

WILEY

ENABLING DISCOVERY | POWERING EDUCATION | SHAPING WORKFORCES

Closing the DevOps Skills Gap

DevOps Enterprise
Summit 2022



Overview

- **Introduction**
- **Understanding the Skill Gap**
- **Bridging the Skill Gap**
- **Solving the Skill Gap at Wiley**
- **Next Steps**

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Introduction





Sean D. Mack
CIO & CISO Wiley

Sean D. Mack is CIO & CISO at Wiley, a Research and Education company. Sean is an innovative technology leader with a history of driving global business strategy and transformation. He has extensive background leading DevOps, infrastructure, enterprise applications, security, and desktop services in the educational technology and publishing industry..

[@SeanDMackNYC](#)
[/in/SeanDMackNYC](#)



Everywhere, people are seeking knowledge.

Sometimes, they're learning something new to them, and sometimes they're discovering something new to the world. Sometimes they're enabling others to learn.





Our mission? To stand up for the seekers.

To light the way forward for seekers in research and education, helping seekers develop, share, and advance learning to improve lives everywhere.

To unlock human potential, bridge the gap between education and employment, and make scholarly and scientific research available to everyone.

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Understanding the Skill Gap



Measuring the Skill Gap



87% of executives say that they experience skill gaps

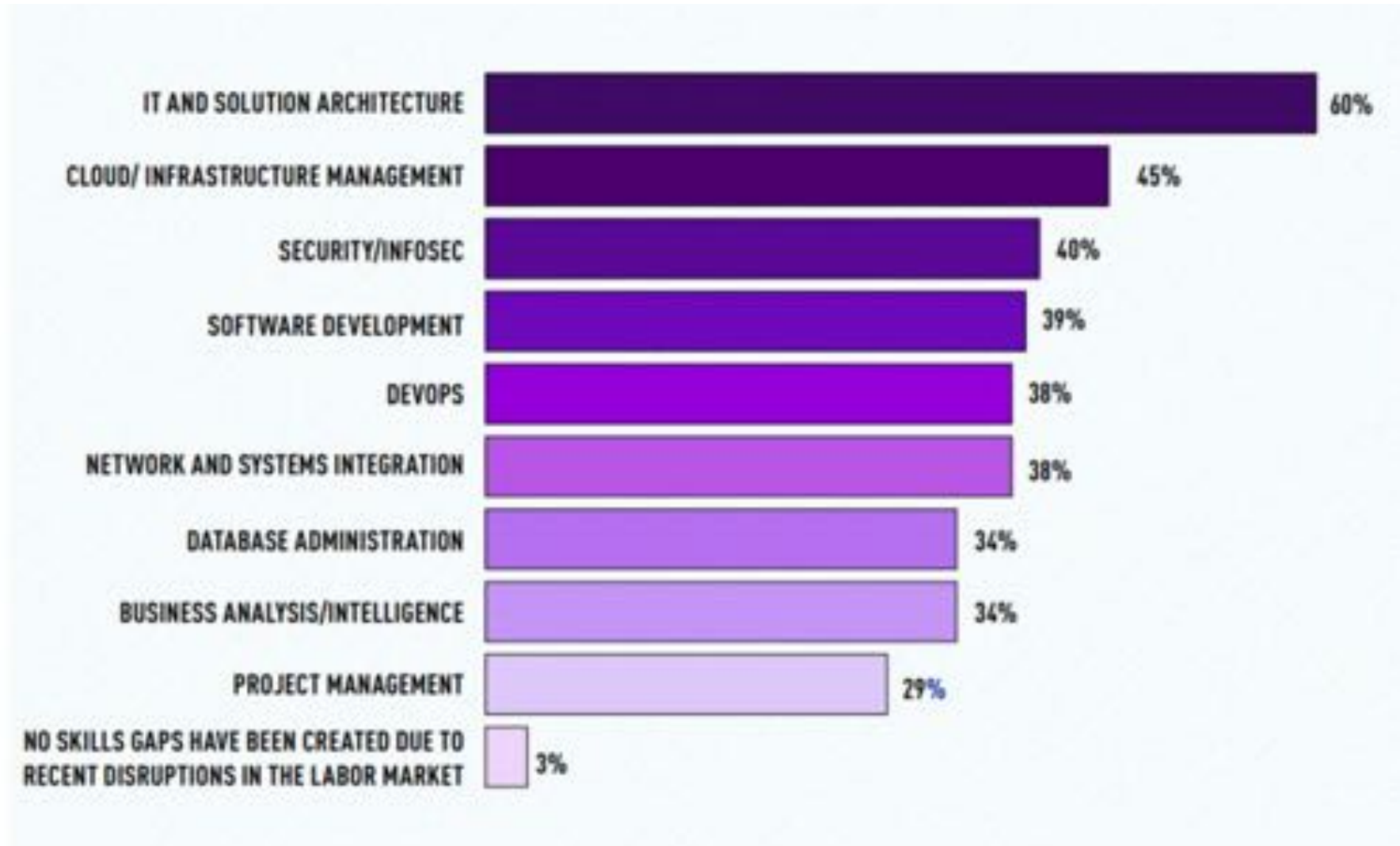


4 out of 5 CEOs noted their employees' lack of essential skills



19% of employee skills will be irrelevant in 3 years

Skills Gap Across IT Functions



So why do we have a skills gap?



