

Hawai'i Cloud Innovation Summit 2023

Developing Talent

Preparing for Digital Transformation

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Agenda

Topics

Introduction

Identifying Talent & Building a Team

Journey vs. Destination

Partners Developing Workforce

Guest Panel Discussion

Q&A



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Career Journey

Past



Present



Turning Point



I'm out of a Job...

(15 minutes later)

...no, this is my new job

Personal Journey



Project: 1Strategy
Rich Uhl
Tuesday, April 7, 2015

THE CHALLENGE

In this document I will outline a strategy to address a challenge facing Amazon Web Services (AWS) customers located in "red" states. See [Appendix A](#) for a list of red states. Customer obsession doesn't allow me to be satisfied leaving AWS customers in these red states to be treated like second class citizens. I will outline a solution through questions and discovery; I have leveraged the Amazon leadership principles to propose a solution to this challenge.

In the last 17 years as a Consultant, Infrastructure Architect, and Solutions Architect I have seen the power of questions to bring about change. The more simple and refined the question, the more power the answer has to change direction of those involved.

Two questions

The first question came as I was flying home to Seattle after a trip to Salt Lake City, Utah in January 2015. Utah is normally a red state, however I worked with AWS sales and tax teams to get approval to travel to Utah during the Sundance Film Festival and ICS Partner Summit that was hosted by the LDS Church. My time in Utah showed me that individuals and companies in Utah (and I am certain other red states) are starving for guidance, knowledge and experience with AWS. I will provide examples from SkullCandy and the LDS Church below.

These events and what I saw inspired me to ask the following questions:

1. How do we better serve AWS customers in red states?
2. What if AWS could send an AWS trained and PR certified Solutions Architect, Consultant and Trainer into red states?

Where to Start

Developing a Cloud Workforce

- Identify existing core talent
- Connect existing skillset
- Educate on principles first
- Celebrate the wins
- Learn from failures



Mapping Existing Skillset

Breaking Barriers

Challenges

- We operate independently
- Pass-off / Over the fence



Approach

- No more silos
- Storage Engineer = Cloud Engineer
- Network Engineer = Cloud Engineer
- Cross training = Career Growth Options

