



Power UP

Digital Transformation for Resource Management

June 11, 2024

Thanks to Our Sponsors:



Agenda

01 Introduction

02 Digital Transformation for
Resource Management

03 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

RM Thought Leadership and Best Practices



Market Research and White Papers



Globally Recognized RM Training and Certification



Over 3,000 Member RM Community



Industry Collaboration Events

Just-in-Time Resourcing (JITR)[®]
Brand of Global Resource Management



Project Performance
Resource Utilization
Customer Satisfaction
Employee Engagement



ESTABLISHED IN 2016

Welcoming New Members: Join the RMI

The screenshot shows the RMI website homepage. At the top left is the RMI logo (Resource Management Institute, a part of Belcan). The navigation menu includes: About RMI, Events, Insights, RMCP® Certification, RM Training, and RMCP® Tools. A 'Join' button is highlighted with a green starburst, and a 'Login' button is next to it. A search bar is on the right. The main banner features the RMI Co logo and the text: 'A virtual event for... delivery teams with improving Resource and Workforce Management Maturity.' Below the banner are two featured articles: 'RM Maturity Model' and 'RM Training'. Three blue callout boxes are overlaid on the page: 'Collaborate' points to the 'Events' menu item, 'Innovate' points to the 'Insights' menu item, and 'Educate' points to the 'RM Maturity Model' article.

Collaborate

Innovate

Educate

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



Digital Transformation for Resource Management



Wade Little

Partner and Practice Leader


RTM Consulting

Wade Little is the Technology Practice Leader for RTM Consulting. Wade has a proven track record of helping organizations solve business problems using technology and has extensive experience in IT strategy, project and program management and technology implementations.

Wade joins RTM Consulting from MicroStrategy where he was Senior Director of IT and Enterprise Project Management Office. At MicroStrategy, he helped transform and modernize the business application infrastructure to cloud-based applications, enabling a more nimble and agile IT service. He led numerous projects including Salesforce CRM, Eloqua Marketing Automation, Kimble PSA, Cornerstone LMS, Xactly Variable Compensation, SmartRecruiters, and a variety of other projects. Prior to MicroStrategy, Wade was the Director of IT Strategy for NII Holdings where he developed the IT strategy for a >\$100M finance transformation initiative.


His professional experience also includes program management and consulting roles at IBM, PwC, Ernst & Young and EDS. Here, Wade led a number of strategic technology programs and projects focused on revenue and profit contribution. Wade holds an MS in Management of Information Technology from the McIntire School of Commerce at the University of Virginia, and a BS in Quantitative Business Analysis from Louisiana State University.

Key Trends in Resource Management Technology - AI

 tech.co
<https://tech.co> > News

Companies That Have Already Replaced Workers with AI

Mar 12, 2024 — 8 Companies That Have (or Probably Have) **Replaced Workers With AI** · 1. MSN · 2. Google · 3. Dukaan · 4. Ikea · 5. BlueFocus · 6. Salesforce · 7.

 Time Magazine
<https://time.com> > Business > COVID-19


Machines and AI Are Taking Over Jobs Lost to Coronavirus

Aug 6, 2020 — In May, amid plunging advertising revenue, Microsoft laid off dozens of journalists at MSN and its Microsoft **News** service, **replacing** them with ...

 BBC
<https://www.bbc.com> > news > technology-65102150

AI could replace equivalent of 300 million jobs - report

Mar 28, 2023 — **Artificial intelligence (AI)** could **replace** the equivalent of 300 million full-time **jobs**, a report by investment bank Goldman Sachs says.

 BBC
<https://www.bbc.com> > worklife > article > 20230418-a...

The anxiety of being replaced by AI

Apr 18, 2023 — In recent years, as headlines about robots stealing **human jobs** have proliferated – and as generative **AI** tools like ChatGPT have quickly become ...



If A.I. Can Do Your Job, Maybe
It Can Also Replace Your
C.E.O.

