

SAS INSTITUTE INC.
WORLD HEADQUARTERS
SAS CAMPUS DRIVE
CARY, NC 27513
TEL: 919 677 8000
FAX: 919 677 4444
SAS AMERICAS:
1 800 727 0025
WWW.SAS.COM

Editorial Contact:

Trent Smith
Trent.Smith@sas.com
(919) 531-4726
Visit the SAS Press Center
www.sas.com/presscenter

North Carolina using SAS® to manage workforce and tackle talent shortfalls

Baby-boomer retirements, nursing shortage are critical issues

CARY, NC (April 30, 2008) – The North Carolina Office of State Personnel is using SAS, the leader in business intelligence, to support the workforce planning efforts of the state’s agencies and universities. NC OSP created a data warehouse and business intelligence application called the North Carolina Workforce Outlook and Retirement Knowledge System (NC WORKS), that enables NC state government to proactively manage and forecast talent needs.

North Carolina is the fourth fastest growing state in the country and as the needs of the citizens increase, so must the state’s ability to meet those needs. Compounding that challenge is an impending state worker shortage. There are currently about 90,000 state employees. Over 58 percent are baby-boomers and in the year 2010 10 percent will be eligible to retire. This will be followed by a drastic increase to 38 percent in 2015. Workforce planning is critical, according to Thomas Wright, State Personnel Director.

“Our agencies, universities and colleges often have different missions, and it’s a challenge to make sure that all their employees have the competencies to do the work they need now, much less to have what they need for the future,” said Wright. “With the upcoming mass retirements, more than ever we must be sure to have the right person at the right time for the right job.”

NC WORKS pulls data from a variety of sources and performs advanced data analysis. NC OSP can predict voluntary and involuntary departures, retirements and vacancies and forecast the eligible supply of candidates to fill those positions. They can calculate the probability of employee turnover, down to the individual.

“For the first time, using SAS technology, we are able to combine multiple sources of information into a single repository,” said Sharon Howard, Human Resource Consultant, NC OSP. “The predictive modeling and forecasting capability have tremendous implications for our abilities to manage talent in state government.”

NC OSP is undertaking a demonstration project, using SAS, to tackle the state’s nursing shortage at four large mental health facilities. By combining Board of Nursing and nursing school graduation and admission data the state will be able to know how many potential hires are out there and where they

are located. They can tailor recruitment and retention efforts based on that information. Similar efforts are planned for other professional areas.

“We’re able to pinpoint where we need to focus recruitment efforts, and look at different types of development programs and incentives to retain staff where we know certain occupational areas are under stress,” said Wright.

NC OSP can provide solid data in support of their proposals to state legislators, which is a key to receiving funding, according to Wright.

Wright will give opening remarks today at a conference entitled [“Managing the State’s Workforce: Preparing for the Challenges of the 21st Century”](#), presented by NC OSP and hosted by SAS. Representatives from SAS and Zencos Consulting will demo the NC WORKS data warehouse, among several [other presentations](#).

About SAS

SAS is the leader in business intelligence and analytical software and services. Customers at more than 44,000 sites use SAS software to improve performance through insight from data, resulting in faster, more accurate business decisions; more profitable relationships with customers and suppliers; compliance with governmental regulations; research breakthroughs; and better products and processes. Only SAS offers leading data integration, storage, analytics and business intelligence applications within a comprehensive enterprise intelligence platform. Since 1976, SAS has been giving customers around the world THE POWER TO KNOW®. www.sas.com

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