

As digital transformation elevates technology roles, **ORGANIZATIONS EMPHASIZE EMPLOYEE ENGAGEMENT AND DIVERSITY**

COMPUTERWORLD

BEST PLACES to Work in IT 2024



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Best Places to Work in IT

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BY BETH STACKPOLE

COMPUTERWORLD

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BEST
PLACES

to Work
in IT 2024

Empowering IT and its people

30th
ANNUAL
REPORT

As digital transformation elevates technology roles, organizations emphasize employee engagement and diversity

[BY BETH STACKPOLE]

WITH ARTIFICIAL intelligence, data-driven insights, and digital experiences forming the engines for modern business, IT organizations have become the epicenter for innovation and the enablers of core business strategy. Ongoing digital transformation in every industry has elevated technology roles, creating unprecedented opportunities for professional growth.

Despite an uncertain global economy, organizations remain bullish on IT investments — and the people who develop, deliver, and support digital products and services. Foundry's

Top 10 [RANKINGS]

Best of the Best

Inside: Organizations that excel in six areas of human resources:

- IT GROWTH
- CAREER DEVELOPMENT
- DIVERSITY
- BENEFITS
- HYBRID WORK
- EMPLOYEE ENGAGEMENT

30th annual Computerworld “Best Places to Work in IT” survey found that IT hiring remains steady, raises and promotions are plentiful, and companies are creating novel pathways for reskilling and upskilling employees to adapt to a rapidly evolving technology landscape.

Cultivating a more diverse IT workforce remains a top priority, with most companies supporting myriad initiatives to create communities that foster inclusivity and to source previously untapped candidate pools.

And with hybrid and remote models well established, many IT pros now have more flexibility and tools for working from wherever they are most comfortable while creating better balance in their personal lives.

Perks and benefits aside, our list of winners indicates that the most compelling aspect of today’s IT careers is the demon-

strable impact technology can have on the business.

“We’re spending less time in the code and more time in the outcomes, which makes it super interesting,” says Scott Howitt, chief digital officer (CDO) of UKG, ranked No. 3 among large

Similarly, IT staffers at Ostfriesische Tee Gesellschaft GmbH & Co. KG (East Frisian Tea Company), ranked No. 1 among small companies, are spending less time on programming and more time “understanding processes and think-



We’re spending less time in the code **and more time in the outcomes, which makes it super interesting.**

SCOTT HOWITT, CHIEF DIGITAL OFFICER, UKG



organizations in the “Best Places to Work in IT 2024” survey. “With the emergence of data, cloud, Kubernetes, and now AI, it’s a constantly changing and evolving field. We always need a fresh influx of people to help drive the evolution.”

ing differently,” says Karsten Rösener, CIO of the Germany-based tea manufacturer, which is known for its “Meßmer” brand. “Today, we are ultimately organizational developers and change managers,” adds Rösener.

Top 10

COMPANIES [IT GROWTH]

Demonstrating leadership in growing the IT ranks »

	[LARGE COMPANIES]	[MIDSIZE COMPANIES]	[SMALL COMPANIES]
1	AdventHealth	Ingeus UK Limited	Abarca Health
2	Johns Hopkins Medicine	CHG Healthcare	Denali Therapeutics
3	Graphic Packaging International	National Information Solutions Cooperative	Dataprise
4	RSM US LLP	VyStar Credit Union	BCU
5	Johns Hopkins University Applied Physics Laboratory	Power Home Remodeling	Ostfriesische Tee Gesellschaft GmbH & Co. KG
6	Navy Federal Credit Union	Kinaxis Inc.	Prezzee Pty Ltd
7	UKG	Plante Moran, PLLC	Complete Technology Services
8	Atrium Health	Miami University	Edafio
9	Mattel, Inc.	OCLC, Inc.	Amerisure Mutual Insurance Company
10	Equinix	Credit Acceptance	MetroStar



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Biopharma company GSK has grown its IT staff by nearly 300 professionals over the past year.

IT in growth mode

In the midst of ongoing layoffs and budget cuts in other parts of the business, IT remains a relatively safe haven for growth and investment. Companies responding to the 2024 Computerworld survey said they are increasing full-time IT head count by an average of 9% while cutting back slightly on temporary and

contract workers. Most respondents (86%) have increased the number of IT employees over the last three years, growing their teams by 44% on average. Looking ahead, 71% expect continued growth of their IT workforce over the next 12 months. IT turnover rates remain low, at approximately 11% and in line with the 2023 survey.

Strong hiring is accompanied by a steady stream of promotions and salary increases. Across all responding organizations, an average of 15% of IT employees advanced into new positions this last fiscal year, up slightly from what the 2023 research showed. Smaller firms were more likely to uplevel IT employees, at 18%, compared to only 14% of employees who were promoted at larger enterprises.

It was the rare firm that had salary cuts or hiring freezes — 96% of the respondents, across all size categories, confirmed that there was no active retrenching. Among IT employees, 91% were the beneficiaries of a raise this last year, mostly at large shops (95%) and less so in midsize companies (84%).

What's driving the growth? At many organizations, technology's growing role across the business is paving the way. For

example, biopharma giant GSK has positioned technology at the heart of its mission, which requires continued IT expansion, says Shobie Ramakrishnan, the company's chief digital and technology officer. GSK, ranked No. 2 among large companies in this year's results, has grown its IT staff by nearly 300 professionals this year. Among the top drivers of fresh IT talent are data analytics and AI initiatives, including the rapid development of an enterprise ChatGPT application for natural-language knowledge assistance.

“There is broad recognition across industries that data and technology are a source of competitive advantage, and investing in technology drives the top line, profitability, and productivity,” Ramakrishnan says. “The pandemic just accelerated and precipitated this trend. From there, it is simply a supply-and-

Top 10

COMPANIES [CAREER DEVELOPMENT]

Investing in IT employees to help them grow their skills and careers »»

	[LARGE COMPANIES]	[MIDSIZE COMPANIES]	[SMALL COMPANIES]
1	Oshkosh Corporation	National Information Solutions Cooperative	Ostfriesische Tee Gesellschaft GmbH & Co. KG
2	VMware	FINRA	Prezzee Pty Ltd
3	Ceridian HCM, Inc.	Power Home Remodeling	Edafio
4	Genentech	Kinaxis Inc.	Tokio Marine North America Services
5	Jack Henry	VyStar Credit Union	Dataprise
6	Zimmer Biomet	American Fidelity Assurance Company	Amerisure Mutual Insurance Company
7	GSK	Five9	MetroStar
8	UKG	Extreme Networks	BCU
9	International Paper	Planned Systems International, Inc.	Axon Active Vietnam Co., Ltd.
10	Avanade	CHG Healthcare	Blue Cross Blue Shield of North Dakota

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demand equation that has driven up hiring and promotions.”

