



Step-by-Step Guide: Build a Better Partnership with IT for Digital Transformation

IT and HR represents the two sides of the business brain – the people and the technology.

They are each responsible for the experience that people have when interacting with the business, and they face the same challenges when it comes to navigating the new future of work.

The talent acquisition (TA) function within HR lays down the groundwork for a different approach to workforce

management. To build a diverse, winning workforce you need to start with rethinking how you're hiring today.

This resource walks you through the steps to take to build a better partnership with IT to achieve your recruitment transformation needs. For IT to work closely with HR on transforming TA, they need to understand how TA impacts the organization today and for years to come.

STEP 1: SITUATIONAL ANALYSIS

- Start by setting the stage so you can bring your transformation partners into your world. That includes:



How your new needs also support what your organization is aiming to achieve in current digital transformation projects.



What are other IT initiatives in the organization – from single sign-on to data-driven decision-making?



What makes your organization’s workforce management strategy unique.



Internal resources available, current software solutions, etc.



How your talent acquisition strategy stacks up against that of your competitors.



Amount of hires, hiring types, candidate sources, employee value proposition, diversity, remote hiring, etc.

Once you’ve laid the groundwork, provide an executive summary of your business case:

What you’re up against.

- The need for ever-changing skills.
- Future business needs, starting with revenue targets.
- Cultural needs, such as diversity targets and a returning workforce that prefers a remote model

What’s on the line.

- Current productivity or effective back-to-office metrics.
- Friction points in your user experience and internal workflow.

What good looks like.

- Value metrics such as:
 - Diversity
 - Personalized candidate experiences
 - Organizational agility
 - New hire turnover rate



STEP 2: STRATEGIC PLANNING

- When considering new tech, IT prioritizes ease of integration and reliance on its team's resources when considering new technology.

The majority (79%) of organizations struggle to keep up with the growing number of recruiting technology solutions – creating pain for IT.

Seamless integrations matter because in today's world, IT must be laser-focused on protecting data – for both the organization and individuals. This is especially in a remote work environment.

Understand how your new tech meets the following needs:

- **IMPLEMENTATION:** Many enterprise organizations build their tech stack with different best-in-class (e.g., best-of-breed) point solutions that work together seamlessly within one platform. The ability to manage and swap solutions without harming your data flow or workflow efficiency and without going through prolonged procurement and implementation processes is key. Clean data means greater efficiencies.

Companies using best-of-breed [for talent acquisition] cited lower turnover than the industry average, a shorter time to fill positions, and an improved candidate experience. And IT is taking notice. While some have historically preferred an all-in-one solution, when it comes to recruiting, the majority of IT executives (60%) prefer to rely on best-of-breed.

- **COMPLIANCE AND DATA SECURITY:** It's critical to protect the data that your organization collects from candidates and employees. Any new tech will need to comply with GDPR and CCPA regulations and for maximum data security, meet ISO/IEC 27001 standards. The ultimate peace of mind for you and your IT partners.

- **EASE OF USE:** "Easy to use" can mean a lot of things to everyone from executives to the end user. It comes down to having a seamless, frictionless, consumer-grade experience. Your system should be configured in accordance with your business's unique hiring needs and with as few IT resources as possible, so that IT can devote more of its focus to strategic initiatives and less on user adoption.

Review with your IT partners how user experience is part of your tech vendor's product roadmap and supplement your findings with recent analyst reports. Your teams should be able to get access to what they need, where they need it, and when they need it.

- **CLOUD-BASED.** Many IT leaders are the driving force in moving their organization to cloud-based solutions for enhanced security, improved disaster recovery, and faster performance and availability. Cloud-based software is now the norm and gives teams access to their data and system no matter their work location. It once again allows your recruiting team to work without interruption, leading to greater efficiency.

STEP 3: FUTURE-PROOFING

- In today's new way of work, it will be important for organizations to continue to invest in technologies that solve for problems now and set them up for long-term success.

Build out what you need for today:

Steps to get up and running

- Be able to explain how your current tech solutions supports your hiring process.

Resources for milestones

- Identify present and future needs, including a list of tech solutions you'd benefit from using but that aren't a part of your current tech stack. That may include end-to-end analytics, AI/ML, text/chat, and support for virtual recruiting processes.

Outline operations that will be impacted

- Outline a simplified version of your workflow.
- Identify the technology that you use in each stage and where it overlaps.

Lead into how that impacts tomorrow's needs:

Continue IT partnership

- The number one reason? Because IT needs top talent, too. As tech continues to change, IT will be impacted as hiring managers. In fact, they may be the first ones to feel a skills gap.

Define success measures first year and beyond

- Identify short-term and long-term hiring goals.
- Share workforce planning models and how they serve your larger business objectives.

How you will partner on new hiring needs

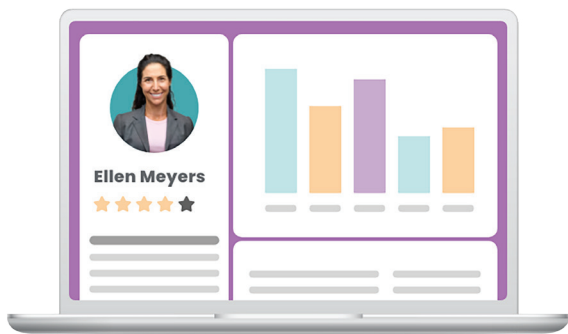
- Paint a picture of your most in-demand candidates, including what attracts and engages them – start with IT's own hiring needs.
- Identify how to differentiate your hiring from the competitors with remote roles, gig workers, etc.
- Discuss technology, such as AI/ML, that is a must-to-have in today's environment and other emerging tech you need to start to consider now.





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