

Knowledge and Skills Analysis

Understanding your Dell Technologies Education Path

ESSENTIALS

Accelerate your organization—get expert training advice:

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

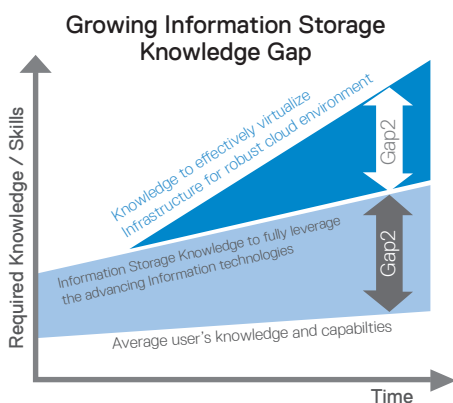
BUSINESS CHALLENGE

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

The award-winning Dell Technologies Education Services organization provides a value-based Knowledge and Skill Analysis Service designed to help you more fully identify and address specific areas of operational challenge in order to realize the optimum 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.



SERVICE DESCRIPTION

We work closely with IT, Human Resources, and Training management to understand business objectives and pain points. Consultants will use surveys and interviews to evaluate the skills of targeted professionals; examine the past training history; conduct a training needs analysis; and develop an action plan for closing skill gaps and achieving defined business objectives. A customized education solution is proposed that includes detailed individual and organizational development plans.

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

CONTACT US

For more information on Dell Technologies Education Services or our Knowledge and Skill Analysis Service, contact your local Dell Technologies sales representative or visit us online.

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ENGAGEMENT STEPS

- A Dell Technologies Education Solutions Consultant meets with management to gather information and establish goals for the Knowledge and Skills Analysis 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 education solution and detailed training plan
- The consultant provides management with a copy of the proposal and schedules a follow-on session to review findings and determine next steps

EXAMPLE

A major global telecommunications company needed to prepare their staff for major changes in technologies and methodologies. An Education Knowledge and Skills Analysis was conducted resulting in learning path for over 100 students across all areas of IT and related disciplines.

The knowledge and skills learned from training led to more timely execution of key initiatives and significant reductions in IT issues.

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