

Building the New IT Organization II: Taking on Converged Nets

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Questions to Answer

- ⇔ How have VOIP & IT changed IT organizations in recent years?
- ⇔ Does “cross-training” really work and has it filtered down to most IT staffers?
- ⇔ Will enterprises still need specialists in voice and data technology?
- ⇔ Do people with talent and experience in convergence command a premium in today’s market?
- ⇔ Can you find them on the open market?
- ⇔ What has been happening to IT staff sizes over the past couple of years?
- ⇔ How is the larger IT hiring picture affecting the ability to handle IP Telephony and convergence?



What is the job description of an IP Telephony Specialist?

↔ Are all IP Telephony Specialist completing the same set of tasks?

↔ Rate the accuracy of the two statements below:

- It is more important to know what a generic IP Telephony Specialist is supposed to do.

OR

- It is more important to know what the IP Telephony Specialists in your organization are doing.



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.

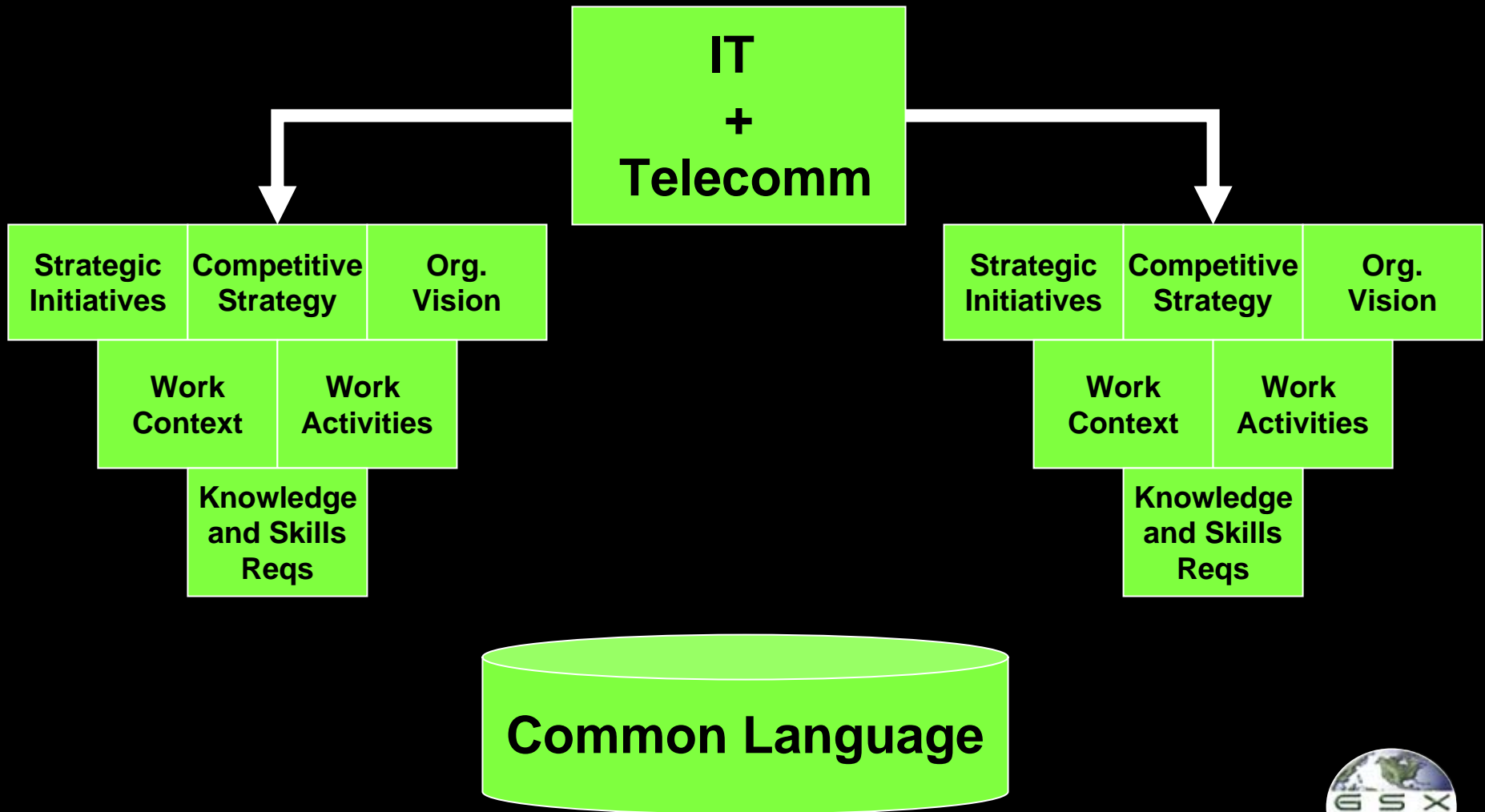
Existing assessment solutions are static and do not keep pace with the information & communication industries.

