

Rebuilding the IT Organization for Converged Networks

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Questions to Answer

- ⇔ How should staff responsibilities be assigned and expertise utilized in enterprises where voice capabilities run on the "data" IP infrastructure and integrate with business applications?
- ⇔ How do you break down whatever barriers exist among "voice," "data" and "applications" people?
- ⇔ What do infrastructure people need to learn about applications and vice versa?
- ⇔ What will likely happen to the size of your staff as your communications systems move to a software model? Are you likely to need more outside help from vendor services organizations or systems integrators?

How do you write job description for an IT Professional different in the converged world?

- ⇔ Base it on job functions that relate to both IT and Telecom.
- ⇔ Ensure that each job title is not the driver of the description.

Maintaining, Sustaining & Creating: Highly Skilled, Adaptable Workforce

The Problem:

Skill gaps within the workforce are difficult to identify and articulate.

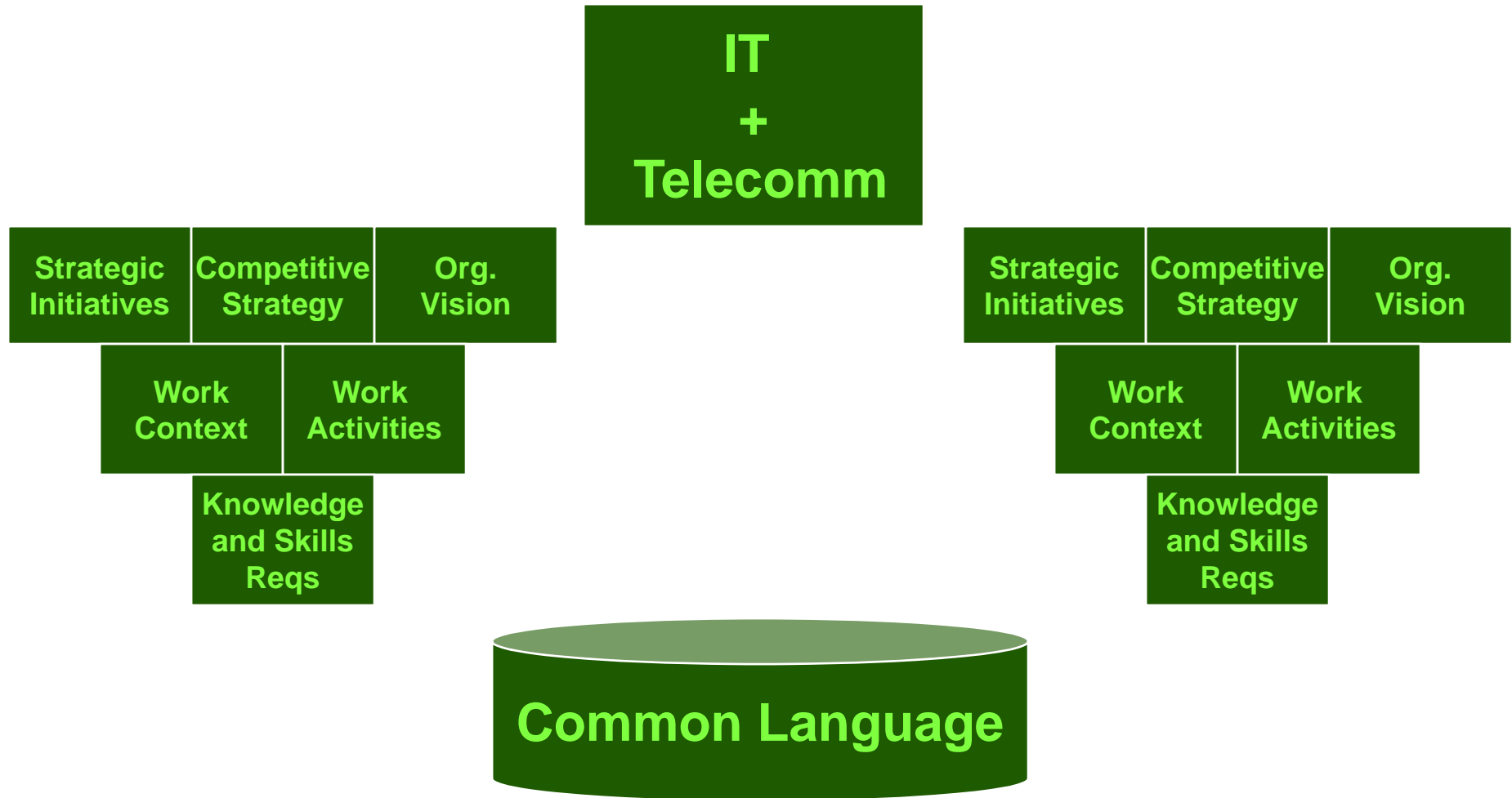
Current hiring practices are not based on systematic identification of skill gaps.

