

RMISM Connect

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Strengthen the Discipline.
Advance the Profession.
Engage the Intelligence.



CONNECT

With Experts
& Peers



EXPLORE

Innovative Ideas
& Best Practices



SOLVE

Today's Challenges
Together



INSPIRE

Action. Impact.
Excellence.





ENGAGE

MythBusters: Resource Management Edition

Separating Fact from Fiction in Internal Enterprise Teams

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Justin Beavers

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I joined The Cincinnati Insurance Companies in 2001 and have served as an IT Resource Manager for more than eight years. I support workforce planning across two IT departments, managing roles that include Software Developers, Application Systems Administrators, Software Configuration Analysts, and Data Governance Analysts. I also lead IT sourcing efforts and oversee the IT Internship Program. My focus is on talent strategy, associate development, capacity planning, and helping technology teams align resources with business priorities.

Resource Management is full of assumptions, best practices, and industry "truths" that are often accepted without question. In this interactive, "MythBusters" session, we'll examine some of the most common myths, challenges, and debated topics facing Resource Management professionals today.

Our goal is to challenge conventional thinking, engage in open dialog, learn from one another, and uncover what really works in Resource Management.

What to Expect:

- Challenge common assumptions and industry "truths" about Resource Management.
- Explore the realities behind today's biggest Resource Management challenges.
- Share experiences and learn from peers facing similar issues in our domain.
- Leave with new perspectives, actionable ideas, and strategies you can apply immediately.

The background is a light blue and white graphic. It features a world map on the left with several small inset images showing various scenes like a person working, a globe, and a computer screen. On the right, there is a large, stylized image of a computer monitor and keyboard. The overall theme is technology and global connectivity.

Myth #1

If Work Demand Exceeds Capacity, We Just Need More People

MYTH #1 BUSTED

More People $\neq$ More Capacity

Staffing is only one lever. Most capacity problems are actually prioritization, process, or skills problems.

THE VISIBLE PROBLEM

STAFFING

We just need more people.

THE HIDDEN CONSTRAINTS

-  Prioritization & Alignment
-  Skill Gaps
-  Process Bottlenecks
-  Technical Debt
-  Too Much WIP
-  Unplanned Work
-  Meeting Overload & Context Switching



DISCUSSION QUESTION

What is usually the real constraint when demand exceeds capacity?

-  Priorities
-  Skills
-  Processes
-  Funding
-  Something else



KEY TAKEAWAY:

Demand problems are often prioritization problems disguised as staffing problems.



Right Work



Right Capacity



Right Outcomes

The background is a light blue and white graphic. It features a world map on the left with several small inset images showing various scenes like a person in a boat, a globe, and a person in a suit. There are also binary code strings (0s and 1s) scattered across the bottom and sides. A large, faint image of a computer monitor and keyboard is visible on the right side, partially obscured by the text.

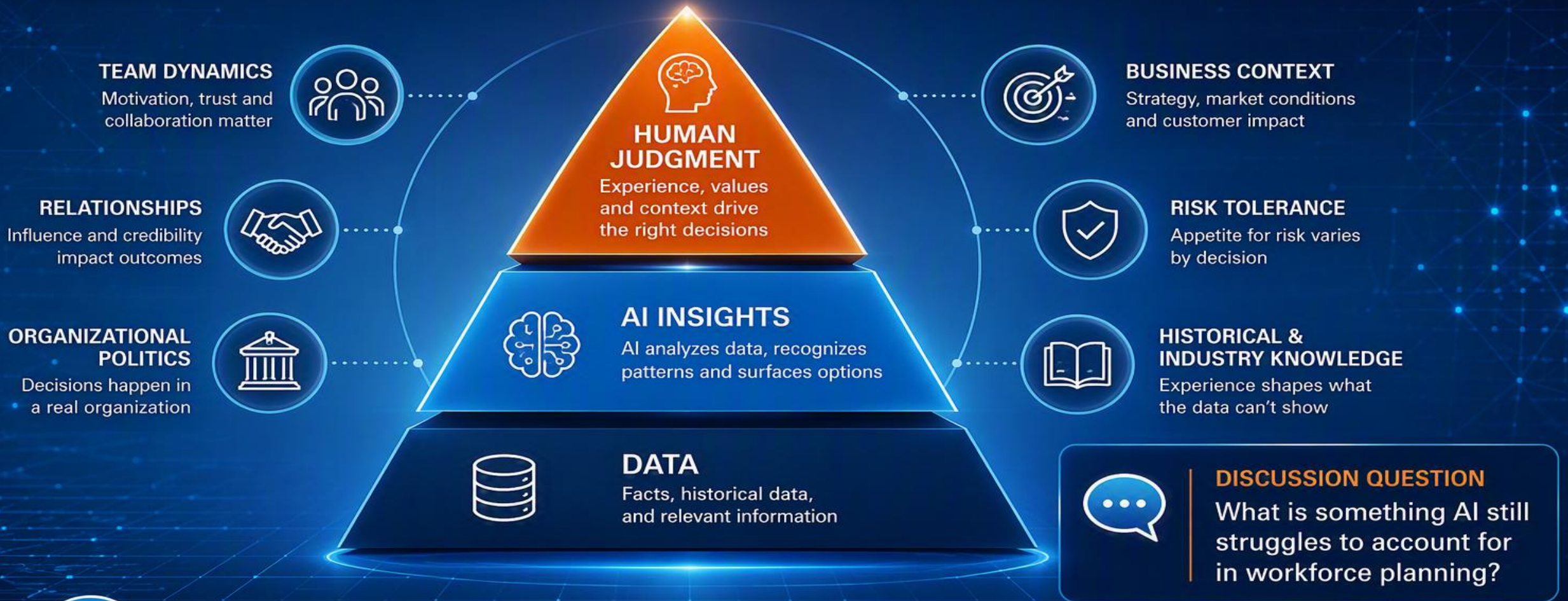
Myth #2

AI Can Make Better Decisions Than People

MYTH #2

BUSTED

AI Is A Tool. Judgment Is Still Human.



KEY TAKEAWAY > AI recognizes patterns. Resource Managers provide context.

The background is a light blue and white graphic. It features a world map on the left with several small inset images showing various scenes like a person in a lab, a globe, and a person in a suit. On the right, there is a large, stylized image of a computer monitor and keyboard. The text 'Myth #3 Resource Managers Are Just Matchmakers' is prominently displayed in the center-right in a dark blue font.

Myth #3 Resource Managers Are Just Matchmakers

MYTH #3

BUSTED

Resource Managers Are More Than Matchmakers.

FORECASTING

Predict demand and capacity needs using data, trends, and scenario planning.

CAPACITY MANAGEMENT

Balance demand and supply to optimize utilization and delivery outcomes.

RESOURCE MANAGER

Driving the right people, to the right work, at the right time for business success.

WORKFORCE PLANNING

Align strategy, business goals, and workforce capabilities.

TALENT DEVELOPMENT

Develop skills and capabilities to grow associates and build future leaders.

STRATEGIC STAFFING

Make informed staffing decisions that balance skills, availability, cost, and business priorities.

RISK MANAGEMENT

Identify and mitigate workforce risks to support continuity, resilience, and agility.



DISCUSSION QUESTION

Which of these consumes most of your time today?



Forecasting



Capacity Management



Strategic Staffing



Associate Development



Stakeholder Alignment



Something else



KEY TAKEAWAY:

Assignments are the output.
Strategic workforce decisions are the real work.



Right People



Right Work



Right Outcomes



— ENGAGE —

THANK YOU