



## FEDRECRUIT PHASE TWO: INFORMATION TECHNOLOGY

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### THE CHALLENGE

Information technology (IT) has become a critical factor for every federal agency, requiring immediate and thoughtful attention to the recruitment, hiring and retention of talented IT professionals. Without the right people in these jobs, the ability of agencies to fully accomplish their missions will be hindered.

### FEDRECRUIT INTERVENTIONS

In 2010, the *FedRecruit* team brought together several agency partners to develop new, innovative approaches to solve their entry-level IT hiring needs. Together, these agencies participated in monthly forums focused on topics designed to assist them create or improve their IT internship programs, including university recruiting, marketing, branding, onboarding and attrition.

With support from Partnership coaches and subject matter experts, agencies analyzed their current recruiting and hiring efforts and identified their future needs in this important occupational area. They then benchmarked against industry and government leaders like Booz Allen Hamilton, Hewlett Packard, the Government Accountability Office and the Central Intelligence Agency. From there, they incorporated these promising practices into their own IT internship programs.

### PARTNERS

- ★ National Oceanic and Atmospheric Administration
- ★ Social Security Administration
- ★ U.S. Air Force

### KEY OUTCOMES

As a result of their participation in *FedRecruit*, pilot agencies:

- ★ Developed state-of-the-art IT internship programs;
- ★ Created and implemented recruiting plans to attract IT students on target campuses;
- ★ Hired interns through these improved processes; and
- ★ Adopted a number of promising practices for full-time staff members including rotational assignments.

### RESOURCES

- ★ *Building an Information Technology Workforce*