

The Cloud Has Won - But What Has Been Lost

Prepared for:



Agenda

1. Who I Am/What We Do
2. Why The Cloud Won
3. What Is Different Now
4. How to Run, Optimize, and Innovate
5. Thank you!



Who I Am



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VP, Advisory Services

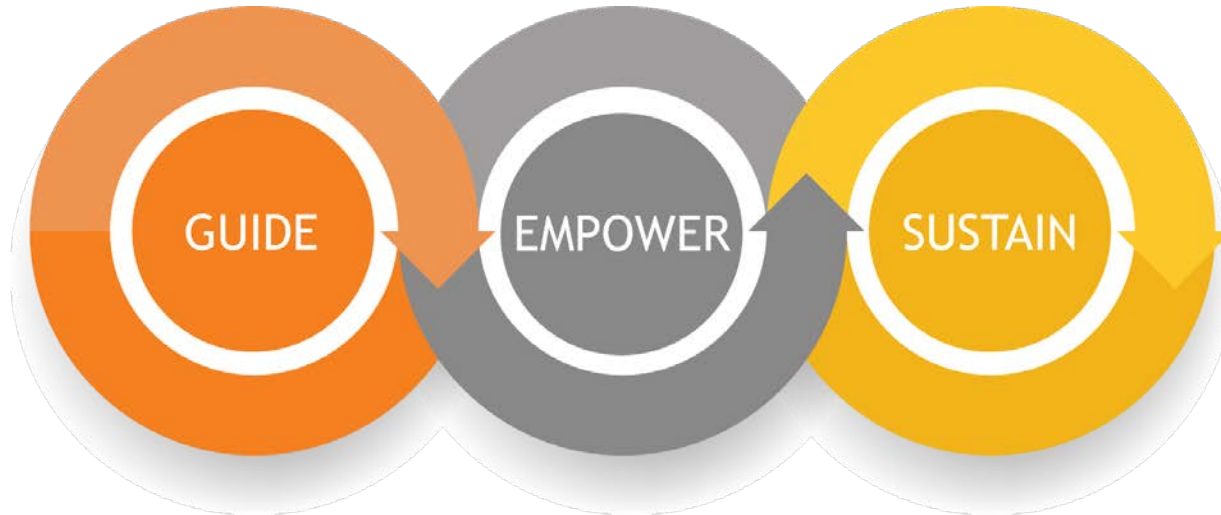
- Industry analyst, consultant, strategist, keynote speaker, product leader
- 30 years in industry
- Consulting and leadership roles at Workday, Gartner, Giga (Forrester), and Accenture

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What We Do



Deliver sound guidance for strategic HR technology and service delivery initiatives.

Empower organizational change and deep engagement.

Equip HR teams with data-driven insights to make purpose-driven decisions.

Why the Cloud Won



Pace of Innovation

“2 - 12 feature releases per year”



User Experience

“Meet the users where they are”



Service and Software

“Have to earn the business each renewal”

What is Different Now



Pace of Innovation

“Too many releases with too much change”



