



“anytime, anywhere,
just-in-time, just-enough training”

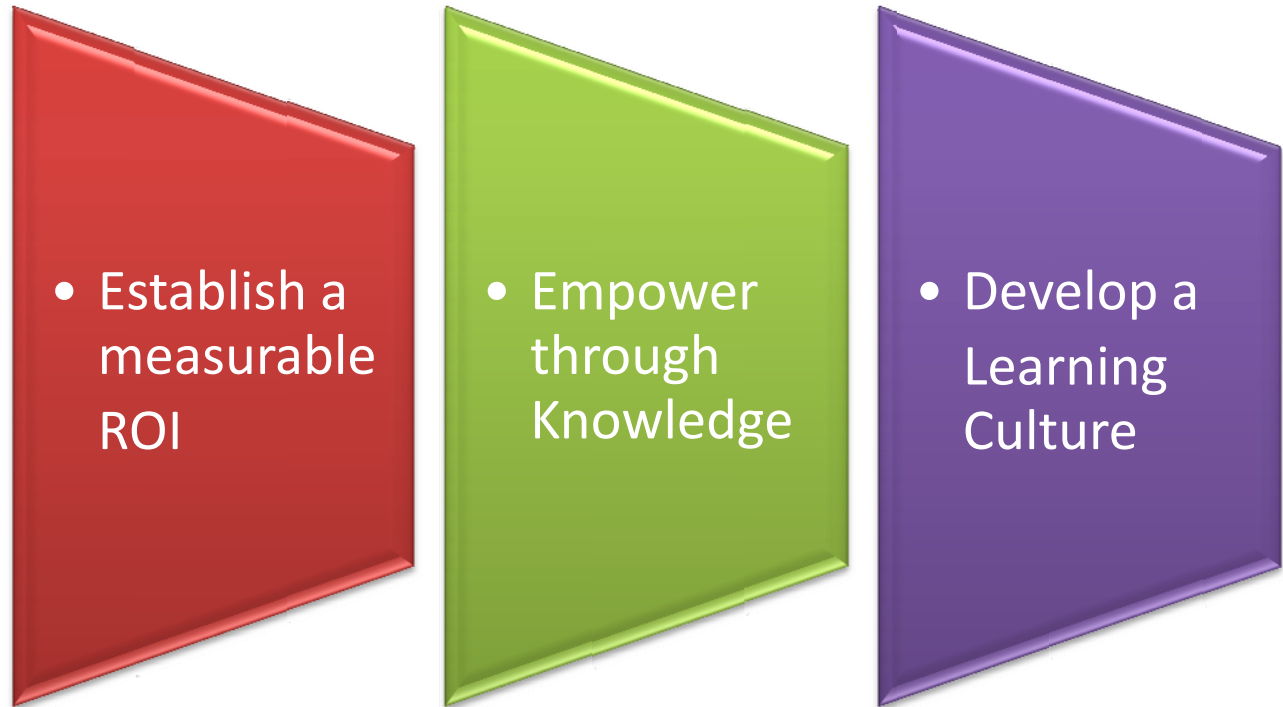
Structuring a Mainframe Training Program



Smart Mainframe e-Learning Solutions

Why Structure a Learning Program?

A structured learning program takes the guesswork out of training for IT Professionals in key job roles throughout your organization. Interskill's learning consultants (LC's) can help design a customized learning program to fit your organization's specific needs.



Executives: Bank on Maximum ROI for Both Technology and Training!

The legacy of providing a structured training program for the key contributors in your organization goes far beyond a smooth implementation. Over time, your bottom line can reflect the rewards of:

- Improved productivity and IT service availability
- Optimized software usage
- Accelerated return on Investment (ROI)
- Lower regulatory compliance risk
- Studies reveal it cost 40-60% less for an e-learning program in comparison to legacy classroom training

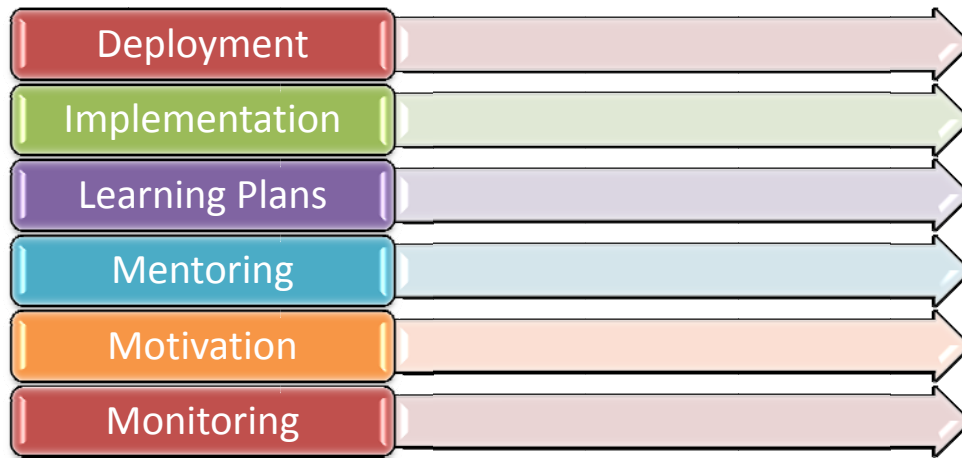
Training Decision Makers: Make Cost-Effective Decisions About Training.

