Attracting and Retaining IT Talent

In Higher Education
• **Contain and reduce costs.** The bleak economic outlook and reduced funding sources are making it imperative to reduce or at the very least contain the growth of costs. Efficiencies are sought, and business best practices are often viewed as the best path to achieving efficiencies.

• **Achieve demonstrable improvements in student outcomes.** The practice of measuring, improving, and reporting student outcomes is moving from highly desirable to imperative. The window of opportunity for colleges and universities to shape how they define, measure, and improve student outcomes—rather than react to external requirements—is shrinking.

• **Keep pace with innovations in e-learning, and use e-learning as a competitive advantage.** Whether driven by the explosive interest in open educational resources (OERs), most notably Massive Open Online Courses (MOOCs), or by explorations in using technology to develop and implement new academic credentialing models like badging and competencies, presidents, chancellors, and provosts are eager to use technology to help inform and transform postsecondary education.

• **Meet students' and faculty members' expectations of contemporary consumer technologies and communications.** Students and faculty not only expect that they will be able to use their smartphones, tablets, and consumer-based apps in their academic work but also expect that their institutions' services will work as elegantly and effectively as commercial services.

- Source Educause
Top-Ten IT Issues, 2014

1. Improving student outcomes through an institutional approach that strategically leverages technology
2. Establishing a partnership between IT leadership and institutional leadership to develop a collective understanding of what information technology can deliver
3. Assisting faculty with the instructional integration of information technology
4. Developing an IT staffing and organizational model to accommodate the changing IT environment and facilitate openness and agility
5. Using analytics to help drive critical institutional outcomes
6. Changing IT funding models to sustain core service, support innovation, and facilitate growth
7. Addressing access demand and the wireless and device explosion
8. Sourcing technologies and services at scale to reduce costs (via cloud, greater centralization of institutional IT services and systems, cross-institutional collaborations, and so forth)
9. Determining the role of online learning and developing a strategy for that role
10. Implementing risk management and information security practices to protect institutional IT resources/data and respond to regulatory compliance mandates*
11. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities*

* Tie
Who is TEKsystems
TEKsystems At A Glance

- **6,000+ customers** including 82% of the Fortune 500
- **4,000 full-time employees**
- **$3.6 billion annual revenue**
- **Privately held company within Allegis Group, an $10.5 billion enterprise**
- **More than 100 locations throughout North America, Europe and Asia**
- **80,000 IT consultant deployed annually**
- **Ranked by Staffing Industry Analysts as #1 since 2000**
- **Staffing specialists speak with 100,000 IT professionals weekly**
- **98% Client Retention**
- **81% of the domestic IT workforce**

*WE help them achieve quantifiable outcomes*

- 93% of clients say

Achieve 30% higher client satisfaction versus the competition
Meet TEKsystems

• TEKsystems specializes in getting IT done: deploying the right people, the right way to achieve business targets.

Our Services Include:

- **IT Staffing Solutions** to complement and enhance clients’ in-house skills and capabilities
- **IT Talent Management Expertise** to optimize how clients attract, develop and retain great people
- **IT Services** to achieve business outcomes through a managed, project-based or outsourced model

**QUICK FACTS**

- $3.6 billion in annual revenue
- Privately held company within Allegis Group, an $10.5 billion enterprise
- 6,000+ clients, including 82% of the Fortune 500
- Achieve 30% higher client satisfaction vs. the competition
- 98% client retention
- 93% of clients say we help them achieve quantifiable outcomes
- Over 100 locations throughout North America, Europe and Asia
- 4,000 full time employees
- Over 80,000 IT consultants deployed annually
- Recruiting specialists speak with 100,000 IT professionals weekly
- Relationship network includes 81% of the domestic IT workforce
- Ranked by Staffing Industry Analyst as #1 since 2000
- Global delivery network provides five solution centers with access to IT professionals worldwide
Our Point of View

• We possess an unparalleled real-world point of view on what happens in IT. Through our reach and massive network, we are positioned to know what trends are emerging, who’s doing what, what’s working and who does it best.

