

## Q1 Please list the five top technical skills most need to support your area

Answered: 12 Skipped: 0

#	Responses	Date
1	Operating systems Hardware SCCM/Automation Mobile OS Software packaging	8/13/2013 9:24 PM
2	Windows Operating Systems (serv er 2012) IIS SQL 2012 SharePoint Exchange Mov elt SCCM 2012	8/12/2013 3:30 PM
3	SQL Jav aScript libraries .NET Versioning utilities/sof tware	8/1/2013 2:01 PM
4	Power Builder C#.NET Oracle Cy berrmation Unix	8/1/2013 10:49 AM
5	SQL PL/SQL - JAVA COGNOS reporting COGNOS f rameworks	8/1/2013 9:31 AM
6	JAVA SQL Data Analy tics Web Serv ices Source Code Management/Versioning	8/1/2013 9:10 AM
7	Cisco Routing - CCNA Av aya Switching, 8600 Radware Load Balancer Cisco Nexus VM Network Analy sis - Netmon	8/1/2013 9:00 AM
8	ORACLE Forms OBIEE ORACLE Reports JAVA ORACLE SQL Tuning	7/31/2013 11:52 AM
9	knowledge of emerging technologies and trends	7/31/2013 11:30 AM
10	General IT Knowledge. Knowledge of personal computers, telecommunications and large applications desired.	7/31/2013 11:11 AM
11	.NET MVC Sharepoint dev elopment Sharepoint Administration MSSIS - integration serv ices MSSRS - reporting serv ices	7/31/2013 10:53 AM
12	.NET Agile Skills ASP MVC Share Point	7/31/2013 10:43 AM

## Q2 Please list the five top soft skills, such as customer service, that may be needed for your area

Answered: 12 Skipped: 0

#	Responses	Date
1	Customer serv ice Call control MS Office	8/13/2013 9:24 PM
2	Metrics Resource Planning tracking of work (Footprints) customer serv ice training	8/12/2013 3:30 PM
3	Written communications/documentation Financial management/budgeting Project documentation/template use Business requirements gathering	8/1/2013 2:01 PM
4	Requirements gathering Effectiv e writing Verbal Communication Written Communication System knowledge	8/1/2013 10:49 AM
5	time management effectiv e communications business requirements gathering customer serv ice	8/1/2013 9:31 AM
6	Technical Writing/Technical Documentation Interpreting/translation technical speak into business speak Estimating: Lev el of Effort - dependencies Budgeting (process and tools) Capturing business requirements/translation to system requirements	8/1/2013 9:10 AM
7	Leadership Training Technical to Non-Technical communication	8/1/2013 9:00 AM
8	Business Analy sis Agile Process Dev elopment	7/31/2013 11:52 AM
9	communications: writing, presentation, new media	7/31/2013 11:30 AM
10	Business Management and Finance Accounting desired Purchasing and Contracting Familiarity	7/31/2013 11:11 AM
11	Communication Skills Customer Service Skills	7/31/2013 10:53 AM
12	Communicating technical detail to non technical customers Analy sis Time Management Team Building Negotiation	7/31/2013 10:43 AM