User Experience

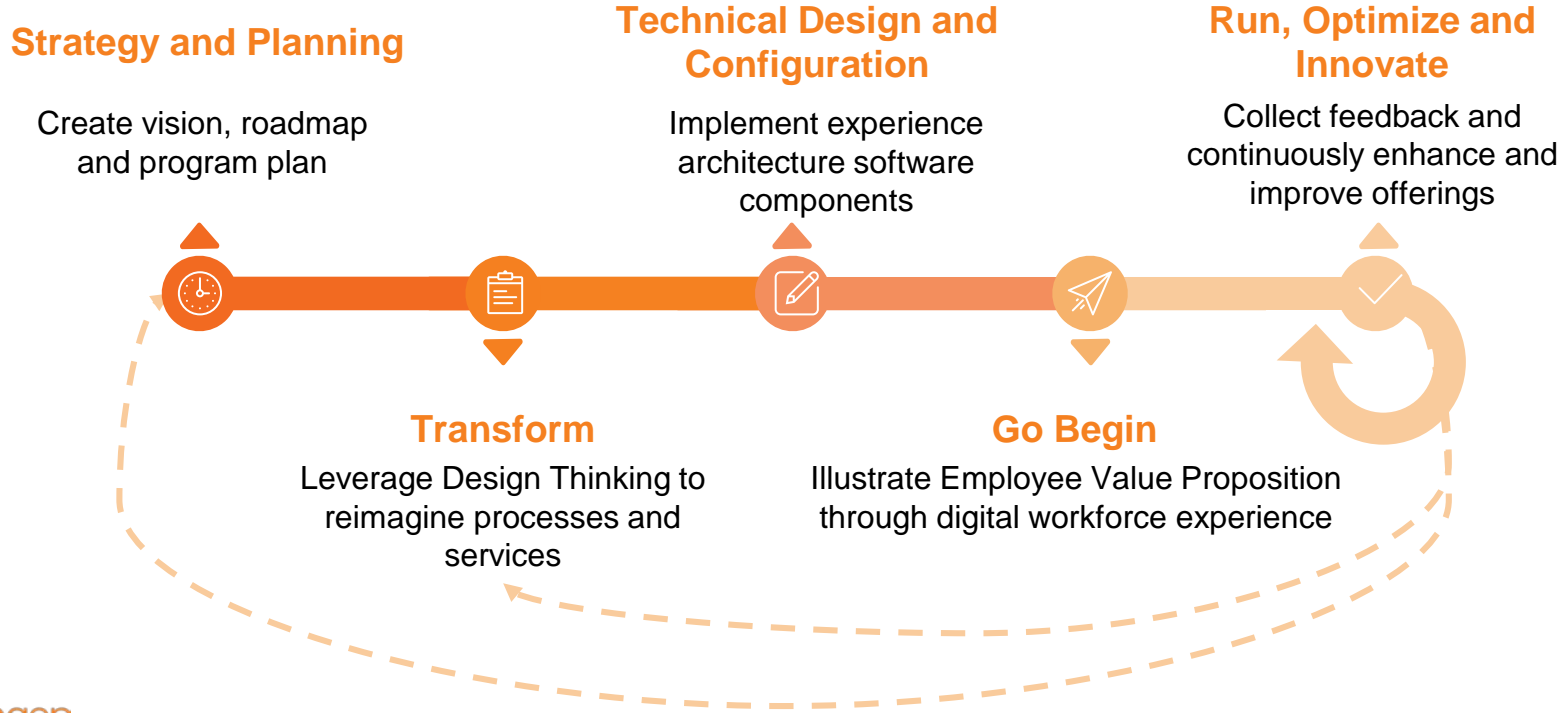
“Still too hard for employees and managers”



Service and Software

“Do not know what I do not know once I am live”

Where to Begin



Start with Your Vision

VISION STATEMENT: Provide the workforce with a customer-like experience by supporting them day-to-day and provide insights to how HR can continually improve how services are delivered.

GUIDING PRINCIPLES

	Seamless	Efficient	Agile
EXPERIENCE	<ul style="list-style-type: none"> HR knows me and anticipates my needs (e.g., profile info, machine learning) 1-stop shop - Portal acts as the storefront <ul style="list-style-type: none"> - Content and to-do's are pushed to me - Easy to find what I need - policies, content, experts, etc. - Knowledge and transactions are accessible anytime, anywhere - Access to alternative service channels as needed (e.g., Chatbot, HRSC) 	<ul style="list-style-type: none"> No wasted process steps (e.g., onboarding); there's a reason for everything Tools/forms are prescriptive (think wizard) Everyone [in HR and outside HR] understands each other's roles and responsibilities, as well as where to hand-off tasks Embedded business rules and workflow - cases flow to COEs when necessary Stakeholders can see status of things 	<ul style="list-style-type: none"> Transactional and search data is used to identify patterns and to support HR decision making (e.g., what are people searching, where are workflows getting blocked) New solutions involving process harmonization, centralization and/or new technology released to COEs and workforce on a rolling basis
MEASURES	<ul style="list-style-type: none"> Deployment of Next Gen Portal (e.g., mobile-enabled, personalized) Fewer steps (e.g., clicks, commands) to Relevant Knowledge and Transactions Growing, Workforce-Facing Knowledge Base 	<ul style="list-style-type: none"> Increase in # of 'Back-Office' Processes Automated Less Rework Coming from Tier 0 (e.g., Codifying Transfers) - 'Flip the Pyramid' Increased Tier 1 & 2 Support Responsibilities (and Cross-Trained Staff)* 	<ul style="list-style-type: none"> Transactional Volume (e.g., Cases Managed / Deflected) Participation in HR Innovation Team in Partnership with COEs and IT