Cultivating talent from within

In addition to cultivating new talent, IT organizations in this year’s survey are actively looking internally to fill critical roles. On average, 35% of IT vacancies were filled with inside candidates this year, down slightly from the prior year.

IT and HR leaders are doing several things to prepare existing IT employees for new roles. Nine in 10 (92%) are building new career pathways with attainable milestones designed to provide guidance and encourage mobility. Access to free career development and consulting services, offered by 79% of the responding firms, aids in career planning. Increases to the IT training budget (cited by 62% of the respondents) are being earmarked to



Power Home Remodeling, ranked No. 3 among midsize companies, emphasizes a culture of continuous learning to foster a team of what Chief Innovation Officer Timothy Wenhold dubs “creators.”

fund technical certifications, professional career counseling, and business skills development.

Offering apprenticeship programs, tuition reimbursement, internal learning platforms, and dedicated development days are other ways companies are bur-nishing the skills of employees.

Formal mentoring programs also are widely embraced — cited by 77% of all the respondents and 81% of the midsize firms.

For Power Home Remodeling, No. 3 among the midsize companies, the mission to build a best place to work in IT fits squarely with its unique “build

vs. buy” technology strategy. As opposed to integrating off-the-shelf applications as part of its technology architecture, Power builds its critical applications and platforms in-house. Those include Nitro, Power’s custom software platform and digital twin, which models and runs all facets of the business. To champion innovation and keep technology teams current on the latest technologies, Power hosts Nitro Create every six months. In this week-long sprint, developers collaborate and flex ideas — with different themes for each event ranging from education, to hack-a-thons, to community service through building technology for nonprofit organizations.

More recently, Power established the Power Code Academy, which broadens its technology talent pool with potential candidates from the business ranks.



Top 10

COMPANIES [DIVERSITY]

Demonstrating excellence in advancing workforce diversity, equity, and inclusion >>

[LARGE COMPANIES]

[MIDSIZE COMPANIES]

[SMALL COMPANIES]

1	NewYork-Presbyterian Hospital	OCLC, Inc.	Amerisure Mutual Insurance Company
2	The Hartford	Power Home Remodeling	Ostfriesische Tee Gesellschaft GmbH & Co. KG
3	UKG	VyStar Credit Union	Dine Brands Global
4	CDW	FINRA	Tokio Marine North America Services
5	San Diego Gas & Electric and Southern California Gas Co.	Credit Acceptance	BCU
6	Health Care Service Corporation	CHG Healthcare	Dataprise
7	International Paper	CareSource	MetroStar
8	Community Healthcare System	Plante Moran, PLLC	Prezzee Pty Ltd
9	Prince William County Public Schools	Enova	Axon Active Vietnam Co., Ltd.
10	FedEx Corporation	Extreme Networks	Avaap



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This immersive six-month coding boot camp is designed for nontechnical employees in business functions such as accounting or sales to change their lives and career by learning software development. Thus far, nearly 20 employees have gone through the program and taken on new software development jobs.

Because it's committed to building its own software platform, Power emphasizes a culture of continuous learning to foster a team of what Chief Innovation Officer Timothy Wenhold dubs "creators."

"We attract people who want to build something and understand how to interface with the business," says Wenhold, also Power Home Remodeling's chief operating officer and a partner. "They have the freedom to create, and the only limitation is their aptitude to grow."

DEI initiatives ramp up

Across the board, companies on this year's Best Places lists are demonstrating more than just lip service to DEI initiatives, which are manifesting in a more diverse IT workforce. Companywide programs include employee resource groups (ERGs), ambassadorships, DEI-focused summits, panel discussions, and leadership training keyed to hot-button issues such as micro-aggressions, unconscious bias, and the importance of building diverse teams. There are also efforts to cultivate and source talent from nontraditional pools, among them partnerships with historically Black colleges and universities (HBCUs) and other diversity-focused universities and nonprofit organizations, targeted internships and recruitment events, as well as mandates for creating job candidate slates reflective of broader diversity



Among this year's top performers for workforce diversity is New York Presbyterian Hospital, where 72% of the IT workforce and 64% of IT managers identify as minorities.

goals.

The efforts are slowly moving the needle in IT. Among U.S. companies on the 2024 Computerworld "Best Places to Work in IT" list, minorities constitute one-third of the IT workforce and 26% of the IT managers.

Among this year's top performers for workforce diversity: New York Presbyterian Hospital, where 72% of the IT workforce and 64% of the IT managers identify as minorities; Amerisure, with minorities comprising 34% of the staff and 37.5% of the IT