Existing assessment solutions are static and do not keep pace with the information & communication industries.

Convergence staffing strategy is not in sync with required workforce skills and knowledge needed for effective execution.

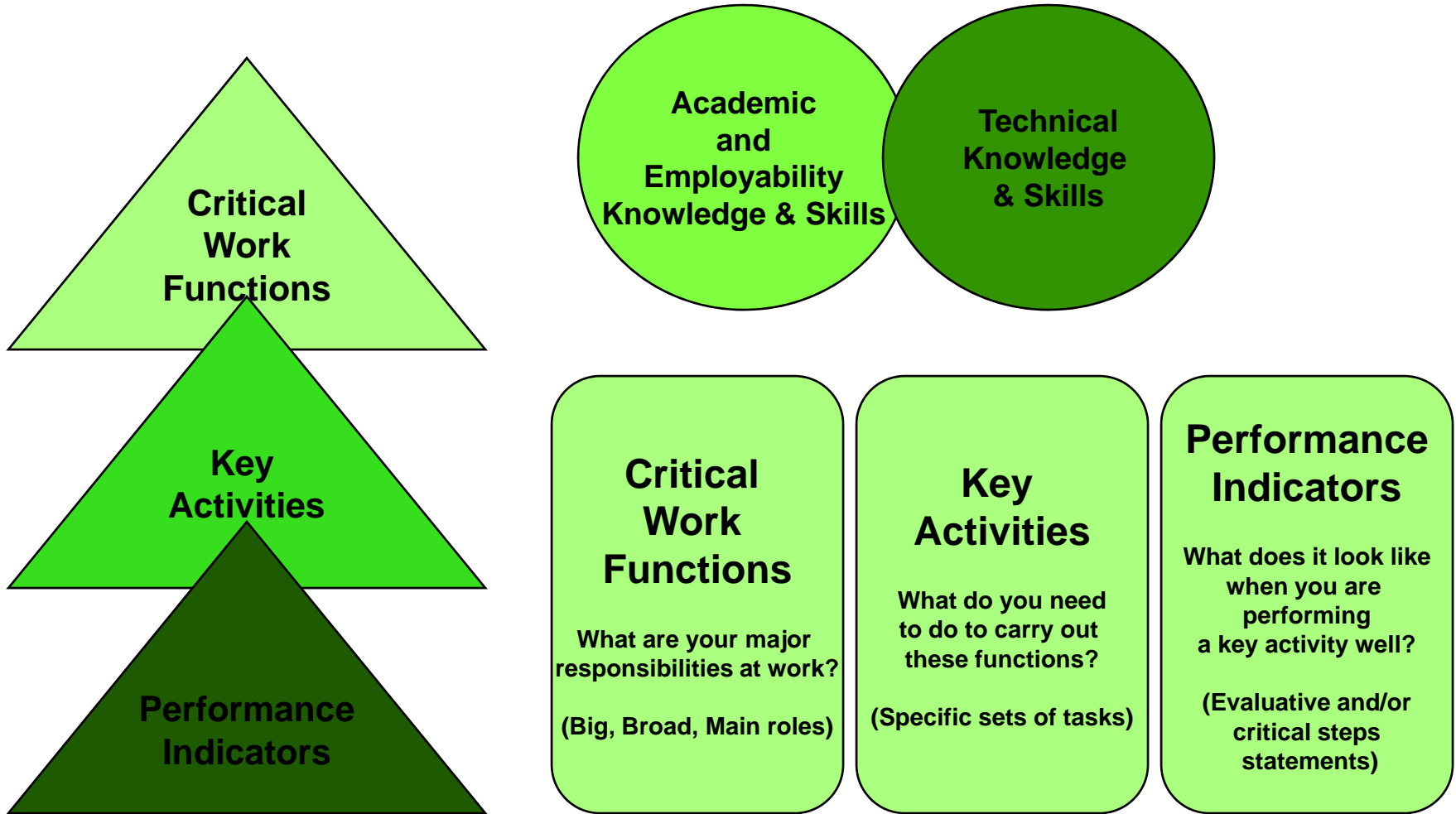
Content in current training and certifying methods is rooted in “job titles” vs. work and tasks linked to the job.