## Q3 How do employees in your area currently request training?

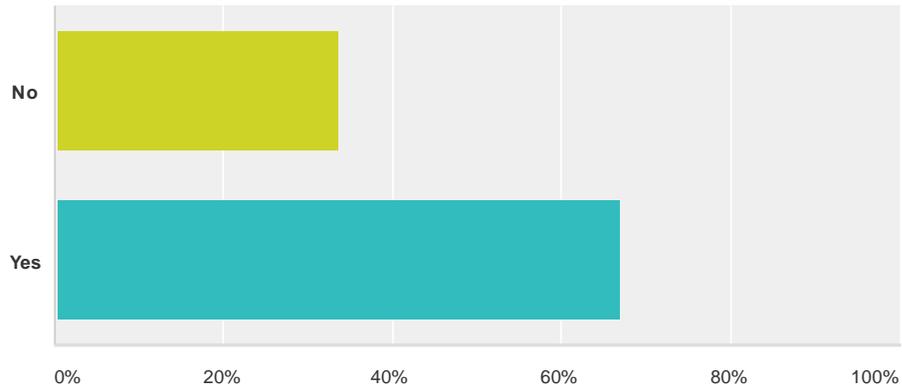
# L & D Team Training Needs

Answered: 12 Skipped: 0

#	Responses	Date
1	all of them	8/13/2013 9:24 PM
2	submit to Manager..I am very active in keeping up with training of new products. I believe in training!!	8/12/2013 3:31 PM
3	Via email Verbally	8/1/2013 2:03 PM
4	We discuss training at the beginning of the evaluation period to set goals. Supervisor sets up specific ones that many will take. Employees research and request courses that come up. Supervisor gets approval before approving.	8/1/2013 10:51 AM
5	email me when they see a class, have a need, or need hours for stipend	8/1/2013 9:32 AM
6	75	8/1/2013 9:11 AM
7	Informal request through email Formal request through evaluation process	8/1/2013 9:02 AM
8	They talk with the TL about what their interests are for the year and TL reaches out to see what is available. Also, they see what is advertised for training, and if applicable, they request time to go.	7/31/2013 11:53 AM
9	scheduled as part of the project, or, not at all	7/31/2013 11:35 AM
10	Visit supervisor	7/31/2013 11:12 AM
11	We talk about it at one on one meetings	7/31/2013 10:54 AM
12	Ask supervisor	7/31/2013 10:44 AM

## Q4 Are there any issues in getting the training that is needed

Answered: 12 Skipped: 0



Answer Choices	Responses
<b>No</b>	33.33% 4
<b>Yes</b>	66.67% 8
<b>Total</b>	12

#	If yes, please specify	Date
1	Funds to pay for training	8/13/2013 9:24 PM
2	Some training may only be available at certain times which conflict with operational requirements Some are too expensive or only available out of state	8/1/2013 2:03 PM
3	Approval process is not yet well defined. No definitive list of available training by classification Budget is not known	8/1/2013 10:51 AM
4	availability of classes that meet systems analyst needs	8/1/2013 9:32 AM
5	specialized training specific to the applications/products they support	8/1/2013 9:11 AM

## L & D Team Training Needs

6	It takes repeated requests to get any training, standard response seems to be delay & then deny training, especially if any cost is involved.	8/1/2013 9:02 AM
7	Not sure what is available and when	7/31/2013 10:54 AM
8	Much is out-of-state. Other than that no issues	7/31/2013 10:44 AM

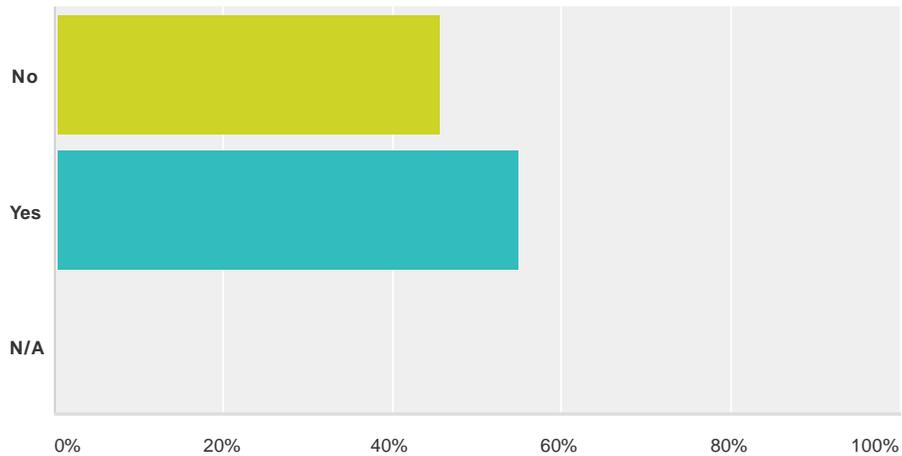
### Q5 How do employees in your area currently find training?