Create (and Maintain) a Roadmap

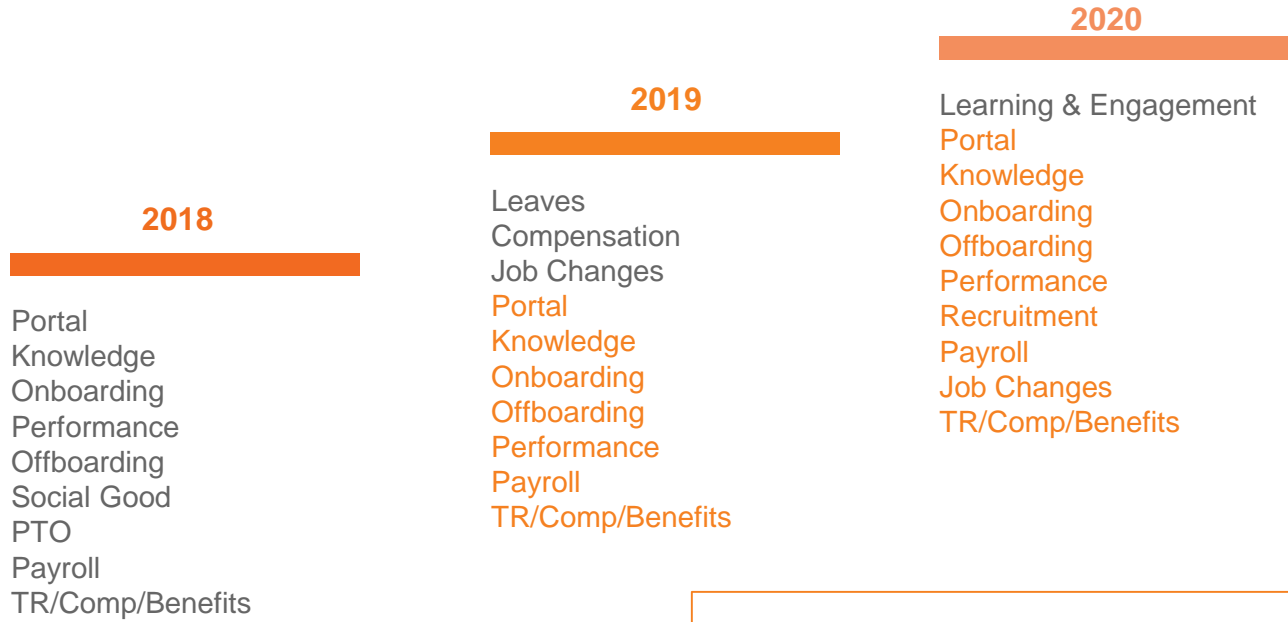


Vision: Provide the workforce with a customer-like experience by supporting them day-to-day and provide insights to how HR can continually improve how services are delivered.

Priority has been placed on items that will improve the Employee Experience.