The Big Picture: Common Language

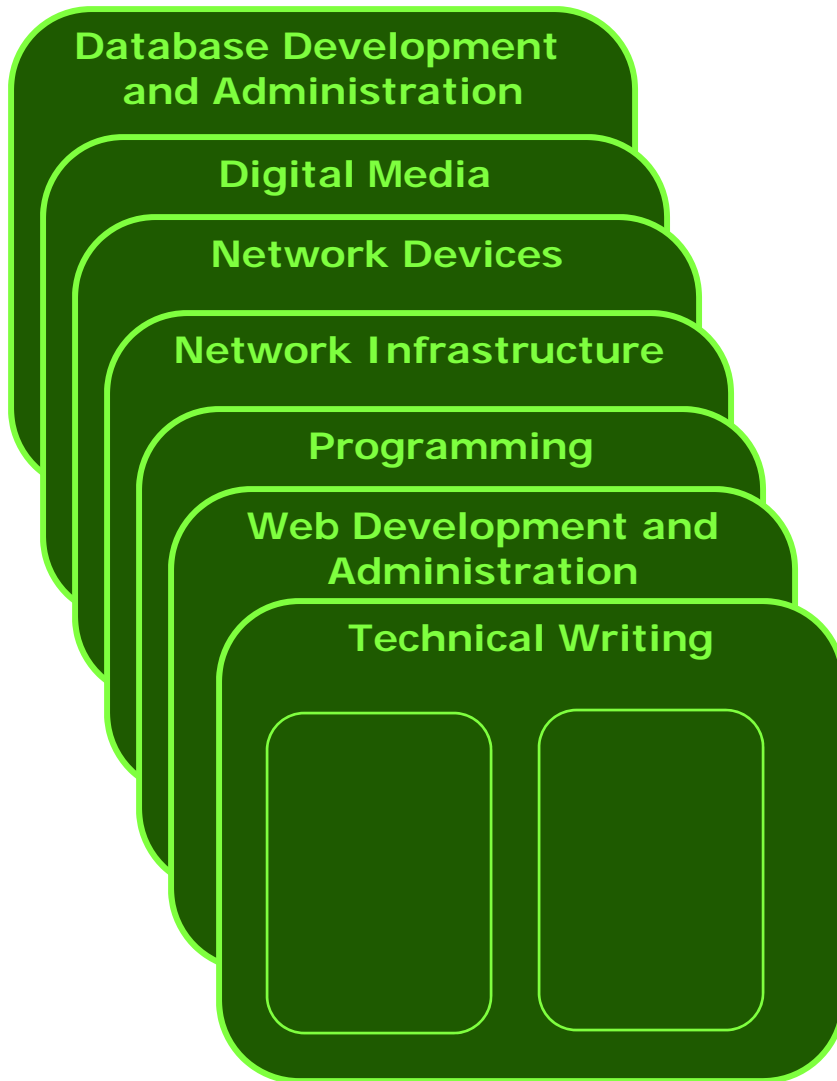


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The Big Picture: Common Language