Power in Transparency

Challenges

- “We always”
- That’s not how we work



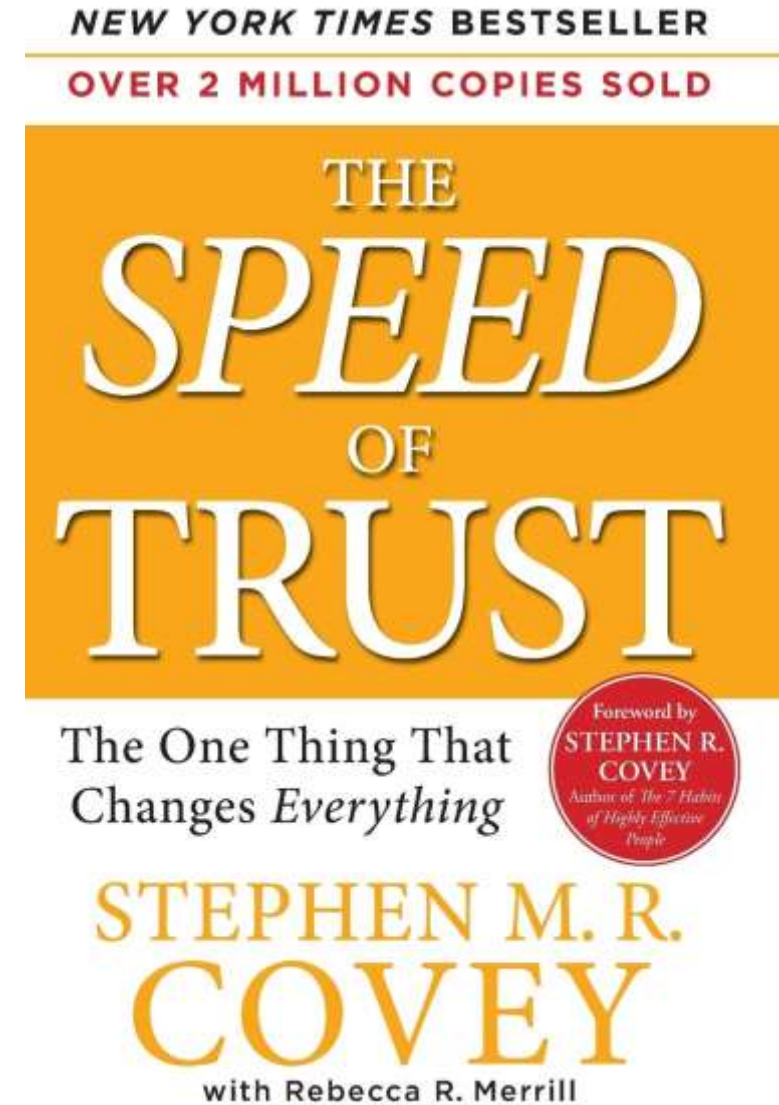
Approach

- Clarity avoids turn over
- Start-up mindset - monthly pivots
- Be curious sessions
- 90% turnover vs. 0% turnover

