

Eightfold-powered GigEagle platform promotes talent agility across the U.S. Department of Defense



U.S. Department of Defense

Industry: Federal Government
Website: <https://gigeagle.mil>
Headquarters: Washington, D.C.

Employees in DoD: 3 million
Eightfold Products: Talent Acquisition, Talent Management



“Entire organizations and units have now said, ‘I want to start making GigEagle the default way to find short-term talent.’”

– Brig. Gen. Mike McGinley, U.S. Air Force

GigEagle is a joint talent marketplace that uses AI technologies in the Eightfold Talent Intelligent Platform to match military talent with mission needs. In its first iteration, the platform helps DoD organizations address short-term operational challenges by harnessing the specialized civilian skills of the nation's Reserve and National Guard members. By facilitating an agile talent ecosystem, GigEagle can unlock the full potential of the joint force, providing a decisive military advantage in an evolving era of Great Power competition.



The challenge

The rapid evolution of modern warfare puts new pressures on the talent management practices of the United States Department of Defense (DoD). In today's national security environment, meeting fast-changing mission needs requires a highly agile and networked military—one that can leverage the full talent potential of the joint total force.

The reality is that outdated personnel management systems limit the department's ability to quickly identify and engage the best skilled talent to solve operational problems. The obstacles to talent agility include:

- The skills documented in military personnel systems don't capture the full capabilities and potential of service members.
- Tapping personal networks and soliciting resumés is highly inefficient.
- Siloed systems restrict talent searches to internal resources and hinder cross-service collaboration.

The solution

To optimize the use of military personnel, the DoD built GigEagle, the first-ever joint talent marketplace for the DoD. The application is powered by the Eightfold Talent Intelligence Platform to enable an agile talent ecosystem across the entire defense department.

“The goal is to make finding and deploying suitable resources to meet specific needs as frictionless as possible,” Air Force Brig. Gen. Mike McGinley, director of GigEagle said.

The first iteration of GigEagle allows DoD hiring managers to leverage the specialized civilian skills of Reservists and National Guard members in temporary, short-term projects, or gigs. The expertise within this community of 750,000 service members runs deep but has been completely undiscoverable and out of reach.

In Eightfold, the DoD saw an opportunity to get a running start with a commercial technology that already powers talent marketplaces for large private enterprises. The project team wanted to use Eightfold’s skills-matching AI to connect service members with mission needs at unprecedented speed and scale. After a review of available technologies, “Eightfold rose to the top amongst a very large group of evaluators,” Lt. Col. Chuck Kubik, GigEagle product lead said.

To prove GigEagle’s viability, the DoD partnered with the Air Force’s AFWERX, the Space Force’s Space Systems Command, the Army’s 75th Innovation Command, and the Marine Innovation Unit. The mobile-enabled application is now in production following a 9-month early adoption phase and six months of prototyping.

“GigEagle brings a tremendous capability for a solution to the problem, which is being able to identify and align talent.”

Craig Robbins,
U.S. Army Reserve –
75th Innovation Command
Liaison

How Eightfold AI helps

Service members share their skills

Infers skills from a resumé or LinkedIn profile

Recommends relevant gigs based on skills and work preferences

Explains why the gig is a good fit

Gig managers find skilled service members

Suggests the skills required for the gig

Surfaces the best candidates based on skills and work preferences

Explains why the candidate is a good fit

The results



3,000+ profiles created by service members in six months

Reservists and National Guardsmen have a new way to serve, using their civilian skills to make a real mission impact.



100s of gigs posted by DoD organizations in six months

DoD gig managers can quickly identify and employ service members with the skills to address short-term mission needs.



100s of specialized skills captured in GigEagle

The DoD can discover, marshal, and track the wide range of skills in its Reserve and National Guard forces.

McGinley says the defense department's adoption of GigEagle has been enthusiastic and widespread. In just six months, large-scale commands and agencies across the DoD have posted hundreds of gigs on GigEagle. "Entire organizations and units have now said, 'I want to start making GigEagle the default way to find short-term talent,'" the general reported.

