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Power Human Resource Service Delivery with AI

Public sector organizations and their HR functions are at the forefront of creating opportunities to "mitigate the harms and maximize the benefits of AI for workers," as President Biden directed in his 2023 Executive Order on Safe, Secure, and Trustworthy AI. HR functions of federal, state, and local government agencies have an opportunity to leverage the power of AI to streamline their operations and enhance the overall employee experience. By automating repetitive and time-consuming tasks, HR professionals can free up their time to focus on more strategic initiatives. Additionally, AI can enable data-driven decision making, which can lead to better outcomes for the organization and its employees.

Why now?

33% or 20,000 tasks performed by the federal government can be completed by GenAI (HRD, 2023).

43% of organizations that have adopted AI for HR are using AI for employee learning and development (SHRM, 2024).

76% of HR leaders believe they will be behind their peers if they don't implement AI solutions in 12-24 months (Gartner, 2023).

30% is saved by companies on their cost-per-hire through AI recruitment augmentation (Deloitte, 2023).

Integrating AI Across Key Human Resource Processes at your Organization

Leveraging AI to augment HR capabilities enables public sector organizations to address current workforce challenges and make data-driven decisions that support their mission goals.

Where GenAI is Most Powerful in your HR Processes

Data-Driven Workforce Planning

Infer skills of the existing workforce with future organizational needs for targeted upskilling or recruiting efforts.

Requisition Creation

Generate Position Descriptions, job analyses, and job announcements with the use of an intelligent assistant using existing position management data and light input from hiring managers.

Strategic Outreach & Recruitment

Identify new talent pools (both active and passive candidates) to optimize recruiting time and pinpoint prospects inclined to accept an organization's offer.

Performance Management

Detect and eliminate unconscious bias from the performance evaluation process to boost goal quality and encourage achievement.

Career & Succession Planning

Provide AI-informed career recommendations including training path navigation for employees and individual development plan suggestions.

Learning & Development

Analyze employee performance data, identify trends, and predict potential skill shortages using AI algorithms to cultivate targeted training programs that address specific skill gaps/org priorities.
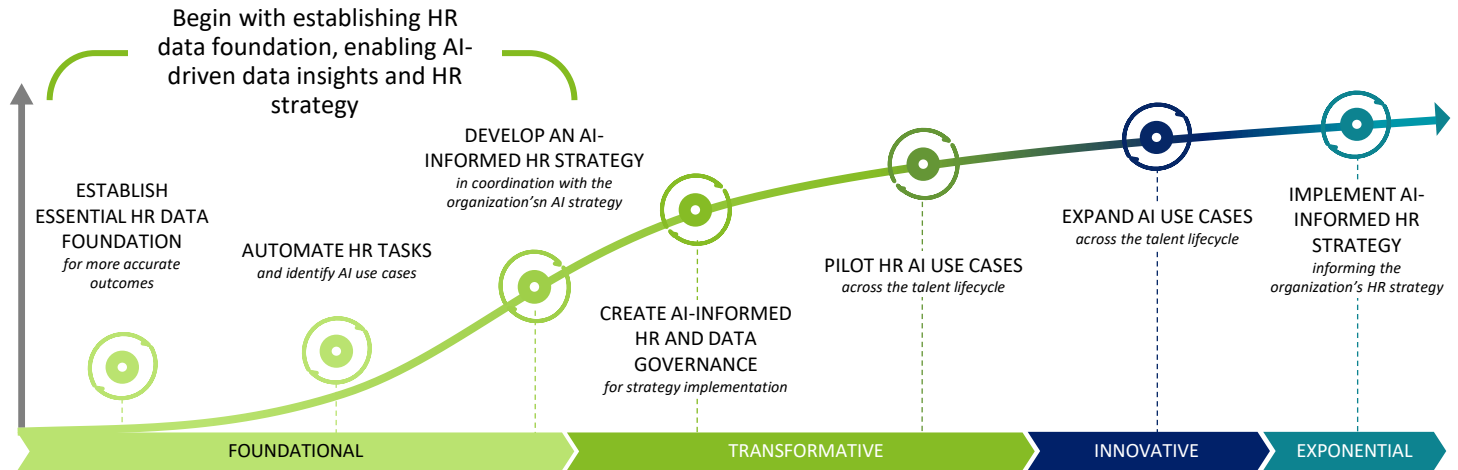
HR POLICY BOT
Provide case deflection, resolving customer questions at Tier 0 to reduce research and resolution times for HR.

HR DATA QUALITY & EMPLOYMENT MILESTONE PROCESSING
Provide insight into operational efficiencies through data to promote HR data quality while reducing burden on HR Quality Assurance teams; Automate HR tasks at key milestones from offer letter generation to offboarding activities to improve the HR and employee experience.

Where Do I Start? The AI-Powered HR Maturity Curve

As organizations incorporate AI into their processes and applications, they progress along the maturity curve. Leaders may want to consider the following HR initiatives, starting with HR automation and progressing to AI-driven strategies to further their AI maturity goals.

Begin with establishing HR data foundation, enabling AI-driven data insights and HR strategy

ESTABLISH ESSENTIAL HR DATA FOUNDATION
for more accurate outcomes

AUTOMATE HR TASKS
and identify AI use cases

DEVELOP AN AI-INFORMED HR STRATEGY
in coordination with the organization'sn AI strategy

CREATE AI-INFORMED HR AND DATA GOVERNANCE
for strategy implementation

PILOT HR AI USE CASES
across the talent lifecycle

EXPAND AI USE CASES
across the talent lifecycle

IMPLEMENT AI-INFORMED HR STRATEGY
informing the organization's HR strategy

| FOUNDATIONAL | TRANSFORMATIVE | INNOVATIVE | EXPONENTIAL |

How Deloitte Can Help Drive & Enable AI-powered HR Adoption:

1 Establish HR Data Foundation
Work with technical teams to create clean, structured, and consistent data that can be easily processed by AI systems while incorporating clear data governance and management procedures to maintain data quality and integrity.

2 Develop AI-Powered HR Transformation Roadmap
Collaborate with HR and organizational leaders to develop the roadmap to integrating AI into your HR strategy and operations to prioritize AI use cases that can make immediate impact and accelerate organizational success.

3 Implement AI-Use Cases
Implement priority AI-use cases, start AI integration, and enhance your HR function with feedback loops to integrate AI capabilities throughout talent lifecycle and HR processes.

4 Promote Workforce Readiness
Ready your HR workforce for AI implementation by promoting AI literacy, upskilling and reskilling employees, helping employees adapt to new roles and skills, and promoting continuous improvement.


BOTTOM LINE:

Leverage Gen AI to Streamline HR Service Delivery and Enhance the Employee Experience

AI provides the opportunity to think creatively about the tasks we ask HR professionals to complete, versus the routine tasks AI can complete to save HR (and their customers) time and energy. Build your strategy to enable AI-Powered HR today.

Kate Reilly
Principal
Deloitte Consulting LLP
kreilly@deloitte.com
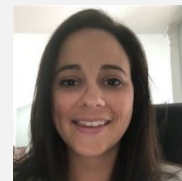
Erin Schneider
Managing Director
Deloitte Consulting LLP
erschneider@deloitte.com

Lucy Melvin
Principal
Deloitte Consulting LLP
lmelvin@deloitte.com