

The Henry M. Jackson Foundation For The Advancement of Military Medicine

# **#Modernization**

## Process and Talent Transformation

Presenter:  
**Rizwan Jan**  
Vice President,  
Chief Information Officer (CIO)

September 19, 2019



# Agenda

Introduction

Priorities – Core Mission

Automation

Governance

Talent Transformation

Aligning IT with the Business

Change Management

Don't Forget IT Security

Measure Success

Final Thoughts

Q & A

# Introduction

## About me



**Rizwan Jan**  
Vice President,  
Chief Information Officer (CIO)

## About us

### The Henry M. Jackson Foundation For The Advancement of Military Medicine (HJF)

- Nonprofit Organization
- Advance military medicine for our nation's warfighters
- HJF supports many types of research programs, ranging from small benchtop projects to complex, multi-site clinical programs.
- Over 2,500 employees
- Global Organization

# Get Priorities Straight – Core Mission

Persistent focus on priorities is key to delivering our strategy



Automation



Governance



Talent Transformation



Aligning IT With The Business



Change Management



Don't Forget IT Security

# Automation

## NovaSeq Genome Sequencer



### Combing Medical Science with Technology

- Next Generation Sequencing reduced gene sequencing process from 12 days to **three (3)**!
- Data from disease research, drug response research, human population evolution is interpreted faster so that scientists can complete their research projects.

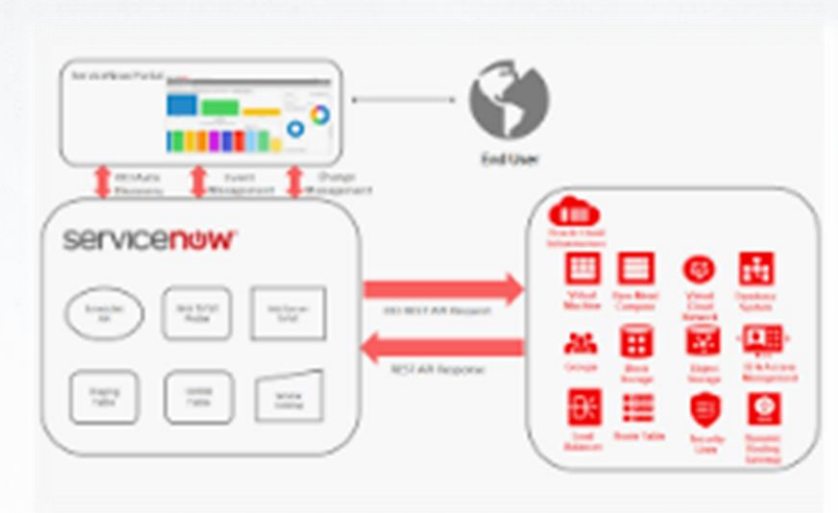
## High Performance Computing (HPC)



### Supercomputers

- Run complicated programs reliably and quickly.
- Save money by delivering faster results.
- Streamline processes by analyzing data faster.

## ServiceNow

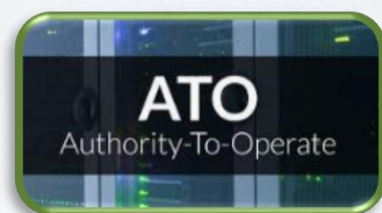


### Cloud Technology

- Modern Information Technology Service Automation (ITSM).
- Automation and centralization of processes.
- Visibility of IT service issues and solutions.

# Governance

## Highly Regulated



# Talent Transformation

## Digital workforce



**Gear your team for greatness:  
Skilling and up-skilling your  
workforce**

# Aligning IT With The Business

Engage with the business.

Have a clear understanding of what is **important** to the business.

Educate leadership on the **value** of IT.

**Align** IT decisions to business decisions.



Overcome the unwillingness to stop using outdated technology by demonstrating the business **VALUE!**



# Change Management

Assess and understand the need and the impact of the change.

Align resources and prepare to support the change.

Plan and execute!

**Change management** is a structured approach for ensuring that **changes** are thoroughly and smoothly implemented, and that the lasting benefits of **change** are achieved.



# Don't Forget Security

**Security risks** are among the most ardent problems in the rapidly evolving risk landscape.

Know your data and assets!

Establish governance framework(s).

Establish policies and controls.



# Measure Success



Everyone working towards a common goal!

User adoption

Elevated productivity

Customer satisfaction and retention

Return on Investment (ROI)

# Final thoughts...

- Involve everyone early on
- IT should support the business strategy, add value and drive success
- Continuously adjust for improvement
- Plan, plan and plan again... change is constant

# Questions?

**Thank you**



**Thank you**

**Thank You**