Why reinvent the wheel? Interskill's recommended learning and certification programs make it easy to quickly lock in a start-to-finish curriculum for everyone – making benchmarks and goals easy to achieve. Providing consistent training by job role makes budgeting easier and gives you a standard which to track performance improvements.

Technical Professionals: Spend Your Time Learning Only What You Will Use.

By following a straight forward learning program specifically designed for your job role, you'll quickly build the specific knowledge and skills you can use every day. Having a visual map that integrates courses, instructor-led-training, and much more at your fingertips allows you to train at an optimal level using less time!

Key components of a Learning Program: Establishing a Learning Culture



Deployment:

- How will the training be accessed?
 - Internal LMS
 - Third Party Hosting
 - MyInterskill LMS
 - Classroom
 - Mentoring

Implementation:

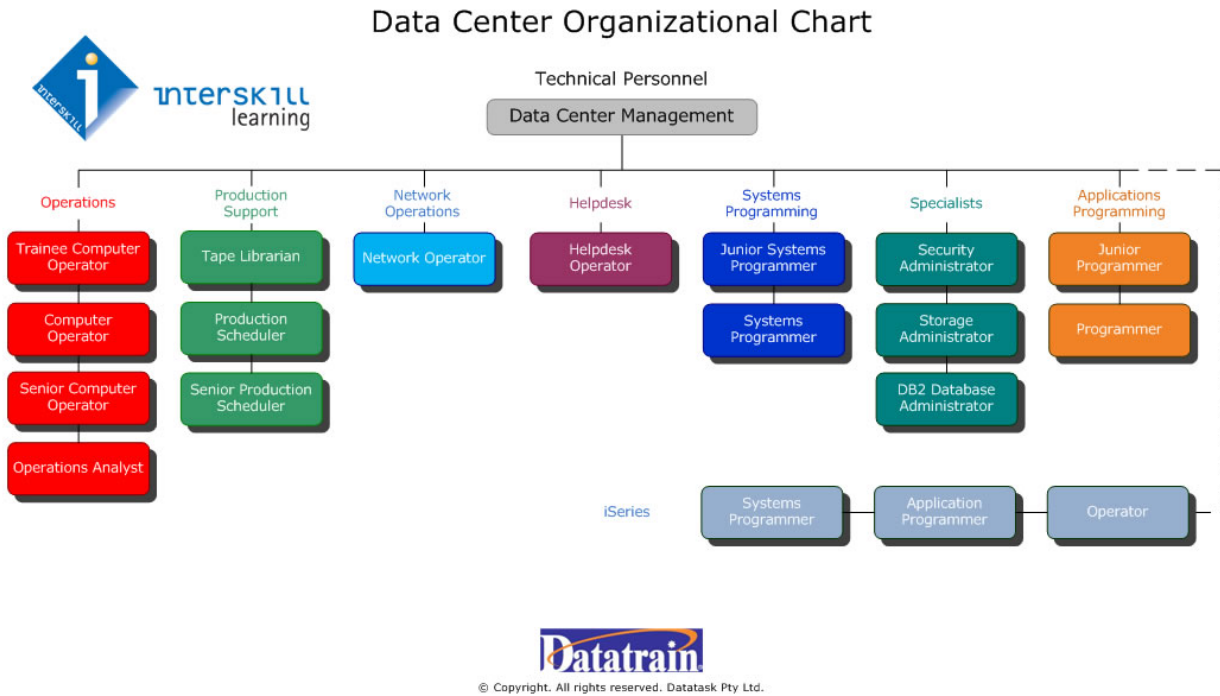
- Define expectations. Determine Benchmarks.
- Establish a desired setting for training as well as set aside a period for training – number of work hours a week or per year.
 - Our most successful clients set aside time each week for their staff to take the training. Scheduling some alone time, often, encourages and fosters healthy training habits. This is critical for assessments; they require at least 45-60 minutes of uninterrupted time in order to complete the timed exercise.
- Determine the Pass/Fail acceptable for your organization.
- How will the training be rolled out?
- Open House/Kick-off Plan

Notes:

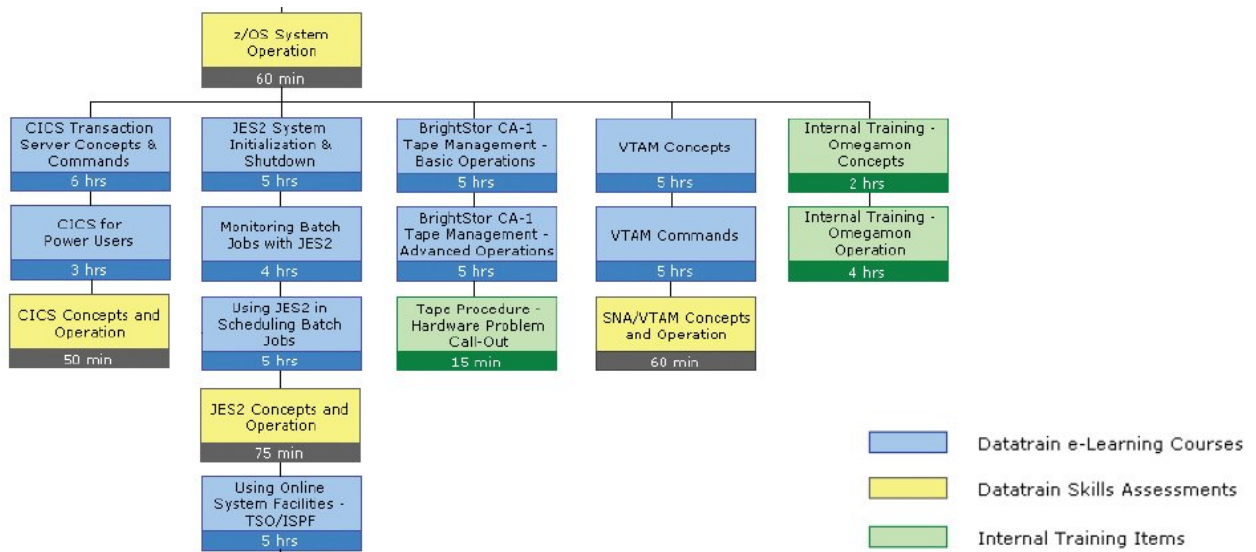
Learning Plans:

When using a standard learning plan or a customized learning plan you set expectations based on a job role. Through the usage of learning plans each student is encouraged to move from core knowledge to advanced skills and, if desired, to earn an internal certification. The use of learning plans have proven time and time again to maximize and increase training usage - by up to 100%!

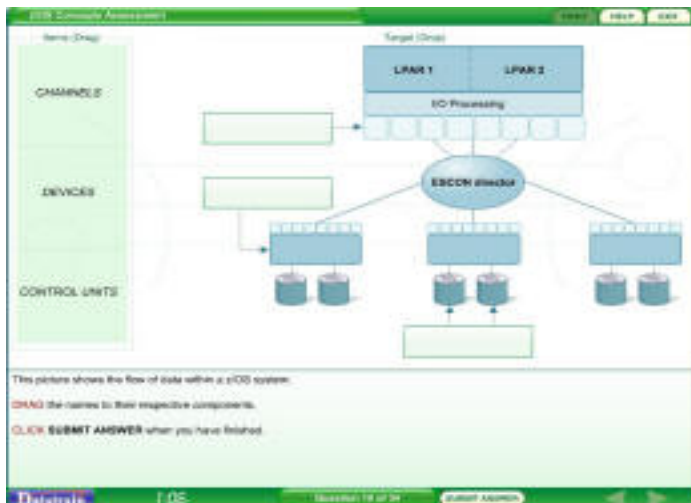
- To view examples of Interskill Learning's standard learning plans click on the organizational job roles located at <http://lpt.interskill.com>, ID: Interskill-Password: plans



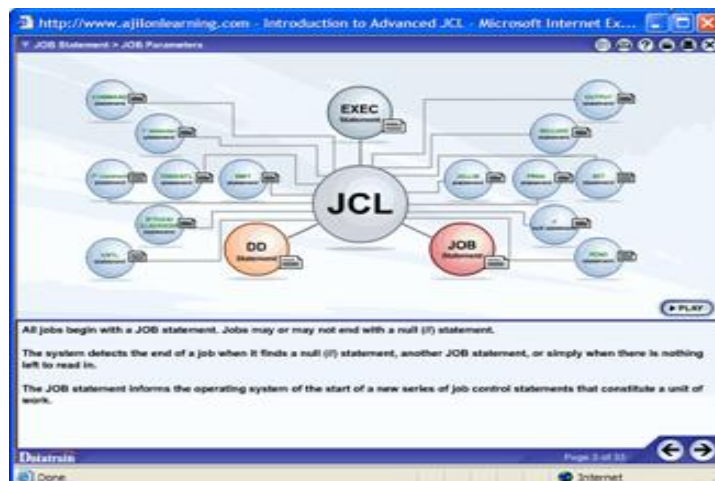
- Each job role on the chart above expands to display **Standard Learning Plans**