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

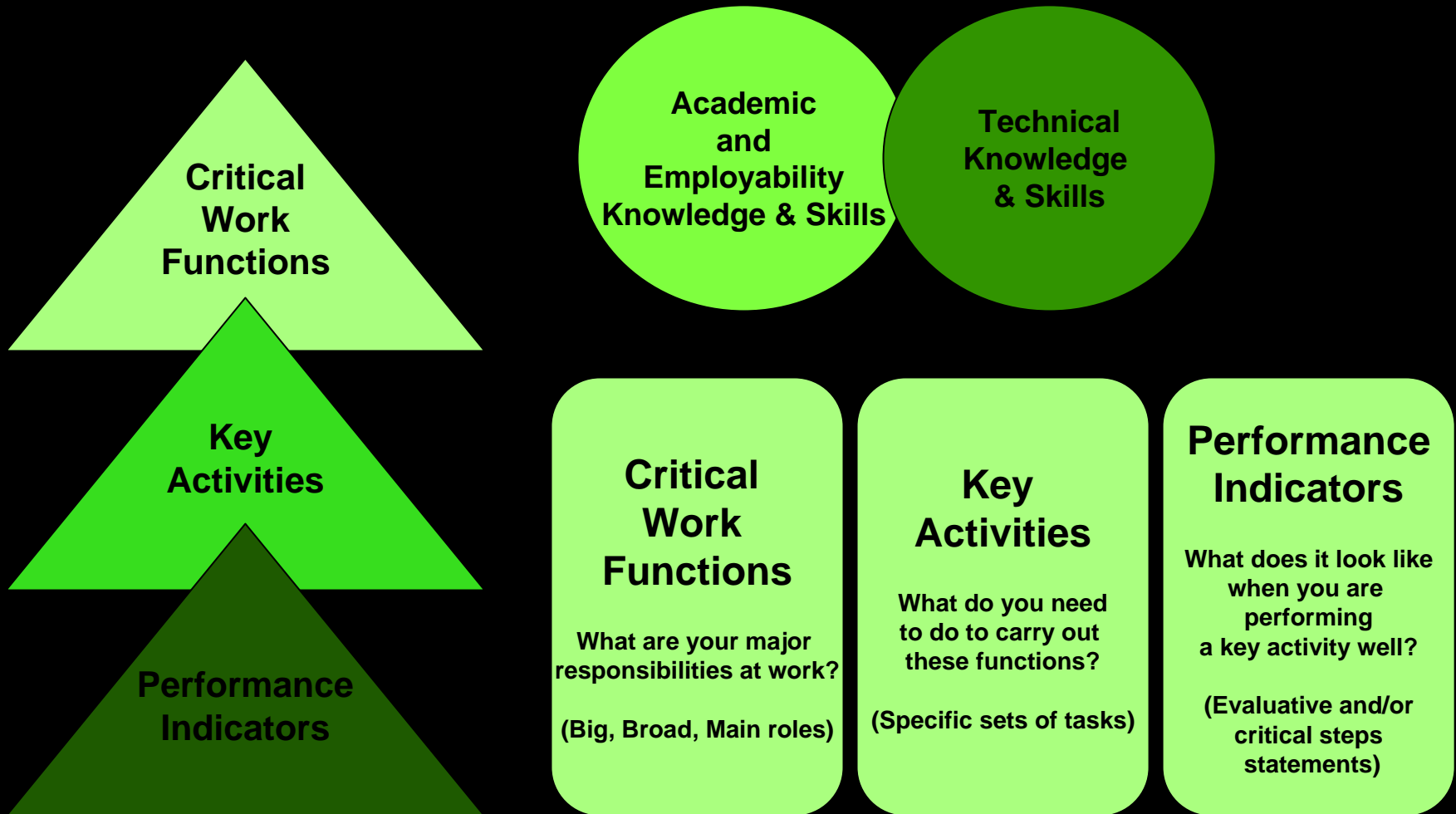
Content in current training and certifying methods is rooted in “job titles” vs. work and tasks linked to the job.