Common Language: An Example



Value of Common Language: 7 Concentrations

- 37 Critical Work Functions
 - 250 Key Activities
 - » ~ 1,300 Performance Indicators
- 13 Academic and Value-Delivery knowledge and skills
- 68 Technical knowledge and skills
 - 557 specific knowledge and skills

Common Language: Source

Information Communication Technology (ICT) Skill Standards

↔ Microsoft

↔ Cisco

↔ HP

↔ IBM

↔ Bank of America

↔ Boeing

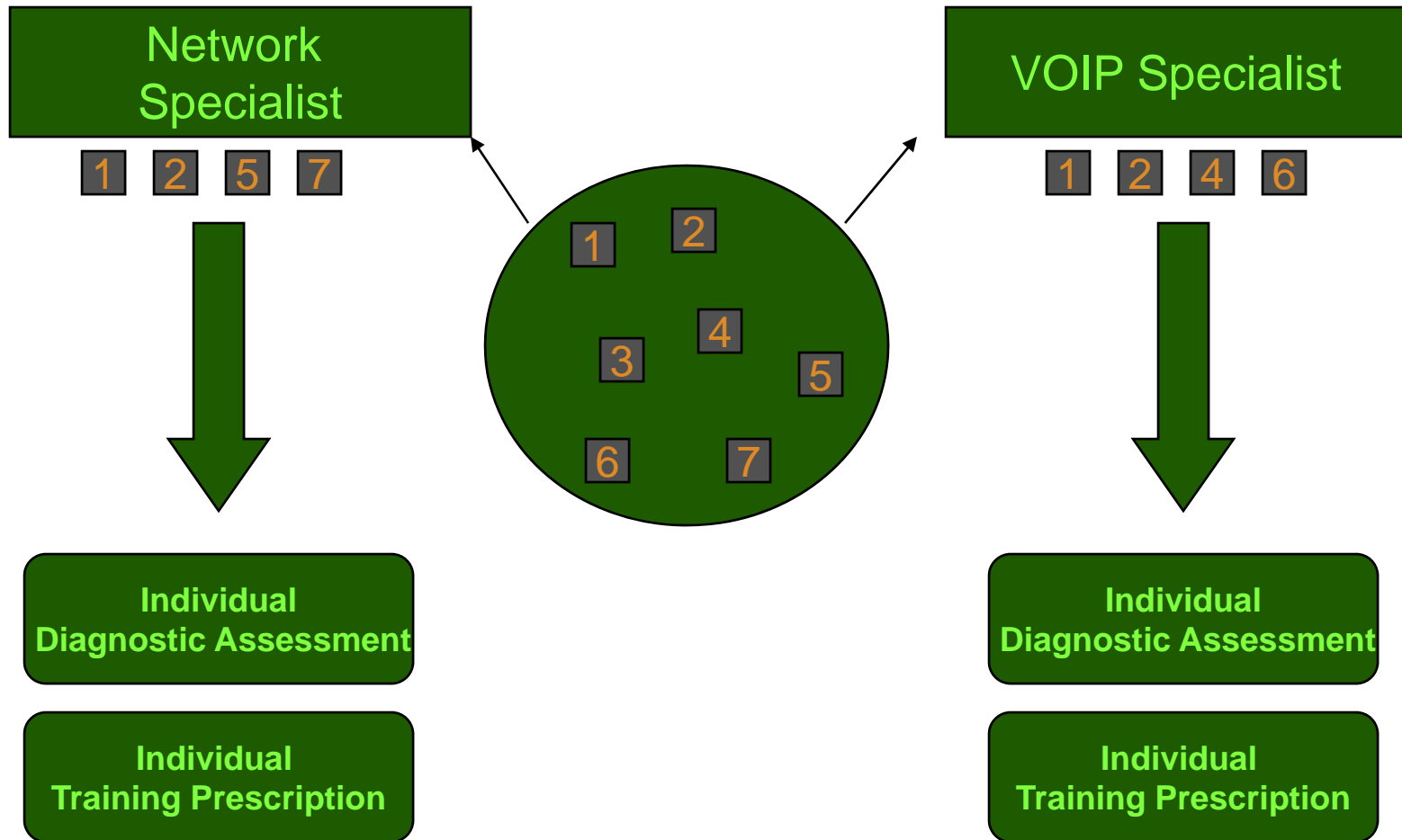
↔ Lucent

↔ AT&T

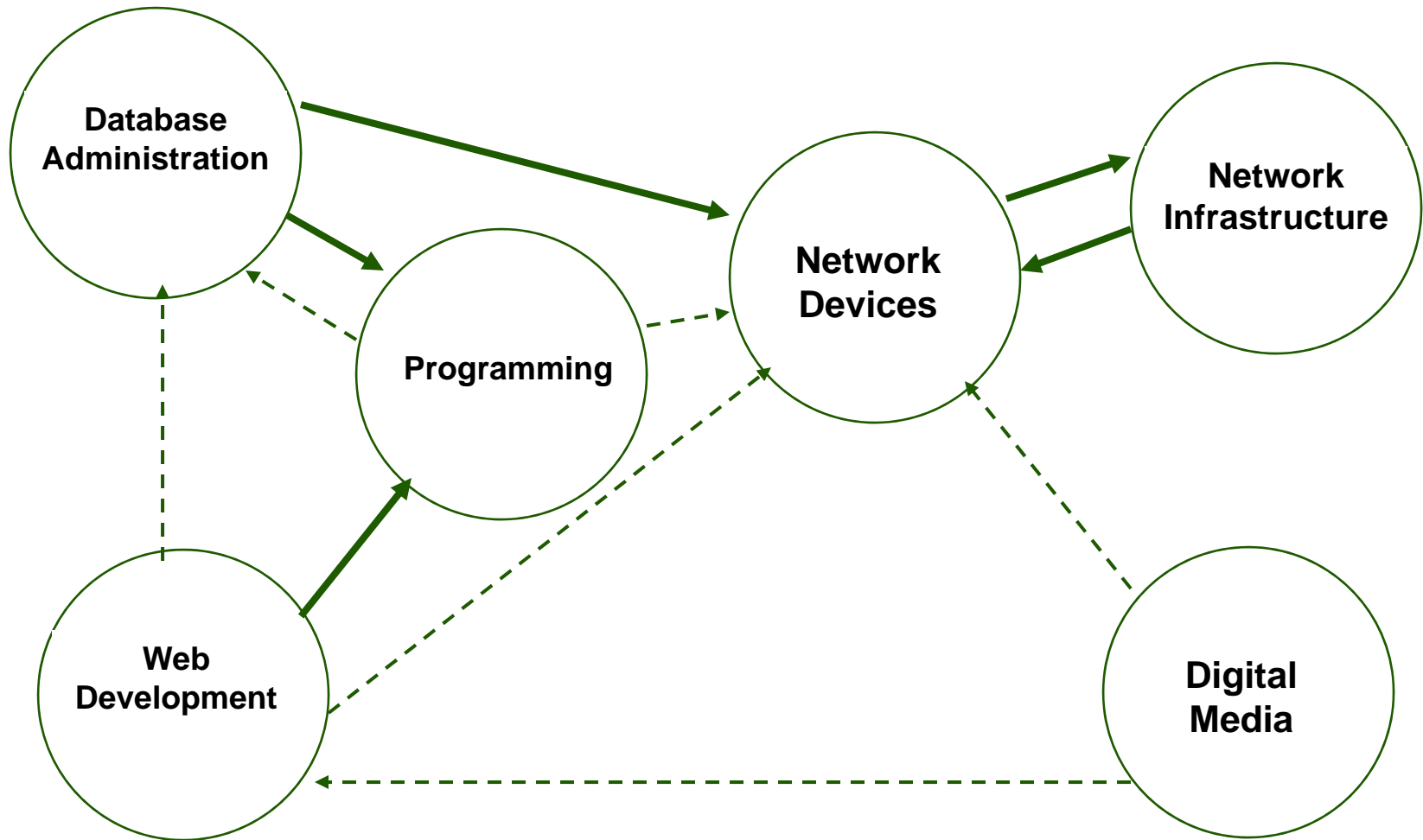
↔ Novell

↔ And more...

