



# Is IT Talent an Endangered Species?

**Moderator:**

**Carl J Witkowski**

*Chief Operating Officer*  
GUARD Insurance Group

**Speakers:**

**Margaret Resce Milkint**

*Managing Partner*  
The Jacobson Group

**Kelly Hall**

*Vice President,*  
*Information Technology*  
Kentucky Farm Bureau  
Insurance Companies

**Lisa Krouse**

*Senior Vice President, HR*  
*& Support Services*  
FCCI Insurance Group

# The Shortage of IT Talent is Real

---

120,000 new jobs in the United States will require a bachelor's degree in computer science. The total number of graduates with this degree from all of the nation's universities this year is just 40,000.

The unemployment rate for IT is 3.4 percent; significantly lower than overall unemployment.

Source: SHRM "Microsoft General Counsel: Talent Shortage Is Getting Worse" Sept. 27, 2012

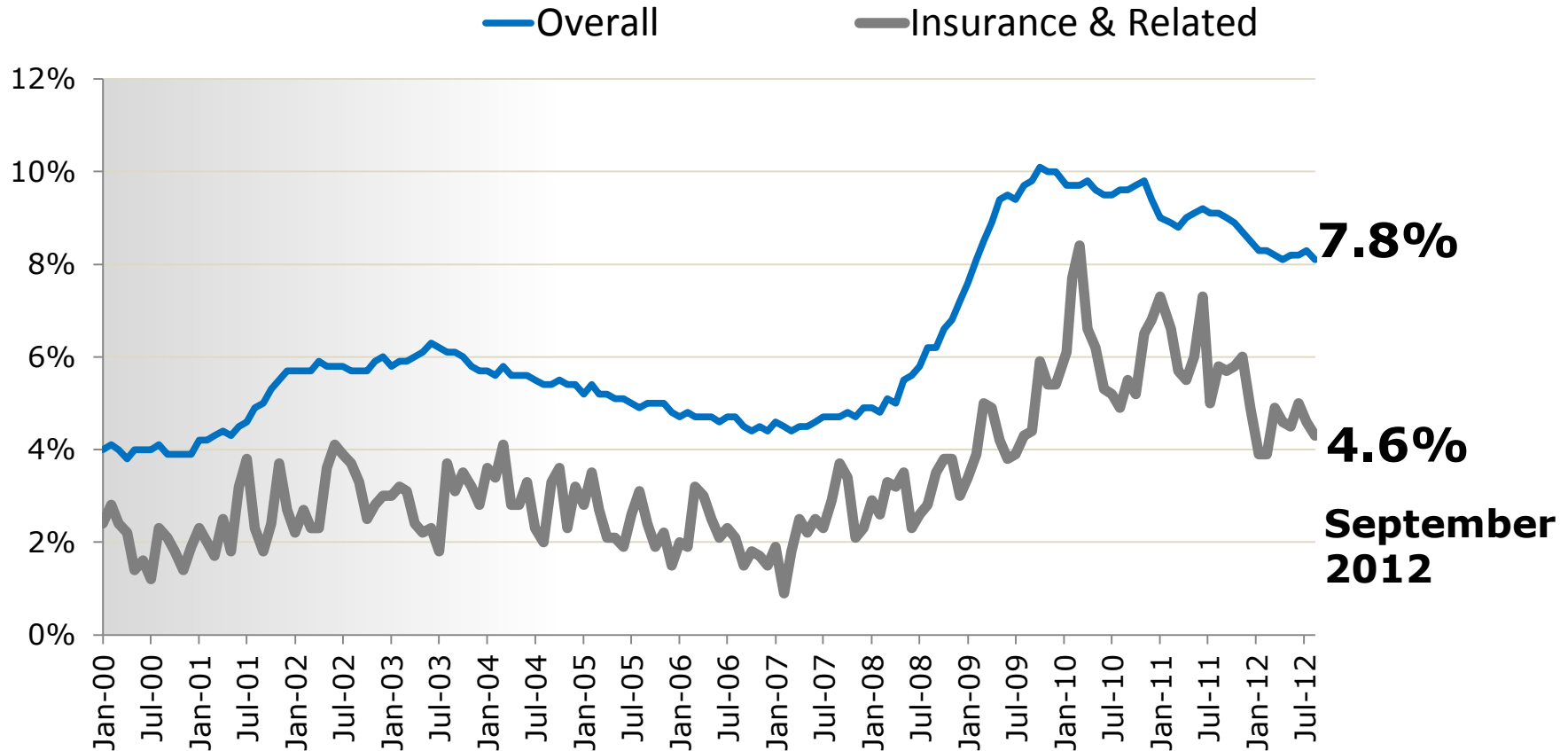
# What Does it Take to Lead?