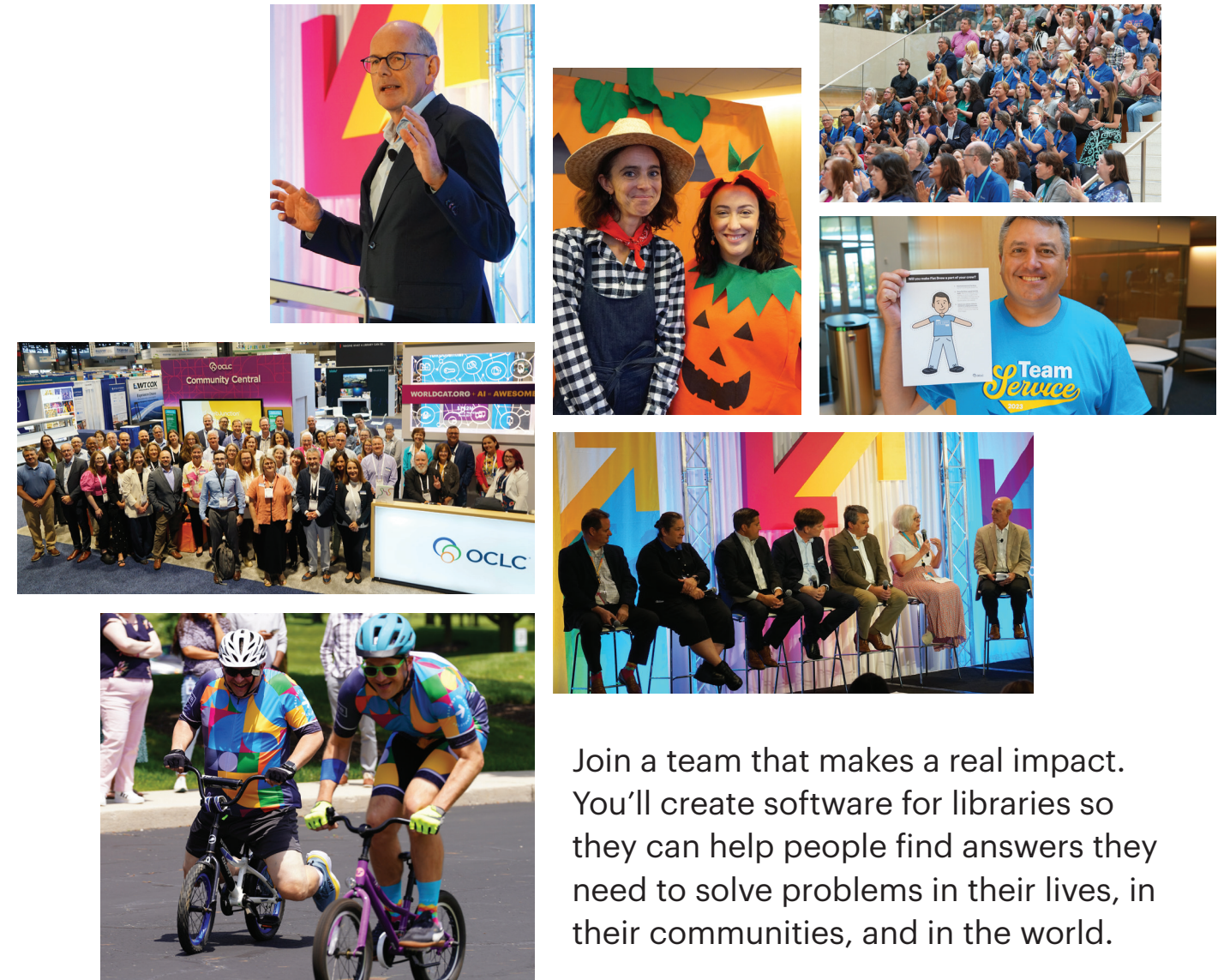
Top 10

COMPANIES [HYBRID WORK]

Making strong commitments to a flexible workplace »

	[LARGE COMPANIES]	[MIDSIZE COMPANIES]	[SMALL COMPANIES]
1	VMware	Janney Montgomery Scott LLC	Blue Cross Blue Shield of North Dakota
2	Avanade	Kinaxis Inc.	Ostfriesische Tee Gesellschaft GmbH & Co. KG
3	Oshkosh Corporation	Credit Acceptance	MetroStar
4	Fannie Mae	Ingeus UK Limited	Tokio Marine North America Services
5	Holman	KnowBe4	matrix technology GmbH
6	Amplifon USA	CareSource	Edafio
7	Ceridian HCM, Inc.	OCLC, Inc.	Prezzee Pty Ltd
8	Avery Dennison	Plante Moran, PLLC	Denali Therapeutics
9	RSM US LLP	Miami University	Dataprise
10	Probe CX	FINRA	Connectria, LLC

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Most respondents have a documented DEI strategy, **but just 31% are holding IT and other leaders accountable for achieving DEI goals.**

managers; and The Hartford, with 34% of the IT staff and 38% of the managers identifying as minorities.

Women make up 29% of the IT workforce and 29% of the IT managers among this year's

respondents, just a slight uptick from the 28% averages for both staff and managers in last year's report.

Formalized DEI programs and goals are contributing to the progress organizations are making. Most companies surveyed (94%) have a documented DEI strategy and have instituted a variety of DEI tactics, including celebrating employee differences (95%), recruitment strategies aimed at attracting diverse employees (93%), and diversity and inclusion training (92%). ERGs, employee surveys, and incorporating accessibility into product or technology strategies are also popular tactics for raising awareness and meeting core DEI objectives.

Among the survey respondents, 62% have established DEI champions who are responsible for promoting workplace diversity and inclusion. However, less



At The Hartford, partnership organizations such as Blacks in Technology help the company attract underrepresented IT talent.

than one-third (31%) are holding IT and other leaders accountable for achieving DEI goals. A lack of accountability could very well be holding back efforts to accelerate diversity.

UKG, ranked No. 3 for diversity among large organizations,

has established representation goals across the company, including a target of 38% women in global tech roles by 2026, up from its current 31%. UKG is leveraging a wide variety of initiatives to get there, including Unified Foundational Learn-

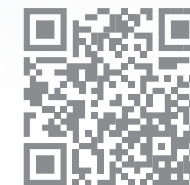
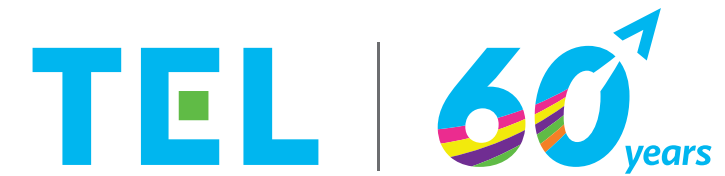
Top 10

COMPANIES [**EMPLOYEE ENGAGEMENT**]

Fostering deeper connections and employee well-being >>

	[LARGE COMPANIES]	[MIDSIZE COMPANIES]	[SMALL COMPANIES]
1	Total Quality Logistics	Power Home Remodeling	Dataprise
2	Kaiser Permanente	FINRA	Complete Technology Services
3	Genentech	CHG Healthcare	Ostfriesische Tee Gesellschaft GmbH & Co. KG
4	Oshkosh Corporation	VyStar Credit Union	BCU
5	Johns Hopkins Medicine	Credit Acceptance	Denali Therapeutics
6	Navy Federal Credit Union	Plante Moran, PLLC	Prezzee Pty Ltd
7	The Hartford	KnowBe4	Tokio Marine North America Services
8	University of Notre Dame	National Information Solutions Cooperative	Connectria, LLC
9	Children's Healthcare of Atlanta	Enova	matrix technology GmbH
10	AdventHealth	American Fidelity Assurance Company	Avaap

COMPUTERWORLD'S "Best Places to Work in IT 2024"



**Technology
Enabling Life**

ing, a digital, peer-to-peer DEI-focused learning platform; an ambassador program to educate and model inclusive leadership; and nine ERGs, including communities for women, people of color, and working parents and caregivers.

