Business Process Evolution through the Pandemic and into 2022

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About HJF

- The Henry M. Jackson Foundation for The Advancement of Military Medicine (HJF) is a congressionally authorized Nonprofit Organization with over 3,500 employees located throughout the U.S. and Africa

- Its mission is to advance military medicine for our nation's warfighters and civilians

- HJF supports many types of research programs, ranging from small benchtop projects to complex, multi-site clinical programs

Re-defining Normalcy

- Realizing the way we operate has changed, businesses need to be able to adapt
  - A mobile workforce is no longer optional
  - The need to access information anytime, anywhere
  - Eliminating network boundaries

- The pandemic also reminded us to pay more attention to our employees, our communities, and each other
  - Professional and personal life boundaries are blurred

Business Process Redesign (BPR)

- High-performing agile organizations capable of delivering customer and business value is key in today's rapidly changing business environment
  - Ensuring IT is embedded within business operations

- Sustainable on-going improvement in business processes, organizational culture and supporting technologies are essential to delivering value
  - On-going education to the business regarding total cost of ownership

- Identify and prioritize strategic improvement opportunities, high-value transformational opportunities for improving business processes
  - Do your priorities align with the Enterprise-wide strategic plan?
  - Tie BPR opportunities to strategic objectives

Business Process Redesign (BPR)

- Identify high-value processes
- Design process improvements
- Implement the new process
- On-going continuous improvement
- Strategic Objectives

- Increase efficiency across the entire organization

- Reduce overall process completion time

- Improve the quality of the output

- Identify wasted efforts

- Reduce the friction in the process

- Meet regulatory compliance and audit requirements

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HJF's Cloud Evolution

The Cloud has transformed the way we do business. Eliminating IT constraints of having to build and maintain underlying infrastructure

- High resource availability to critical business functions
- Accurate and appropriate research records are essential components of any research project and as the sensitivity of the data increases, so does the responsibility for developing adequate storage capabilities
- HJF had been relying on an array of technologies from multiple vendors to store its file data, ranging from Linux-based bare metal servers to Windows VMs spread across several hypervisor and storage platforms
- HJF was able to consolidate all of that onto a single platform

Cultivating Trust and Transparency

Retaining Top Talent
- IT leaders must address cultural inconsistencies
- Hiring and retaining technology talent is essential to building a foundation of trust and transparency
- The conversation now is about how to keep the talent you have
- Defining norms (new set of expectations), leading by example, and constant training/retraining are all critical to success and continuous improvement

Collaboration across the Enterprise
- Work closely with C-level executives to change the culture and gain budget for innovations to support that new culture
- Transparency, sharing the design, development and deployment strategies that accelerate the time-to-value associated with BPR initiatives

Closing

THANKS!