Using a Common Language

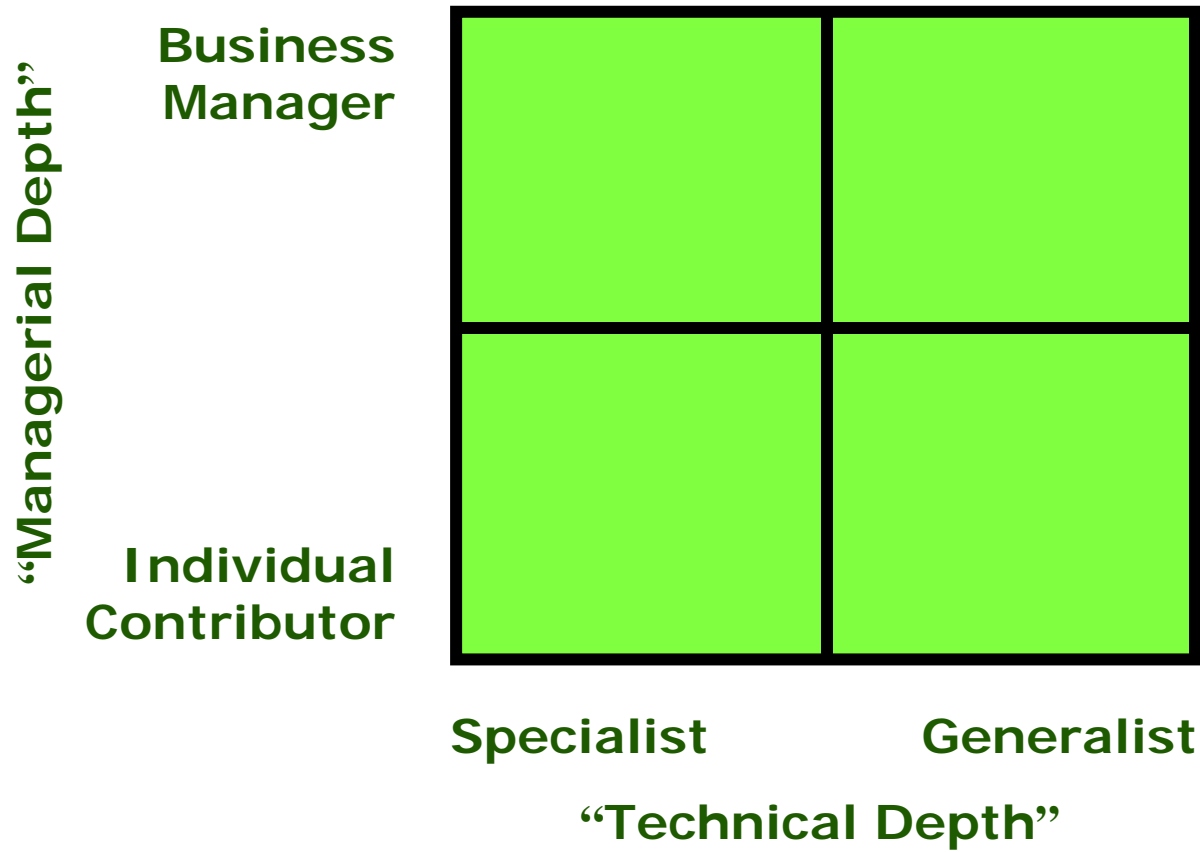


Common Language: Cross Training