1) DEMAND GROWTH

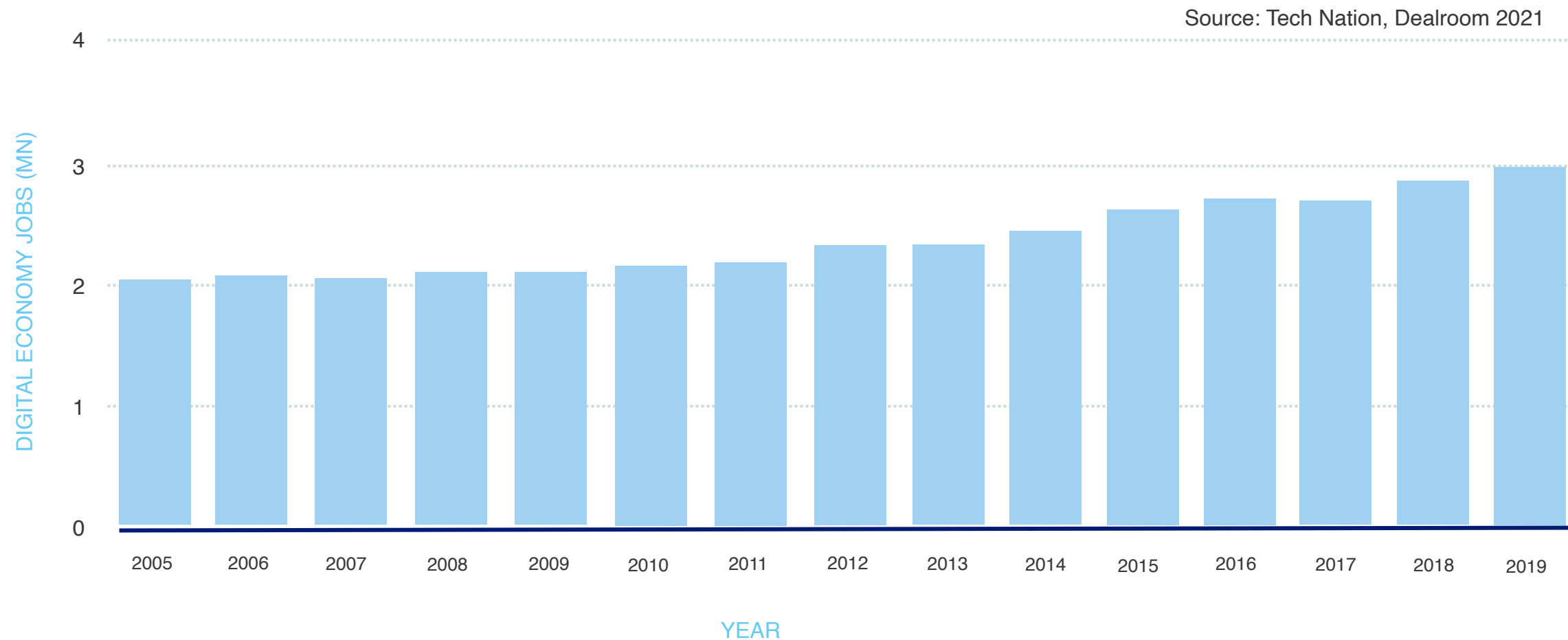


2) RETENTION
CHALLENGES

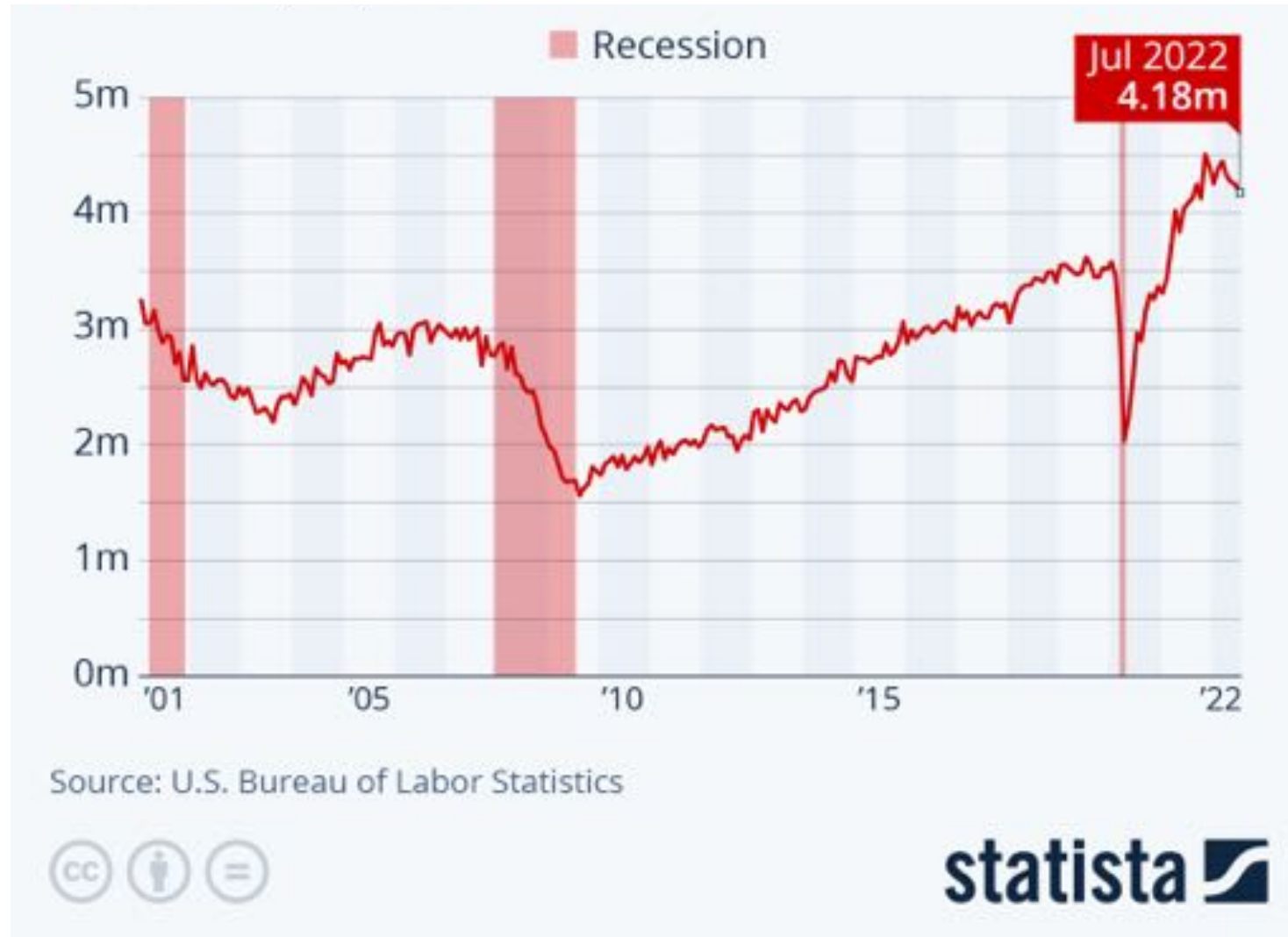


3) SKILLS MISMATCH

Technology Job Demand Growth



Retention Challenges





**CLOUD
COMPUTING**



BIG DATA



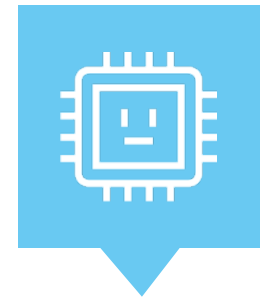
E-COMMERCE



ENCRYPTION



**ROBOTIC PROCESS
AUTOMATION**



**ARTIFICIAL
INTELLIGENCE**



Sebastián Ramírez

@tiangolo



I saw a job post the other day. 📄

It required 4+ years of experience in FastAPI. 🧑

I couldn't apply as I only have 1.5+ years of experience since I created that thing. 😅