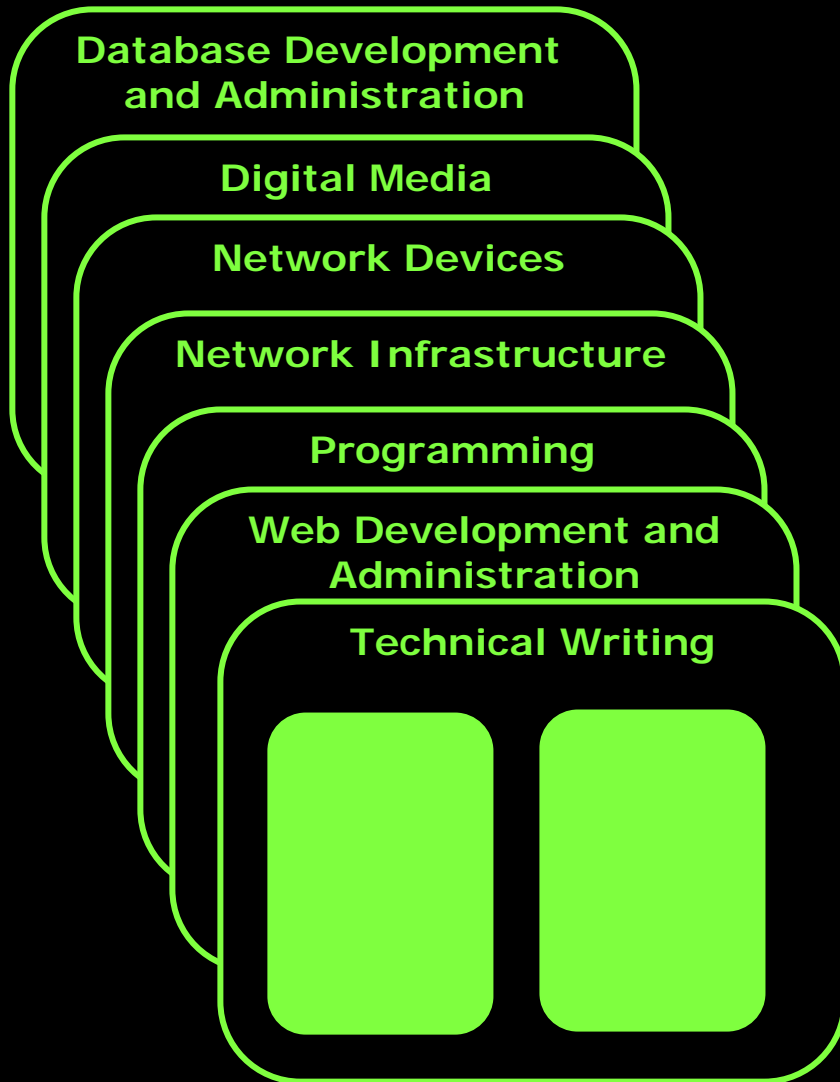
The Big Picture: Common Language



The Big Picture: Common Language



Common Language: An Example



Value of Common Language: 7 Concentrations

- 37 Critical Work Functions
250 Key Activities
» ~ 1300 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