Answered: 11 Skipped: 1

#	Responses	Date
1	All employees find some form of training.	8/13/2013 9:27 PM
2	CBT's online webinars onsite training offsite training	8/12/2013 3:31 PM
3	Email notifications both internal and external	8/1/2013 2:03 PM
4	Wait for emails from training coordinator Watch for emails from vendors in regards to webinars Attend what is provided	8/1/2013 10:52 AM
5	training coordinator web	8/1/2013 9:50 AM
6	90%	8/1/2013 9:11 AM
7	Vendor, Internet, Schools, other employee recommendations	8/1/2013 9:03 AM
8	Through training catalogue, soft-port, online tutorials, books	7/31/2013 11:54 AM
9	directed by the project	7/31/2013 11:35 AM
10	Some find their own training, some work with Karen Knox	7/31/2013 10:55 AM
11	on their own	7/31/2013 10:44 AM

### Q6 Are there any issues in finding training?

Answered: 11 Skipped: 1



Answer Choices	Responses	
No	45.45%	5
Yes	54.55%	6
N/A	0%	0
Total		11

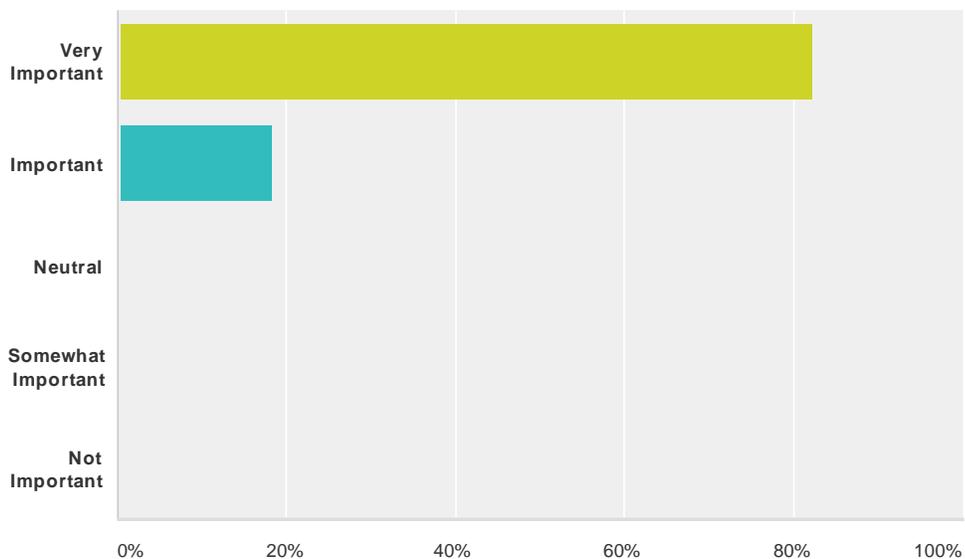
#	if yes, please specify	Date
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## L & D Team Training Needs

1	Finding training without funds.	8/13/2013 9:27 PM
2	No definitive list of courses available Budget not known	8/1/2013 10:52 AM
3	systems analyst, cognos not always easy to find and get approved	8/1/2013 9:50 AM
4	Sometimes timely, cost effective training is difficult.	8/1/2013 9:11 AM
5	Not sure what is affordable or available in this area for those who do not want to take online classes	7/31/2013 10:55 AM
6	Everyone looks for themselves. Hard to get consistent training	7/31/2013 10:44 AM