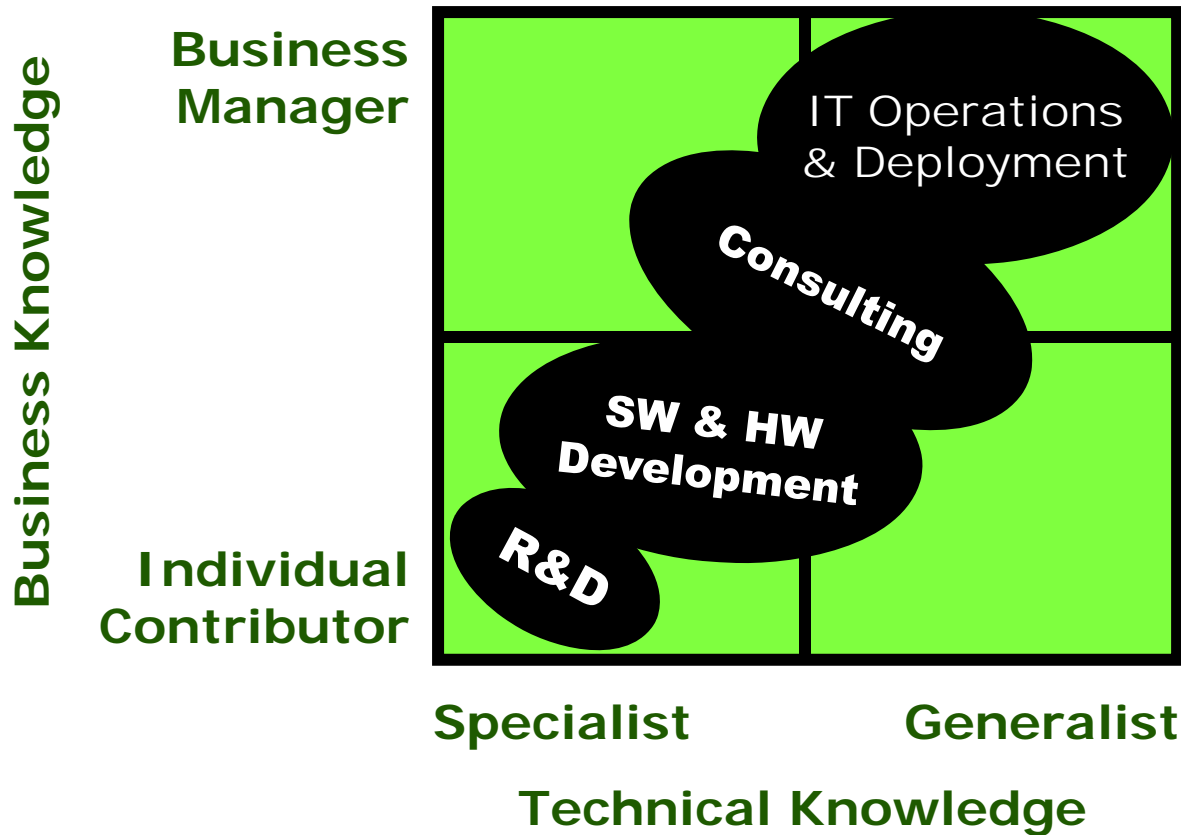
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Need for Specialists?