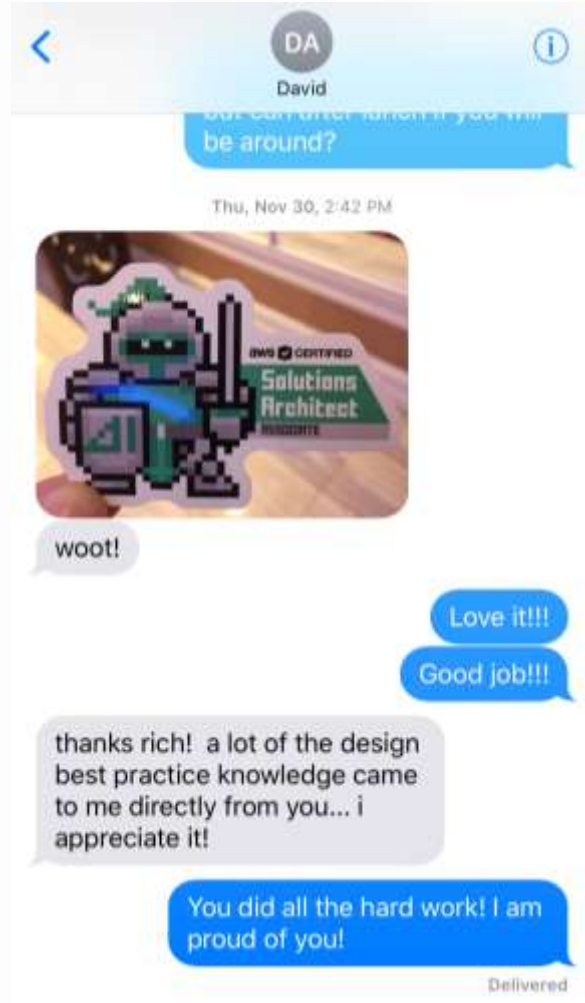
Operating at Speed

Model & Technique

1. High Trust Example
2. Low Trust Example
3. Making the shift



Journey

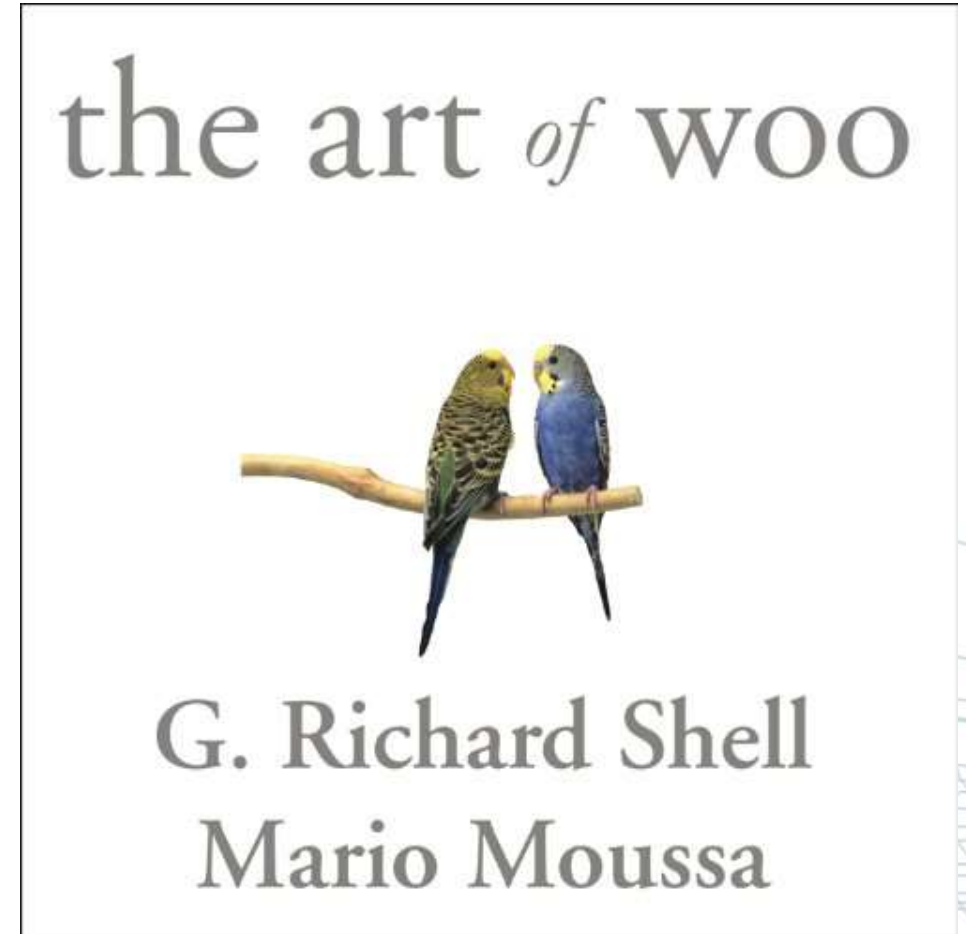


Organizational Change

The art of persuasion

Methods:

1. Ask vs. Tell
2. Art of Woo



Tips & Tricks

Things you should do

- Test and play
- Pick small wins
- Learning is the objective (fail)
- Over Communicate



Tips & Tricks

Things you should NOT do

- Divide teams & culture
- Encourage fear
- Build beyond your skills



Workforce Development



Our Why



Focus

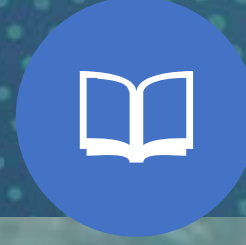
Hawaiian / Local



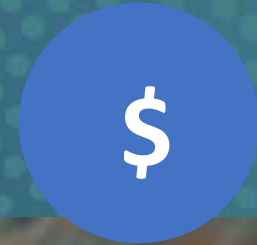
Women & Minorities



High School (GED)