### Q7 How would you prioritize training for Stipends?

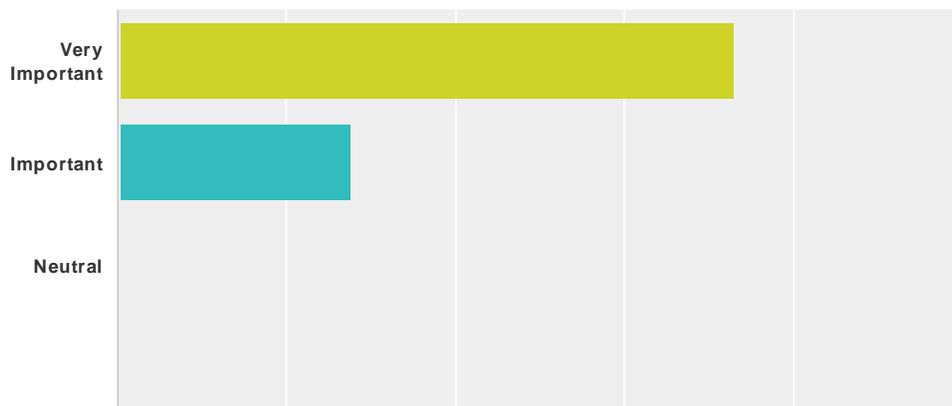
Answered: 11 Skipped: 1



Answer Choices	Responses	Count
Very Important	81.82%	9
Important	18.18%	2
Neutral	0%	0
Somewhat Important	0%	0
Not Important	0%	0
Total		11

### Q8 How would you prioritize training for Improved Job Knowledge?

Answered: 11 Skipped: 1



# L & D Team Training Needs

Somewhat Important

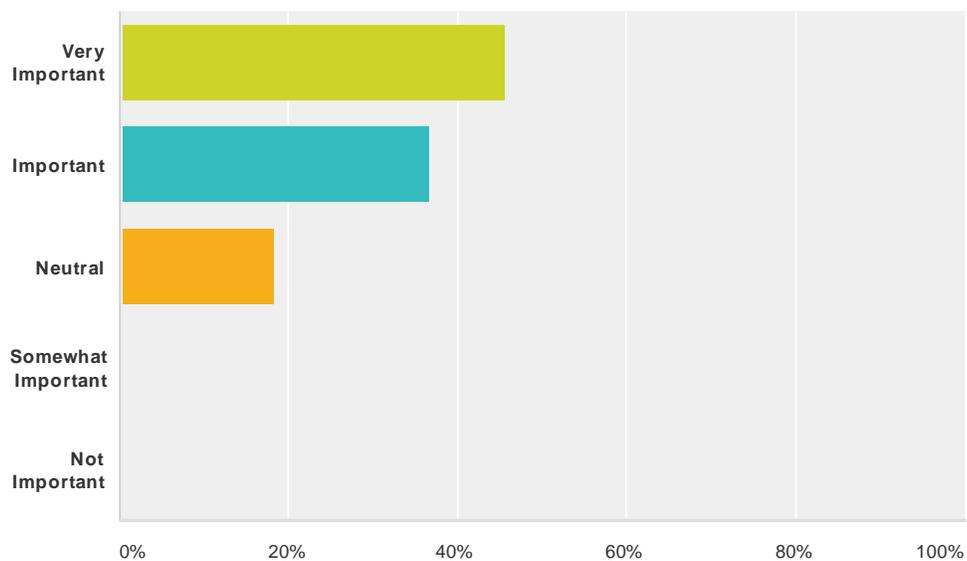
Not Important

0% 20% 40% 60% 80% 100%

Answer Choices	Responses	
<b>Very Important</b>	<b>72.73%</b>	<b>8</b>
<b>Important</b>	<b>27.27%</b>	<b>3</b>
<b>Neutral</b>	<b>0%</b>	<b>0</b>
<b>Somewhat Important</b>	<b>0%</b>	<b>0</b>
<b>Not Important</b>	<b>0%</b>	<b>0</b>
<b>Total</b>		<b>11</b>

