KNOWLEDGE AND SKILLS ANALYSIS
Understanding your EMC Education Path

ESSENTIALS
Accelerate your organization—get expert training advice:
• Insight into knowledge and skills required for success
• Detail analysis of current skills
• Gap analysis
• Detailed training plans
• Help executing the plan

BUSINESS CHALLENGE
Technology advancements and ongoing business demands require IT 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 IT competency levels in order to close knowledge gaps and maximize their technology investments.

EMC conducted an annual survey 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 cloud environments respectively.

EMC KNOWLEDGE AND SKILL ANALYSIS SERVICE
EMC’s award-winning 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 EMC® information infrastructure solutions.

SERVICE DESCRIPTION
An EMC Education solution consultant works closely with management to understand business objectives and pain points. Consultants will interview and evaluate the skills of targeted IT professionals; examine the past training history in relation to the existing training needs; conduct a training needs analysis; and develop an action plan for closing skill gaps and achieving defined business objectives. A customized education solution will be proposed which includes detailed training recommendations and corresponding individual development plans.

ENGAGEMENT STEPS
• An EMC Education solutions consultant (ESC) conducts interviews with management and staff
• ESC and management schedule site visits to interview and gather information from designated personnel
• ESC examines customer training history on existing EMC technology and industry standard methodologies (e.g. Cloud Architecture) and develops a gap analysis
• Findings, with noted challenges and issues, are documented and analyzed
• ESC consolidates the information and creates a customized education solution and detailed training plan
• ESC provides management with a copy of the proposal and schedules a follow-on session to review findings and determine next steps

1Managing Information Storage: Trends, Challenges, and Options 2013-2014
KEY BENEFITS
• Optimized use of EMC solutions—improved IT return on investment (ROI)
• Increased productivity
• Improved IT operational efficiencies
• Reduced errors enabling more continuous availability
• Faster implementations
• Improved internal Service-Level Agreements (SLAs)
• Aligns training to business goals and specific job/task requirements

CONTACT US
For more information on EMC Education Services or the EMC Knowledge and Skill Analysis Service, contact your local EMC sales representative or visit www.EMC.com/training.