Maybe it's time to re-evaluate that "years of experience = skill level". ♻️

9:40 AM · Jul 11, 2020 · Twitter Web App

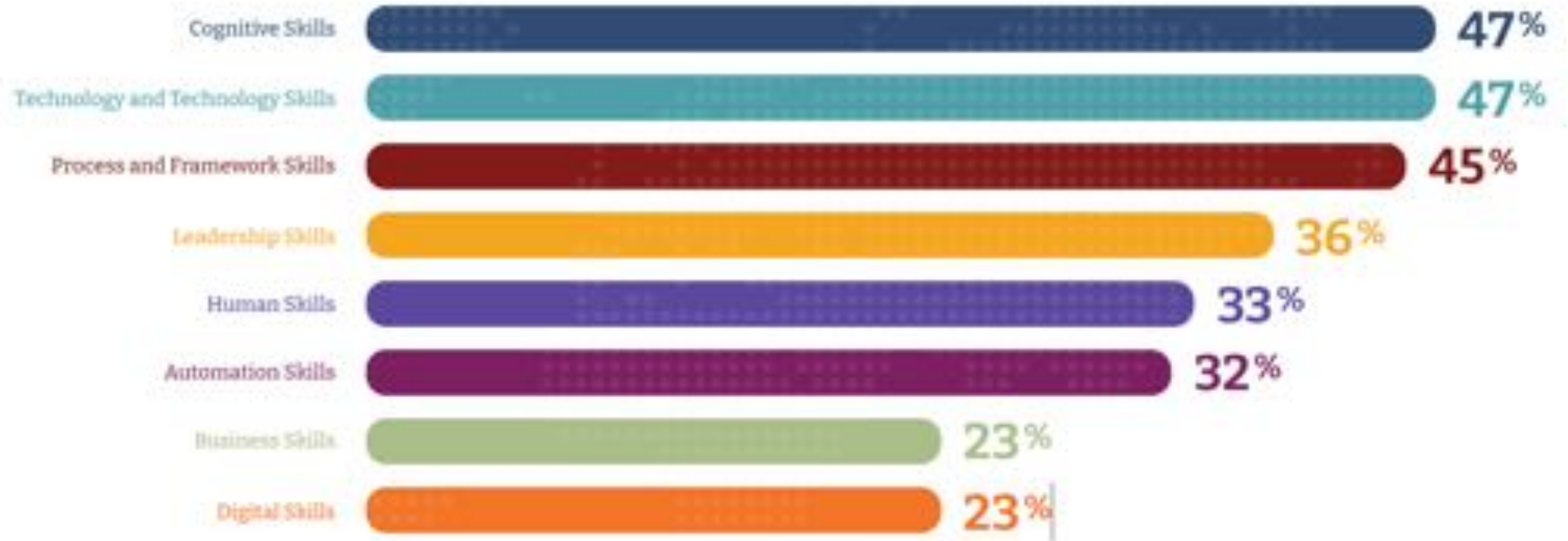
44.2K Retweets

3,513 Quote Tweets

177K Likes



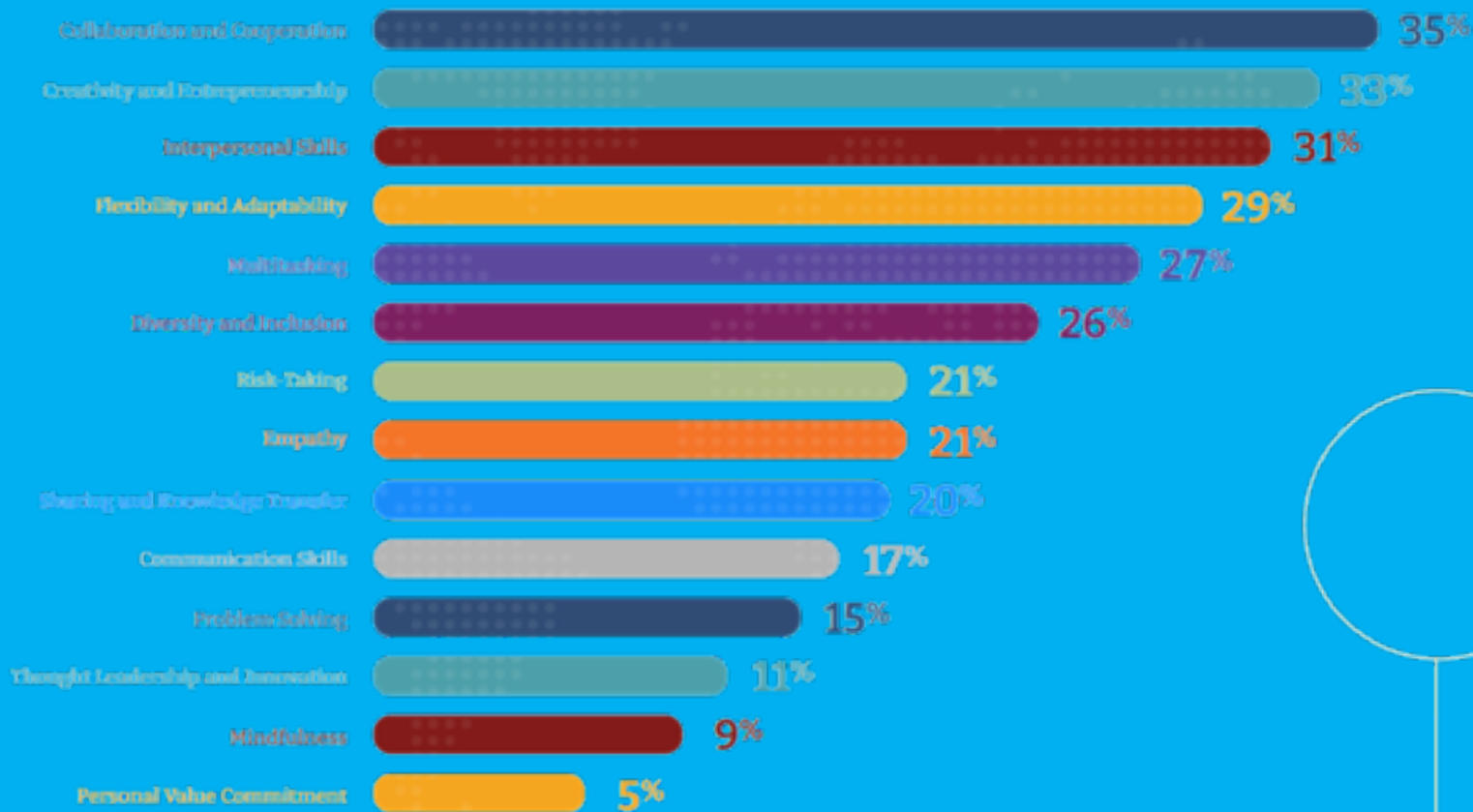
Top DevOps Skills Categories 2022



The DevOps Human Skills

The collaborative
DevOps
human.

