

WORKFORCE TRANSFORMATION SOLUTIONS AND SERVICES

ENABLING SMART GOVERNMENT™

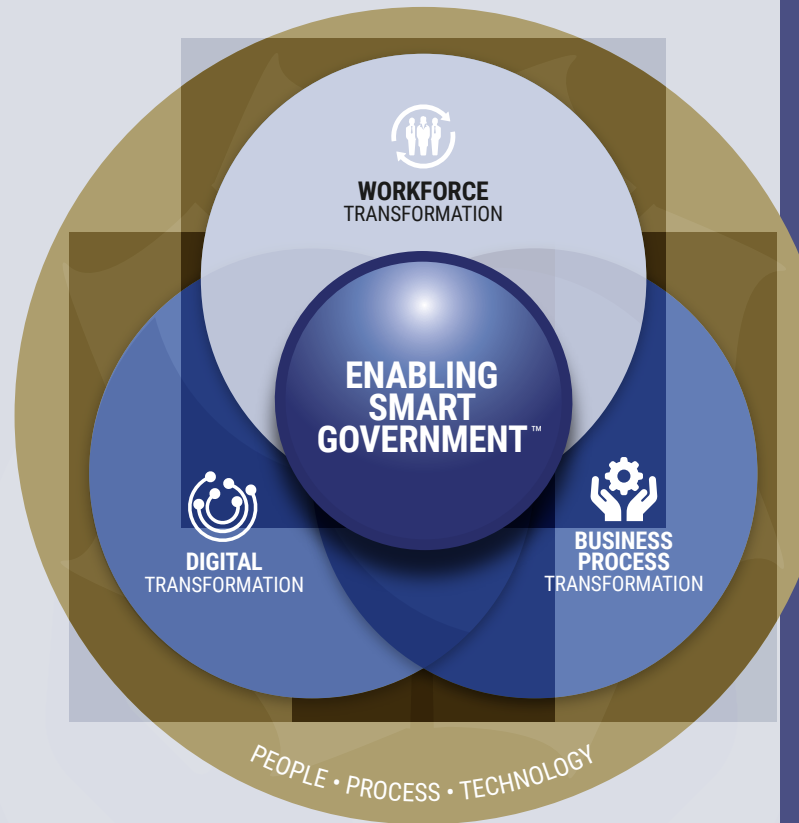
Today's workforce must be agile, highly motivated and able to continually evolve their skills to execute mission requirements.

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 including building workforce skills, overcoming resistance, developing readiness, ensuring mission alignment and driving productivity.

Suntiva's Workforce Transformation solutions and services help 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. Our proven solutions and services help you align human capital strategies with existing resources, mission goals and operational requirements, while building future capacity and capability.

Enabling Smart Government™ for Workforce Transformation

means supporting government leaders in their mission achievement by aligning workforce needs with mission requirements, digital technology, business process and quality service delivery. We do this using a multi-disciplinary lens bringing together deep and specific domain expertise with information technology, governance and organizational performance, human capital and federal acquisition lifecycle knowledge to improve performance in significant, measurable and sustainable ways.



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 Development and Engagement: Designing customized workforce and leadership development programs that build specific competencies needed to produce measurable results in engagement and retention.

Change Readiness and Enablement: Helping the workforce overcome resistance and ultimately embrace change and accelerate adoption of new initiatives.

Workforce Analytics: Improving performance by interpreting Federal Employee Viewpoint Survey (FEVS) results, extracting and using data from human resource information systems and translating that data into action.

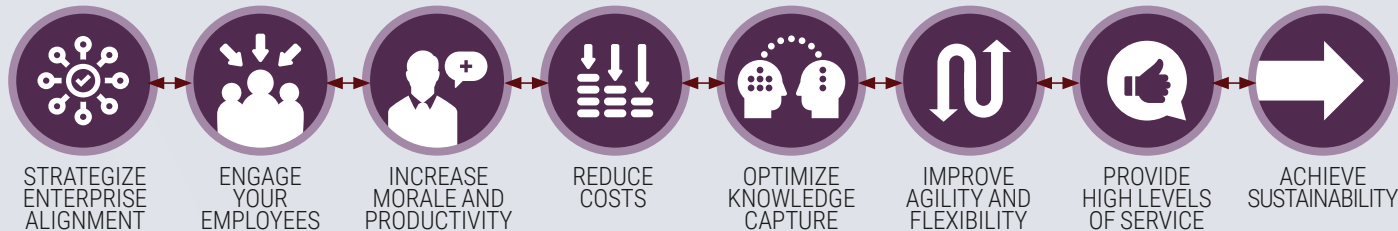
Learning Management System (LMS): Building workforce skills to improve performance and develop leaders while ensuring LMS training objectives align, tracking learner progress and organizing training content to improve employee engagement, retention and job performance.

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.

WORKFORCE TRANSFORMATION SOLUTIONS AND SERVICES

THE BENEFITS OF WORKFORCE TRANSFORMATION



ENABLING SMART GOVERNMENT™ IN ACTION

Customer: Food and Drug Administration (FDA) Center for Biologics Evaluation and Research (CBER).

Challenge: FDA CBER was facing morale and retention challenges. Additionally, the Center's Federal Employee Viewpoint Survey (EVS) results showed a trend in scores declining from previous years in key areas related to recruitment, performance management, employee development and overall engagement. Workforce leaders needed an approach and plan to identify the root causes and effectively address them.

Suntiva Solution: FDA engaged Suntiva to provide EVS support. Using the Suntiva's methodology, ACT (analyze, confirm and target) on Employee Engagement™, we conducted a deep-dive analysis of the EVS scores to understand employee drivers and motivators in more detail. Suntiva analyzed the EVS scores at multiple levels to understand Center-wide and Office-specific strengths and opportunities for improvement, as well as upward and downward trends from previous years. We conducted interviews with leaders and focus groups including staff and managers within each Office to confirm the reasons why scores were low or trending down and where positive practices were taking place in parts of the organization that could be leveraged more broadly. As a result,

Suntiva recommended solutions to target areas that would have the highest impact on improving employee morale, engagement and retention by addressing the core issues affecting employee's day-to-day experience and overall satisfaction.

Results: Suntiva gave employees a voice using our ACT on Employee Engagement™ process to provide employees with a safe venue to voice their opinions and ideas for improvement in a confidential and non-attributable manner. Suntiva provided a strong foundation for organizational change by understanding employee concerns and challenges at a deeper level through structured interviews and focus groups. As a result, FDA CBER leadership was better equipped to take action to address underlying issues and drive real organizational change. Additionally, Suntiva supported targeted interventions that matter to employees including formal and informal recognition programs, strengthening Office and Center-wide collaboration and teamwork, better leveraging staff skills and availability to address increasing workload demands and standardizing performance management expectations so all employees receive the support they need from their managers to grow and develop in their careers.

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 through people, process and technology in significant, measurable and sustainable ways. We provide mission critical information technology, digital transformation, organizational performance, human capital and federal acquisition lifecycle solutions and services—with great minds and great hearts.



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