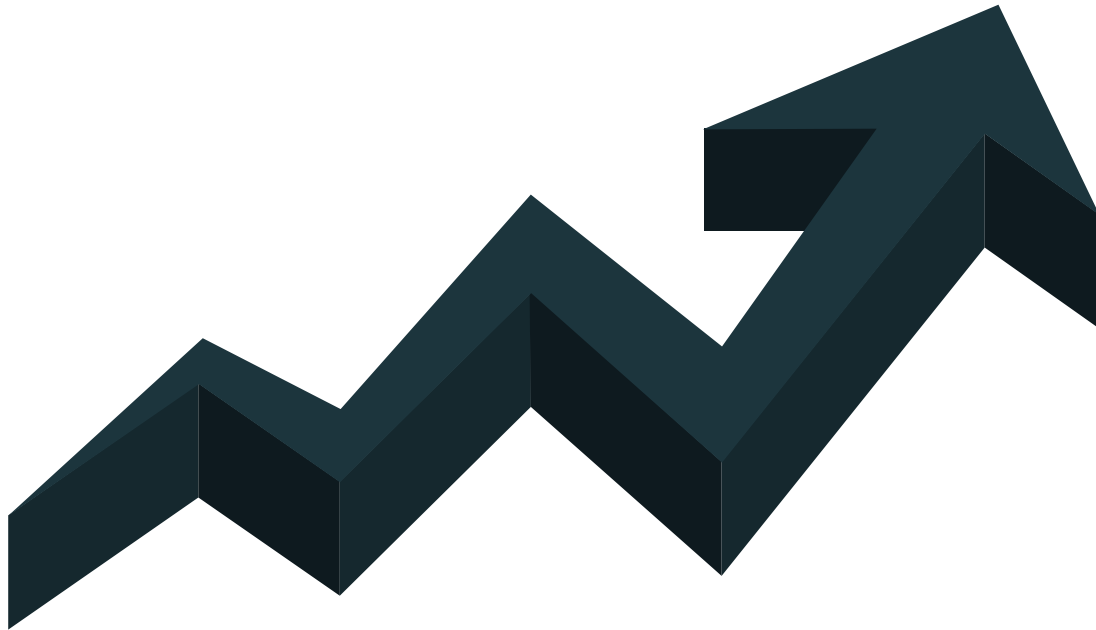
Key Trends in Resource Management Technology - AI



AI has the potential to impact knowledge work in several ways, including **workflow automation, data analysis, decision support, document management, predictive analytics, and creativity enhancement**. In addition, AI can enhance knowledge work, but will not replace knowledge workers.

Macro Trends in Resource Management Technology

There are elements of AI interlaced within each of these trends



Employee Engagement

Engaging resources during the staffing process to help ensure fit and overall employee satisfaction.

Staffing Optimization

Continuous improvement in how staffing is done and the information used to staff resources and teams most optimally.

Skills Management

Continuous improvement in the use (and management) of skills to find the right resource for a project

Capabilities that support Employee Engagement



Employees just want a voice in the process

- Express interest in a particular assignment (existing)
- Sentiment analysis (Future State)
- Development plans

Capabilities that support Staffing Optimization



- Enriched data to facilitate better decision making – particularly financial data
- AI/ML to optimize staffing across the entire organization or for an entire team rather than just an individual assignment (serial)

<u>Project A</u>	<u>Project B</u>
• Bob (100)	Bob (100)
• Sally (95)	
- Use of AI to support fragmentation of services – e.g. managed services or framework agreements (micro assignments or a resource being assigned to lots of small projects or tasks)

Capabilities that support Skills Management



- Curated Skills
- Resume parsing
- Skills adjacency
- Auto update after project completion
- Generation of profiles or resource biographies



Upcoming Events and Training

RMI Resources

RM Thought Leadership

The RMI provides industry-leading insight into leading resource management practices, emerging trends, benchmark data, and more.

RMCP® Resource Center

The RMCP® Resource Center is an online portal for RMCP® credential holders to tap into valuable resources and tools to help you with resource management execution.

RMI Events

The RMI hosts regular webinars and both virtual and in-person events focused on exploring leading resource management practices, tools, and techniques.

Research Survey Series

The RMI conducts quarterly surveys to help RM professionals compare and benchmark their operations to their peers.

RM Maturity Model

Our RM maturity model is structured based on our Just-in-Time Resourcing® process solution and helps you identify your organization's strengths and weaknesses in RM.

RMI CollabCommunity

Our CollabCommunity combines the concepts of collaboration and community to bring RM professionals together to network, collaborate, share resources, and exchange ideas.





Advancing Resource Management Maturity

<https://resourcemanagementinstitute.com/rmi-connect/>

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

- November 5-7, 2024



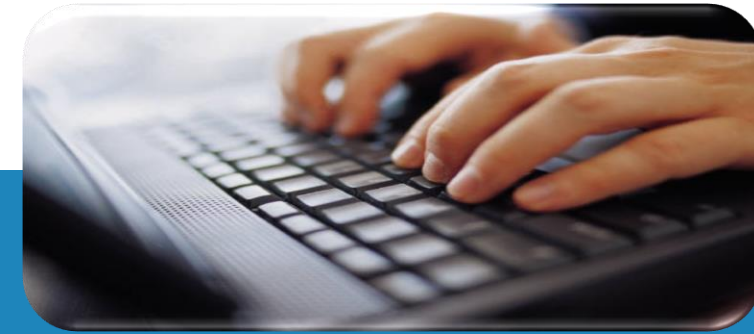
Classroom - Cincinnati, OH

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



Virtual Instructor-Led (Online)

- 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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BigTime helps professional services organizations operate more effectively so they can better plan, manage and get paid for client work. Our award-winning Professional Services Automation (PSA) software enables better project, finance, and resource management backed by robust analytics and reporting.

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.

Visit www.bigtime.net to learn more.



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.

By leveraging the Kantata Cloud for Professional Services™, professionals gain access to the information and tools they need to win more business, ensure the right people are always available at the right time, and delight clients with project delivery and outcomes.

Visit www.kantata.com to learn more.



Q&A

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