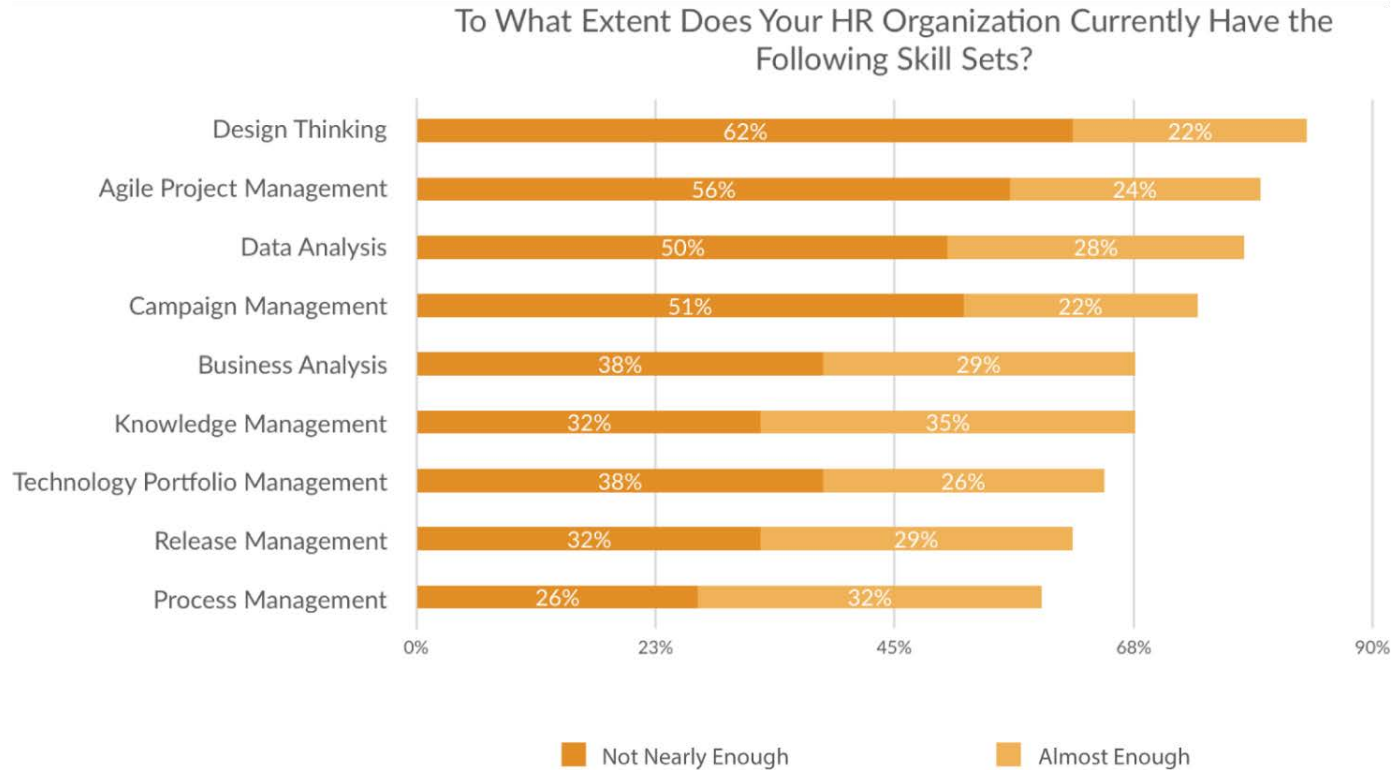
Key Dependencies:

- Knowledge Mgmt Strategy
- Cross-Functional Governance
- Underlying Data Reliability
- Systems Integrations

