

# Approach for Strategic Workforce Planning & Development

Substantial Strategic Workforce Planning & Development is a recurring process that requires a future-proof IT service portfolio

## 1. Strategic service portfolio planning

- \_ Starting point is a future-oriented IT Service portfolio and quantity structure

## 2. Service operation model definition

- \_ Service types represent ideal types of service provision

## 3. Target profile planning

- \_ Target profiles are assigned and evaluated based on the dedicated services and its operating models

## 4. Mapping workforce to target profiles

- \_ As-is mapping of workforce and potential analysis on individual base
- \_ Workforce mapping to target profiles to fill demand



## 5. Delta derivation

- \_ Include ATZ, retirement, natural fluctuation in analysis

## 6. Goal-oriented position allocation

- \_ Detailed planning & analysis to close delta on an individual base

## 7. Decide on measures to fill demand

- \_ Define measures for upskilling, recruiting or leave
- \_ Upskilling requires dedicated training process and contents

## 8. Control status / check target state

- \_ Track effectiveness of measures and target state
- \_ Ongoing check of needed skills in the future