Underemployed



Learn

In-Person & Online



Mentoring &
Business



Team
Projects



Search



Workforce Development Partners

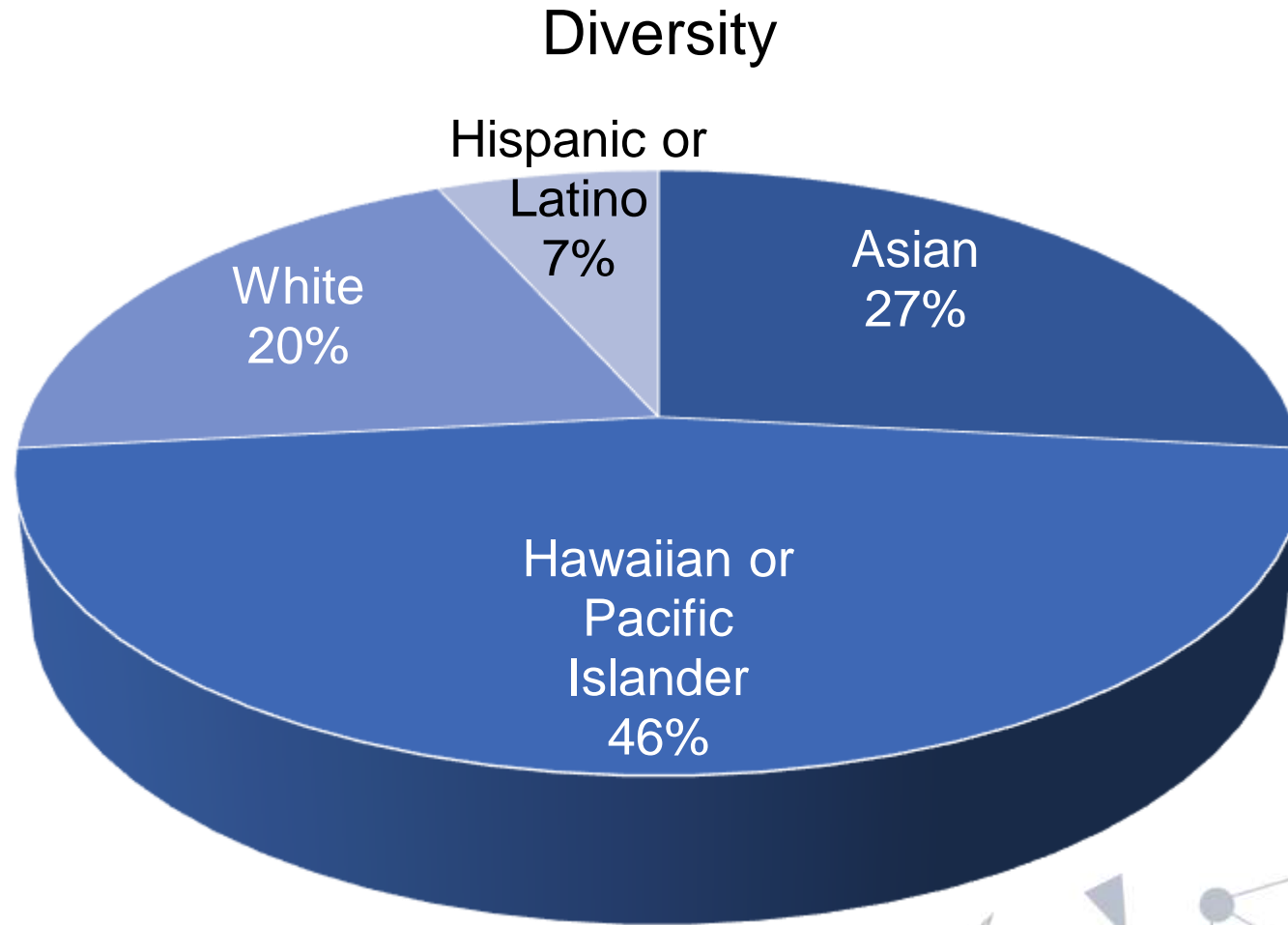
Good Jobs HAWAII'



