

# Fireside chat: Lessons learned during a global pandemic

**TELEWORKING, ETHICS, TAX COMPLIANCE, & EMPLOYEE ENGAGEMENT**

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# Janica Gines

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Janica Gines is the director of the Utah Division of Finance. Janica has also served as an assistant director of the division and prior to that as the Assistant State Comptroller.

Prior to working in the Division of Finance, Janica spent four and a half years with the Utah Department of Health in the Division of Medicaid and Health Financing where she was both an Assistant Director in the Bureau of Financial Services and an Assistant Division Director in the Division of Medicaid and Health Financing.

Before her experience with the Department of Health, she served as an auditor in the Office of the State Auditor for 13 years.

She holds a bachelor's degree in accounting and a master's degree in business administration both from Utah State University, and she is a Certified Public Accountant.



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# Jessica Dunyon

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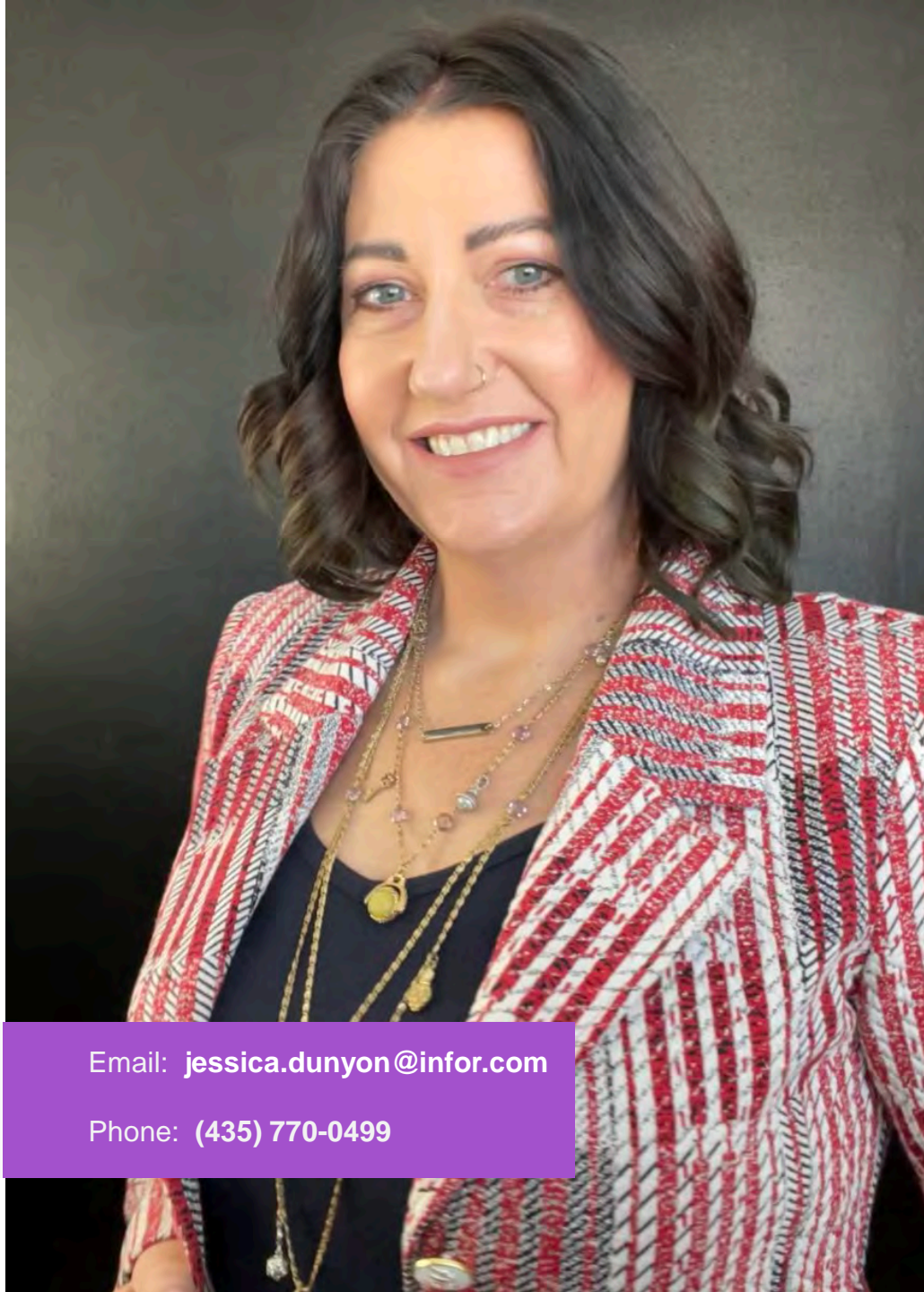
Jess has more than 20 years of experience coaching highly effective teams and helping leaders align business strategy with technology solutions. She's passionate about replacing manual processes with digital transactions to free executive function and allow clear focus on strategy execution.

Some of Jessica's past clients include Oklahoma State District Attorney's Council, Clark County Public Defender, Denver District Attorney, and UT State Tax Commission.

Jessica holds a BS in Journalism & Communication from Utah State University, a master's degree in business administration with emphasis on strategy & management from Western Governors University, and she is a certified Project Management Professional.

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# People challenges B.C. (Before COVID-19)

## Disparate solutions in support of people strategy

- Siloed, outdated technology is costly to maintain
- Need to customize to fit industry requirements
- Costly to build integrations across solutions
- Need for HR to develop strategic/consultative skills
- Constantly changing environment requires a more simplicity organizational (and technical) architecture

## Decrease in employee engagement & culture fit

- 65% of the workforce is not engaged
- Cost of disengagement can exceed \$400B
- Ineffective communication & collaboration
- Need to develop a digital HR strategy with a foundational platform that can scale and evolve
- Need to simplify work tools and personalize experiences
- Desire for more flexible work environments

## Finding top talent is difficult

- The # of job openings exceeds the # of jobless people
- Finding a diverse candidate pool is a challenge in most industries
- Retaining talent is critical to sourcing & attracting new talent
- Recruiting for jobs that don't exist yet

## Getting the right person in the right role quickly

- Ineffective tools for defining roles and identifying fit to role
- Technology disruption is forcing the need for new skills & competencies (i.e., soft skills)
- Ineffective or absence of people analytics to make smart decisions about the workforce
- New generation of workers
- Need for succession planning that enables boomers to mentor and prepare the next generation
- Importance of having access to accurate, timely, relevant data

## Nature of work is changing

- Complexity of work demands new methods for workforce optimization & cost reduction
- Need for a broader labor categorization & correlation to skills
- Need to embrace emerging technologies (IOT, analytics, AI, ML)
- Greater focus on outcomes
- Developing strategies for collaboration (versus competition) between humans and machines

# People challenges A.C. (After COVID-19)

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# Talking points



**Timeline 2020 to today**



**Creative solutions for telework;  
optimization of interaction  
between people and technology**



**Lessons learned**



**Ethics and potential impacts**



**Payroll and business taxes  
compliance**



**Employee engagement, KPIs,  
benefits, perks, etc.**



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