

IT Skills Inventory

people³
A Gartner Company

Gartner

Skills Inventory Agenda

1. Objectives and Benefits
2. IT Skills Inventory Process
3. IT Skills Inventory Process - Packages
4. skillpower™ Demo (Screen Shots)
5. Deliverables

Objectives and Benefits

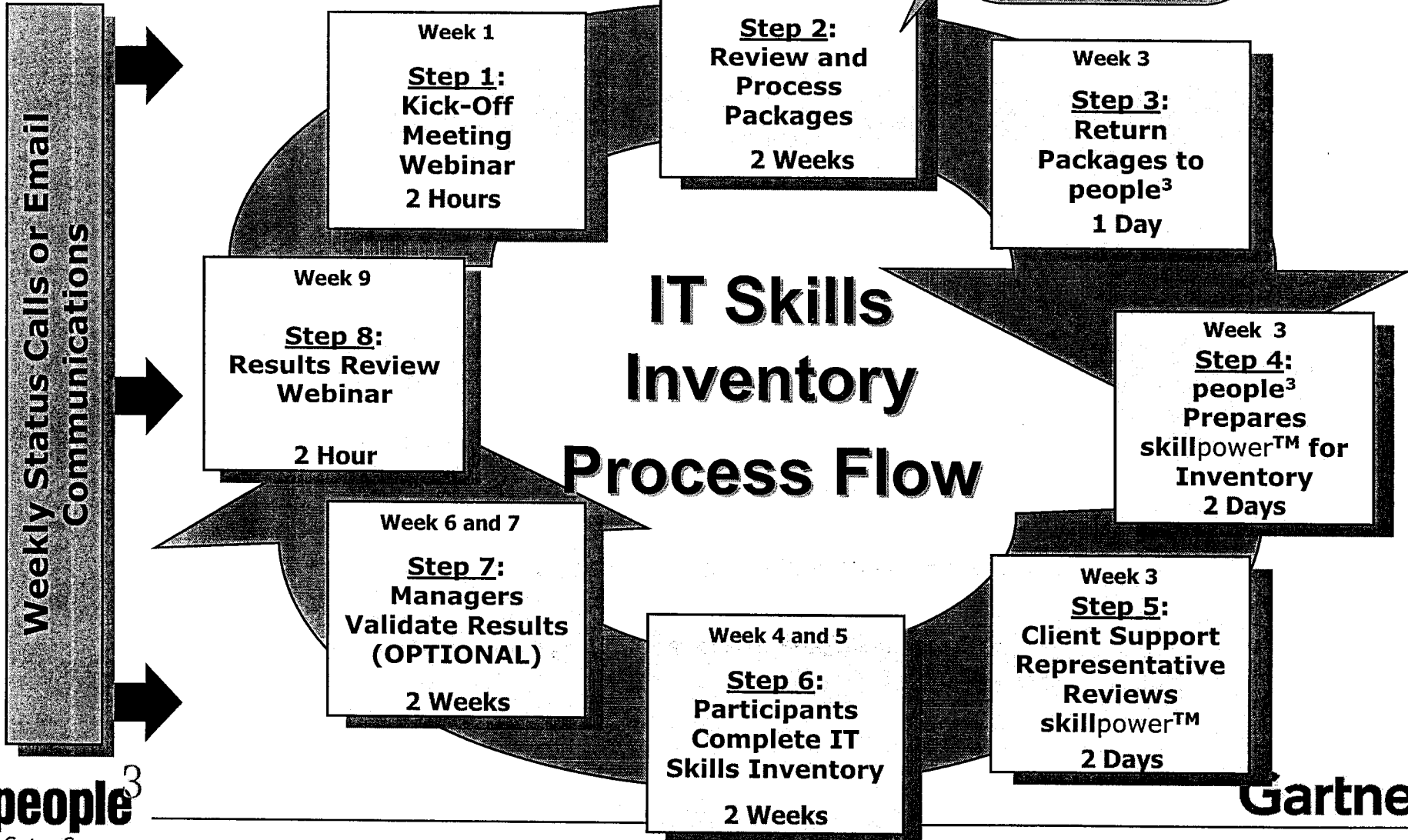
The IT Skills Inventory will:

