

The People Side of Information Technology



About GTSI Workforce Performance Practice

For more than 25 years, GTSI has helped federal, state, and local governments solve technology and business needs. We offer a range of specialized services, applying industry – leading practices to ensure your infrastructure remains stable. In these turbulent economic times, ensuring that your most important assets – your people – are managed well is vital to sustainment. In 2005 GTSI embarked on its own internal Human Capital initiative, implemented across the enterprise. Out of internal practice and success was born GTSI's Workforce Performance Practice.

Relevant Industry Statistics:

Performance Expectations – Less than 50% of employees know what is expected of them at work.

Engagement Levels – Only 25% to 55% of employees are engaged.

Readiness – 70% of organizations say that they have an insufficient pipeline of talent for critical jobs.

Cost of Poor Hire – \$300K organizational impact.

Cost of Losing Talent – 1 ½ times burdened salary.

Pace of Change:

Average tenure for US employee is less than 3 years.

Every day, 55,000 baby boomers turn 55.

60% of the jobs in the 21st century require skills possessed by 20% of the workforce.

Key issues facing Government today:

- Managing change – efficiency being key – what skills and talent are needed to execute the mission
- Retiring workforce, middle management gap, and young workforce engagement and retention
- Organizational preparedness for changes associated with technology projects

The benefits of GTSI's Professional Services:

- Industry-leading practices
- World-class partners
- Certified, recognized practitioners
- Proven management processes
- Services for the full lifecycle of your business and technology

Among the services we provide:

- Human Capital Practices Assessment(s)
- Strategic Planning Facilitation
- Competency Analysis - Job Description and Planning

- Professional Development and Training
- Employee Engagement Retention and Commitment

Innovation in Human Capital Management: The GTSI Story

Challenge

Surveys undertaken in 2005 revealed that employee engagement, productivity, and commitment had begun to decline measurably. There was a perception that there wasn't enough investment in growing and supporting our people, at least not across the board. Attrition rates began to climb precipitously. Decisive action was required.

Action

Efforts to facilitate a major culture change faced an employee base that was more than skeptical. GTSI needed to implement a comprehensive and robust Human Capital Management

Plan to drive dramatic changes and results to increase employee engagement, retention, and productivity. GTSI believes a highly committed workplace involves the **whole** person, allowing them to function fully on both the business and human levels. GTSI embraced a holistic approach to engaging its employees, from career plans to on-going performance feedback to wellness programs. Realizing that strategic management of human capital would be critical to its success, GTSI made it one of the Company's three key initiatives. Human Resources, in partnership with the Company, diagnosed its human capital problems, mobilized the leadership team, engaged the workforce, planned and implemented solutions, and measured the results from the inside out.

Some of the key actions taken:

- Implemented Human Capital Scorecard with over a **92% voluntary participation rate**
- Establishment of eight core values each employee is measured on annually through their 360° Assessment and annual performance review
- Created High Potential programs and a specialized leadership and management program
- Implemented a new comprehensive Talent Management Solution, allowing for annual reviews, succession planning, skill gap assessments, and overall workforce planning
- Established an employee Wellness Campaign

Outcome

The overwhelming achievements reached by focusing on *the success of people* dramatically turned GTSI around. The attrition rate now sits at an average of **7% (compared to 54% at its peak in February of 2006)** and employee engagement is the highest it has ever been. GTSI's success brought nationally recognized industry awards from *Human Resources Executive* and SHRM for efforts around innovation and human capital strategic best practices. Upon this springboard of proven results was born the GTSI Workforce Performance Practice.

GTSI's success brought nationally recognized industry awards:

- Human Capital Leadership Honor Roll, *Human Resources Executive*
- 2008 Human Capital Business Solution of the Year, SHRM
- 2009 Best Places to Work, *Washington Business Journal*
- University of Virginia, Darden Business School 2-Part Case Study



GTSI Corp. provides information technology solutions by offering a Technology Lifecycle Management (TLM) approach to IT infrastructure solutions delivered through industry-leading professional and financial services. GTSI employs a proactive, strategic methodology that streamlines technology lifecycle management, from initial assessment to acquisition, implementation, refresh, and disposal. TLM allows government agencies to implement solutions of national and local significance quickly and cost effectively. GTSI's certified engineers and project managers leverage strategic partnerships with technology innovators. These experts use proven, repeatable processes to design, deploy, manage, and support simple to complex solutions, to meet governments' current and future requirements and business objectives. GTSI is headquartered in Northern Virginia, outside of Washington, D.C. Further information about the Company is available at www.GTSI.com/About.

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