Top 10 Human Must-have Skills

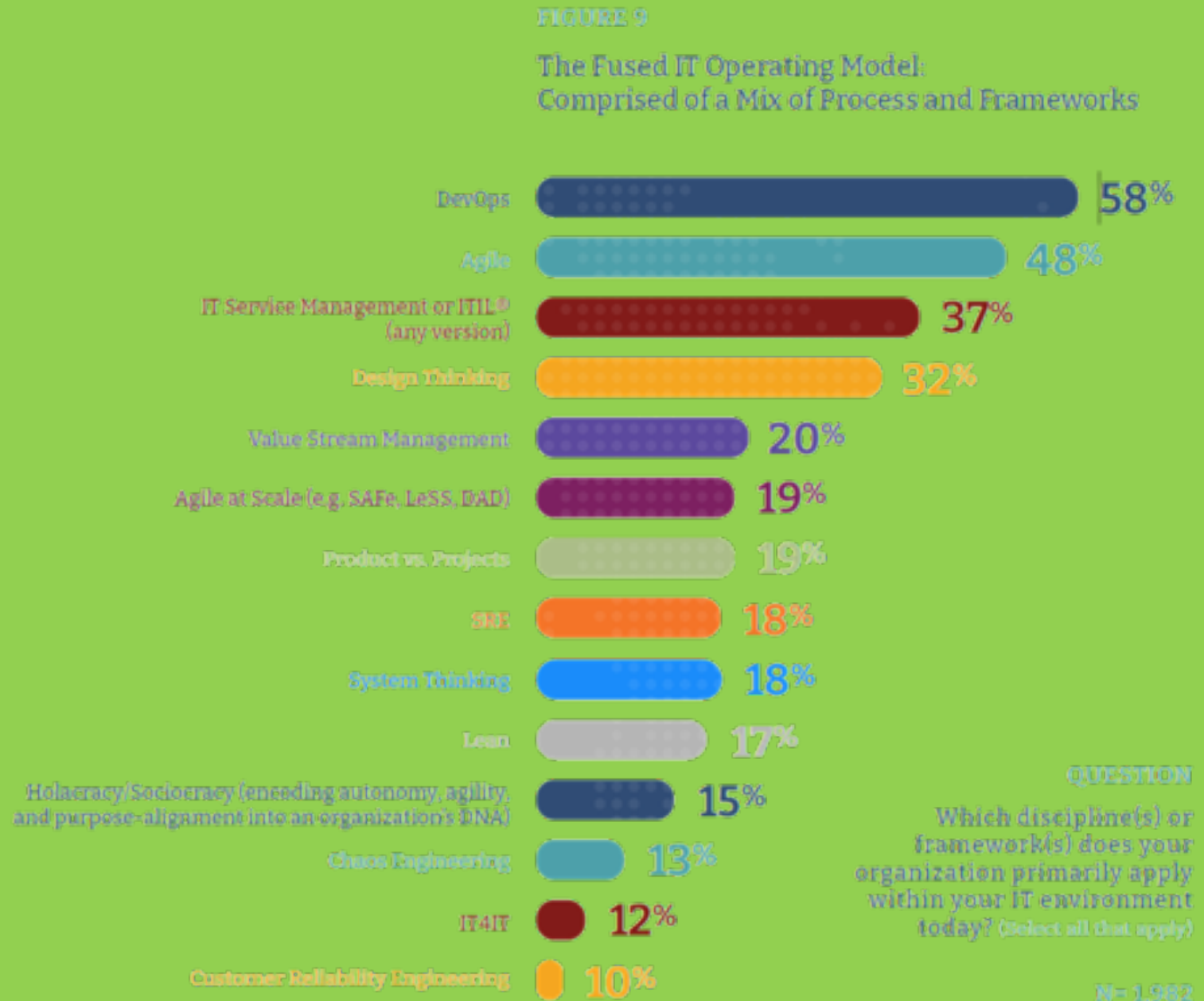


Percentage of respondents which choose this as a must-have skill

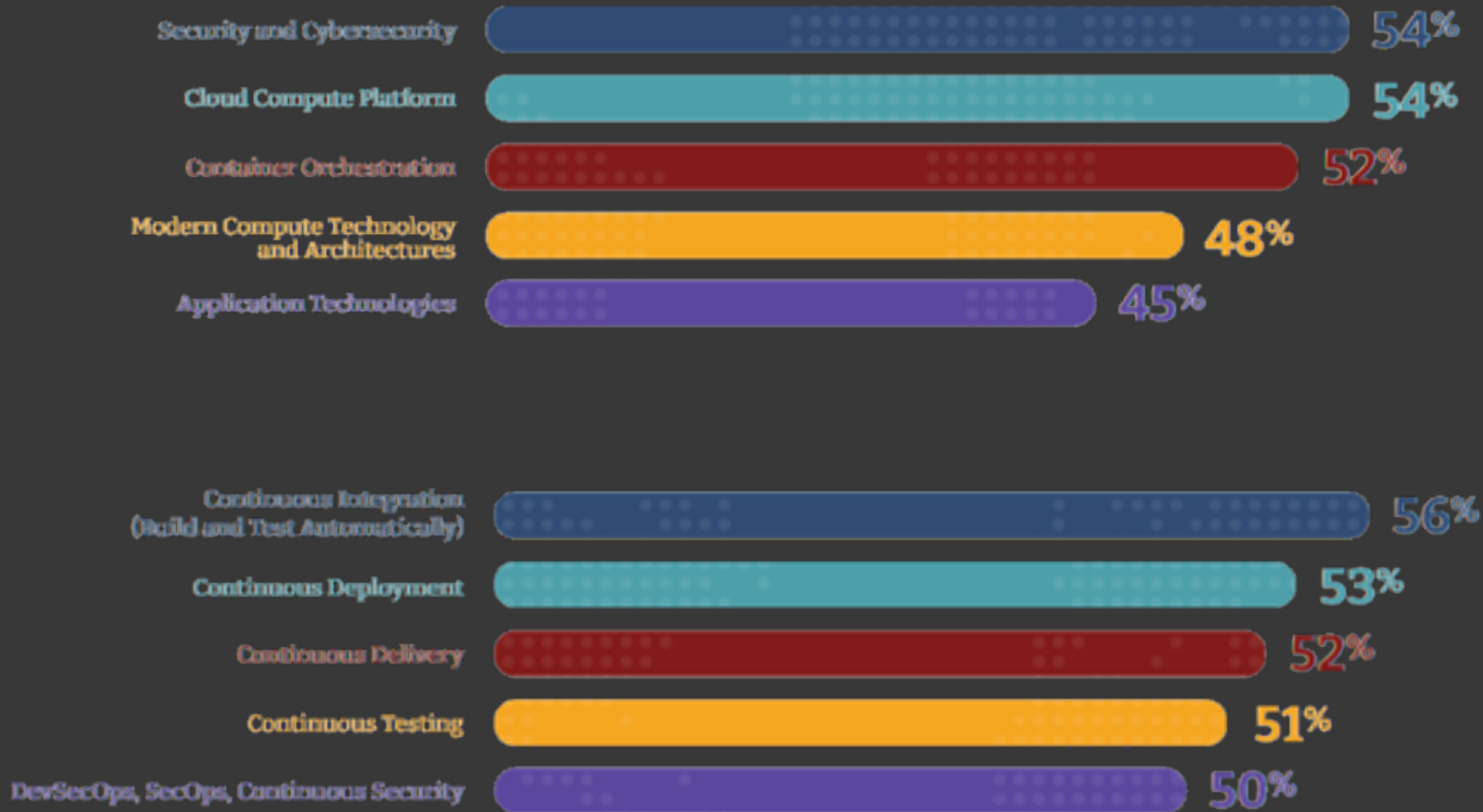
The DevOps Process and Framework Categories

Process shapes behavior.