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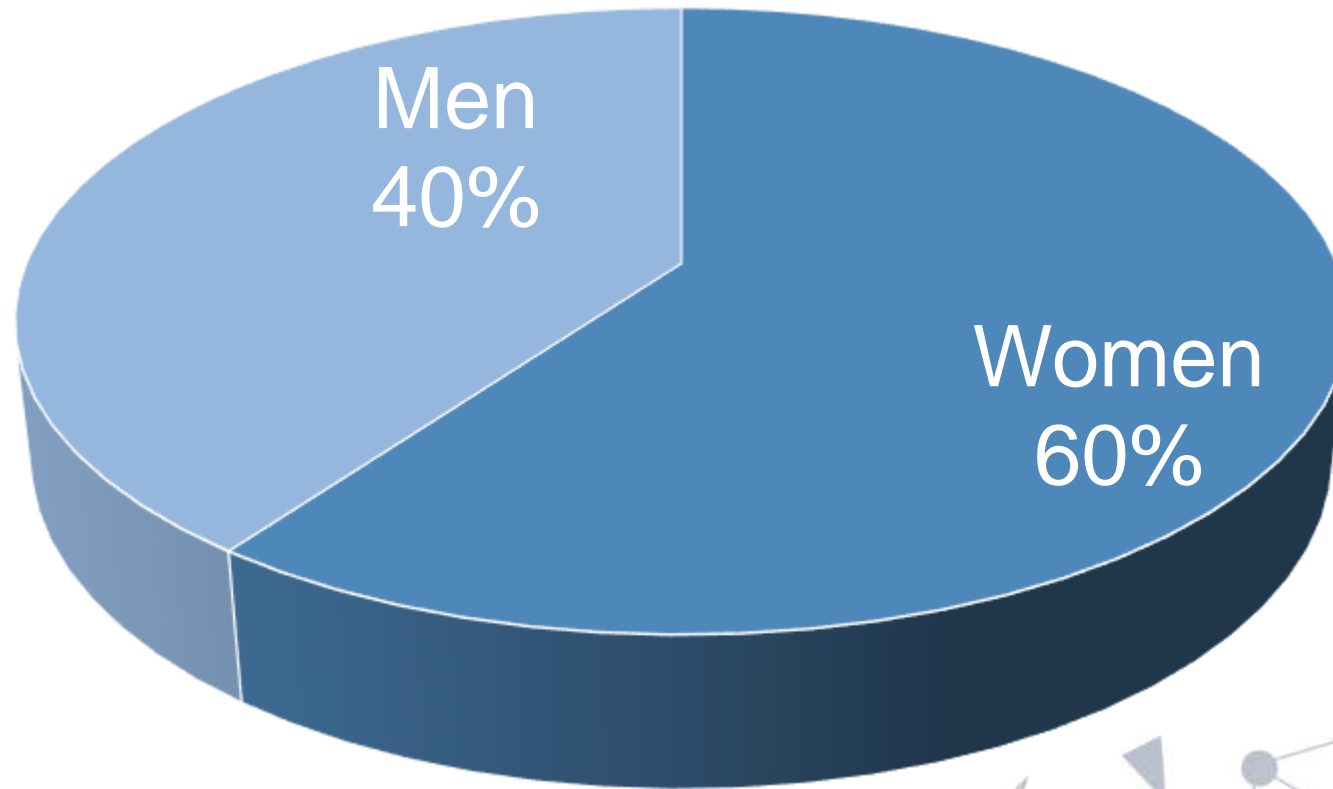
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Cohort 2 - Demographics

