CASE STUDY

U.S. Defense Finance and Accounting Service Uses Workera to Upskill Employees and Develop Broad Technical Expertise

Close collaboration with Workera data scientists and psychometricians results in tailored domains for long-term skills goals

85% Average score improvement for continuous learning

1.7X Best-in-class learning velocity

For the U.S. armed forces, the Defense Finance and Accounting Service (DFAS) is an essential partner. DFAS employs 2,100 accounting and finance professionals who support military branches such as the U.S. Air Force (USAF) by strengthening and optimizing their financial management and operations.

The DFAS employee base represents a wide range of backgrounds and experiences. Roughly half of the Service's employees work at the technician level doing manual tasks such as data entry, while others perform more specialized finance and accounting work. But while employees may have different backgrounds and responsibilities, they all will need to adapt to new technologies like artificial intelligence (AI) in the months and years to come.

Shirley Reed, a longtime leader for both the USAF and DFAS, is now charged with expanding workforce skills in advanced digital technologies and data analytics in her role as Director of Emerging Capabilities and Systems at the DFAS. Workera is playing a key role in her modernization effort.

Workera Partners

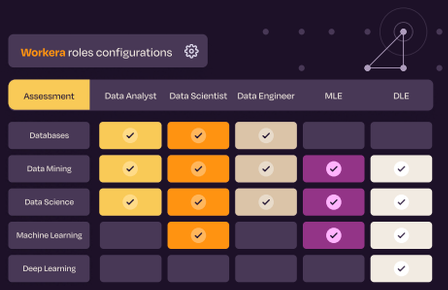
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Unlocking new, high-value skills

Regardless of whether you're an entry-level employee or an advanced technology leader, everyone needs to be able to adapt to new technologies. With Workera's accessible learning pathways, tailored to the needs of each individual learned, DFAS employees can begin studying skills that may otherwise feel intimidating. These employees understand the processes of DFAS inside and out; once they understand a new technology, they're well placed to implement it in their workflows.

DFAS is already seeing strong growth thanks to Workera, as early adopters of the platform become champions and mentors to others in the organization. Initially, there was only one Workera user at DFAS who achieved top scores in cybersecurity and software engineering. That number later increased to eight, each of whom can now serve as a mentor to others and drive projects forward.

Overall, Workera's tailored learning pathways are delivering impressive results for DFAS. On average, continuous learners have improved their scores on Workera by 85%, while the organization as a whole has achieved a remarkable learning velocity — 1.7 times faster than a typical best-in-class enterprise.

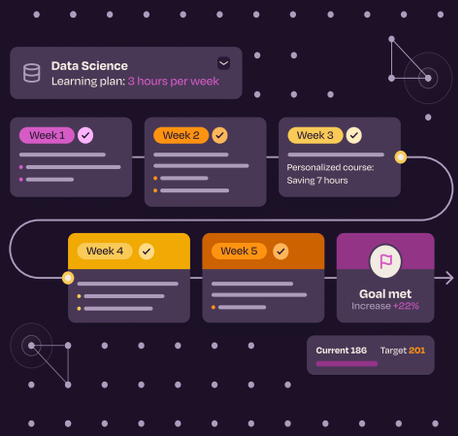


Skills verification — identifying the employees who are confirmed to have exceptional abilities — makes it easy to find strong team members and assign them to projects where they're needed most. In a typical workforce, it can sometimes be difficult to find those leaders — particularly if they're not the loudest person in the room. Workera helps DFAS uncover the hidden experts and future leaders in their workforce.

Streamlining onboarding and certifications

In addition to upskilling, DFAS also uses Workera for onboarding and key certifications. The Department of Defense 8140 Mandate requires personnel assigned to certain positions to demonstrate proficiency in a number of cybersecurity focus areas. Workera is helping DFAS meet those requirements as efficiently and effectively as possible. That progress is backed up by responses from a recent survey of DFAS employees. When asked how Workera has contributed to professional growth and career development, one respondent in particular highlighted that Workera "helped in getting certifications."

Other survey responses demonstrate Workera's popularity among DFAS employees. One respondent highlighted that skills acquired through Workera have helped them to address software vulnerabilities and security changes in application development.



Looking forward

In the future, DFAS plans to expand its use of Workera to more areas of its workforce — ensuring that everyone can benefit from the value offered by AI. And as more DFAS employees verify their skill levels, DFAS plans to use that information more frequently for staffing and project decisions.

And while Workera delivers measurable improvements for employee upskilling, for some employees the benefits have been even more wide-reaching. One survey respondent credits Workera for overall growth and career progress:

> "I have become a more well-rounded analyst, decision maker, and coworker