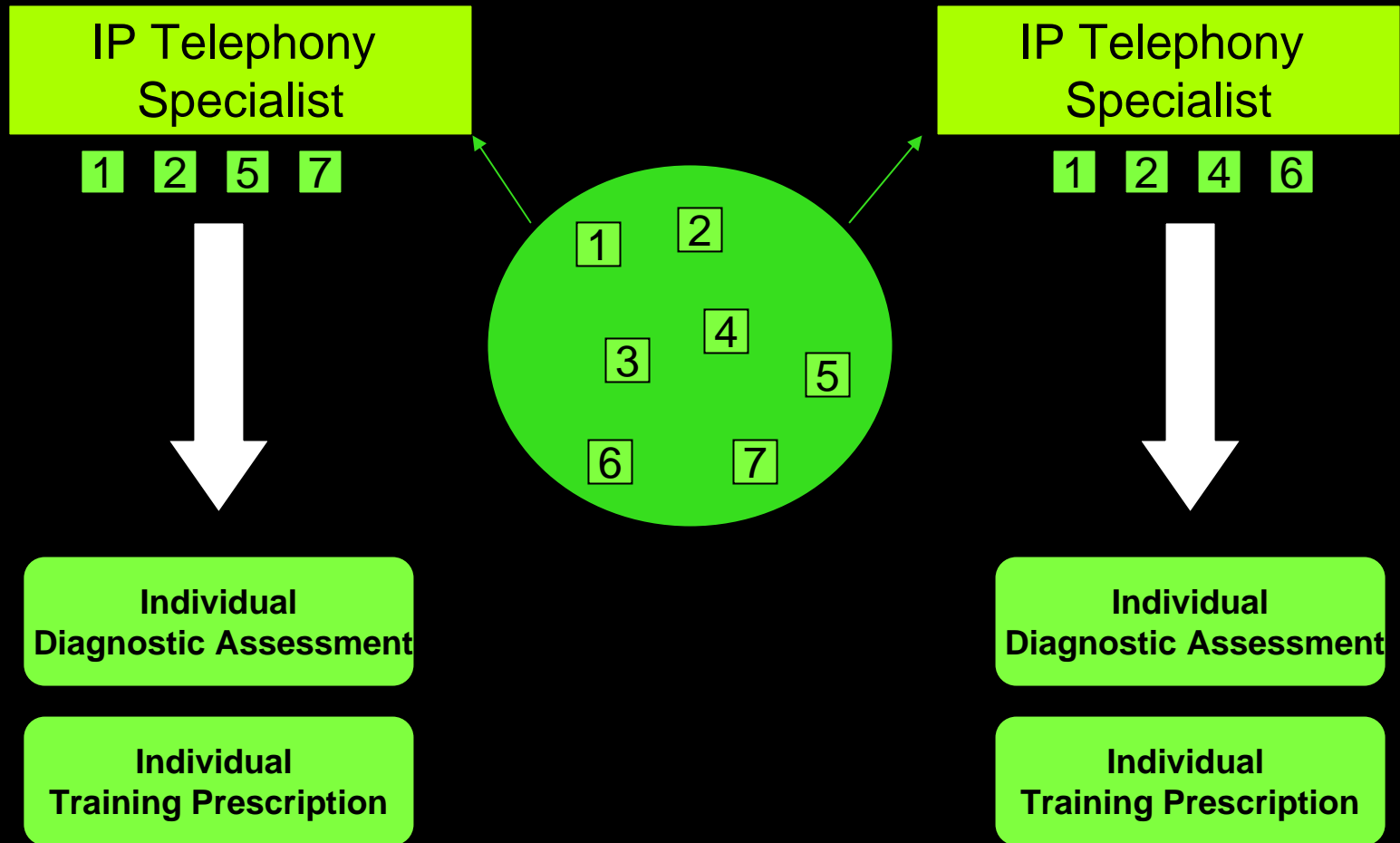
↔ AT&T

↔ Novell

↔ And more...