---

Today's insurance market demands a forward-thinking business leader first!



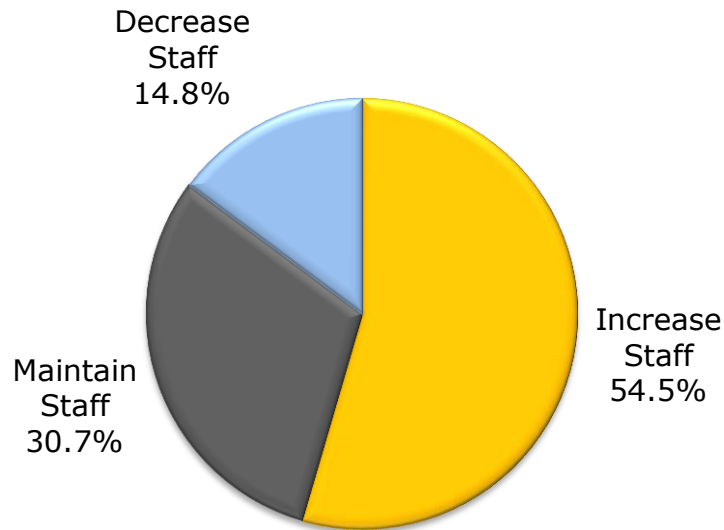
# Unemployment Rates



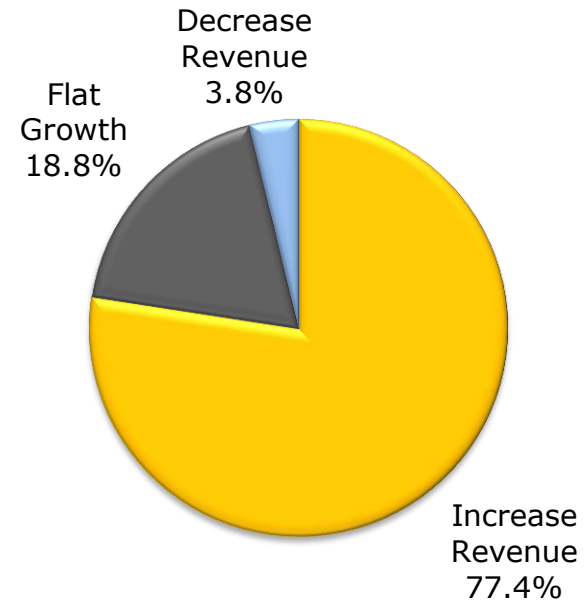
Source: Bureau of Labor Statistics

# Revenue and Staffing Expectations

## 12-Month Staffing Plan



## 12-Month Revenue Plan



Source: The Jacobson Group and Ward Group 2012 Mid-Year Labor Outlook Study

# Recruiting Challenges Still Exist

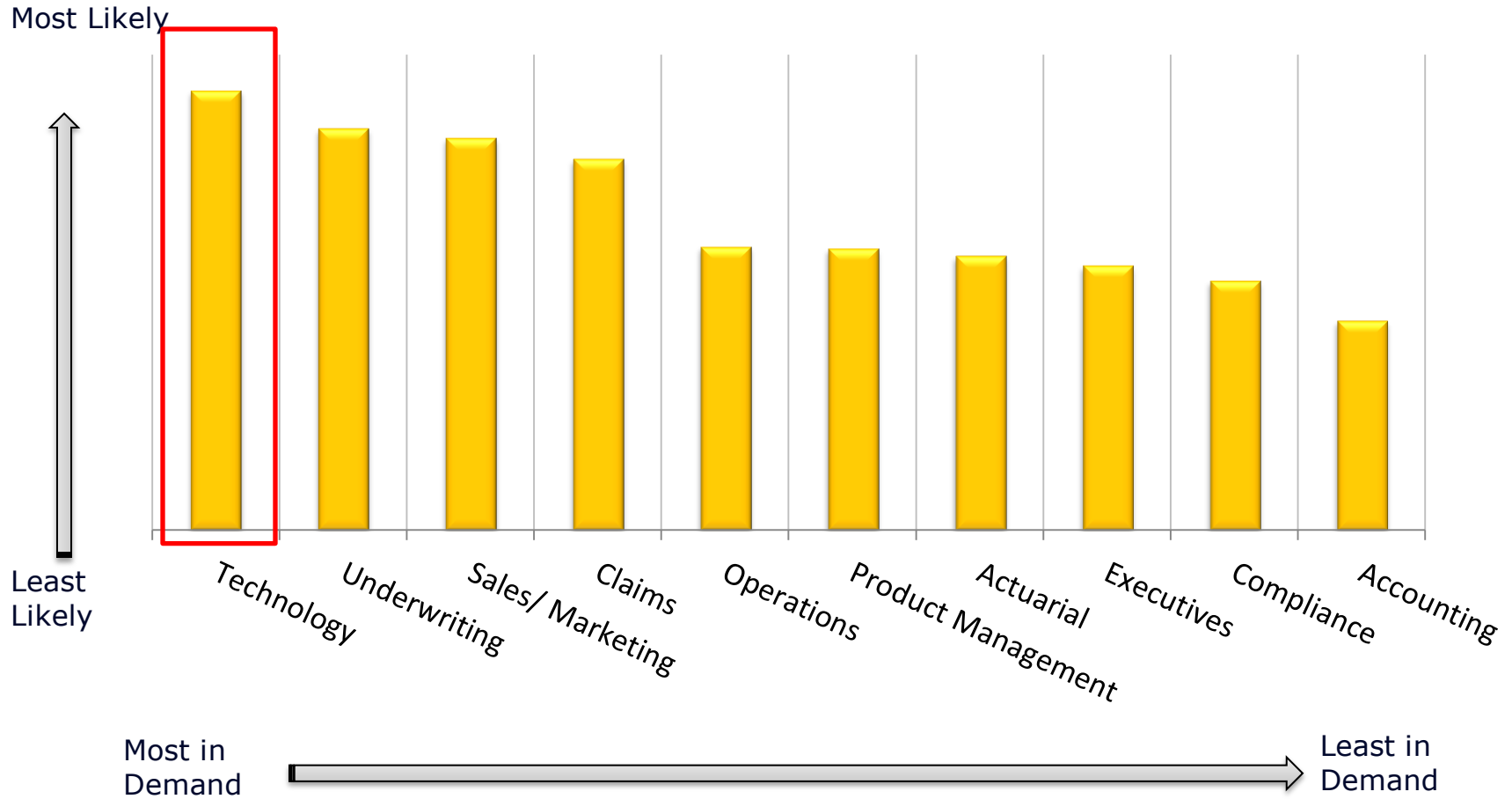


On a scale of 1 – 10 (10 being most difficult), companies responded that positions are still moderately difficult to fill and recruiting is slightly more difficult in most disciplines than it was a year ago.

Positions rated 5 or above are considered moderate or difficult to fill.

Product line has a significant impact on the ease of filling positions.

# Likelihood of Increasing Staff By Function



Source: The Jacobson Group and Ward Group Insurance Labor Outlook Study, January 2012

# Talent Shortage

---

Workers 45 and over account for 48 percent of the insurance industry's workforce. This means about half of the industry's workforce will be retired or on the verge of retirement within the next 15 years!

Gen X represents the smallest segment of the workforce and there is a scarcity of skilled talent following them.

Companies that scaled back on staff and training during the recession are building back up.

# SHIFTING DYNAMICS

---

**Never** in the modern world have there been **four generations in the workplace**; all bring vastly different beliefs, expectations and values.

**Never** has a generation entered the workplace using such **advanced technologies** as those adopted by its employers.

**Never** has technology made it so **easy to connect** anyone, anywhere for collaboration.

**Never** has it been possible to acquire, use and seamlessly integrate talent from around the world. **The global workforce** is today's reality.

# Gender Gap

---

