



## → Integrated workforce modernization

Building mission-integrated human capital functions and technology that enable your people to thrive



With quickly evolving missions and technologies, human capital has never been so critical to the mission. Legacy solutions and data silos challenge human capital and HR functions from delivering their full potential value quickly. We seamlessly blend experts in federal HR, human capital, change management, and technology to deliver integrated workforce solutions.



### Human capital management

We combine HR and organizational assessment expertise to deliver meaningful results for our clients. Human capital management brings together advanced analytics, business process reviews, and human capital strategies to optimize agency workforce and HR systems.

### HR digital transformation

Beyond human capital management, our HR digital transformation capabilities feature a unique implementation approach that boosts mission outcomes. Our reusable accelerators driven by OPM guidance convert existing HR inefficiencies into lean workflows, quicker task completion, traceability, and paperless processes.

## Proven experience driving the transformation of human capital functions and systems

ICF has more than 100 HR consultants who specialize in the human capital and HR lifecycle, fully integrated with HR technology design and implementation experts.

- Domain expertise across all HR functions
- Proven experience driving federal government human capital value
- Integrated design to drive employee self-service and managerial transparency
- Technical expertise (Architects, Software Engineers, Developers)
- Change management to translate strategies and systems into operational value

### Proven value—

**100+** HR Certified ServiceNow Consultants

**400%+** ROI  
**\$9.9M** Total benefits over 3 years

**30%** Increased HR Efficiency  
**50%** Reduction in HR Cases

## How integrated workforce modernization drives mission success



Automated, best-practice tasks & workflows drive HR efficiencies



Data dashboards aggregate metrics to provide decision making tools



Consolidated HR requests and apps promote employee self-service

ICF supports clients at all levels of government and the private sector with creative, research-based, cutting-edge human capital and training solutions to meet emerging needs. We design and implement analytics and technology solutions that harness human capital data and simplify complicated HR processes. We enable organizational transformation aligned to new missions, systems, and jobs. We are agile. With more than 25 years of experience in human resources, human capital, adult learning, learning technology, and HR information technology, our experts deliver innovation and solutions that empower our clients to navigate complex changes that organizations and workers face every day. We are ready for the future. We can help you be ready, too.

### ServiceNow use case: Federal OIG customer profile

To increase transparency and efficiency, we developed a single place for Federal OIG Customer to request, track, and conduct recruiting services. ServiceNow, automated the pre-consultation, classification, appointments, and recruitment processes—standing up an MVP in just 10 weeks. With our USA Staffing integration, we were able to give HR leadership a comprehensive view into everything before, during, and after a vacancy is posted in USA Staffing with real-time metrics and service-level agreements (SLAs).

It's easy to work with ICF to design and implement an integrated approach for solving your workforce modernization challenges.

### Highlighted contract vehicles

- GSA OASIS
- GSA Alliant 2 GWAC
- GSA HCaTS
- CIO-SP3 GW

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