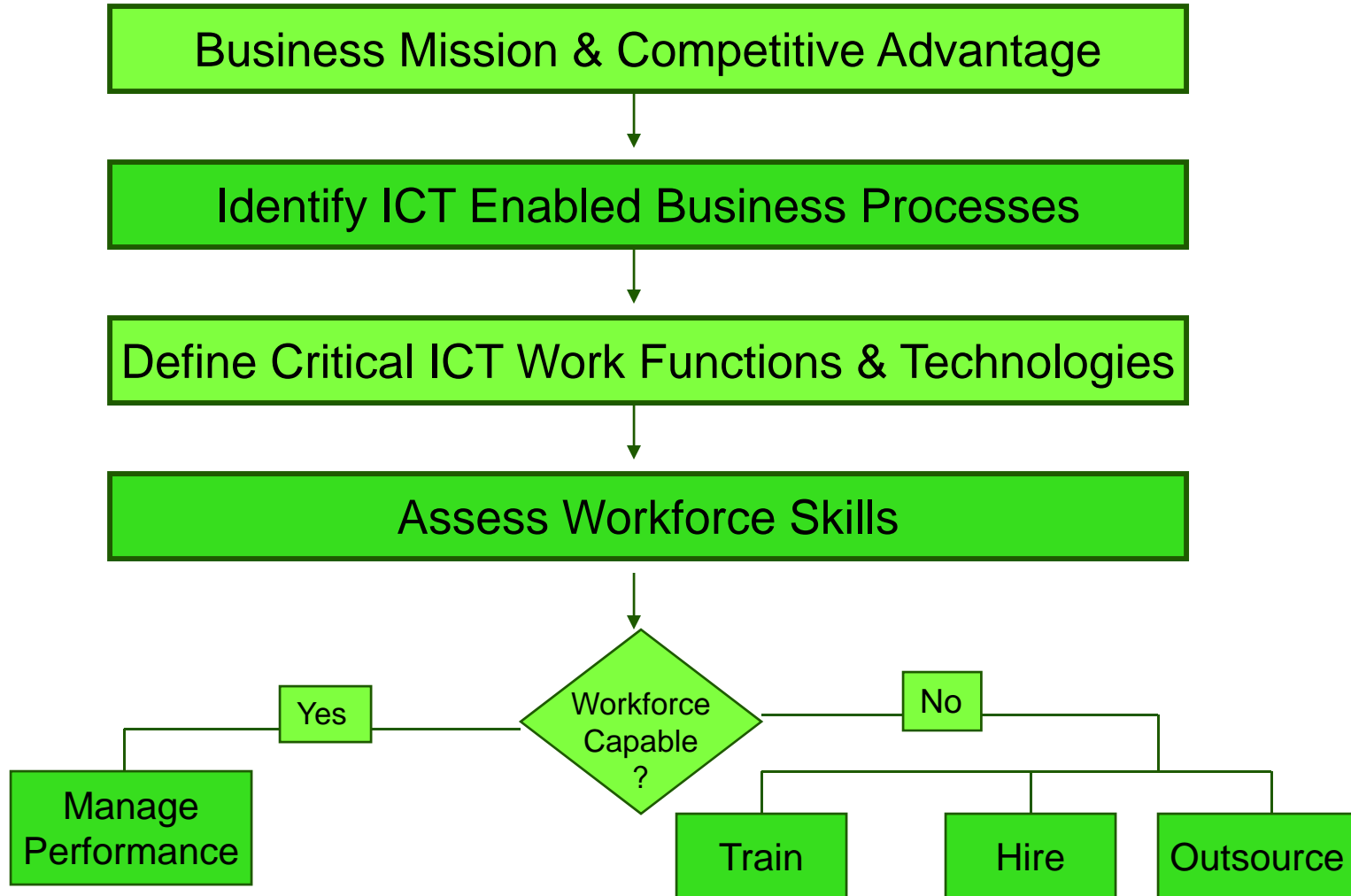
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Need for Specialists.



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Using a Common Language: Impact



The Future of the Converged Industry

Industry Description	Thousands of Jobs		Change Number in Thousands	Average Annual Rate of Change %
	2002	2012	2002-2012	2002-2012
Management, scientific and technical consulting services	731.8	1,137.4	405.6	55.4
Computer systems design and related services	1,162.7	1,797.7	635.0	54.6
Internet services, data processing, and other information	528.8	773.1	244.3	46.2

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