High demand and short supply for IT professionals is exacerbated by the fact that women are underrepresented in the profession.

The median total annual cash compensation for IT staff in 2012 was eight percent higher for men than women. In management positions, that discrepancy is even higher, with men earning 14 percent more.

# Evolving Roles

---

Chief Information Officer  
Chief Technology Officer  
Chief Innovation Officer  
Chief Strategy Officer

What is their role **today**? What is their role in the **future**?



# If I had \$5 Million...

---

**If given a \$3-to-\$5 million bump in budget,** one-third of insurer CIOs would put the money toward analytics.

Many have already invested heavily in this area!

Data is expected to be a high area of investment for years to come.

The same study also showed that CIOs are interested in investing in:

Core systems

IT infrastructure and capabilities

Customer experience

Distribution

Source: "If I Had \$5 Million...Where Insurer CIOs Would Spend Money They Don't Have and Why," a survey from Novarica.

# What Else is Big?

---

Policy administration

Mobile

Social Media

Cloud computing

“ Fifty-two percent of the executives intended to increase their 2012 IT budgets by one percent or more. ”

# Trends Jacobson is Seeing

---

- Merging innovation + strategy + PMO
- Consumer-centric focus
- Partnership relations
- Over-arching business leadership
- A focus on soft skills

# Questions?

---

THANK YOU!

Contact:

Margaret Resce Milkint  
Managing Partner

**JACOBSON**

(312) 726-1578, ext. 410  
[mmilkint@jacobsononline.com](mailto:mmilkint@jacobsononline.com)

