

Appalachian State

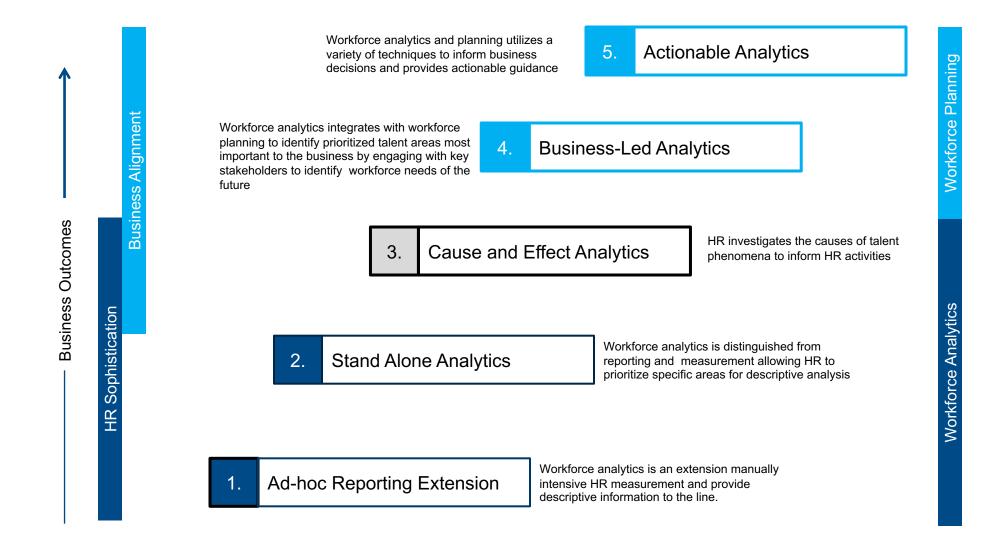
IOHRM Summit

BUILT TO PERFORM.

CREATED TO SERVE.

Workforce Analytics and Planning Maturity Model

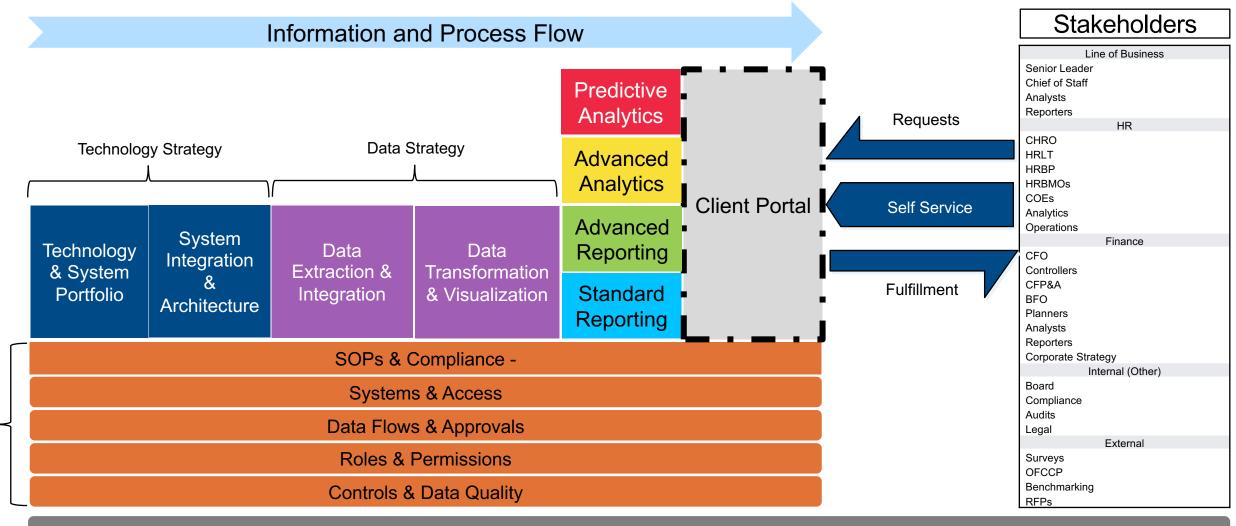




Target Operating Model

Governance Activities





Change Management & Communications

Continuous Improvement, Automation, & Feedback Loop

Areas of Focus



Effecting Business Outcomes Through Workforce Optimization	Understanding The Work Environment Surrounding Our People	
Workforce	Workplace	
•	Workforce nd Planning	
Practices	People	
Expressing The Business Value Of HR Practices And Programs	Improving The Employee Experience	