Top 10 Process and Framework Must-have Skills



Top 10 Technical Must-have Skills

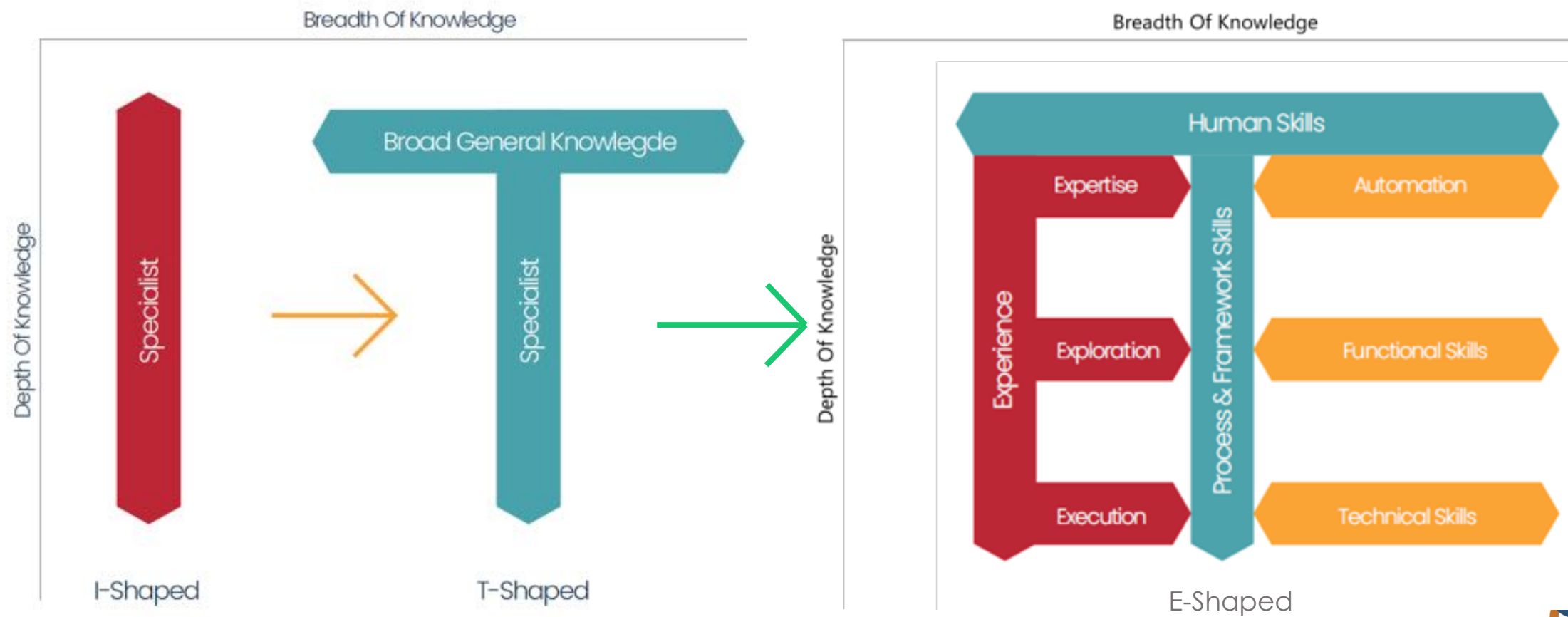


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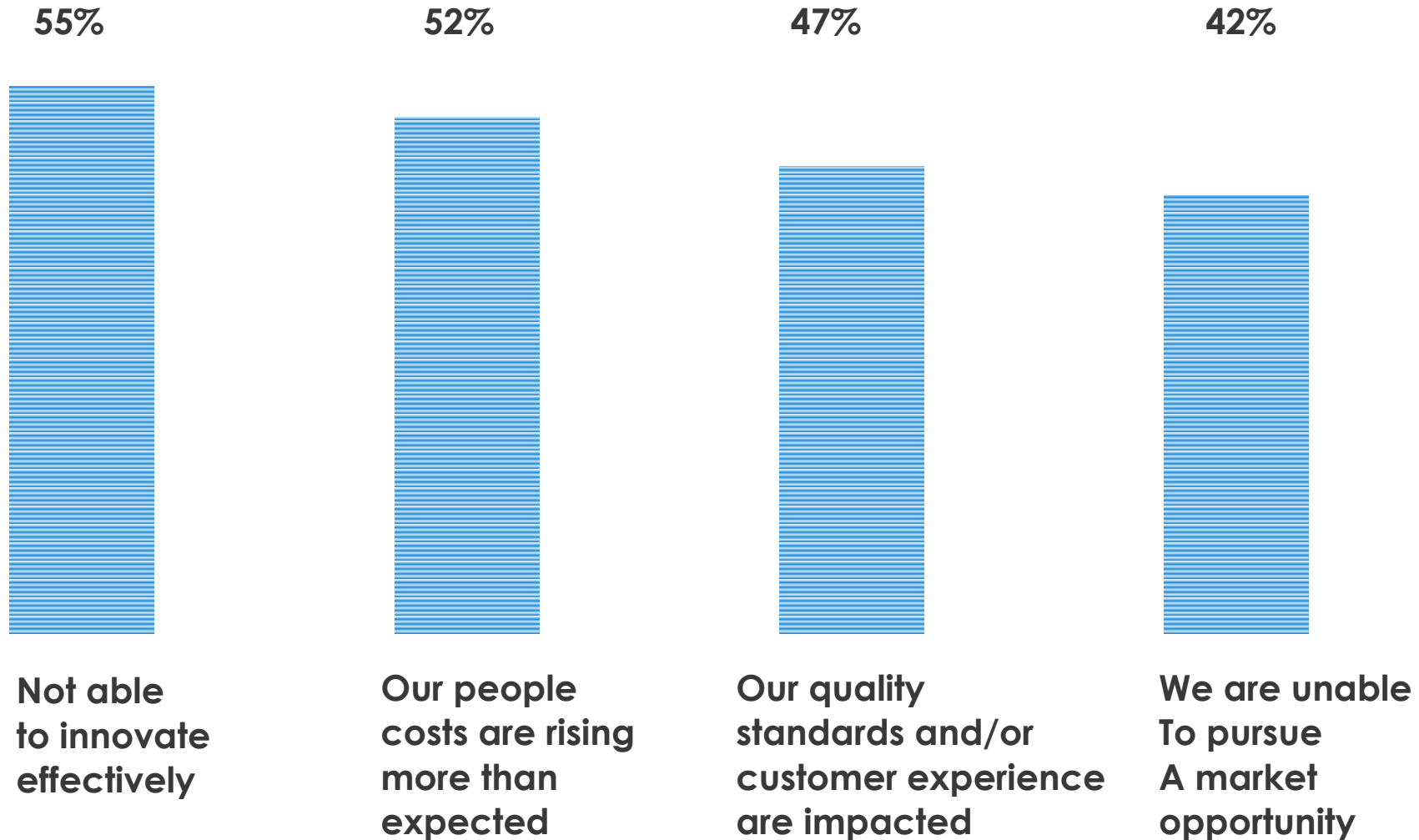
The DevOps Technical Categories

...and technology shapes behavior.

Skill Evolution



Skill Gaps Impact Business Performance



Source: PwC Talent Report 2019

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Bridging the Skill Gap



Overcome the Supply & Demand Issue



EMERGING TALENT

- Driven
- Diverse
- Superior Technical Skills

RESKILL

- Business Acumen
- Agency Culture
- Soft Skills

The First Piece of the Puzzle

EMERGING TALENT

BENEFITS:

- Lower cost model to hiring in experienced employers or contractors
- Train people in the skills you need to fill a specific skills gap
- Diversify your teams

The Criticality of Diversity in Technology



Diverse teams bring more ideas and innovate quicker

According to a report by Tech Nation, just 15% of tech workers are from black, Asian and minority backgrounds, and only 19% of tech workers are women

The Second Piece of the Puzzle

RESKILL

BENEFITS:

- Creates loyal, motivated and engaged employees
- Transfers business acumen from department to department
- Creates diversity from within
- lower cost and lower risk than hiring as it removes the risk of a bad hire

Upskilling and Reskilling is the Top Priority for L&D Pros Globally

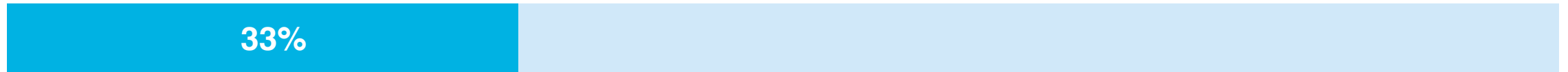
1. UPSKILLING & RESKILLING



2. LEADERSHIP & MANAGEMENT



3. VIRTUAL ONBOARDING



% of L&D pros globally who identified these programs as their top priority in 2021

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Solving the Skill Gap at Wiley



Reskilling and Growing Existing Talent



Find new opportunities for employees to grow and learn



Develop a culture of learning and collaboration



Provide training and development opportunities

Retain Existing Talent



Have clear
technology vision



Be ambitious



Create learning
culture



Make work
frictionless

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Next Steps



Next Steps



Demand Growth and Skills
Proliferation