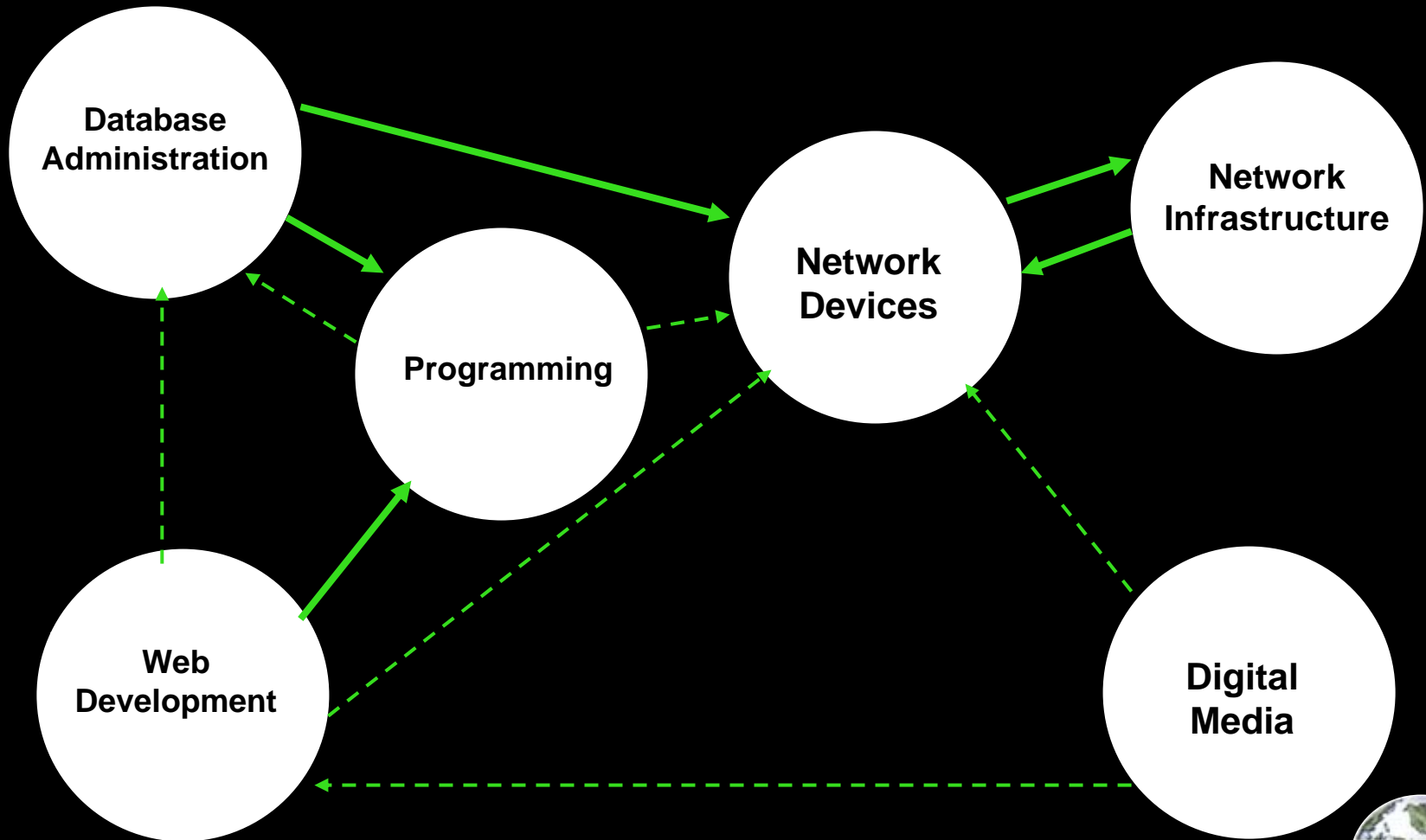
Using a Common Language



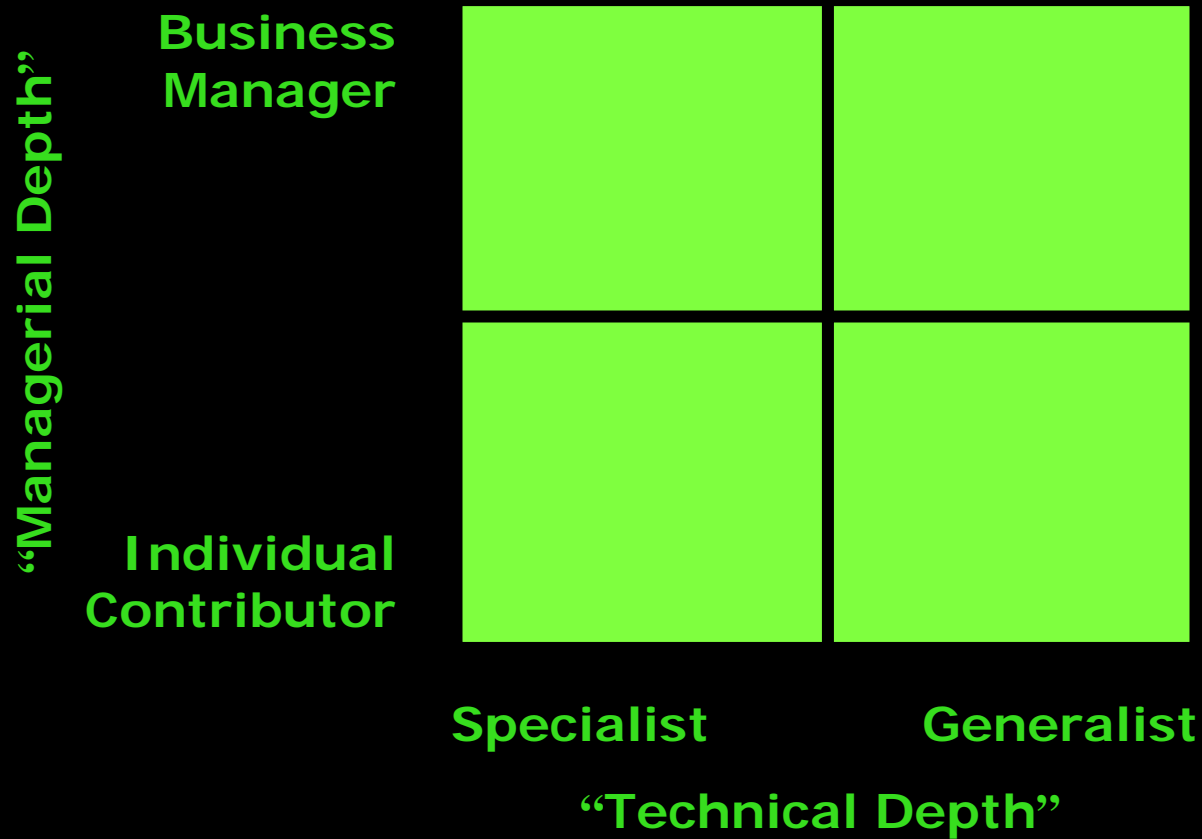
 = Function of Work



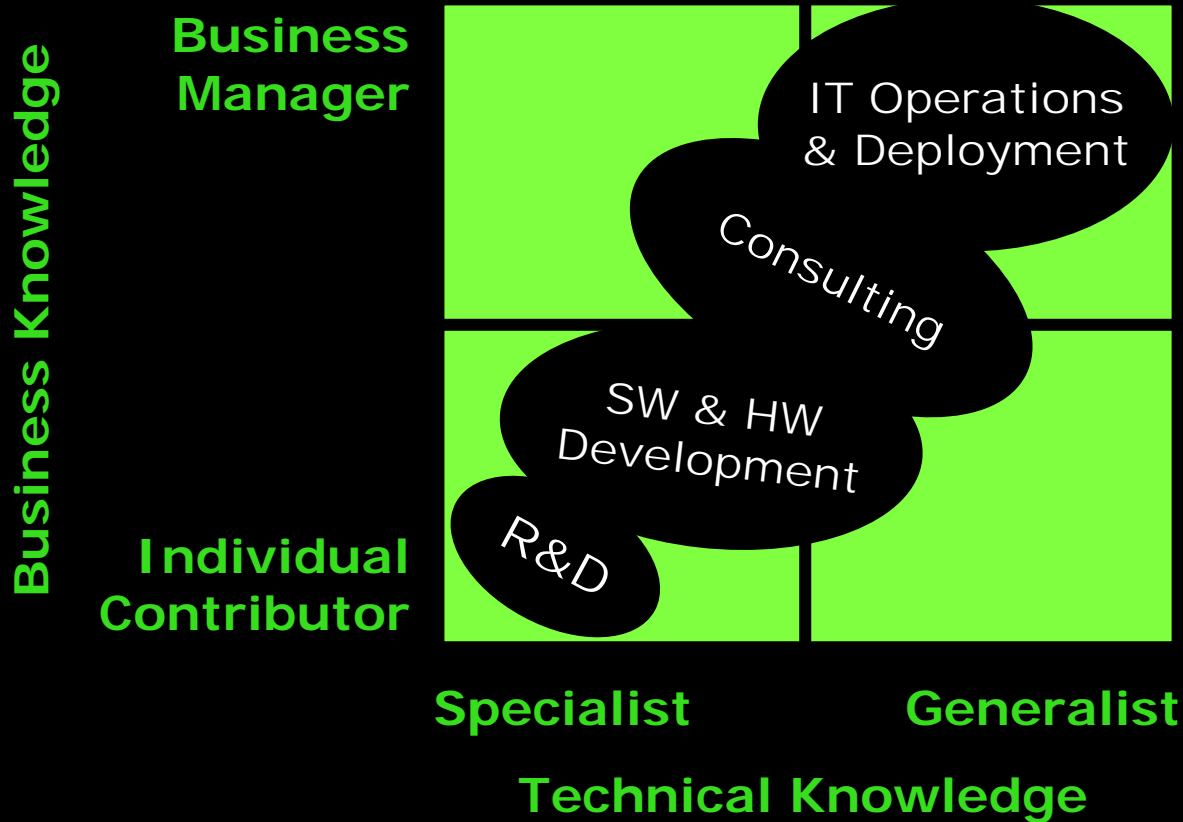
Common Language: Cross Training