CDO Howitt says diversity is important to culture but that it's also a critical tool for problem-solving, especially for a software company. Establishing teams with representation from different genders, age groups, and cultural makeups enables IT organizations to look at problems in unique ways and from every angle. The result, he says, is much better business outcomes.

At Power Home Remodeling, ranked No. 2 for diversity among midsize companies, the “Strive for 35” campaign is designed to reach the 35% mark for all new hires to come from underrepresented groups — a

goal the company has hit two years running, says Wenhold. To court more women in tech, the Power Women's Initiative has championed several key benefits aimed at women's issues, including more paid parental leave; infertility coverage; maternity management; a healthcare-related travel and lodging reimbursement policy in response to the Supreme Court ruling overturning *Roe v. Wade*; and, most recently, subsidized child care.

“One of the reasons women leave the workforce is the way most core family structures operate,” Wenhold says. “If we're going to retain women, we have to address their requirements. This is not a checkbox thing — we look at how to move the needle for the business and people at the same time. If you do the right thing for people, the business thrives.”

Settling into a hybrid workplace

Three years after the onset of the pandemic forced a rapid shift to remote work, many organizations now have well-established hybrid work models, featuring a mix of remote, hybrid, and in-office employees. More than half of the organizations in this year's study (56%) have a hybrid IT workforce, with 32% fully remote and 12% back in the office — the latter group up slightly from 10% in last year's report. Midsize companies are more likely to embrace a hybrid model (61%), whereas smaller firms have a greater propensity for remote work (35%).

Although many organizations offer individuals some autonomy for when and where to work, management approval is increasingly required for those decisions. Among the respondents, 62% said they have moderate autonomy, meaning that employ-



Workplace flexibility helps BCU attract professionals with hard-to-find technology skills, says CTO Scott Zulpo.

ees have some flexibility, with appropriate management sign-off. The majority of firms (91%) have established formal policies for flexible work, up significantly from 83% in last year's survey.

Companies continue to put tools and processes in place to enable flexible work, including investments in collaboration tools; enhanced security options; and cloud-based applications for anywhere, anytime access. To support a collaborative cul-

ture, virtual social events, buddy systems that pair team members with new hires, and digital resource centers stocked with relevant communications and policy information are designed to help forge relationships and keep employees in the know, regardless of their physical location.

BCU, the No. 4 small company in this year's survey, has no formal guidelines for where people work, and it doesn't intend to change course anytime soon. The company has invested in "to-go" boxes that contain everything needed to stand up a remote workspace, along with a

"roam" virtual desktop environment and collaboration platforms such as Microsoft Teams to ensure that employees can work effectively in any environment, says Scott Zulpo, BCU's senior vice president and chief technology officer.

Providing workers the flexibility to work where they work best is part of the Credit Union's culture, which is goal-oriented and puts an emphasis on trust, he explains. The ethos also helps BCU attract high-caliber talent that otherwise might have been out of reach. "Some technology skills are very hard to find," Zulpo says. "By opening up hiring to someone who can work remotely, we gain access to some excellent talent."

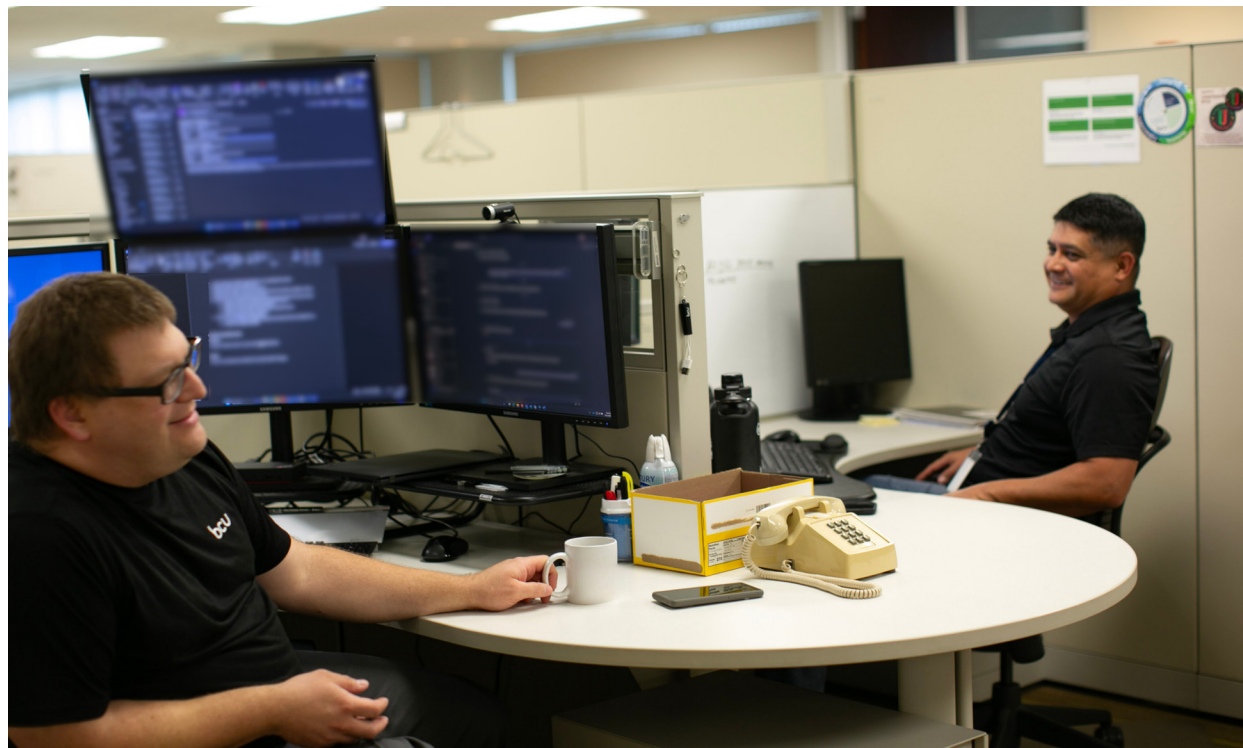
Beyond fostering more collaborative hybrid work, it's equally important to create an IT environment that drives engagement and integrates new employees.

At East Frisian Tea Company, designated in-office days enable teams to gather to provide updates on their work. Open seating plans foster additional collaboration among colleagues who may not work closely together day-to-day.

"This leads to new constellations with people who have not sat together before," says Rösener, the CIO. "These measures support team spirit. Socializing and exchange are our standards here."

