



Power UP

The Impact of AI and Machine Learning on Resource Management

December 4, 2024

Thanks to Our Sponsors:



Agenda

The Impact of AI and Machine Learning on Resource Management

- 01 Introduction
- 02 RMI Perspective
- 03 Featured Speaker: Koen Timmermans
- 04 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 education, thought leadership, best practices, and standards

RM Thought Leadership and Best Practice White Papers



Market Research and Benchmark Data



Globally Recognized RM Training and Certification (RMCP®)



Over 4,000 Member RM Community



Industry Collaboration Events

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



RM Maturity Model



ESTABLISHED IN 2016

Welcoming New Members: Join the RMI



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Collaborate

2025 | April 7-9 | Indianapolis, IN

This is the can't-miss event for resource and workforce management professionals to connect, share insights, and learn how to showcase the VALUE of effective resource management.

[Learn More!](#)

Innovate

Educate

Join Today!



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



RMI Membership



RMGS 2025



RMCP® Certification

www.resourcemanagementinstitute.com



The Impact of AI and Machine Learning on Resource Management

Use Case Considerations

Are you currently using artificial intelligence features to support your resource management initiatives?

For AI to work, the underlying processes and data need to be accurate

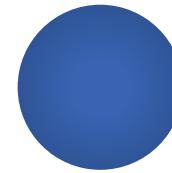
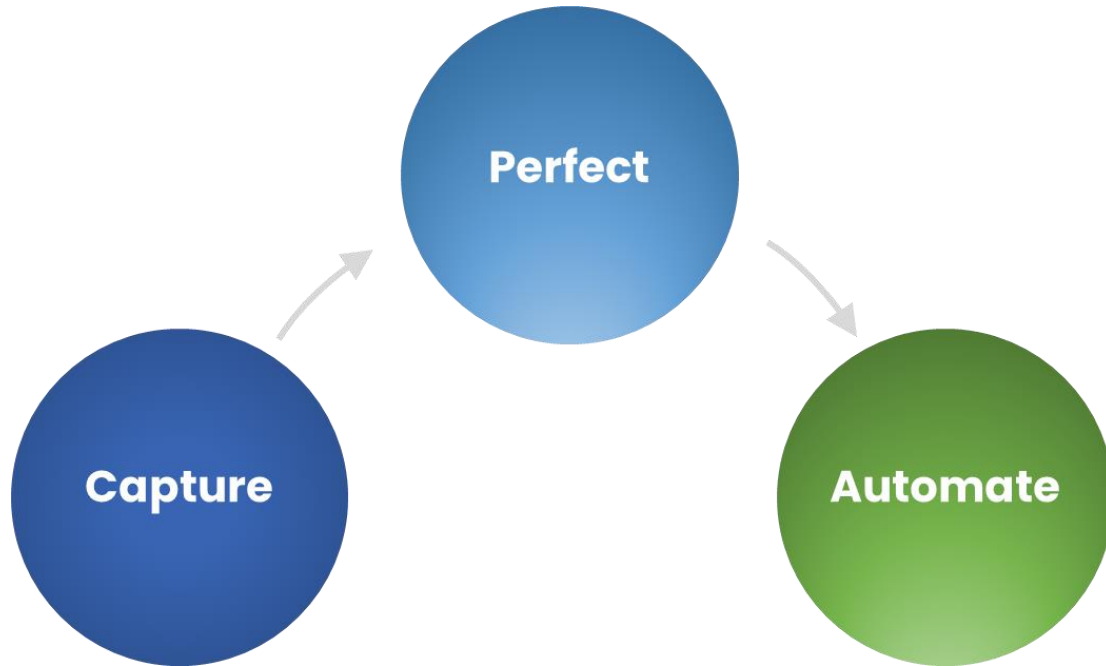
How Might AI be Applied to RM?



90% report that they are not yet using AI features to support RM

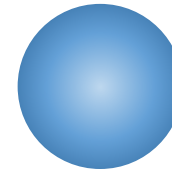
* RMI Survey Series: Inhibitors to Effective RM - Q1 2024

Establish a RM Data Strategy



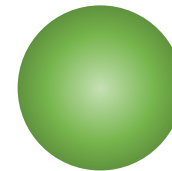
Capture

Clearly identify who owns and is responsible for the data? Is it realistic?



