GOALS & OBJECTIVES

GOAL 1 - SERVING WISCONSIN

Embrace self-service and digital-first service delivery through modern technology.

GOAL 2 - SECURING WISCONSIN

Secure State systems and data by refining strategies to mitigate risk for individuals and other key stakeholders, including operational changes due to unexpected events.

GOAL 3 - OPTIMIZING WISCONSIN

Modernize State agency legacy data and technology assets to achieve greater efficiency and effectiveness in delivering government services and operations.

GOAL 4 - WORKING WISCONSIN

Adopt practices that strengthen Wisconsin's State government workforce.

GOAL 4 - WORKING WISCONSIN

ADOPT PRACTICES THAT STRENGTHEN WISCONSIN'S STATE GOVERNMENT WORKFORCE.

Employee recruitment and retention is certainly top of mind for many organizations, given the workplace and workforce changes that have been seen over the last biennium. IT workers across the State represent a critical component of the government workforce. Although titles and requirements can vary by position, these individuals provide essential functions and are always looking for creative ways to reinvent how government delivers services. Ensuring an adequate supply of staff requires collaboration between the state, employers, and academic institutions. While the State of Wisconsin has made great strides in enhancing strategies to recruit, train, and increase flexibilities, we must continue to mature our workforce strategies. The National Association of State Chief Administrators has identified recruitment and retention[12] as a key focus, with five of the top ten priorities for 2022 – 2023 focused on workforce.

OBJECTIVE 1: Connect State IT recruitment efforts with goals identified in agency Diversity, Equity, Inclusion, and Belonging (DEIB) plans and leverage State resources to address gaps.

OBJECTIVE 2: Work with the State's Division of Personnel Management to develop an enterprise strategy to fill critical talent gaps in the State's IT workforce.

OBJECTIVE 3: Encourage "Anywhere in Wisconsin" hiring for positions that can work remotely.

OBJECTIVE 1: CONNECT STATE IT RECRUITMENT EFFORTS WITH GOALS IDENTIFIED IN AGENCY DIVERSITY, EQUITY, INCLUSION, AND BELONGING (DEIB) PLANS AND LEVERAGE STATE RESOURCES TO ADDRESS GAPS.

Research shows that creating DEIB working environments directly relates to positive and productive workforces. This can be done through empowering diverse pools of stakeholders to leverage customer-centric technology and building digital workplaces that reflect a variety of stakeholder perceptions and needs. DET will be utilizing the information analyzed during the last annual strategic IT planning process to identify gaps and develop areas of focus for developing high-performing teams within the State's IT workforce. This will allow the State to develop specific strategies to build on strengths and mitigate any identified weaknesses.

OBJECTIVE 2: WORK WITH THE STATE'S DIVISION OF PERSONNEL MANAGEMENT TO DEVELOP AN ENTERPRISE STRATEGY TO FILL CRITICAL TALENT GAPS IN THE STATE'S IT WORKFORCE.

Agencies face recruitment and retainment challenges that include traditional management models, changing employment preferences and industry competition. According to KPMG[13], approximately 30 percent of American government employees are age 55 and older. The State must uncover new ways to attract and keep talent. This can include leveraging training and academy programs, piloting flexible work models and mobility, investments in partnerships and utilizing broader talent ecosystems.

Further, the changing digital landscape makes hiring employees with different skills[14] critically important. As individuals increasingly interact with government services digitally, they expect to be able to easily access services with minimal human intervention and to receive a seamless experience. Human Resources will also be performing an enterprise-wide personnel management survey for IT Classifications. As part of this effort, IT and HR teams will work together to review structures, paths of progressions, classification structures, market/internal structure alignment, recruitment and retention needs, and qualifications to facilitate recruitment of talent.

OBJECTIVE 3: ENCOURAGE "ANYWHERE IN WISCONSIN" HIRING FOR POSITIONS THAT CAN WORK REMOTELY.

According to Pew[15], 60 percent of workers who can work from home are working from home all or most of the time as of January 2022, a considerable increase from the 23 percent of workers who did the same prior to the COVID-19 pandemic. Further, 60 percent of workers who can work from home say they would choose to continuing working from home. Many prominent technology companies have shifted to permanent hybrid or remote work. Payscale's 2021 State of Remote Work report[16] indicates that 71 percent of technology workers and 43 percent of all workers expect organizations to offer remote work after the pandemic.

In line with Governor Evers' Vision 2030 plan[17], the State must adapt to address the looming retirement crisis, with 40 percent of current State workers reaching retirement age in the next decade. To remain competitive, the State has already been encouraging remote work capabilities where it makes sense. Besides participating in the various other work efforts noted above, the State IT organizations must also be thinking about how they attract and hire employees throughout Wisconsin. This will further enhance our diversity of thought in the IT space as the workforce will better represent the constituents we serve.