

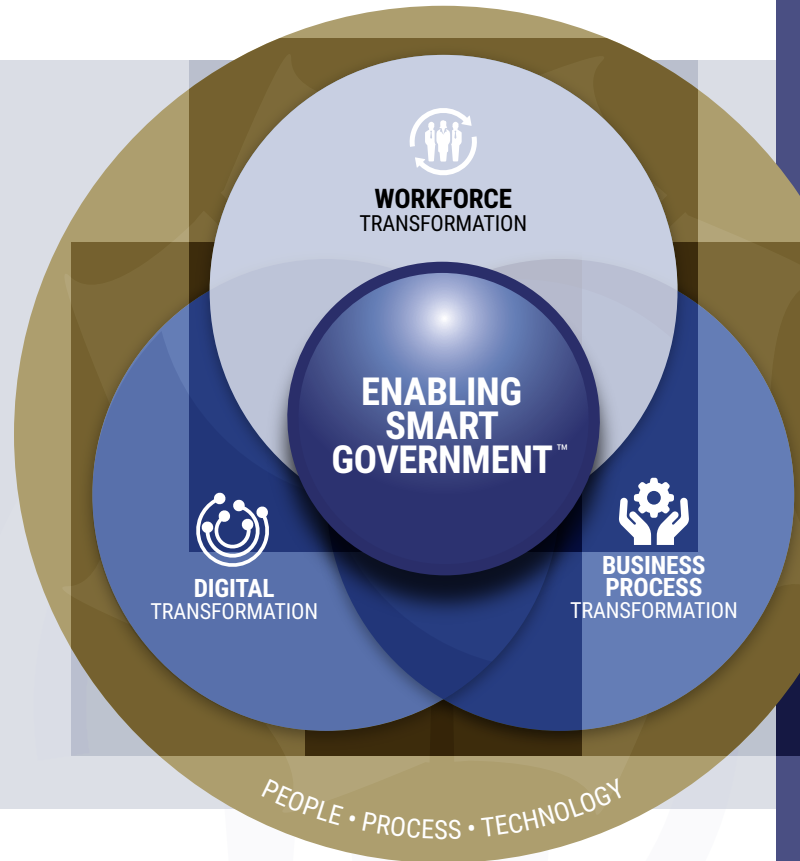
# WORKFORCE TRANSFORMATION SOLUTIONS AND SERVICES

## ENABLING SMART GOVERNMENT™

*Today's workforce must be agile, highly engaged and able to continually evolve their skills to execute mission requirements.*

Government leaders and workers alike face enormous challenges in mission and job demands. As a leader of an organization, your success depends on access to and implementation of proven workforce management and transformation solutions including building workforce skills, developing leaders, enabling readiness for change, ensuring mission alignment and driving productivity.

**Enabling Smart Government™ for Workforce Transformation** means helping government leaders realize success by creating measurable and sustainable performance improvements, peak performance for organizations and operations, and the ability to embrace upcoming, rapid change. Suntiva's proven solutions and services help you increase productivity and align human capital strategies with existing resources, digital and business process innovation, mission goals and operational requirements, while building future capacity and capability.



## SOLUTIONS AND SERVICES—WORKFORCE TRANSFORMATION FOR TODAY AND TOMORROW

**Workforce Readiness and Alignment:** Aligning human capital strategies and mission with leading best practices, methodologies and tools including human capital strategy development, workforce planning and restructuring, succession planning and competency modeling.

**Workforce and Leadership Development:** Designing customized workforce and leadership programs and coaching solutions that build agility, resilience and other critical competencies necessary to achieve measurable results.

**Workforce Engagement:** Implementing practical, sustainable engagement strategies to promote employee retention, improve productivity and job satisfaction and drive a healthy work culture.

**Change Readiness and Enablement:** Helping the organization identify and address the people, process and technology barriers enabling the workforce to embrace change and accelerate adoption of new initiatives.