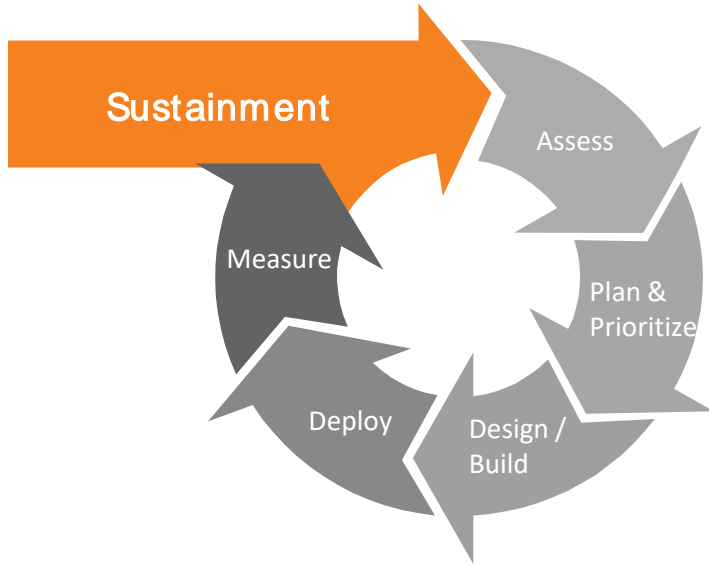


Key: Start Continue

Build New Skills for Success

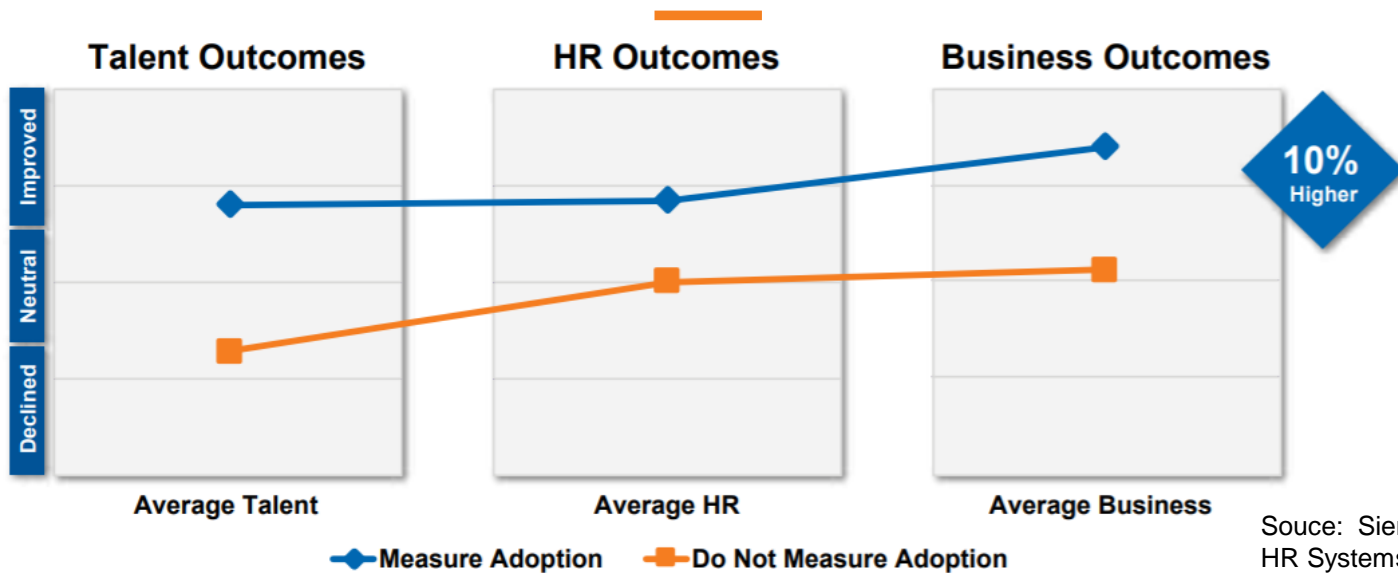


Go Live = Go Begin



As a project enters the **Sustainment Phase** post-go live, **ongoing Change Management** supports continued user adoption and addiction.