- **Customized Learning Plans** in terms of included courses/assessments and/or 3rd party software products serve as a learning road map. Are there other events to be included, such as instructor led courses, formal internal mentoring, in-house classes, reading of procedure manuals, etc.? Interskill LC's customize each plan creating a personalized training map for each participant based on job role and company standards.
- **Assessments** used as part of the overall learning plan provide quantifiable data based on a student's solid knowledge of the subject matter. The assessments are used as a:
 - pre-test to benchmark skill levels
 - post-test to quantify skill advancement
 - measurement to calculate ROI
 - tool to measure the effectiveness of your existing classroom training
 - map to identify the knowledge gaps & strengths of individuals or groups



Interskill Learning Assessment



Interskill Learning interactive e-Learning Course



Mentoring:

Mentoring can help establish an organizational learning culture. Mentoring is a tangible way to show employees that they are valued and that the company's future includes them. Mentors provide career guidance, build skill sets, and pass on organizational knowledge. Protégés are armed with career insight that can help them gain long-term value.

Group Session: Subject matter expert sets up a "class" (maybe 2 or 3 sessions- 30 minutes each) with a few students that are in the same job role to review the course content or a specific function in a job role. The sample learning plan included in this document shows how "internal sessions" can be included in a learning plan.

One on One: Results of the assessments and courses are reviewed, providing positive feedback.

“Ask my Mentor” feature in the Interskill LMS, MyInterskill, allows each user to communicate with an assigned mentor at the mentor’s leisure.

Test System is used to set up a scenario that relates to the skills taught in the courseware and assessments; with special emphasis on:

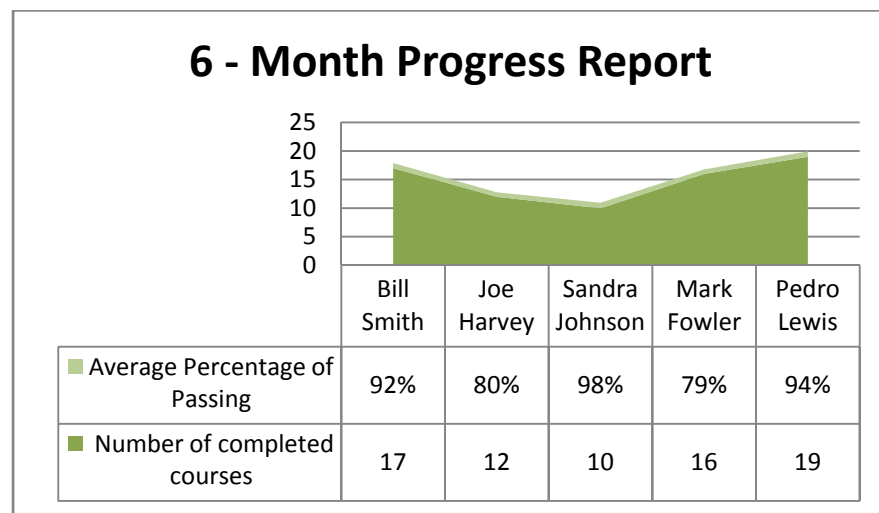
- Why they need to know it; eg. the cost of errors
- How the action is performed
- Results from the action

Motivation:

- ✓ Keeping score - Spend some time creating an “Achievement Board”; whatever is being measured, keep the score and display it in a public place
- ✓ Track the percentage of individuals/teams activity progress against the plan
- ✓ User an Incentive Program
- ✓ Determine if the performance is tied to position advancement or raises.

Monitoring Performance:

- ✓ MyInterskill launches the content and tracks the results. Once the hard copy plans are produced and expectations are communicated, users are registered, courses assigned (or users can assign course themselves). The training results can be audited and monitored in a variety of ways.
- ✓ Interskill’s trained and experienced **Learning Consultants** are dedicated to working with you and your company on a regularly basis to provide guidance, review and track progress, and to discuss results. Determine the timing for a review of the plan; bi-monthly, quarterly, etc.



Sample Company Progress Report

With a focus on “just-in-time, just-enough training” you have the basis to establish a learning culture and program essential in today’s work environment. The Interskill Learning Mainframe e-Learning solution is available when you need it for a fraction of your training budget. Once you’ve rolled out the Structured Learning Program you ultimately have a complete program designed for your specific business objectives, resulting in a win-win for individual students and for training decision makers.



For more information or to customize a Learning Program for your company call 770-407-2269.



Smart Mainframe e-Learning Solutions

Establishing an Internal Certification Program



Setting internal standards and guidelines has become critical in today's mainframe market. For more information on how to develop an internal certification program for your organization call 770-407-2269.



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