Areas of Expertise



Analytical Consulting	Answers: Where is this happening? Why is this happening? LOB Liaison and Trusted Partner Transforming Information into a Story Story Telling Performing Basic and Advanced Analytics Packaging Products and Information in a Standardized but Useful Way
Insight Enablement	 Answers: How are we going to get this done? Process and Data Integration Data Governance Tool Development and BAU Sustainment Data ETL Systems and Apps Strategy Product Development
Information Distribution	 Answers What is happening? What has happened? Designing User Interfaces Standardizing Terminology, Definitions, and Calculations Developing and BAU Distribution of Products Such as: Scorecards, Dashboards, Source System Reports Calculating Metrics Transforming Data Into Information
Future Based Modeling	 Answers: What do we want to happen? What will happen? Predictive Modeling Building and Evolving Models such as the employee movement model Scenario Planning as a service Planning and Forecasting: as practices across various subject matters: Talent, Workforce, Resource, HR Programs, HR Strategy

Value-Add Maturity Model

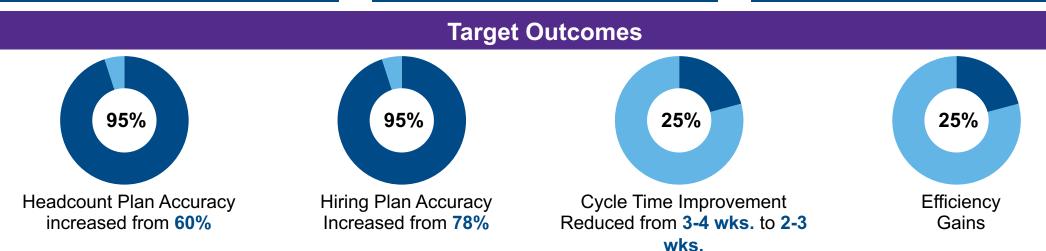


Stakeholder		Workforce Planning and Analytics	
Commitment	HR to HR HR to Enterprise Market to Enterprise to HR	Engagement	Report Consult Change
Mandate	Retro Reporting Workforce Questions Business Problems	Infrastructure	Analytics and Planning Platform Governance Talent
Application	Recite Storytell Decisions/Recommendations	Intelligence	Relations Patterns Principles
Aptitude	Understand Sytnthesize Integrate	Capacity	Report Insights Model
Sentiment	Indifferent Interested Invaluable	Delivery	Self Service Ad-Hoc Multi-Channel

Business Problem



Workforce: Highest Expense Lever **Expenses:** Outpacing Revenues Margins: Down Market Shrinkages



Improvement Methodology

An end to end process that produces a highly accurate annual headcount and hiring plan and quarterly forecasts.

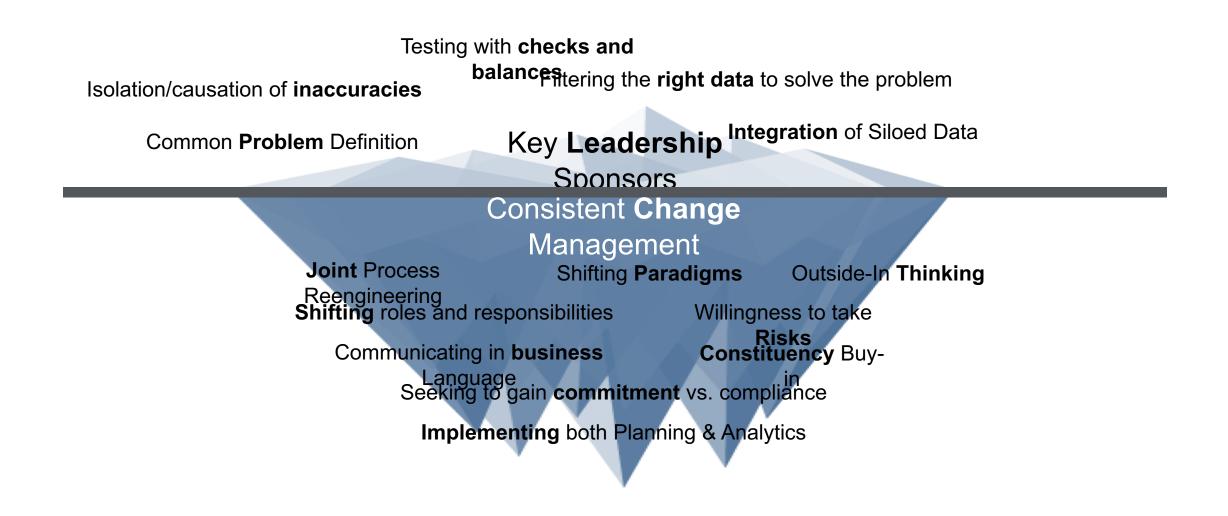


The "Dream" Team









Crossing the Finish Line