Perfect

Use your process framework to iterate through the data to get it right.



Automate

Then, look to automate it through your RM automation tools.

RMI Recommended Practices

01

Define what AI use cases will make an impact to your organization

02

Start asking your PSA/PPM/RPM provider about AI functionality that's available

03

Focus on getting underlying RM processes right

04

Focus on getting underlying RM data right



Koen Timmermans

Programme Manager

IT Sourcing & Resourcing Transformation

Shell Plc.

What will I bring today?

- My personal experience in scaling and professionalising a large corporate IT resource management function
- My time and energy to facilitate our mutual learning journey

Professional background:

- 20+ years experience in delivering impactful people management and digital transformation outcomes
- International settings in Retail, Manufacturing, IT, and Services

IT Sourcing & Resource Mgt

IT Experience

(delivery, change, sourcing & resource management)

10+ years

HR Experience

(organisational change; labour relations; Talent)

10+ years

Related professional accreditations

RMCP®

FCIPD, NOBCO, Iopt, Kantor

Digital resourcing toolkit



What do I do and enjoy outside my day job

- Exploring life as it unfolds
- Advancing the Resource Management & IT sourcing profession
- Transformational & executive coaching

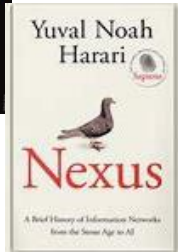
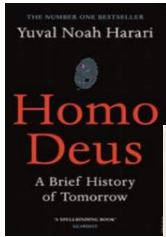
[linkedin.com/koentimmermans1](https://www.linkedin.com/koentimmermans1)



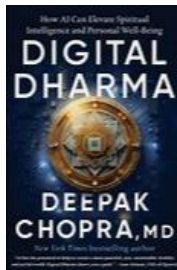
January 2023

9

How my AI views and experienced have been shaped...



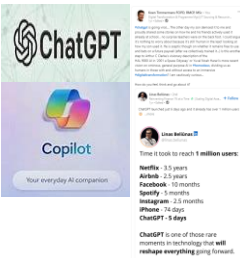
- AI can surpass human cognitive capabilities and has the potential to redefine the meaning of human existence and dominate decision making processes in society
- the evolution of information networks has been pivotal in shaping human history, and the rise of AI could either foster unprecedented cooperation or lead to digital dictatorships



AI can enhance spiritual intelligence and personal well-being as a catalyst for personal and collective growth



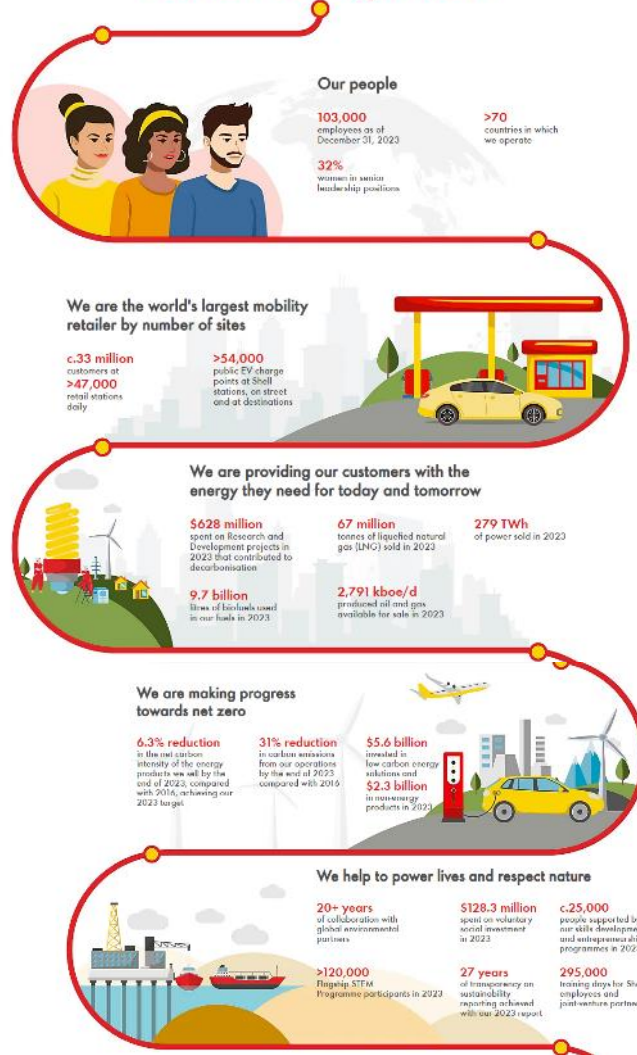
AI use cases, reflections and inspiration to achieve personal and professional mastery



