

ELEVATE: WORKFORCE TRANSFORMATION - SEAL PROGRAM

CASE STUDY: INDIANA OFFICE OF TECHNOLOGY (IOT)

OBJECTIVE

Despite the assistance of the Indiana Department of Workforce Development's State Earn and Learn (SEAL) program, our client, the Indiana Office of Technology (IOT) was having trouble with both attracting and retaining the niche IT resources needed to scale the organization. As a government agency, the challenges facing the IOT's resource strategy were only complicated by the intense competition for the next gen of IT skillsets from the private sector.

SCOPE

As a true partner, Brooksource's workforce transformation program, Elevate, was able to support our client by addressing the shortcomings of the SEAL program. Elevate's cost-effective approach targets associate-level resources and pairs them with customized training to address skill gaps, infuse diversity, and create seamless succession plans. Thanks to Brooksource's well-established community partnerships, we were able to quickly scale 34 Elevate consultants in just 11 months.

Our professional service solution includes:

- ▶ **Adaptable Solutions** – After the successful pilot class of two general Elevate associates, Brooksource collaborated with our client's leadership for eight additional phases of 32 resources to target their ever-changing needs.

Consultant Specializations Included:

- ▶ Security Operations (8)
 - ▶ Technical Writing (2)
 - ▶ Security as a Service (4)
 - ▶ Identity & Access Management (2)
 - ▶ Cloud Operations (4)
 - ▶ Learning & Development (1)
 - ▶ IT Project Management (2)
 - ▶ 0365 & System Administration (3)
 - ▶ Disaster Recovery (2)
 - ▶ Helpdesk (4)
 - ▶ Unified Communication (2)
- ▶ **End-to-End Service** – Brooksource frees up our client's internal resources to focus on their daily operations by owning the interview and onboarding of Elevate consultants as well as facilitating their training and management.

RESULTS

- ▶ **National Recognition** – This successful collaboration has earned the IOT two distinctions in the StateScoop50 Awards as well as a nomination for the TechPoint Mira Awards.
- ▶ **68% Consultant Conversion Rate** – Brooksource's unique Right-to-Hire offering allowed our client to avoid knowledge loss by converting 23 Elevate consultants to full-time employees (FTEs).

AT A GLANCE

Challenges

- ▶ Lack of Retention
- ▶ Pre-Existing Skill Gaps
- ▶ Ineffective Resource Strategy

Highlights

- ▶ Optimize Existing SEAL Program
- ▶ FTE Conversion of Top Consultants
- ▶ Program Retention Rate: 93%



Location: Indianapolis, IN



Timeline: March 2020 – Present

“The Elevate program takes individuals excited for a career change into IT, (and) provides them with work-based learning, mentoring, coaching, and industry certifications to launch them on successful career paths across the State of Indiana.”

Tracy Barnes, State CIO