

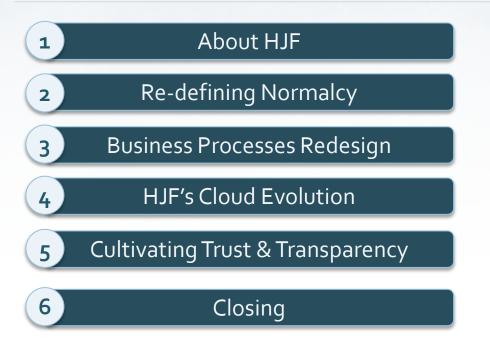
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#### Business Process Evolution through the Pandemic and into 2022

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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
  - o A mobile workforce is no longer optional
  - The need to access information anytime, anywhere
  - o Eliminating network boundaries
- The pandemic also reminded us to pay more attention to our employees, our communities, and each other
  - o 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)**



- 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

### **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





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