A focus on wellness

While supporting flexible work models, organizations are also exploring ways to help teams maintain face-to-face connections. Gym memberships; on-site fitness centers; meditation rooms; and access to yoga instructors, chiropractors, and massage therapists are among the wellness benefits offered to entice employees back



Providing workers the flexibility to work where they work best is part of BCU's culture, which puts an emphasis on trust and helps the Credit Union attract high-caliber talent.



Kinaxis emphasizes wellness benefits to get the most out of its employees.

into the office. Similarly, some companies have brought back subsidized cafeterias, complete with chef-inspired healthy meal choices along with barista bars to encourage employee interactions in a more casual, fun setting.

Amid a plentiful selection of

benefits and perks, companies are zeroing in on wellness, work/life balance, and programs that speak to employees' sense of purpose — all extracurriculars that resonate particularly with younger employees. To encourage employees' sense of community, companies are offering paid time off to “pay it forward” and devote time to volunteer hours at organizations such as Habitat for Humanity and food banks.

Kinaxis, ranked No. 5 for mid-size companies in this year's survey, has singled out offering wellness benefits as a way to engage employees and also to ensure that they are working at full capacity, according to CIO Yvonne Holland. In addition to offering an on-site gym; free fitness classes; and on-site specialists in areas such as nutrition, massage, and mental health, the company hosts regular virtual fitness challenges. In 2022, 403

Kinaxis athletes participated in the challenges globally, logging nearly 185,000 hours in activity time, both running and cycling.

Wellness-minded perks help people build bonds, better manage work pressures, and live a healthier lifestyle. But the real

business, an IT career can come with long hours, lots of stress, and the challenge of juggling multiple constituencies' needs. Yet it also provides unprecedented opportunity to impact business strategy and drive transformation. For that reason and the



We want to help people feel better and **make it easier to show up every day and do their work.**

YVONNE HOLLAND, CIO, KINAXIS



benefits come from helping employees live up to their potential. “When you're healthy, it's easier to do everything,” Holland says. “We want to help people feel better and make it easier to show up every day and do their work.”

With technology as the core foundation and key enabler of

many others that this year's winners demonstrate, it's a compelling time to be in IT. ♦

BETH STACKPOLE is a veteran reporter who has covered the intersection of business and technology issues for more than 20 years.

Top 10

COMPANIES [**BENEFITS**]

Taking compensation and employee perks to the next level >>

	[LARGE COMPANIES]	[MIDSIZE COMPANIES]	[SMALL COMPANIES]
1	Genentech	OCLC, Inc.	Denali Therapeutics
2	Zimmer Biomet	Kinaxis Inc.	BCU
3	International Paper	Extreme Networks	Dataprise
4	GSK	Guardant Health	Prezzee Pty Ltd
5	Oshkosh Corporation	FINRA	Dine Brands Global
6	VMware	KnowBe4	Avaap
7	UKG	Tokyo Electron U. S. Holdings, Inc.	Amerisure Mutual Insurance Company
8	RSM US LLP	A+E Television Networks	Tokio Marine North America Services
9	Blue Cross Blue Shield of North Carolina	CME Group	Ostfriesische Tee Gesellschaft GmbH & Co. KG
10	Avanade	CHG Healthcare	Abarca Health



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PROFILE

NO. 3 | LARGE

*Among organizations
with 5,000 or more
employees*

» At UKG, diversity is a linchpin of better IT and business outcomes.

BY BETH STACKPOLE

UKG WAS built on the melding of two distinct camps — Ultimate Software and Kronos Software — which merged in early 2020 to create a workforce management and HR software powerhouse. The merged company’s commitment to diversity, for both workforce

UKG

A merger of two software companies was the catalyst for a culture of representation.



representation and promoting different perspectives and ideas, is a hallmark of UKG's IT organization, reflected in everything from its hiring choices and its hybrid work model to fostering collaboration and



Diversity gives us the opportunity to [achieve] better outcomes, because we consider all the angles.

SCOTT HOWITT,
CHIEF DIGITAL OFFICER,
UKG



UKG, led by CEO Chris Todd, is committed to diversity for both workforce representation and promoting different perspectives and ideas.

cross-pollination across teams. “We sell diversity wrong in the United States — it’s really about bringing in different people with

different points of view,” says Scott Howitt, chief digital officer at UKG, ranked No. 3 among large companies in Computerworld’s

“Best Places to Work in IT 2024” survey. “Because of cultural experience, gender experience, or age experience, people see prob-

lems in different ways. Diversity gives us the opportunity to come out with better outcomes, because we consider all the angles.”

As it works toward its representation goals, UKG has created nine employee resource groups (ERGs), including groups for women; people of color; the LGBTQ+ community; veterans; cancer patients; and more recently, NEST, for working parents and caregivers. The company launched a digital peer-to-peer foundational learning initiative for DEI&B (diversity, equity, inclusion, and belonging) designed to help employees better understand complex issues such as unconscious bias and microag-



At UKG, innovation events bring people together from different teams, which sparks cross-pollination of ideas and drives better results as teams learn from one another.

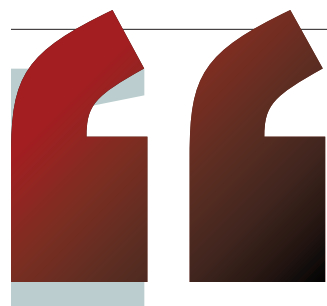
gressions. DEI&B ambassadors help spread the word and model inclusive leadership.

One example of how UKG is bringing diverse teams together is Spark Tank, a quarterly innovation event. The event enables employees from EPIC (engineering, product, innovation, and cloud) teams to come together to explore and test product, service, and experience innovations. Working concepts are presented to a panel of UKG leaders, and the winning projects are added to the UKG product road map.

“Spark Tank brings people together from different teams to try things they haven’t worked on before,” says Howitt. “It’s great for cross-pollination of ideas, and we’ve seen a lot of good results from diverse sets of teams who are learning from each other.”

Hybrid work flexibility

When it comes to hybrid work,



We provide an ability to recognize people in the moment and encourage them to do bigger and better things.

SCOTT HOWITT, CHIEF DIGITAL OFFICER, UKG





UKG has no formal hybrid work policy, instead emphasizing tools and programs to help employees work where they are most comfortable.