Measure Adoption



Measures

Device Usage

Reporting/Analytics Usage

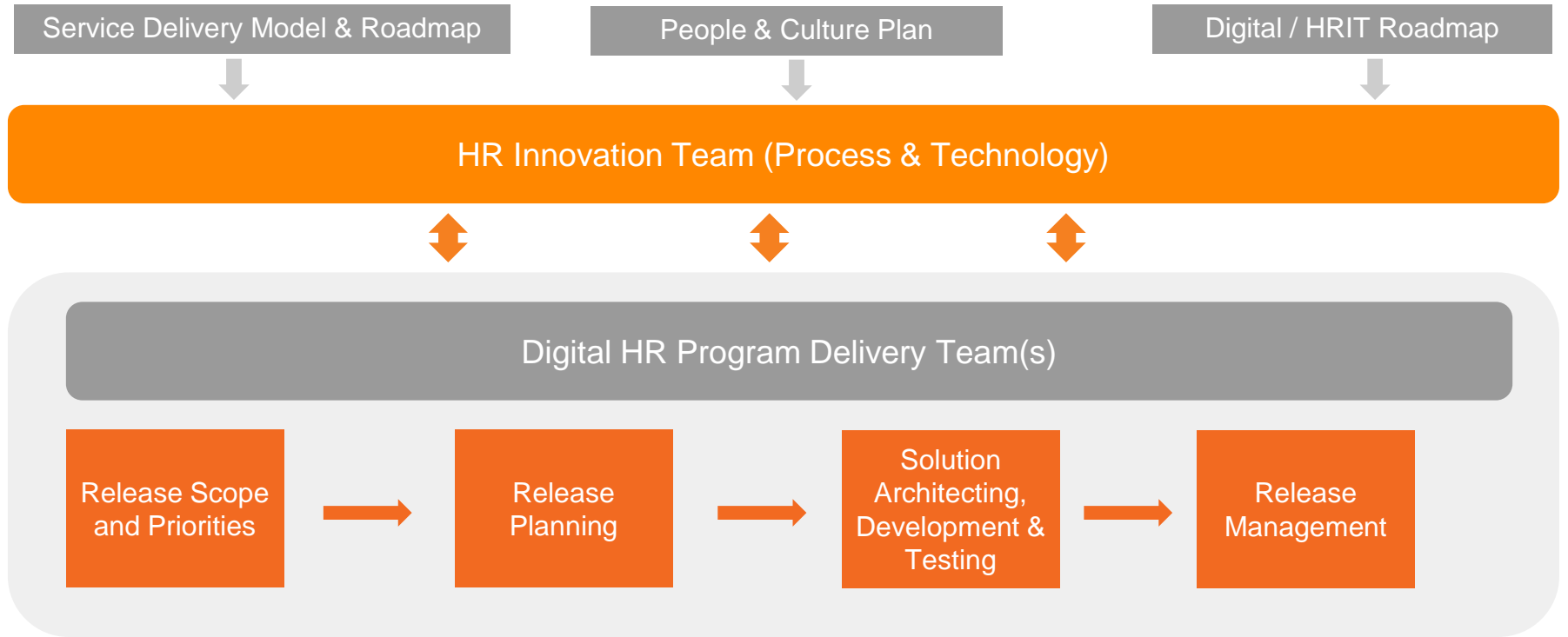
Process Participation

Transaction Volumes

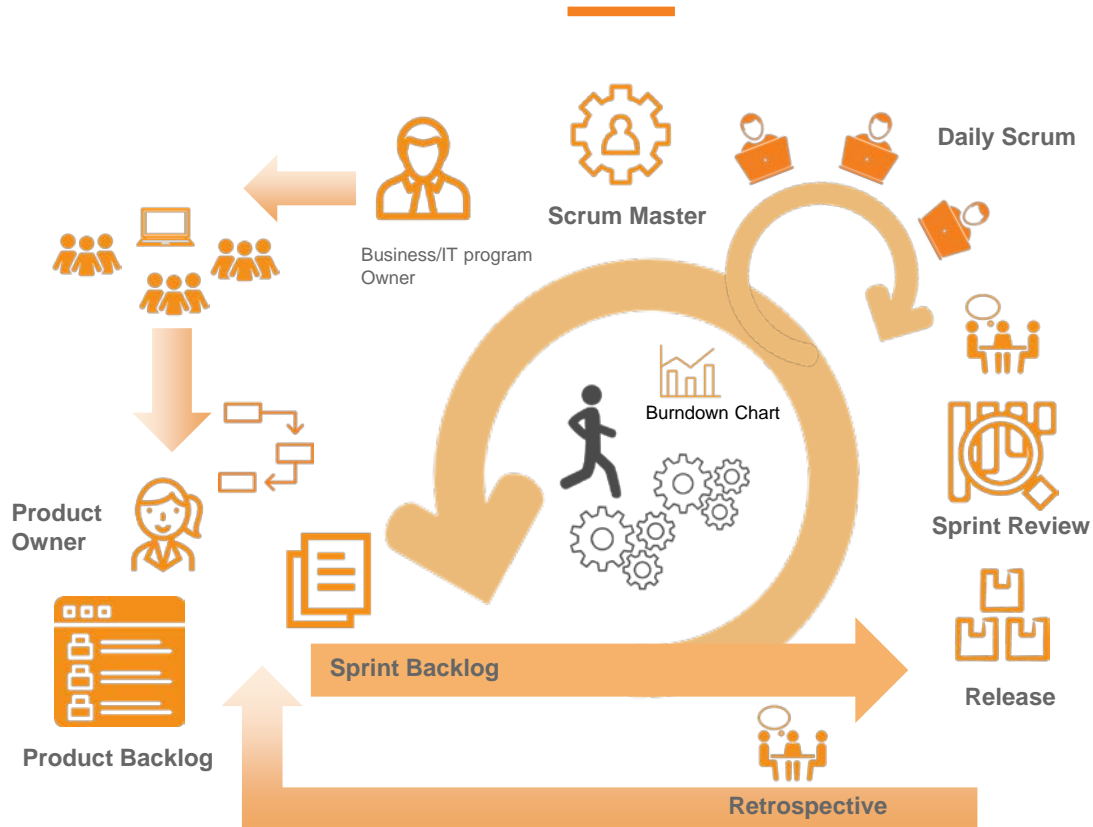
Feedback/Sentiment

Click Data

Be Disciplined in Release Management



Use Agile Methods If and Where They Make Sense



A person is captured in mid-air, jumping over a rocky ledge. The background is a hazy, orange-tinted landscape with rolling hills and a forest. The overall mood is one of achievement and accomplishment.

THANK YOU