We Understand the IT Workforce

Interactions with **over 100,000** IT professionals every week

We Conduct Extensive Proprietary Research

Surveys, councils and focus groups with **thousands of IT leaders and professionals** every quarter

We Understand IT Leaders

Every year we partner with **over 6,000 clients**
Thought Leadership

• Committed to delivering great services and value-added resources, we author a variety of thought leadership pieces that address industry trends and topics of relevance to our clients.
People are our business. We have over 30 years of experience empowering our internal employees, clients and IT professionals to achieve their business and career goals.

Read the full article.
Why is it difficult to Attract and Retain IT Talent
Scope of the Labor Market

- While the condition of the labor market nationally has wavered, the IT industry has thrived.

<table>
<thead>
<tr>
<th>Overall Workforce</th>
<th>IT Workforce</th>
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<tbody>
<tr>
<td><strong>Labor Force</strong></td>
<td><strong>143 million</strong></td>
</tr>
<tr>
<td><strong>employed workers</strong>¹</td>
<td><strong>employed IT workers</strong>¹</td>
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<tr>
<td><strong>Temporary Workers</strong></td>
<td><strong>10%</strong></td>
</tr>
<tr>
<td><em>of current workforce</em>²</td>
<td><em>of IT workforce</em>³</td>
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<tr>
<td><strong>Unemployment Rate</strong></td>
<td>**Approximately 8%**¹</td>
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In addition to the 5 million employed IT workers¹, there are as many as **20 million hybrid business/IT professionals** who do not fit into a traditional IT category⁴.
Over the last five years, more and more organizations have relied on temporary IT staffing services to find the right talent as demand for IT increases.

**U.S. Temporary IT Staffing Revenue**

(*Spending from 1997 - 2014*)
Supply of IT Workers

• While demand continues to rise, there is a shortage of qualified talent—forcing organizations to compete

The number of degrees awarded in computer and information sciences decreased by 27% between 2005 and 2010.

55% of IT hiring managers observe that the hiring process took longer in 2012 than in 2011.

Why? 47% say a shortage of qualified talent. 33% say a desire to wait for the perfect match.
IT Labor Market In Columbus, Ohio
Myth: Unemployment Rates Dictate Availability of Top IT Talent

Great talent is always working
› Q4 2013 IT Unemployment Rate: 3.6%\(^1\)
› Frictional Unemployment Accounts for 2%
  › There are 39,100 IT professionals in Columbus, Ohio \(^1\)
  › Roughly 1,400 IT professionals are unemployed \(^1\)

But they’re also willing to listen

Columbus Is Starving for IT Talent

- The average IT consultant receives 23 calls per week\(^1\)

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1. TEKsystems IT Professional Perspectives Survey, Q4 2011
4 Things You Can Do

“Through Every Dark Tunnel There is a Light of Hope” – Young MC
Myth: We Are “The Ohio State”

• You must do more than just post your needs and your job descriptions. To get the best IT talent, you must take the time to ensure they understand your business, IT initiatives and culture, and then collaboratively create a compelling, detailed Employee Value Proposition (EVP).

The average IT professional receives 23 recruiter solicitations per week.

A recruiter armed with the most information.

83% of IT professionals say they will return calls from recruiters if the recruiter leaves a detailed message about the job, including:

- Roles defining the position
- Responsibilities
- Who the company stakeholders are

Our clients rate TEKsystems’ knowledge of their business 18 percent higher than our competition.*

Our consultants rate our ability to fully communicate the details of assignments 20 percent higher than our competition.*

* TEKsystems Annual Client and Consultant Satisfaction Survey
Myth: Successful Talent Management Strategies Should be Automated

- 18% of job seekers find their jobs through job boards
- 3% of all hires can be attributed to social media
- 67% of job seekers find their jobs through referrals and networking

1. CareerXroads, 2013
"If Bill Gates invented the telephone and Alexander Graham Bell invented email, we would all be saying, 'You should get one of these telephones, you can actually talk to someone, hear what they are saying, and you don't have to use a keyboard!""

