Advanced Technology Academic Research Center
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GOVERNMENT WORKFORCE EXPERIENCE
WORKING GROUP CHARTER

Mission Statement

The mission of the Government Workforce Experience Working Group is to drive a modern, seamless, personalized, and connected experience that empowers every government employee to deliver mission impact from recruitment to transition from public service and retirement.

Context

The strength of any organization rests on its most important asset - its people. However, a changing workforce, cumbersome hiring processes, lack of consistent reskilling options, and a competitive job market filled with young, digital-savvy candidates make it difficult for the government to meet workforce demands. Challenges facing employee recruitment and retention across public sector are far greater than those in the private sector. Collaboration and partnership are keys to an agency's success in achieving hiring goals.

Government funding, policy and legislation, such as the President's Management Agenda (PMA) and the 21st Century Integrated Digital Experiences Act (IDEA) are united by the imperative to strengthen and empower the federal workforce. Priority 1 of the PMA urges agencies to become "ideal, modern and forward-thinking" employers and directs them to "be prepared for the future by identifying new skills needed for mission needs, integrating technology and modernizing and optimizing their workspaces."

It's evident that modern technology has an integral role to play in improving the employee experience (EX) and reducing the federal government workforce churn. As more government workers retire, modernizing the employee experience with the right people, process and technologies will be key to attracting and retaining the next generation of talent. At the same time, government agencies must ensure hiring practices of civil servants are governed by rules and regulations when bringing private sector comparisons and solutions to government.

Scope

Achieving a modern, seamless, personalized, and connected government workforce experience requires a continuous effort that puts the employee at the center of government. This Working Group will focus on information sharing and continuing education of the following:

- **Recruitment process**: attract the most qualified candidates to further the mission and ensure the government workforce reflects the diversity of our nation
- **Hiring process**: create a simple, seamless, and secure experience to shorten the time to hire while ensuring we are meeting government-wide hiring rules and regulations
- **Onboarding process**: deliver a seamless, and personalized onboarding process that reduces the time to mission value, meets government-wide compliance standards and builds employee trust
- **Training, reskilling, and upskilling**: support the development and learning of every employee to enable and empower the workforce to build their skills, have a meaningful career and deliver mission value throughout
- **Employee collaboration**: enable connection and foster productive working relationships between peers through people, process, and technology
- **Promote the next generation of talent**: ensure every employee receives the feedback, insights, tools, and pathway they need to grow their career
- **HR IT Modernization:** develop a set of government-wide standards for the procurement, management and deployment of enterprise technology solutions to support the human capital community including the use of data and analytics to inform workforce decision-making

Objective

The objective of the Group is to explore and improve government workforce experience use cases and create a clear pathway for an agency to be able to modernize the experience for every employee.

Deliverables

The Group will create for federal, state, and local government agencies and supporting organizations resources that align with the Group's scope and objective by developing, communicating, and managing engagement activities, research products, and communications materials. Formats for the deliverables may include but are not limited to white papers, guidebooks, reference documents, webinars, and events. All deliverables are developed on a voluntary basis and at the discretion of the Working Group Chairs and members and will remain the property of ATARC.

Working Group Membership

Working Group Chairs
  Steve Krauss, Government Chair
  James Hanson, Adobe, Industry Chair

Working Group Chairs will:
- Attend and contribute to each Working Group meeting
- Prepare the meeting agenda, solicit topics for discussion, assign members to address discussion topics, and distribute meeting materials
- Share information of relevance; provide an update/introduction at the beginning of each meeting to encourage member engagement

- Define and oversee Working Group initiatives and activities
- Assist in all stages of the deliverable production process
- Advocate for government, academic, and industry involvement in the working group
- Coordinate requests and suggestions for working group membership regarding agenda, deliverables, and representation

Working Group Members

Group members are strictly voluntary, and we strive for a broad representation across government, private sector, and academia.

to educate and upskill on data & analytics – how does it apply in human capital;

Working Group Members will:
- Participate in meetings, including exchanging technical information, experiences, and best practices to develop a shared understanding of the topic(s) discussed
- Gather information and work on group deliverables outside of meetings as needed
- Provide feedback on draft deliverables as requested
- Co-lead or participate in Sub-Working Groups (breakout teams/project teams) as needed
- Provide input on meeting agendas as requested

ATARC Support

 Elizabeth Wyckoff, Working Group Program Manager
 Amy Karpowicz, Working Group Associate
 Tim Harvey, Director of Government Engagement

ATARC support will:
- Serve as program management for the Working Group
- Coordinate and drive group projects and deliverables forward
- Schedule Working Group meetings
- Develop Working Group meeting agendas along with the chairs
- Facilitate Working Group meetings along with the chairs
- Assist in distributing relevant documents and materials to Working Group members
- Record meeting minutes, post-meeting decisions, and action items, and distribute them to Working Group members after each meeting
- Assist in preparing final proposals/recommendations
- Provide marketing services for the Working Group (promoting completed deliverables, etc.)
- Develop strategies to improve Working Group engagement, including applicable cross-overs with other Working Groups and relevant events
- Coordinate Working Group Labs as applicable

Rules of Engagement

The Working Group rules of engagement are described as below:
- Meet bi-weekly from 2023 to 2024, or until amended by ATARC Support
- Join Working Group meetings prepared and with requested action items completed

- Provide respectful and constructive feedback to yield the best decisions for the Working Group's objectives
- Endeavour to balance time among members so that all may contribute. All members of the Working Group have a voice and will be listened to.
- Final decisions are made by the Working Group Co-Chairs and ATARC Support
- If a Working Group member misses a meeting, decisions will be made in their absence. The Working Group will consider on a case-by-case basis at the request of the absentee if a decision made in the absence of a member shall be revisited.

The Working Group will:
- Meet monthly on XXXXXX from XXXX-XXXX XM EST.
- Form Sub-Working Groups (breakout teams/project teams) as needed
- Follow the group's ground rules ad developed in the charter
- Meet critical deadlines in the creation of deliverables by mutual and balanced effort
- Keep in confidence draft versions of deliverable, off-the-record conversations, and non-public Working Group or ATARC plans

File Sharing and Collaboration Tools

Access to the ATARC Box Account is managed by ATARC Support.

Disclaimer: Products and communications by ATARC's Government Workforce Experience Working Group do not necessarily represent the plans or preferences of any company or government agency.