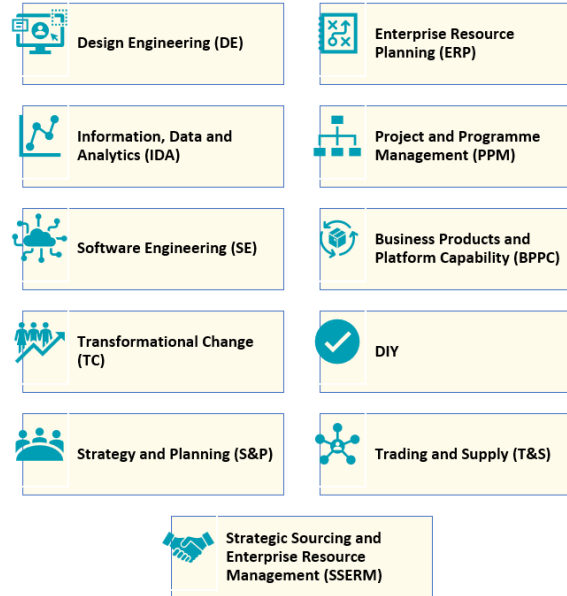
Personal and professional advice, inspiration and learning

Shell delivers less emissions powered by digital transformation

Shell at a glance



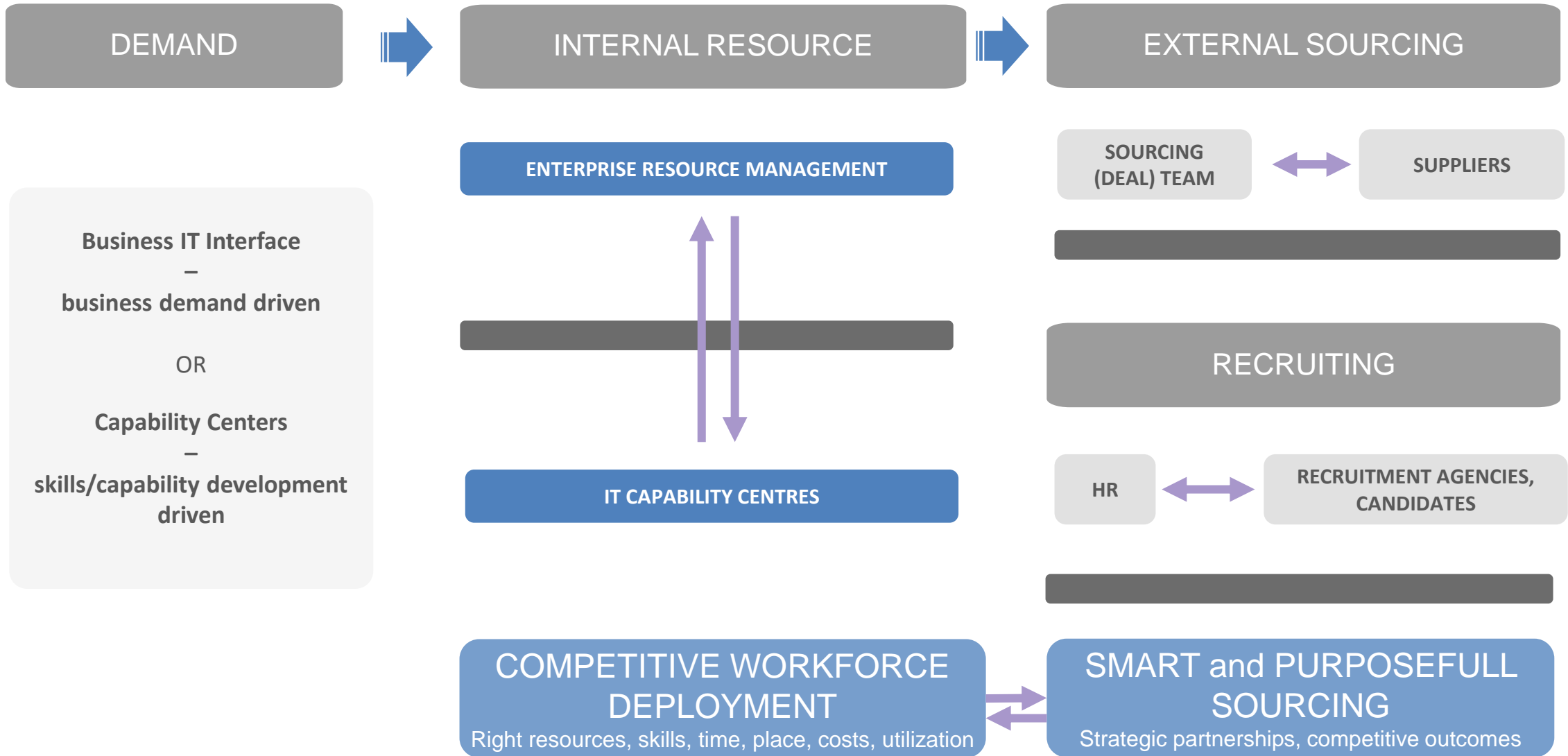
OUR IT DELIVERY CAPABILITIES



OUR IT WORKFORCE FOOTPRINT



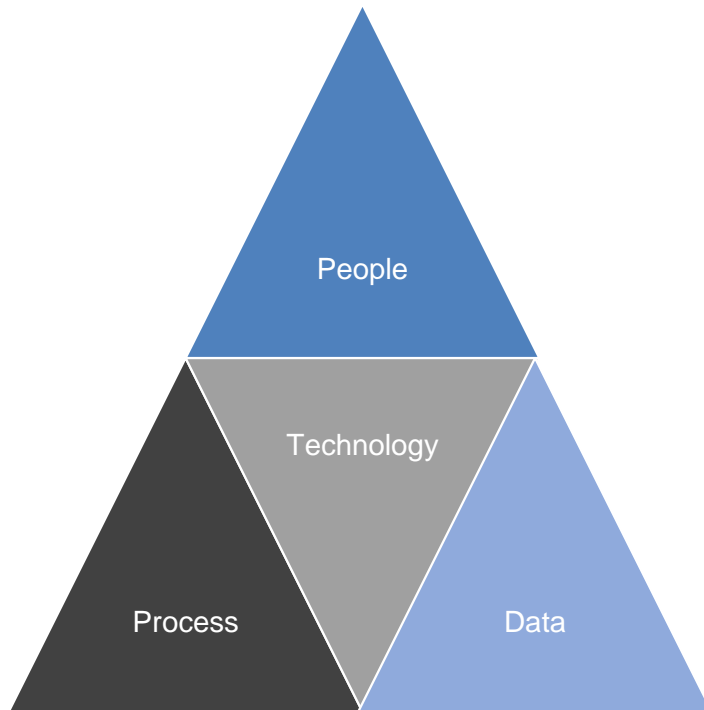
SSERM Delivers Integrated RM at Shell





How is AI shaping our roles and creating opportunities?

How AI currently impacts across the RMI excellence framework



Artificial intelligence, in its broadest sense, is intelligence exhibited by machines, particularly computer systems. It is a field of research in computer science that develops and studies methods and software that enable machines to perceive their environment and use learning and intelligence to take actions that maximize their chances of achieving defined goals. Such machines may be called AIs.

