

Organizational Learning Program

Understanding your Dell Technologies Education Path

ESSENTIALS

Get expert training advice—maximize your technology investment:

- Insight into knowledge and skills required for success
- Thorough analysis of current skill levels
- Skill gap analysis
- Individualized training strategy
- Detailed training plans
- Help executing the plan

BUSINESS CHALLENGE

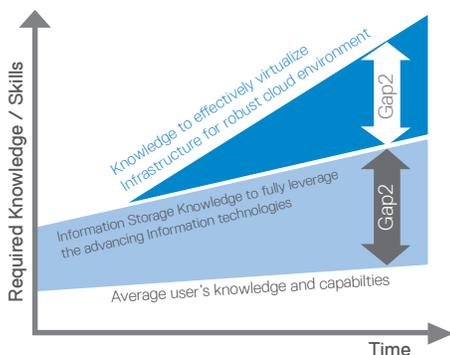
Technology advancements and ongoing business demands require professionals to remain ahead of the knowledge curve. Managers are challenged to balance increasing business demands with existing employee skills and experience. Organizations must reassess and address employee competency levels in order to close knowledge gaps and maximize their technology investments.

Dell Technologies conducted an annual survey¹ with IT managers and professionals that revealed concerns about skills of their teams: only 35 percent of all survey participants and 14 percent of the managers believe they have at least half of their teams capable of working with virtualized and IT-as-a-Service environments respectively.

DELL TECHNOLOGIES KNOWLEDGE AND SKILL ANALYSIS

Dell Technologies Education Services' value-based Organizational Learning Program is designed to help you identify and address specific areas of operational challenge and maximize the value of your deployed and planned investments in Dell Technologies, VMware, RSA, VCE, and Pivotal information infrastructure solutions, including non-product specific training for industry-standard methodologies, such as IT-as-a-Service.

GROWING KNOWLEDGE GAP



SERVICE DESCRIPTION

We work closely with your business and technology stakeholders to understand your business objectives and pain points. Dell Learning Architects will conduct an in-depth learning needs analysis leveraging both skill surveys and interviews to:

- evaluate the skills of targeted professionals;
- examine past training history;
- develop a customized training strategy focused on closing skill gaps and achieving defined business objectives.

A customized training strategy and delivery plan is then proposed that includes detailed individual and organizational development plans.

CONTACT US

For more information on Dell Technologies Education Services or our Organizational Learning Program, contact your local Dell Technologies sales representative or visit us online.

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KEY BENEFITS

- Optimized use of Dell Technologies solutions, with improved IT ROI
- Increased productivity
- Improved IT operational efficiencies
- Reduced errors enabling more continuous availability
- Faster implementations
- Improved internal Service-Level Agreements (SLAs)
- Aligned training to business goals and specific job/task requirements

ENGAGEMENT STEPS

- A Dell Technologies Education Solutions Learning Architect meets with management to gather information and establish goals for the Organizational Learning Program engagement
- Using surveys and interviews, the consultant gathers needed information from designated personnel
- The consultant examines customer training history for existing technology and industry-standard methodologies (e.g. Cloud Architecture) and develops a gap analysis
- Findings, with noted challenges and issues, are documented and analyzed
- The consultant consolidates the information and creates a customized training strategy and detailed training delivery plan
- The consultant provides management with a copy of the learning strategy and schedules a follow-on session to review findings and determine next steps

EXAMPLE

A large global telecommunications company needed to prepare their staff for major changes in technologies and methodologies. A Knowledge and Skills Analysis was conducted resulting in a learning path for over 100 students across all areas of IT and related disciplines. The knowledge and skills gained from training led to more timely execution of key initiatives and significant reduction in IT issues.

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