



Unlocking potential:

The crucial role of data-driven upskilling and reskilling in FSI success



Amid the proliferation of generative AI tools happening alongside advancements in big data, cloud computing and cybersecurity, government agencies require skilled employees to implement and execute these new capabilities as they quickly become crucial to delivering on the mission. Federal systems integrators play a key role in helping the public sector optimize the workforce to implement cutting-edge technologies that meet both present and future mission demands.

To support agencies at speed and scale, FSIs are laser-focused on delivering them the highest caliber talent and technological expertise. But as they navigate a growing skills gap, shrinking talent pool and increasingly competitive landscape, the solution extends beyond just staffing new employees. Moving forward, government organizations and FSIs alike must look beyond just getting bodies in the room and make strategic workforce investments that promote ongoing skill development among current teams.

“This is not just about enhancement of capabilities, but also about a clear demonstration of commitment to excellence to the agencies FSIs serve,” said Tony Holmes, practice lead for public sector solutions architects for **Pluralsight**, a leading workforce development and online education company.

Consistent upskilling and reskilling are essential investments for FSIs to bolster organizational resilience and maintain a competitive edge with versatile teams ready to tackle anything in a shifting technological landscape.

“Reskilling emerges as pivotal in this context, as the ability to redeploy valuable teams to new projects where they can make the most impact is a huge differentiator,” explained Holmes, noting that reskilling not only ensures workforce engagement and adaptability, but also allows FSIs to quickly pivot to changing project requirements without the constant churn of hiring and training.

Cultivating a culture of continuous learning

In today’s world, it’s clear that technology solutions are only going to continue to develop and evolve. In order to remain prepared to meet the changing requirements of agencies, it’s imperative for FSIs to instill a culture of learning into the bedrock of their own organizations. For example, opportunities and resources that easily integrate with busy employee schedules, such as accessible, bite-sized skilling opportunities — compact learning modules presented in short bursts at the point of need, with a focused learning outcome — can support this effort.

“It’s important to create a top-down culture of learning that emphasizes microlearning and agile benchmarking,” said Holmes. “FSIs can quickly upskill their teams in emerging technologies such as AI and cybersecurity without pulling them away from mission-critical projects.”



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By shifting to a data-driven approach to skills analytics, FSIs can track a wide range of indicators, including the speed of skill acquisition, and see how this correlates to applying new skills in projects and improvements in team performance and innovation. This comprehensive approach allows for the identification of the most impactful training initiatives, highlighting areas of success and pinpointing opportunities for further improvement.”

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To ensure teams get the most benefit from upskilling and reskilling programs, FSIs must be prepared to measure their impact and adjust if necessary. Holmes emphasizes the importance of leveraging advanced analytical tools, like those available in Pluralsight’s platform, to create and track key metrics for long-term functionality and sustainability.

These capabilities provide FSIs insight into teams’ learning engagement and skill development progress, as well as help to draw links between training programs and how they affect project outcomes.

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Pluralsight can lay the blueprint for fruitful public sector and FSI partnership

With an adaptable staff equipped with the right training tools, FSIs can properly develop and implement collaborative, comprehensive workforce development strategies within an agency.

The first step in a successful partnership with a government organization, according to Holmes, is clear communication around project requirements, challenges and goals. With a solid understanding of mission objectives, FSIs are better positioned to tailor their services, solutions and internal training to provide the best outcomes.

“This clarity is not just about stating what is needed but also why it is needed, which helps FSIs to align their resources, including technology, expertise and learning solutions to respond to those needs directly,” explained Holmes.

Once agency partners have determined and communicated project objectives to FSIs, Pluralsight can serve as a key ally. Its comprehensive suite of learning and development tools assists in several instrumental areas:

- **Tailored learning pathways:** Using Pluralsight’s platform, FSIs can develop customized learning pathways that directly address specific skill development strategies identified during the initial communications phase. This ensures workforce development efforts are targeted to close specific skill gaps and elevate the capabilities of teams in alignment with the overall purpose of a project.

“This tailored approach, supported by actionable insights, empowers FSIs to continuously refine their training programs, driving meaningful and measurable outcomes that contribute to the mission success of government partners,” Holmes said.

- **Advanced analytics and benchmarking tools:** By tapping into a data-driven approach, FSIs and government agencies can monitor the effectiveness of their training initiatives and make measurable progress toward skill development goals. If project needs and objectives change, FSIs can use Pluralsight’s platform to make agile adjustments to training programs accordingly.

“This is critical when adapting to unforeseen challenges such as scope creep,” stated Holmes.

- **Emphasis on practical, hands-on learning experiences:** In addition to bite-sized learning, Pluralsight provides labs and instructor-led training developed for specific projects. This prepares learners to apply their new skills in real-world contexts, accelerating the application of new technologies and methodologies within their operational environment.

“By focusing on these two critical phases — starting with a clear articulation of needs and objectives, followed by the strategic alignment of training and development efforts of those needs through Pluralsight’s platform — FSIs and government agencies can create a powerful synergy,” said Holmes.

With Pluralsight, FSIs can build a culture of accessible, continuous learning to win the war on talent and stay abreast of the latest technological innovations. Tech-driven, innovative FSI teams can bring top expertise to bear in agency partnerships, and together, they can foster an era of public sector excellence.

“Partnership not only facilitates the effective development and implementation of workforce transformation strategies, but also ensures that these strategies are comprehensive, targeted and capable of meeting the challenges of exponential technological evolution,” said Holmes.

Learn more about how Pluralsight can help your organization implement accessible, sustainable, continuous workforce development.



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