

HP Education Services

Skills Gap Analysis



HP Education Services helps you assess the critical skill gaps in your organisation and create a training plan which is fully customised to your business needs, maximising your return on IT investment.

Organisations are often faced with many issues when making a transition to new or enhanced technologies or processes: Rapidly changing environments, re-skilling and outsourcing pressures, organisational changes as well as budget constraints.

HP Skills Gap Analysis helps you assess the critical skills your organisation will need. Following this, HP creates a detailed training plan to ensure your organisation has the proper education structure in place. Structuring training to business critical areas maximises the efficiency of your education budget. This ultimately encourages skill enhancement for both current and future employees, as well as improvements to business performance and return-on-investment.

Benefits

- Ensures that staff requirements are understood and integrated with business needs.
- Makes sure that training and development activities exactly meet the needs of the individual as well as the organisation.
- Ensures maximum return on training investment by providing role-specific training.
- Improves staff morale and supports career development.

HP's approach

1. Identification of business goals

A successful analysis requires commitment by management and sponsors to the project as well as an agreed understanding of the process and results. That is why HP's methodology always begins with thorough preparation and a formal project plan to ensure agreement on scope, responsibilities, and expected results.

Each organisation moving through a transition is unique. HP Education consultants make sure they thoroughly understand your organisation's business goals by reviewing documentation and conducting interviews to evaluate the following:

- Business needs and objectives.
- Procedures and processes.
- Desired changes.

2. Analysis and data collection

The next step to a successful engagement is to thoroughly identify new skills needed based on an evaluation of role profiles and assessing your organisation.

An accurate inventory of current skills is conducted, to measure the existing skills gap.

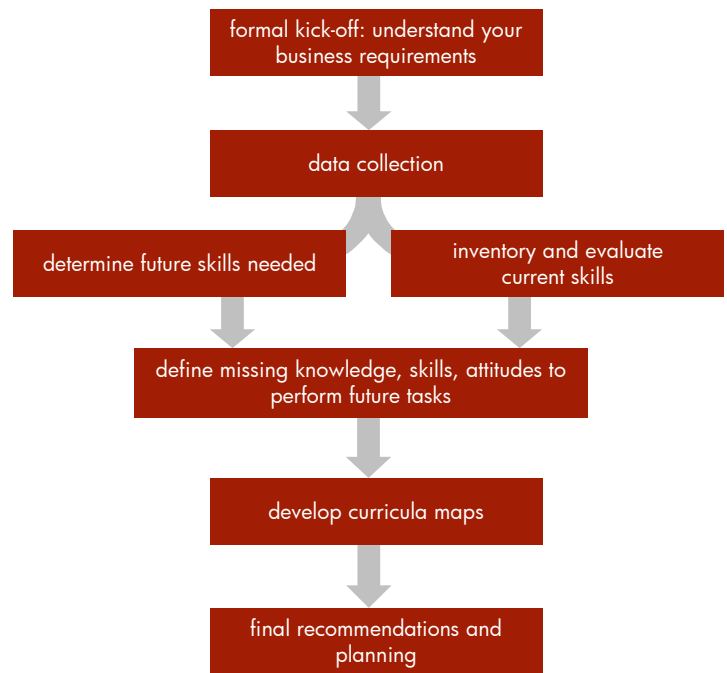
HP consultants complete the following steps:

- Develop job profiles and determine skills needed.
- Identify the most appropriate data collection technique based on the business goals.
- Pilot test the evaluation method.
- Conduct data collection.

3. Interpretation of data and recommendations

The final phase of the HP Skills Gap Analysis methodology is to interpret the data collected, develop curricula and present the recommendations.

- Create the inventory of current skills.
- Thoroughly validate and analyse collected data.
- Define the missing knowledge, skills and attitudes.
- Develop custom curricula maps.
- Develop recommendations that address skill gap.
- Plan implementation.



Features and deliverables

- Foundation for current and future staff to ensure proper skills are acquired.
- Methodology that focuses on achieving business results.
- Definition of skills for all relevant job roles.
- Identification of skills gaps.
- Development plans that cover both technical and professional skills.
- Recommendations how to improve job performance.
- Customised training curriculum.

HP Education Services is one of a range of support services offered by HP, including multi vendor support, business continuity, IT consolidation, desktop support and assessment services.

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