study exercises
- Certification exam
- RMCP® credential for two years



Just-in-Time Resourcing® (JITR)

# 2024 RMCP® Class Schedule

## Classroom – West Palm Beach, FL

- March 12-14, 2024
- November 5-7, 2024



## Classroom - Cincinnati, OH

- June 11-13, 2024
- August 20-22, 2024



## Virtual Instructor-Led (Online)

- Starts May 7, 2024
- Starts July 23, 2024
- Starts August 28, 2024
- Starts October 22, 2024
- Starts December 3, 2024



Register today at:

<http://resourcemanagementinstitute.com/apply/>

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Exciting news! BigTime recently acquired [Primetric](#), the most comprehensive yet intuitive resource management solution on the market to further accelerate sustainable growth and success for professional services organizations.

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Kantata takes professional services automation to a new level, giving people-powered businesses the clarity, control, and confidence they need to optimize resource planning and elevate performance. Kantata's purpose-built cloud software is helping over 2,500 professional services organizations in more than 100 countries focus and optimize their most important asset: their people.

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# Q&A

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