Align Workforce with
Growing Demand



Create Reskilling and
Emerging Talent Strategy

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Next Steps

- Check out the DOI upSkilling report
- Connect with me on LinkedIn: in/SeanDMackNYC
- Continue the discussion on Twitter @SeanDMackNYC
- Join Wiley team: wiley.com/careers



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Thank you!

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Q&A



Appendix

We clear the way for seekers of knowledge

Supporting

employers, helping them find and retain top talent, assess their employees' skill sets, and implement training to transform company cultures.

Empowering

individuals with the skills and knowledge they need to succeed in every step of

their journey from education to career.

Elevating

the research community by partnering with societies and supporting researchers to share discoveries that help to solve some of the world's biggest challenges.

Advancing



Wiley by the numbers



\$1.83B

Revenue



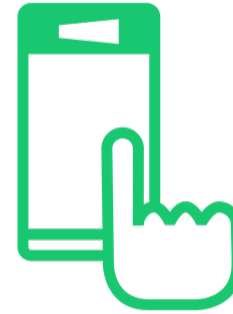
\$356M

Adjusted
EBITDA



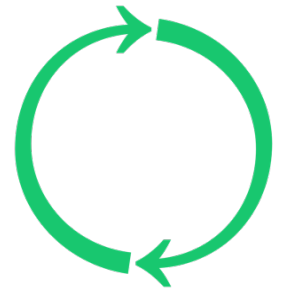
\$173M

Free
Cash Flow



80%

Digital



55%

Recurring

With you, we create impact



We reach knowledge seekers in more than 190 countries



We partner with more than 9,400 companies and institutions



Our Global Operations Carbon Footprint is certified 100% Carbon Neutral across all of Scope 1 and 2, and part of Scope 3 (business travel and distribution of product). This is for the latest (2020) financial year, in line with the [Carbon Neutral Protocol™](#)



All our locations are powered using 100% renewable energy, through green tariffs and certified energy attribute certificates (EACs)

Key customers served

Research

- Scientific and scholarly researchers
- Journal authors
- Society leaders
- Librarians
- Corporate marketing managers

Education

- Higher ed instructors
- Higher ed students
- Higher education administrators
- Certification seekers
- Corporate professionals: learning & development, technology, business, finance and accounting
- Talent & training consultancies
- Knowledge seekers of all kinds who enjoy books!



