

Staffing Analysis



Staffing Analysis and Planning enables organizations to plan and allocate resources during budget cycles, particularly when the needs and responsibilities of the organization and its constituents are changing. ISF helps you to Solve the Future with careful analysis of your personnel needs and developing staffing plans to help you meet those needs.

Experience

Miami-Dade Staffing Analysis

ISF provided an analysis of staffing issues within the County's corrections, fire rescue, police, and transportation/public works departments. Our team created the relief factor and staffing ratio and the span-of-control analysis. The objective of the relief factor and staffing ration analysis was to validate or modify the methodology currently used by the selected departments to ensure coverage of essential work assignments in a cost-efficient manner.



Florida Department of Military Affairs, Counterdrug Staffing Plan

For the Counterdrug Program within the Florida Department of Military Affairs, ISF provided a thorough assessment to analyze the identified needs and provide appropriate staffing options, assist in identifying the training program's professional level staffing needs, and created and delivered a professional-level contingent staffing plan.

Central Florida Expressway, Customer Call Center Assessment and Procurement

To assess the Central Florida Expressway Call Center and develop a modernization plan for call center operations including both technology and business process outsourcing procurement activities, ISF reviewed current state environments, establishing a maturity model to baseline call center operations and developed a recommended future state model to include requirements for a sourcing and technology RFP, incorporating best practices in each step.

Hillsborough County, Call Center Assessment

To review performance and organizational structures to keep up with public demand, improve management/supervision, and review Call Center technology, processes, and investment in human capital, ISF completed a thorough Assessment and Recommendations Report including recommendations regarding consolidation of County Call Centers, outsourcing of call center services, and an appropriate software strategy to support the recommendations. In addition, ISF incorporated best practices to achieve industry standards that align with the recommended strategy.

The ISF Advantage

Let's talk about how we can help you be prepared for changes in your organizations staffing needs! For over 40 years, ISF has been helping state government clients of all types develop and implement solutions to meet their unique challenges.

Let us help you Solve the Future!



Your Vision | Our Expertise
Solving the Future