UKG has no formal policy but rather emphasizes tools and programs that deliver the flexibility for employees to work where they are most comfortable. The U Choose benefit, launched earlier this year, is a quarterly reimbursement that employees can use to spend on physical wellness, financial wellness, workplace experience, or work/life well-being. “It provides benefits that people might get coming into a physical workplace, but

delivered remotely,” Howitt says. Recognizing individuals for their contributions is another important part of UKG’s culture, including within IT. Consider the UKG 1 initiative, a massive transformation undertaking to integrate the merged entities on unified systems, data, and processes, which involved more than 1,000 employees, including many in IT. The quarterly UKG 1 Champions program was designed to recognize and

reward all project participants with spot bonuses, personal recognition from management, and callouts in companywide town halls and on digital signage in the company’s Lowell, Massachusetts, headquarters. UKG also actively promotes Celebrate U, a recognition program that furthers peer-to-peer acknowl-

edgement, service anniversary milestones, and other rewards. “When something involves thousands of people, it’s hard to see that everyone is recognized individually in a meaningful way,” Howitt says. “We provide an ability to recognize people in the moment and encourage them to do bigger and better things.” ♦



UKG employees have access to 24/7 IT global support through multiple channels, including walk-up TechBar service in its main offices.

COMPUTERWORLD
BEST PLACES
to Work
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LARGE
COMPANY RANKINGS

Among organizations
with 5,000 or more
employees

No. 1
for Career
Development

No. 1
for Hybrid
Work

1	Genentech
2	GSK
3	UKG
4	Oshkosh Corporation
5	VMware
6	International Paper
7	The Hartford

8	NewYork-Presbyterian Hospital
9	RSM US LLP
10	Blue Cross Blue Shield of North Carolina
11	Avanade
12	Ceridian HCM, Inc.
13	Health Care Service Corporation
14	Navy Federal Credit Union
15	PPG
16	CDW
17	Kaiser Permanente
18	Atrium Health
19	Johns Hopkins Medicine
20	Equinix
21	University of Notre Dame
22	Children's Healthcare of Atlanta



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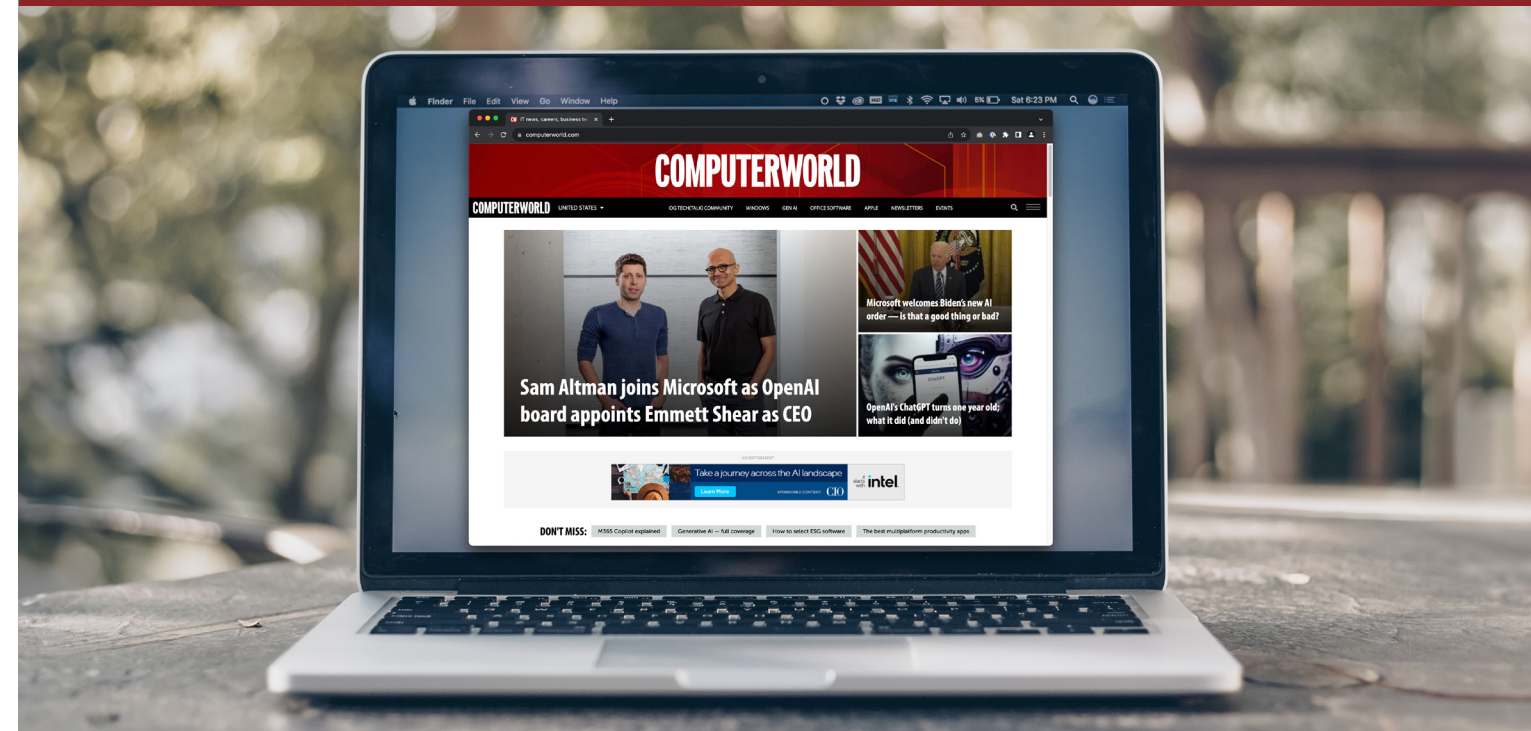


No. 1
for
IT Growth

23	Johns Hopkins University Applied Physics Laboratory	37	Holman
24	Zimmer Biomet	38	Stanford Health Care
25	Aflac, Inc.	39	Community Healthcare System
26	Graphic Packaging International	40	The MITRE Corporation
27	Mattel, Inc.	41	San Diego Gas & Electric and Southern California Gas Co.
28	Avery Dennison	42	ADM
29	AdventHealth	43	The Kroger Co.
30	Unum Group	44	Discover Financial Services
31	FedEx Corp.	45	Principal Financial Group®
32	UPMC	46	Prince William County Public Schools
33	Fannie Mae	47	Informatica Inc.
34	Liberty Mutual Insurance	48	Avnet
35	Zebra Technologies Corporation		
36	H. Lee Moffitt Cancer Center & Research Institute		

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49	Children's Hospital of Philadelphia	57	Banner Health
50	Total Quality Logistics	58	LCMC Health
51	Applied Materials, Inc.	59	U.S. Department of Veterans Affairs Office of Information and Technology
52	Jack Henry	60	Probe CX
53	DHL Express USA	61	Align Technology, Inc.
54	Amplifon USA		
55	Curity		
56	Portland State University		



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COMPUTERWORLD
**BEST
PLACES**
to Work
in IT 2024

PROFILE

NO. 5 | MIDSIZE

*Among organizations
with 1,001 to 4,999
employees*

» 'IT that just works':
A mantra for innovation
at Kinaxis

BY BETH STACKPOLE

'IT THAT JUST WORKS' is the mantra of the IT organization at Kinaxis, a Canadian maker of supply chain planning software. The slogan is written on T-shirts; promoted during meetings; dropped into casual conversation; and, perhaps most importantly, serves as the core design principle guiding all

Kinaxis

A commitment to excellence and continuous learning helps IT teams reach their full potential.



digital experiences.

