HR Digital Transformation during COVID-19:
Technology as a Key Enabler for the 'New Normal'

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where energy is opportunity™

Employee Health & Well-being are Central to Performance

Wellness Programs

Personal Protective Equipment

Monitoring and Tracking

Mental Health Programs

- The Pandemic took many of the programs we already had and super-charged them

- Moving forward, employees will expect increased support and engagement from HR

- Technology can play a key role in scaling employee health & well-being efforts

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Remote & Flexible Work Provide Options for Productivity

Empowering Leaders & Employees

Working with our leaders to focus on empathy, resilience, and connection in the "new normal"

Adapting the Workplace

Utilizing global best practices to ensure social-distancing and hygiene-focused protocols

Creating New Resources

Building new e-learning resources, online FAQs, and a COVID-19 taskforce

Community-Centric

Responding to the needs of our entire community: students, dependents, and contractors.

Using Technology & AI

Offering remote and other options for our people through digital transformation

Return to Work Playbook

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Digital Platforms & AI Provide New Efficiency and Visibility

Utilize digital platforms, dashboards, and AI to create **unprecedented access** to **critical data**

Informed Decision-Making

- **Responding** to rapidly evolving environment

- Planning and **prioritizing HR** efforts

- Ensuring **availability of critical roles**

- **Providing support** in remote locations

> *We were able to model the spread of the virus, and see the impact of lockdowns in cities where employees reside or work beforehand*

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HRISC: Recognized as a WEF Best Practice

- The **HR Intelligent Solutions Center (HRISC)** was created to estimate the impact of multiple scenarios on employees and the business

- The Center provided **critical data for decision-making** to leadership, by bringing disparate systems into one dashboard

- In October, the HRISC was recognized by WEF as a **"Global Best Practice"** during COVID-19

The Future Will Require Life-Long Learning and New Skills

52%
Targeted for Upskilling
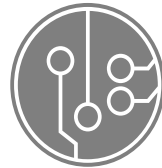- Engineers
- IT Specialists
- Technicians
- Operators

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Key Focus Areas

Technical Skills
System architecture
Analytics
Programming
User-Experience Design (UX)

Soft Skills
Critical Thinking
Creativity
Complex Problem-Solving
Emotional Intelligence

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Transformational Trends
- Robotic technology
- Artificial intelligence
- Sensing technologies
- Additive manufacturing
- 3D printing
- Blockchain
- Machine learning

Lessons Learned During COVID-19

- **Create Change at Scale**
- **Communication is Key**
- **Digital by Default**
- **When You Take Care of Your People, They Take Care of You**

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