DELLTechnologies

Learning Accelerator Program

Realize the full value of your investments in technology and people

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 work with IT managers and professionals has revealed concerns about skills of their teams. Many managers don't believe their teams can work with virtualized and IT-as-a-Service environments, as well as many other emerging technologies.

DELL TECHNOLOGIES SKILLS GAP ANALYSIS

Dell Technologies Education Services' value-based Learning Accelerator 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 solutions, including non-product specific training for industry-standard methodologies, such as IT-as-a-Service.

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 of key stakeholders 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, along with quarterly health checks to stay on target.

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 Learning Accelerator 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 financial services company needed to train their remote workforce with restricted network access. A comprehensive Learning Accelerator Program was implemented across multiple organizations, resulting in access to on-demand training with over 350 videos, labs and practice exams accessible outside the network. The knowledge gained from training led to better execution of key initiatives and significant reduction in skills gaps.

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