- 1. Provide you with the ability to better leverage your internal talent pool**
- 2. Enhance project success rates**
- 3. Reduce/refocus your reliance on contractors**
- 4. Enhance employee job satisfaction**
- 5. Reduce training costs while improving the effectiveness of enterprise training programs**
- 6. Provide valuable insight to your Learning and Sourcing strategy**

IT Skills Inventory Process

Packages:

- Skills Selection
- Questions Selection
- Participant IDs
- Reports
- Help Desk & Status Communications



IT Skills Inventory Process - Packages

Package # 1: Skills Selection

- Provides a recommended process for selecting and identifying skills to be used in your inventory.

Package # 2: Questions Selection

- Provides questions that have been used by other clients in the past along with a recommended process for selecting questions to be used in your inventory.

Package # 3: Reports

- Provides an overview of several types of reports that are generated from the IT Skills Inventory output.

Package # 4: Participant IDs

- Provides a recommend process for gathering the participant information that will be used to load skillpower™.

Package # 5: Help Desk & Status Reporting


- Provides important information that you will need to support your participants while they are completing and submitting their skills inventories.

Package # 6: Communications Plan & Status Reporting

- Provides several communications templates to be used to communicate to the IT Skills Inventory participants from start of this project through completion.

SkillPower – Participant Login Email

You forwarded this message on 6/13/2004 10:45 AM.

From:  Bresney, Thomas
To: Bresney, Thomas
Cc:
Subject: DEMO SkillPower Login Information (Employee)

Sent: Thu 5/27/2004 9:10 AM

PLEASE DO NOT REPLY

The information contained in this e-mail is private to you and should not be shared with anyone!

Your SkillPower Login ID: T62MK85X

You may use the URL below to automatically log into SkillPower:
<https://skillpower.people3.com/AutomatedLogin.aspx?LoginID=cGFON>

Each employee receives an email with their login ID and a link to log into skillpower™. Client provides participant information as part of skill inventory set-up during week 1.

Phase 1: Survey – Participant Instructions



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Instructions

Thank you for taking the time to participate in this survey. As a result, we will be able to better recognize the knowledge and skills of our IT staff and improve our training and resource management strategies.

This exercise consists of two consecutive phases:

Phase I: Survey (9 May 2004 – 18 May 2004)	Phase II: Validation (19 May 2004 – 28 May 2004)
Available To: All Participants Including Managers	Available To: Managers Only
The survey phase consists of a 3 Step process, which includes a series of questions, a skills inventory, and a sign-off procedure. These steps apply to all participants.	The validation phase consists of a 2 Step process, where managers approve each of their staff's survey responses first and conclude the validation phase by clicking the 'Complete' button.
Step 1: Questions Step 2: Inventory Step 3: My Sign-Off	Step 4: My Staff Step 5: Complete

Why are we asking you to complete a skills inventory?

We need a baseline understanding of our internal capabilities. This will not only help our organization mine hidden skills and talents, but it will also help us drive our training and development programs to address those areas where we are currently deficient. Additionally, employees will be able to indicate those skills that they are most interested in learning or developing further.

Are there any guidelines on how to fill out this survey?

We realize that identifying and rating your skills can be a lengthy task. In fact, we anticipate that this survey would take anywhere from 60 to 90 minutes to complete. You do not have to finish the survey in one sitting, but you must complete this survey by 18 May 2004. Your manager will

Instructions for the employee and frequently asked questions are provided.

Phase 1: Survey – My Progress

Welcome Powers, Austin

Instructions | **My Progress** | Questions | Inventory | Help | Logout



My Progress

Status: Incomplete

Phase I: Survey (2 May 2004 - 18 May 2004)				Closed
Step 1	Questions		Complete a series of questions pertaining to your work experience and history.	0 of 4 Complete
Step 2	Inventory		Select and rate the skills you have experience with and choose the ones you wish to be trained on.	No Skills Selected
Step 3	My Sign-Off		Stop! You must complete all previous steps in order to conclude the survey phase.	

There are two parts (Step 1 and Step 2) to the skill assessment.