## Q9 How would you prioritize training for Career Paths?

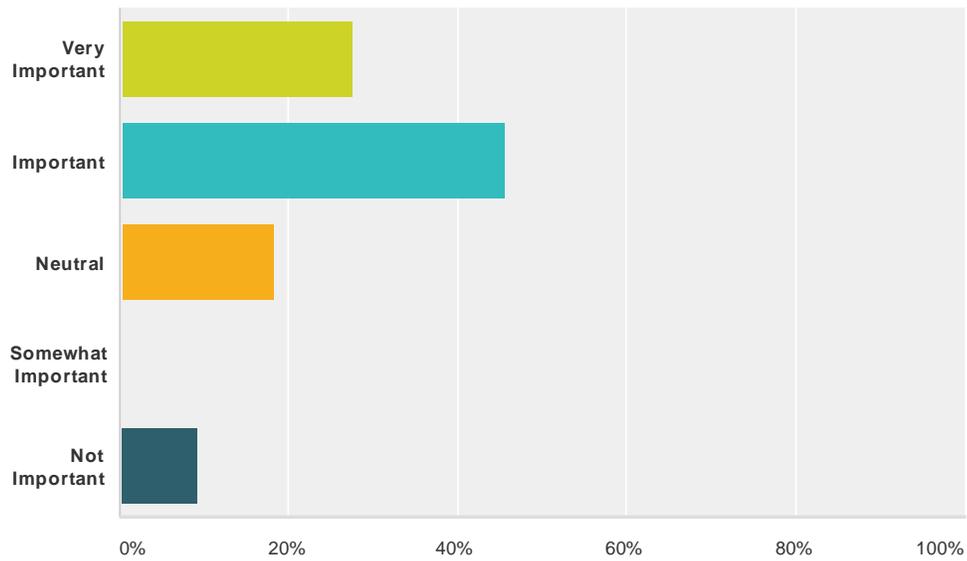
Answered: 11 Skipped: 1



Answer Choices	Responses	
<b>Very Important</b>	<b>45.45%</b>	<b>5</b>
<b>Important</b>	<b>36.36%</b>	<b>4</b>
<b>Neutral</b>	<b>18.18%</b>	<b>2</b>
<b>Somewhat Important</b>	<b>0%</b>	<b>0</b>
<b>Not Important</b>	<b>0%</b>	<b>0</b>
<b>Total</b>		<b>11</b>

### Q10 How would you prioritize training for Performance Management?

Answered: 11 Skipped: 1



Answer Choices	Responses
Very Important	27.27% 3
Important	45.45% 5
Neutral	18.18% 2
Somewhat Important	0% 0
Not Important	9.09% 1
Total	11

### Q11 Please add any suggests or comments on ways we can provide and improve training.

Answered: 7 Skipped: 5

#	Responses	Date
1	Collaborative efforts all around!! Webinars, CBT, onsite training	8/12/2013 3:32 PM
2	Provide a centralized easily accessible catalogue of trainings both internal and known good external trainings available that staff could go to to find training. Ideally searchable. Support existing staff who may have skills/expertise which they can share via training both in terms of supporting the time spent in developing and presenting the training, as well as potentially providing logistic support/consultation (media development, materials development, recording for future remote access - e.g. Adobe Connect recording)	8/1/2013 2:07 PM
3	A definitive location where employees and supervisors can see what courses are approved for specific classifications. Provide budget information.	8/1/2013 10:55 AM
4	need a catalog	8/1/2013 9:51 AM
5	Link training plans to a calendar/catalogue of training options. Minimize the "middle man" requirements and let the managers schedule the required training. Specialized e.g. outside the norm can be facilitated by a central group/person.	8/1/2013 9:13 AM
6	Publish list of previous and/or approved training, this lets employees know OIT is serious about training and they may start to investigate training options again. Many employees have given up on training after having been denied so many times in the past.	8/1/2013 9:05 AM

## L & D Team Training Needs

7	gather as much input as possible from everyone at OIT; and stratify between management, technical etc. to determine if we are in synch, or not.	7/31/2013 11:36 AM
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