Whether a project involves equipment setup, employee onboarding, or finessing the user experience for its core software, Kinaxis' IT organization goes the extra mile to simplify interactions and elevate user engagement. Sometimes the quest for quality and innovation takes longer, but it's what defines the Kinaxis IT culture.

"We empower people and give them permission to go for something really good," says Yvonne Holland, CIO at Kinaxis, which ranks fifth among midsize companies in Computerworld's "Best Places to Work in IT 2024" survey. "When they're designing solutions, they aren't afraid to push for excellence. And they're working on projects that are more interesting because of the design principles they're applying."

This commitment to excellence was apparent in Kinaxis'

transformation from single sign-on to a zero-trust framework, one of its most significant IT projects this year. The multi-stage journey — which included implementation of a passwordless multifactor authentication system, data loss prevention solution, and full threat intelligence initiative — was conducted in multiple stages, with deployment plans adjusted based on user feedback to ensure the best security outcomes.

A culture of continuous learning

A focus on continuous learning — supported by a dedicated budget for training and development — prepares the IT group to rise to the challenge. Employees are encouraged to create their own objectives for personal learning and career path development, which Kinaxis supports through a wide spectrum of offerings,



A focus on continuous learning, supported by a dedicated budget for training and development, prepares the Kinaxis IT group to rise to the technology challenges of modern business.

including mentorships, cross-training, personal coaching, reimbursements for education

and certification programs, conference travel, and memberships in professional associa-



At Kinaxis' Ottawa-based headquarters, a subsidized full-service cafeteria and 3,900-square-foot gym promote employee wellness.



Continuous learning is so important because the technology is changing so fast.

YVONNE HOLLAND,
CIO, KINAXIS

tions.

“Continuous learning is so important because the technology is changing so fast,” Holland says. “If we can keep our teams skilled so they can tackle the latest chal-

lenges, it keeps them engaged with interesting projects and helps with retention.”

Maintaining diversity, both in the makeup of the IT workforce and in diverse thinking, is also

central to cultivating richer solutions, Holland says. To that end, Kinaxis has deployed a robust diversity, equity, and inclusion (DEI) strategy that includes employee resource groups; extensive

training; partnership events; and progressive benefits, including same-sex-partnership coverage, prayer rooms, and gender-neutral restrooms.

In 2021 the company intro-



We empower people and give them permission to go for something really good.

They aren't afraid to push for excellence.

YVONNE HOLLAND,
CIO, KINAXIS

duced DEI targets and objectives for the first time, dedicating a team and budget to ensure that goals are met.

The initiatives are already making a mark: Among leaders on the corporate IT team, 33% are female, and 61% of the IT employees identify as BIPOC.

“I’ve always worked in tech, which is traditionally a male-dominated field,” Holland says. “It’s nice to see the focus on building a diverse team and the male-to-female ratios getting more equitable.”

Prioritizing fun and wellness

Any top work environment must prioritize fun, friendship, and wellness, and Kinaxis attempts to cover all those bases. It hosts numerous activities to forge community, including global fitness challenges, ping-pong tournaments, social events, and concert series. A subsidized full-service cafeteria, 3,900-square-foot gym, onsite massage therapist and chiropractor, and numerous virtual



Maintaining diversity, both in the makeup of the IT workforce and in diverse thinking, is central to Kinaxis' success.

fitness challenges and classes are all designed to promote wellness and help employees achieve their full potential.

“If you walk through our de-

partment, it’s not quiet and stoic but embedded with energy and life,” Holland says. “You have to have fun, even when you’re solving tough problems.” ♦

COMPUTERWORLD

BEST PLACES
to Work
in IT 2024

MIDSIZE

COMPANY RANKINGS

Among organizations
with 1,001 to 4,999
employees

No. 1
for Employee
Engagement

1	OCLC, Inc.
2	FINRA
3	Power Home Remodeling
4	CHG Healthcare
5	Kinaxis Inc.
6	Credit Acceptance
7	VyStar Credit Union

8	Plante Moran, PLLC
9	Extreme Networks
10	CareSource
11	Guardant Health
12	Ingeus UK Limited
13	KnowBe4
14	Enova
15	Tokyo Electron U. S. Holdings, Inc.
16	A+E Television Networks
17	Janney Montgomery Scott LLC
18	Cambia Health Solutions
19	American Fidelity Assurance Company

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22	National Information Solutions Cooperative
23	SunOpta Grains and Foods

24	Planned Systems International, Inc.
25	CME Group
26	Miami University
27	Altia

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BEST
PLACES
to Work
in IT 2024

PROFILE

NO. 4 | SMALL

*Among organizations
with 1,000 or fewer
employees*

BCU

As the lines blur between IT and business strategy, leadership focuses on employee well-being and an outcome-based workplace.

» At BCU, IT is a core competency for business success.

BY BETH STACKPOLE

T **HERE'S A** standing joke in the executive team at BCU that every strategy or initiative built to service the Credit Union's 350,000-plus members runs through IT. Whether it's maintaining uptime, rolling out digital banking and payment services, or delivering seamless custom-





A 77-person (and growing) IT organization is at the epicenter of BCU's business strategy and innovation.

er experiences, the 77-person-and-growing IT organization is at the epicenter of BCU's business strategy and innovation, making it a dynamic and rewarding place to pursue an IT career. And the results are no joke: The team oversaw 150 successful projects in the past year, the two most notable being a conversion of a legacy monolithic middleware environment into a modern microservices architecture, plus

the transition to a full agile value stream methodology for project delivery. Both initiatives enable the IT organization to be more responsive to fast-changing business strategy and the needs of its members and employees.