1. A series of Questions that provide additional information about the employee. people³/Gartner provides a standard set of questions that the client can modify to meet the needs of the organization.
2. Skills Inventory – Each employee selects and rates the skills they possess.

When an employee logs on to the tool they can go to “My Progress” to see where they are in completing the assessment process.

Phase 1: Survey – Questions

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[Instructions](#) | [My Progress](#) | [Questions](#) | [Inventory](#) | [Help](#) | [Logout](#)

Questions

Question 1 of 4 (1 Complete)

Question 1

Question 2

Question 3

Question 4

Question 1: Which of the following functional areas best matches the responsibilities of your job?

If your job responsibilities span more than one, please indicate the area in which 70% of your responsibilities fall.

Front End & Analysis

The planning, design, analysis and implementation of the company's architecture, policies, projects and strategy. Examples of functions include: architecture, business analysis/business relationship management, business process engineering, project management, strategic planning, and vendor relationship management.

Development & Delivery

The designing, building, quality assurance/testing and implementing of application software. This includes the development of new application software as well as the enhancement and maintenance of existing application software. Examples of functions include: application development, data analysis, data management, quality assurance and testing.

Infrastructure & Support


The administration, management, maintenance and support of the company's technology framework. Examples of functions include: asset management, computer operations, database administration, disaster recovery/business continuance, help desk/customer support, infrastructure support, network management, PC/desktop support/client technology, production control/support, release management, IT security, servers, storage, systems programming/administration, technical support, technical writing and telecommunications.

[<< Previous Question](#) | [Clear Selection](#) | [Next Question >>](#)

[Back To My Progress](#)

Example of Question Section

Phase 1: Survey – My Progress (Step 1 Complete)




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My Progress

Status: Incomplete

Phase I: Survey (2 May 2004 - 18 May 2004)			Closed
Step 1	Questions	 Complete a series of questions pertaining to your work experience and history.	4 of 4 Complete
Step 2	Inventory	 Select and rate the skills you have experience with and choose the ones you wish to be trained on.	No Skills Selected
Step 3	My Sign-Off	 Stop! You must complete all previous steps in order to conclude the survey phase.	

If an employee has successfully completed a step in the assessment process, they will see a green thumb up. If a step is not complete a red thumb down is displayed.

Phase 1: Survey – Select Your Skills

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Inventory

SECTION I: SELECT YOUR SKILLS

SECTION II: RATE YOUR SKILLS

Note: You must make selections under both section I and section II




Not sure how to use this screen? [Click here](#) for help.

Total Skills Selected: 3			Skills Count
1	<input type="checkbox"/>	Application Development - Abilities	3
		<input checked="" type="checkbox"/> Coding Expertise - Internet Explorer	
		<input checked="" type="checkbox"/> Coding Expertise - Netscape	
		<input checked="" type="checkbox"/> Develop Code to Specification	
		<input type="checkbox"/> Develop Requirements and Specifications	
		<input type="checkbox"/> Develop User Interface Design	
		<input type="checkbox"/> Development Life Cycle Methodology and Procedures	
		<input type="checkbox"/> Development Software Architecture	
		<input type="checkbox"/> Requirement Elicitation (User Interviews & Docs)	
		<input type="checkbox"/> System Analysis	
		<input type="checkbox"/> Systems Integration	
2	<input type="checkbox"/>	Application Development - Programming Languages	0

Employee selects appropriate skills from skill list which can be customized by the client.

Phase 1: Survey - Rate Your Skills

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Inventory

SECTION I: SELECT YOUR SKILLS

SECTION II: RATE YOUR SKILLS

Note: You must make selections under both section I and section II



Save

Not sure how to use this screen? [Click here](#) for help. See also [how to rate](#) my skills.

2 of 3 skills Complete

1	Incomplete Application Development - Abilities Coding Expertise - Internet Explorer
	Request Training: <input type="checkbox"/> Years Of Experience: 2 Last Used: 2003 Rating: Select a Rating: X
2	Complete Application Development - Abilities Coding Expertise - Netscape
	Request Training: <input checked="" type="checkbox"/> Years Of Experience: 8 Last Used: 2003 Rating: Basic X
3	Complete Application Development - Abilities Develop Code to Specification
	Request Training: <input type="checkbox"/> Years Of Experience: 11 Last Used: 2004 Rating: Intermediate X



Save

[Back To My Progress](#)

After employee creates their skill profile/list, the next step is to rate each skill using a 5 point scale. A drop down is provided with ratings and definitions for each level of skill.