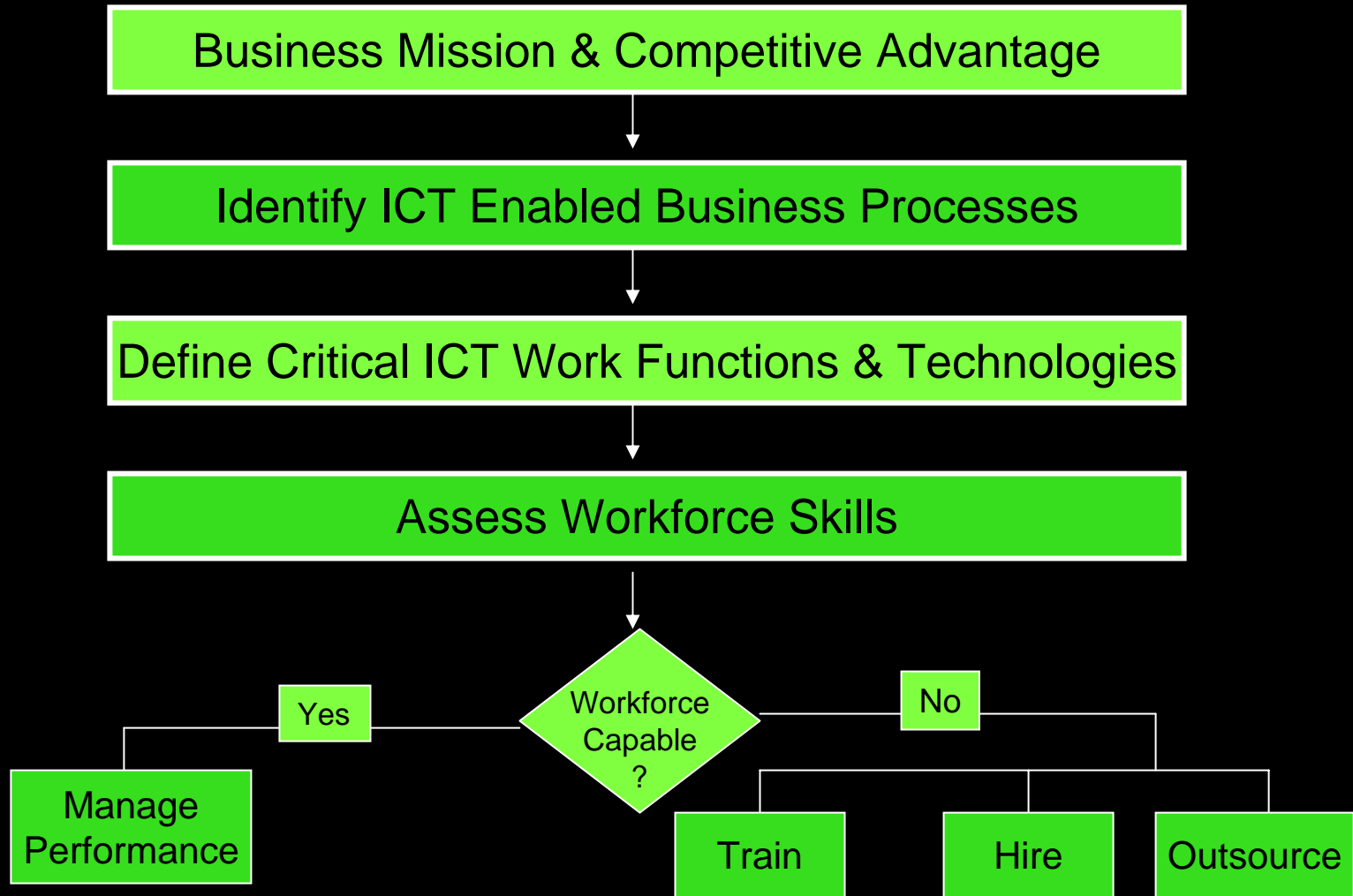
Need for Specialists?



Need for Specialists.



Using a Common Language: Impact



The Future of the Converged Industry

Industry Description	Thousands of Jobs		Change Number in Thousands	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

* Source: Applications of Information Technology, National Workforce Center for Emerging Technology