In addition, more than 3,000 members of the Reserves and National Guard have voluntarily created a profile in GigEagle, with many already tackling real-world problems. "What we've seen is some really motivated folks with a lot of skills and great experiences, and they want to share them," Kubik said.

GigEagle gives the DoD three new, completely transformative capabilities:

1

The DoD can better capture the skills of military personnel.

Skills that were previously undiscoverable or hard to track in military talent management systems are now captured and searchable in GigEagle.

Eightfold's AI brings to light the unique skills and capabilities of individual service members, giving the DoD an unprecedented understanding of the expertise within its own talent base.

As a result, the DoD can now harness what Kubik calls the "dual fluency" of Reservists and National Guardsmen—like the Navy Reserve sailor who is a Python coder or the Airman who runs his own business.

GigEagle has already identified a wide range of industry and technical skills among participating service members, including software engineering, cybersecurity, data science, AI/ML, program management, healthcare, drone piloting, and more.

2

The DoD can quickly find the right talent at the right time.

GigEagle makes the hunt for talent with specialized, in-demand skills much more precise and efficient.

DoD hiring managers can now search for talent based on the skills required to deliver a particular outcome, such as an analytics dashboard or a translated document. When a gig is posted, Eightfold's AI instantly surfaces the service members whose capabilities best fit the project's needs.

What's more, rather than listing a role on multiple service-specific job boards, hiring managers can access a joint audience with a single posting on GigEagle. Having a centralized DoD resource saves time and extends talent reach.

"It's such a transformative way for the Department of Defense to think about, How can I get the outcome I specifically need, especially when I need it on a short notice?" Col. Christopher "CJ" Johnson, U.S. Air Force Reserve – U.S. Space Force Project Lead said.

3

The DoD can promote in-service and cross-service collaboration.

As a joint talent marketplace, GigEagle breaks down the talent silos and inefficiencies created by standalone personnel systems.

With GigEagle, DoD hiring managers can tap talent from any location or service to meet short-term operational needs. For example, when an urgent generative AI task cropped up at the Air Force Research Laboratory, GigEagle revealed two Army Reservists with the necessary data analysis and AI skills.

Kubik has demoed GigEagle for multiple senior leaders across every service. “The resounding response is, ‘Holy cow, in the palm of my hand, I can look up and find the experts that live not only in my service but across all of the services,’” he said.

The DoD team is also excited about promoting “jointness” in military operations. The DoD can use GigEagle to build teams of specialists from across the total force—identifying and engaging them in a matter of hours if needed. “We talk about joint operations all the time,” McGinley said. “GigEagle is putting that into effect.”

The future

The next phase in GigEagle’s maturation is to scale talent agility across more DoD personnel. Pilot projects with the Air Force and Marine Corps will extend the agile talent ecosystem to include active-duty service members. In the future, McGinley envisions enabling whole-of-nation collaboration by opening up GigEagle to people in industry, academia, and other federal agencies.

U.S. military leaders have been quick to see the potential for GigEagle to address a variety of talent issues. For example, a presentation at the DoD Talent Innovation Challenge sparked the idea for GigEagle SOAR, a talent marketplace to connect military spouses with job opportunities in the public and private sectors.

The DoD believes the continued development of GigEagle will benefit greatly from the strategic alignment of its vision for an agile talent marketplace and the Eightfold mission to match every person with the right career. “We’ve grown a great partnership with these combined visions,” Kubik said.

About Eightfold AI

Eightfold AI’s market-leading Talent Intelligence Platform™ helps organizations retain top performers, upskill and reskill their workforce, recruit talent efficiently, and reach diversity goals. Eightfold’s patented deep learning artificial intelligence platform is available in more than 155 countries and 24 languages, enabling cutting-edge enterprises to transform their talent into a competitive advantage. For more information, visit www.eightfold.ai.