Our content, platforms and services have impact

Powering education

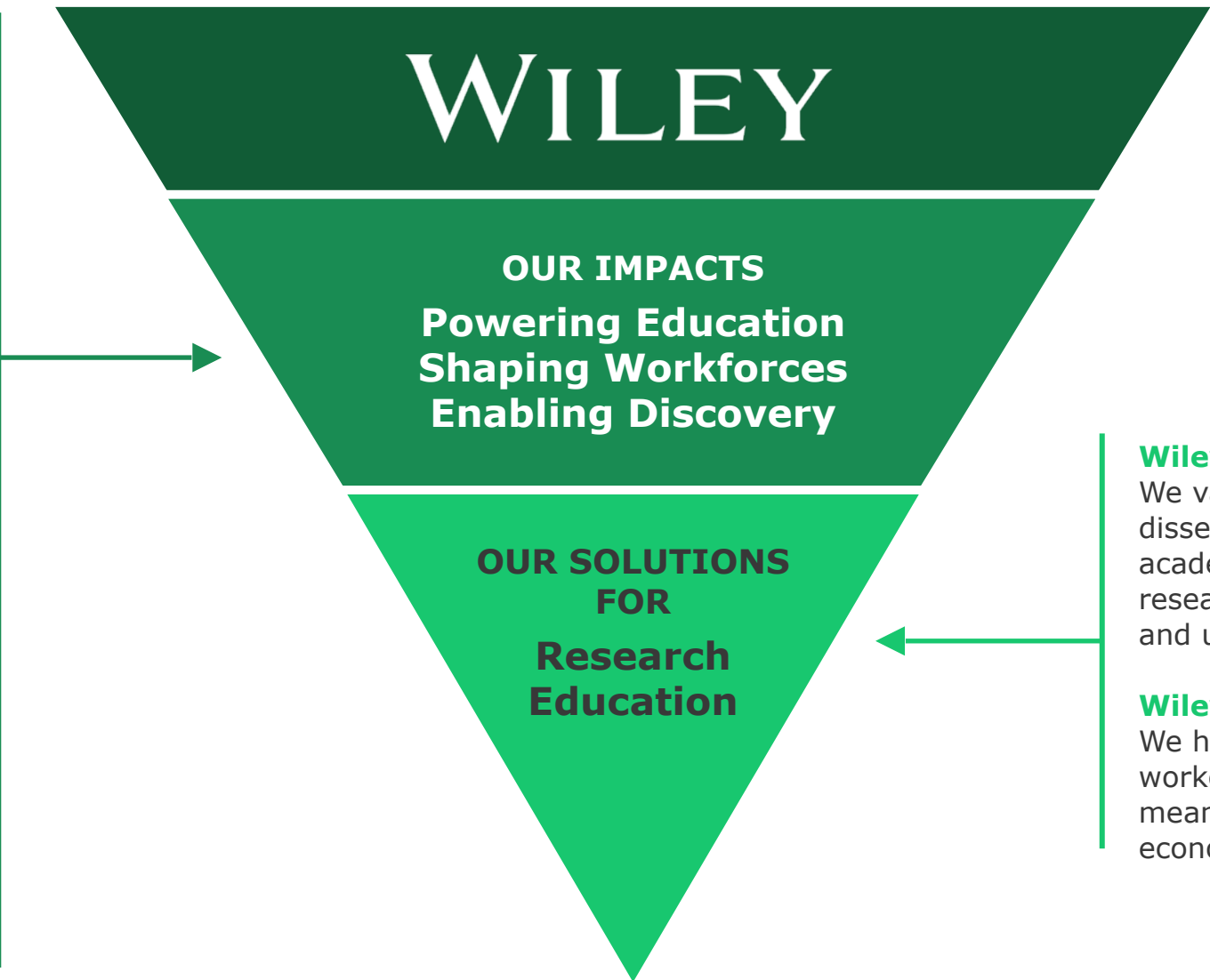
We're making education more practical and useful. For students and professionals. On-site, online, or both. And we're partnering with institutions to shape what education looks like tomorrow.

Shaping workforces

Classroom, meet workplace. We're bridging the gap between education and employment. So employers find and develop the best talent. And employees are equipped with the skills they need to success in their careers and beyond

Enabling discovery

From small steps to great strides. We give curious knowledge seekers the content, tools, and resources they need to continue their journey. Whoever they are, wherever they're headed.



Wiley in research

We validate and disseminate the world's academic and scholarly research for discovery and use

Wiley in education

We help learners and workers access meaningful careers and economic mobility

We draw on our experience to partner with you for your unique needs

Universities



Societies



Corporations



Get to know Wiley and our portfolio

We believe learning is a continuous, lifelong experience, and our leadership is committed to delivering content and solutions in new and innovative ways to enrich the learning experience.