"The lines have blurred between IT and the business driving overall business strategy," says Scott Zulpo, senior vice president and chief technology officer at BCU, which ranks No. 4 among small companies in Computerworld's "Best Places to Work in IT 2024" survey. "IT is very strategic to the delivery of business solutions back to our members — it's considered a core competency for the [Credit Union's] success."

An emphasis on well-being, in and out of the office

BCU believes that employee well-being is essential to its success, and postpandemic it operates

with a flexible work model that lets employees work where they work best. Unlike other hybrid models that mandate specific weekly in-office days, BCU has no such guidelines. IT personnel local to the Credit Union's headquarters are encouraged to come into the office on Wednesdays,

with free lunches and barista-made coffee specials as part of the draw.

To support remote workers, BCU launched an enhanced virtual desktop environment called "roam," which delivers access to all necessary applications, wherever workers are. There is also a



BCU does not mandate specific weekly in-office days but encourages local IT personnel to come into the office on Wednesdays, with free lunches and barista-made coffee specials as part of the draw.



DEI (diversity, equity, and inclusion) is a guiding principle at BCU, and the IT organization has embraced the idea of connecting diverse employees.

“As long as we are delivering high-level results, we don’t feel we have to manage remote work.”
SCOTT ZULPO, CTO, BCU

multitude of training and checkpoint resources designed to foster productivity. “We have a high level of trust and are goal-oriented, so we think it’s important to build in the flexibility,” Zulpo says. “As long as we are delivering high-level results, we don’t feel we have to manage remote work.”

DEI (diversity, equity, and inclusion) is a guiding principle at BCU, and the IT organization has embraced the idea of connecting diverse employees, representing different parts of the organization, to bond and freely share ideas. Across the IT team, 36% of the staff identifies as part of a minority group and 32% of IT managers are women — a diverse mix that helps bring different perspectives for building and optimizing a great member experience, Zulpo says. Companywide employee resource groups (ERGs) have been established to build community among

Asian, LatinX, women, and African American groups in addition to BCyoU, a multigenerational ERG, and another group devoted to exploring Agile Innovation.

The company also hosts a variety of informal social and development events to bring IT and business users together, with the goal of having fun and strengthening relationships. Onsite food trucks, cookouts, virtual and in-person happy hours, entertainment, and therapy dog visits are just some examples of how BCU fosters camaraderie among its employees.

“We like to work hard and play hard and get people together,” Zulpo says. “These events drive a higher level of respect for one another while also being fun. Giving people the chance to be open and themselves fosters new ideas and higher levels of collaboration. It builds trust and ultimately ensures better outcomes for what we are trying to do.” ♦

COMPUTERWORLD
BEST PLACES
to Work
in IT 2024

SMALL

COMPANY RANKINGS

Among organizations
with 1,000 or fewer
employees

1	Ostfriesische Tee Gesellschaft GmbH & Co. KG
2	Prezzee Pty Ltd
3	Denali Therapeutics
4	BCU
5	Dataprise

6	Amerisure Mutual Insurance Company	● No. 1 for Diversity
7	Tokio Marine North America Services	
8	MetroStar	
9	Blue Cross Blue Shield of North Dakota	
10	Abarca Health	
11	Dine Brands Global	
12	Avaap	
13	Axon Active Vietnam Co., Ltd.	
14	Complete Technology Services	
15	Edafio	
16	matrix technology GmbH	
17	Connectria, LLC	
18	ICON International, Inc.	

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COMPUTERWORLD publisher Foundry conducted its 30th annual survey to identify the best places to work for IT professionals.

In April 2023, Computerworld started accepting nominations from organizations with at least 100 total employees and five IT employees.

Participants were asked to provide contact information for a person at their organization who was familiar with or had access to employment statistics and financial data for their company, as well as benefits policies and programs for the IT department and the entire organization.

Beginning in mid-April 2023, contacts at the nominated organizations received a 58-question company survey across six categories:

- DEI (diversity, equity, and



How we chose the Best Places to Work

The methodology behind our selection of the organizations on this year's Best Places to Work in IT lists

inclusion) practices

- IT turnover, promotions, and growth
- IT retention and engagement programs
- Remote/hybrid work
- Benefits and perks (such as eldercare and childcare, flextime, and reimbursement for college tuition)
- Training and career development opportunities

Besides receiving scores based on answers to closed-ended questions, the survey entries (including numerous open-ended responses) were reviewed and evaluated by a panel of industry experts.

The nomination and company surveys were conducted online. Responses to the company survey were collected and tabulated by a third-party research vendor. The research was completed in July 2023.

Top 10 lists

Our top 10 lists show the best of the best: the organizations that excel in each of the six categories covered. To determine each list, we considered the following factors:

- **DEI:** DEI strategies and practices; the existence of a dedicated role or roles

promoting workplace diversity; inclusion of women and minority groups within the IT workforce and IT management; leadership accountability for DEI; DEI training opportunities

- **Employee retention and engagement:** Frequency of

employee satisfaction surveys; promotions; salary increases; actions taken to boost employee morale

- **Remote/hybrid work:** Employee work location autonomy; percentage of remote and hybrid employees; policies regarding flexible work; actions taken to support flexible work; actions taken to ensure employee safety and well-being

- **Benefits:** The range of benefits and perks offered, including sabbaticals, eldercare and childcare, paid time off, and (within the U.S.) family leave and healthcare benefits

- **IT career development and training:** Mentoring programs; training budget;

promotions within IT; accessibility of training to remote employees; unique training programs

- **IT growth:** Changes in IT head count over the past three years; IT turnover and anticipated growth; new skills for which companies are planning to hire this year; outsourcing plans; the company's revenue growth over the past three years

In scoring the responses from the company surveys, results were weighted against averages and benchmarks were calculated within each company size group.

The survey process was managed by Jen Garofalo, research director in Foundry's Global Services group, who worked with the independent firm Research Results, Inc. ♦

About our judges

Amy Bennett is Editor-in-Chief for Foundry's five enterprise brands. She is a veteran editor with more than 20 years of experience in B2B tech publishing and considers herself lucky to have had a front-row seat to IT's business strategy evolution.

Ken Mingis is the executive editor of Computerworld, which has covered the IT industry since 1967, and has worked at the publication since 2001.

Rob O'Regan is global director of content strategy at Foundry, the publisher of Computerworld. He is a veteran journalist and content marketer with a passion for great storytelling.

Valerie Potter is managing editor, features, at Computerworld. She has worked in technology journalism for more than 20 years.