[Artificial intelligence - Wikipedia](#)

- **People** – acceleration towards consultative resource management and sourcing
- **Technology** – simplifying back-end RM and Sourcing system integration through building data lakes for AI front-end
- **Data** – predictive forecasting, capacity planning and utilisation optimisation at project, programme and portfolio level, alongside competitive sourcing of capacity augmentation
- **Process** – AI assisted search and recommendations balancing individual needs and business requirements with increased transparency, supporting employee engagement and development

Our consultative resource management journey...

Resourcing

- Line manager-led, resource manager executed at individual resource level
- Systems/processes configured for speed and efficiency
- Who do you know / who knows you?



Sourcing

- Demand owner-led, resource manager enabled
- Volume at speed
- 'Body shopping'



ORDER TAKER



Resourcing

- Resource manager balances tenure & flexibility at capability level and across technical/functional discipline
- Systems/processes configured for competitive deployment
- What is the longer-term capability requirement and what's your development path?



Sourcing

- Delivery Manager-led, resource manager enabled
- Value over volume with strategic and differentiating work done by Shell staff
- Sourcing for outcomes -> 'scout' and 'shape' of commercial opportunities



ORDER SHAPER

...enabled by our AI ResourceBuddy™

WHY:



- Enabling efficient utilization and critical/control roles deployment and staff development
- Prioritise for value through redeployment from lower to higher priority work
- Search for specific skilled resource reducing sourcing needs
- Visibility to review skills and capability, identify staff skills gaps to support CC technology roadmaps / capability
- Custom build as current system does not provide similar capability

SPECS and DEPLOYMENT:



- Scoping to deployment: 6 months
- Peer engagements with Accenture and Amazon Web Services
- 3 different algorithms, trained on rich data set (~20.000 annual allocations)
- Broad categories (like roles and skills) and specific needs (like requested skills and impacted applications) get better outcomes

BENEFITS :



- Pivoting RM as a trusted business partner/advisor providing job- and specific (ranked) people recommendations
- Target efficiency gain:
 - Staff utilization rate - by 10-15%
 - Allocation fulfillment – by 8-10%
 - Staff allocation on P1/P2 - by 5 %
 - Time savings - on shortlisting suitable resources

NEXT STEPS :



- Plan-Do-Check-Adjust cycle – Review adoption/usage, efficiency, budget to align for future roadmap
- Increase completion and quality of skills data
- Explore options for full-project and portfolio recommendations, including backfilling

How to use AI to achieve personal and professional mastery?



- Time management, planning, automation (e.g. Power Automate)
- Tailored personal development (e.g. Coursera or Linked-In Learning)
- Effective communications (e.g. Grammarly or ChatGPT)
- Data analysis and insights for better decision making (e.g. ExcelAI, PowerBI)
- Outside-In Creativity (e.g. Dall-E or Canva)

***AI isn't replacing you, it's amplifying
your capabilities (1)***



(1) ChatGPT 4.0 November 22, 2024



Upcoming Events and Training



2025 RESOURCE
MANAGEMENT
GLOBAL
SYMPOSIUM

April 7 - 9, 2025 • Indianapolis, IN



RMGS 2025

- 6th Annual Event
- April 7-9, 2025
- JW Marriott
- Indianapolis, IN

“Amplifying the VALUE of Resource Management”

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)

2025 RMCP® Class Schedule

Virtual Instructor-Led (Online)

- Starts February 11 (Tues/Thurs)
- Starts April 22 (Tues/Thurs)
- Starts May 21 (Wed)
- Starts July 22 (Tues/Thurs)
- Starts October 15 (Wed)
- Starts December 2 (Tues/Thurs)



**ON-DEMAND
VERSION AVAILABLE
7 x 24**

Classroom – Indianapolis, IN

- April 7, 9, 10 Indianapolis, IN
- August 19-21 Cincinnati, OH



Register today at:

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

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Dayshape is AI-powered resource management software for professional services firms. Through intelligent automation, Dayshape optimizes your workforce like no other product can, making it easy to ensure your workforce is always deployed optimally, no matter how large or complex the scheduling needs. With over 50,000 users across 20 countries and four continents, including numerous global Top 10 accounting firms.

Dayshape is leading the way in resource management software innovation. Explore what AI-powered scheduling can do for your firm.

Visit www.dayshape.com/demo/ 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.

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Thank You

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