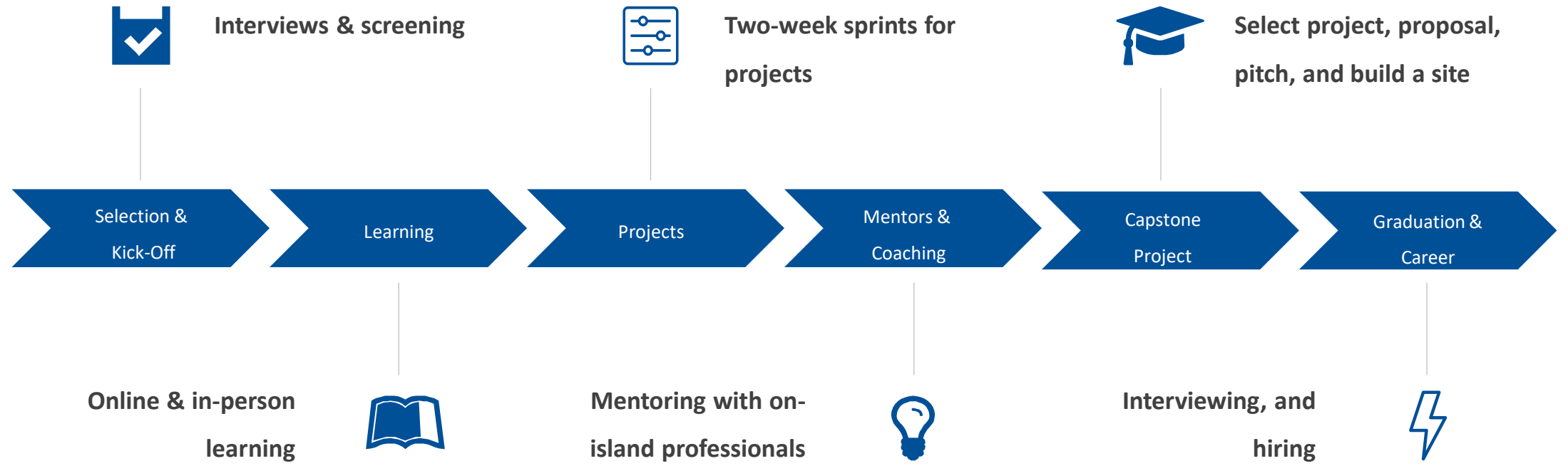


Cohort 2 - Demographics

Diversity



Process



Learn

Developer Track

Front-End
JavaScript
HTML/CSS
React

Cloud Track

AWS Cloud Practitioner
&
Solutions Architect Associate



Developing Personal and Professional





Our Why

Partners in Development



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eWorld Enterprise Solutions

Growing an Innovation Economy

Steve Sakata

Vice President

eWorld Enterprise Solutions, Inc.



Who is eWorldES

Founded in 1999, in Honolulu

- Managing Legacy Systems
- Technology Agnostic Modernization
- Agnostic = Diversity = Never Dull
- Multi-discipline, Multi-platform, Ulti-tech
- 400+ global staff
- Oahu, Kauai, Hawaii, NC, OH, PA, FL, CA, TX, India, Philippines, Mexico, Brazil, and Canada.

Sustainable Workforce Development

- Recruiting from Hawaii higher education for over 12 years
 - Developers
 - Business Analysts
 - Trainers
 - Service agents
 - Infrastructure & Security
- Talent pool
 - Internships
 - University and College
 - Non-traditional career change, boot-camp
 - Local and remote talent agencies

Who is eWorldES

Opportunities & Challenges

- Invest 12-18 months in each Intern & new hire
- Pay twice – Mentor and Mentee
- Hawaii pay is 20% less than mainland COL 30% higher
- Hawaii is small and remote – Challenge & Opportunity
 - Hawaii is the perfect Laboratory
- Hawaii talent stands tall on national stage
 - Safe Travels, CRM, AI/NLP, LEP, CX

Investing in People

Partnership

- Workforce Development investment
- Partnership includes 1:1 match in time & money - & Pizza
- Foundations established by Dev-Island
- Real-world experience with eWorldES
- Hawai'i dynamics (geography, culture)
- Hire & Work where you live



Growing Talent



Dev-Island Graduate

Why did you decide to join the Dev-Island cohort?

What was the most challenging in your development?

What foundation did you learn at Dev-Island?

What experience have you gained from your time at eWorldES?

Q&A



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Please submit your **feedback**. Thank you!



<https://www.pulse.aws/survey/KTXWAVDF>

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Thank you!