1. “Cubicle Culture: Employees Forsake Dreaded Email for Beloved Phone”, The Wall Street Journal, September 26, 2006
Myth: Talent Sent to Me is Screened

• You must be diligent in your screening process and

The less you screen, the more you assume the risk of hiring a poor performer

64% of employers believe resumes include buzzwords that are irrelevant to the person’s true experience¹

35% of employers have caught lies on resumes

63% of workers say they have exaggerated on their resumes¹

Successful screening includes:

- Reference checks
- Face-to-face interview
- Technical assessment
Myth: Talent Sent to Me is Screened

Consider the case of former AlliedSignal CEO, Larry Bossidy... What did he do?

› Personally interviewed and evaluated many of the 300 new MBAs hired in his first three years at AlliedSignal

› Personally checked references for dozens of candidates
  › He chose to check them out himself instead of HR
  › He tried to talk with two to three references each

› Experience taught Bossidy to trust references from people he knows. “If I can’t get a reference from someone I know, I don’t want to hire the candidate.”

1. Robert Half, 2010
2. CareerBuilder, 2008
Myth: They will stay

Retaining your top performers requires that employers do two things very well:

1. **Make the right match**
   - Understand local market S/D dynamics and fair market rates: 25%
   - Understand IT worker’s skills, goals and interests: 20%
   - Understand client’s business today and into the future: 18%
   - Advise on best practices for talent attraction, development and retention: 28%

2. **Keep the spark alive**
   - Provide strong onboarding and development opportunities: 23%
   - Provide frequent performance feedback: 28%
   - Provide a sense of continuous career opportunity: 20%
   - Continuous Communication: 28%
   - Issue Resolution: 26%
The TEKsystems Approach
•Our proprietary Staffing Quality Process® enables us to attract, develop and retain high-performing IT talent.

1 Market Analytics
We know who the top technical professionals are, what they earn, where you can find them and when they’re available. We also understand their priorities and what it takes to recruit and retain them.

2 Customer Knowledge
We take the time to understand your business and IT culture. This enables us to consultatively assess your service requirements and collaboratively develop an Employee Value Proposition (EVP) to attract top talent.

3 Sourcing Strategy
By leveraging our massive network of IT professionals and utilizing a referral-based sourcing strategy, we increase our selectivity and effectiveness in finding top talent to meet your specific needs.

4 Screening & Selection
We personally present you with a fully vetted short list of IT professionals who match your requirements. All of our candidates are screened through a robust qualification process—and we can prove it.

5 Relationship Management
Our commitment to ongoing contact drives consultant performance and retention through project completion. It also allows us to proactively plan for your upcoming workforce needs.

Our clients rate TEKsystems 30 percent higher than our competition*

* TEKsystems Annual Client and Consultant Satisfaction Survey
Recommendations

› Develop a formal retention strategy to secure top IT talent
  › Determine who you need to achieve your future goals
  › Engage in consistent, formal dialogue with each employee to determine professional goals

› Develop an Employee Value Proposition (EVP) for the IT department
  › This is not done by having 4-5 top executives build it in a conference room.
  › An EVP should include the opinions/insights of people from multiple levels and functions to get a true feel for where we are today and what we need to look like tomorrow.
  › “Why would a top Business Analyst take an opportunity at FPL over Burger King or Carnival Cruise Lines?”

› Evaluate / assess IT’s current recruiting methodology:
  › Is it based on insight to local labor market?
    › Columbus, New York City, Chicago, Connecticut, Northern VA
  › Is it too automated?
  › Are the job descriptions “wish lists” or “must haves”?
  › Can you assess cultural fit?

› Increase reliance on internal referrals and networking vs. job boards

› Ensure candidates are screened prior to submittal / interview process