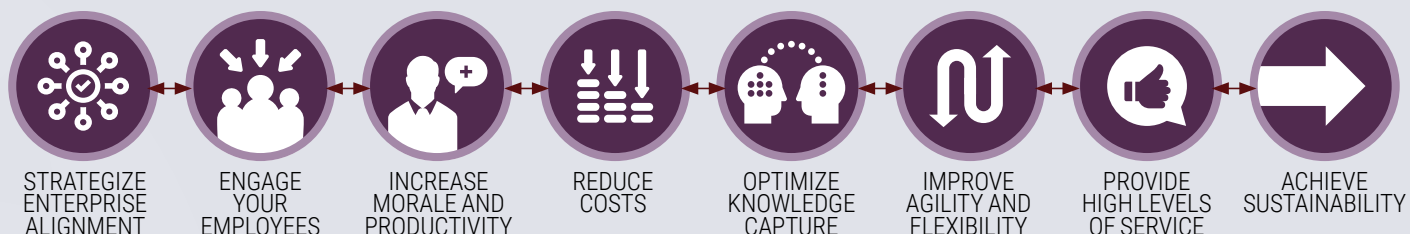
**Workforce Analytics:** Improving performance by extracting, interpreting and using data from human resource information systems, learning management systems and the Federal Employee Viewpoint Survey (FEVS) to drive workforce decisions and translate data into action.

**Business Process Improvement:** Redesigning existing business operations, including business process documentation, reengineering and workflow automation to attain significant improvements in workforce production, operational efficiency and customer focus.

**IT Workforce Transformation:** Driving productivity, improving employee job satisfaction and working with clients to incorporate workforce reskilling, agile coaching, team development and change management for IT programs, ITaaS solutions and IT outsourcing.

# WORKFORCE TRANSFORMATION SOLUTIONS AND SERVICES

## THE BENEFITS OF SUNTIVA'S WORKFORCE TRANSFORMATION



## ENABLING SMART GOVERNMENT™ IN ACTION

**Customer:** Food and Drug Administration (FDA) Office of Regulatory Affairs (ORA).

**Challenge:** The FDA Commissioner mandated ORA to realign from a geographically-based management structure to a specialized model organized around the commodities that FDA regulates such as biologics, bioresearch monitoring, pharmaceutical products, medical devices, food and tobacco. The realignment required a workforce transformation for 4,000+ employees and leaders. Over a four-year period, Suntiva supported ORA building the individual and organizational capacity to manage and lead in the midst of increasingly complex and accelerating change.

**Suntiva Solution:** ORA engaged Suntiva to design and execute change management, stakeholder engagement, strategic communications and leadership development support to successfully transition the workforce and supporting processes and programs from the existing to desired future state. Several key initiatives drove adoption and support for the change, including: design and analysis of a baseline workforce survey to identify current workforce capabilities and commodities across 20+ Districts and make data-driven organization design decisions and commodity specialization assignments; execution of organization-wide assessments to identify barriers and drivers

for change, increasing stakeholder adoption and engagement; design and implementation of targeted communications, resources and supporting tools that drove stakeholder awareness and understanding; design and facilitation of employee and leadership working groups to define and communicate roles and responsibilities of all major stakeholder groups impacted by the change; and design and delivery of a nine-month Resilient Leadership development program to over 300 senior leaders, mid-level managers, and front-line supervisors. The Resilient Leadership program was divided into six cohorts and included classroom and web-based training, one-on-one coaching, assessments and online collaboration forums for peer support and resources.

**Results:** Suntiva provided a strong foundation for organizational change by equipping leaders with the tools to lead from strength, manage their own anxiety and sustain leadership efforts over time. Suntiva's support resulted in a deeper understanding of workforce concerns and areas of resistance that needed to be addressed to successfully implement the new organizational model. As a result, ORA leadership was better positioned to make data-driven decisions on engagement and communication strategies and implementation of changes while preserving the unwavering ORA mission to protect consumers and enhance public health.

## ABOUT SUNTIVA

Suntiva is a business transformation and technology company located in Falls Church, VA, serving Federal Government agencies. We enable our clients to improve performance and achieve successful outcomes through people, process and technology in significant, measurable and sustainable ways. We provide Digital, Workforce and Business Process solutions and services integrating information technology, governance and organizational performance, human capital and federal acquisition lifecycle knowledge—with great minds and great hearts.



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