Phase 1: Survey – My Progress (Step 1 and 2 Complete)


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[Instructions](#) | [My Progress](#) | [Questions](#) | [Inventory](#) | [Help](#) | [Logout](#)

My Progress

Status: Incomplete

Phase I: Survey (2 May 2004 - 18 May 2004)			Closed
Step 1	Questions		Complete a series of questions pertaining to your work experience and history. 4 of 4 Complete
Step 2	Inventory		Select and rate the skills you have experience with and choose the ones you wish to be trained on. 3 of 3 Complete
Step 3	My Sign-Off		Stop! Please click the My Sign-Off button to conclude the survey phase.

[Progress](#) | [Help](#) | [Logout](#)

Status: Complete

Phase I: Survey (2 May 2004 - 18 May 2004)			Closed
Step 1	Questions		Complete a series of questions pertaining to your work experience and history. 4 of 4 Complete
Step 2	Inventory		Select and rate the skills you have experience with and choose the ones you wish to be trained on. 3 of 3 Complete
Step 3	Reopen Survey		The survey phase has been completed.
	View Report		View a printable report of your survey responses.

When an employee completes Steps 1 and 2, the next step is to sign-off and print a report for discussion with their manager.

Phase 1: Survey – My Progress (View Report)

The screenshot displays the SkillPower web application interface. On the left, a 'My Progress' sidebar shows a table of survey steps. The main content area shows a 'Report' window with a 'Questions | Inventory' tab selected. The report details the user's name, completion date, and answers to four survey questions.

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Welcome Powers, Austin

My Progress
Status: Complete

Phase I: Survey (2 May 2004 - 18 May 2004)			
Step 1	Questions		Complete
Step 2	Inventory		Select trained
Step 3	Reopen Survey		The su
	View Report		View a

Report Press CTRL + P To Print Close Window


Questions | Inventory

Name:	Powers, Austin
Completion Date:	30 Jun 2004

Questions | Go To Top

Question 1:	Which of the following functional areas best matches the responsibilities of your job?
Description:	If your job responsibilities span more than one, please indicate the area in which 70% of your responsibilities fall.
Response:	Front End & Analysis - The planning, design, analysis and implementation of the company's architecture, policies, projects and strategy. Examples of functions include: architecture, business analysis/business relationship management, business process engineering, project management, strategic planning, and vendor relationship management.
Question 2:	How many years of IT-related experience do you have in your current role?
Response:	7-10 years
Question 3:	What is the highest level of education you have completed for a degree or diploma?
Response:	Technical Certificate
Question 4:	Do you have any additional comments you wish to share?
Response:	No comments

Phase 2: Validation – Manager My Progress









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Welcome Kramer, Cosmo

[Instructions](#) | [My Progress](#) | [My Staff](#) | [Help](#) | [Logout](#)

My Progress

Status: Incomplete

Phase I: Survey (2 May 2004 – 18 May 2004)				Closed
Step 1	Questions		Complete a series of questions pertaining to your work experience and history.	4 of 4 Complete
Step 2	Inventory		Select and rate the skills you have experience with and choose the ones you wish to be trained on.	5 of 5 Complete
Step 3	Reopen Survey		The survey phase has been completed.	
	View Report		View a printable report of your survey responses.	
Phase II: Validation (19 May 2004 – 28 May 2004)				Open
Step 4	My Staff		You have participants reporting to you. Please validate and approve their surveys by clicking the My Staff link.	2 of 3 Approved
Step 5	Complete		Stop! You must approve each of your staff's surveys prior to completing the validation phase.	

After an employee has completed the sign-off process, their manager can begin the validation process (Steps 4 and 5).

Phase 2: Validation – Manager My Staff

skillpower SkillPower™ - Report - Microsoft Internet Explorer

Welcome Kramer, Cosmo

My Staff

Not sure how to use this screen

Report

Press CTRL + P To Print

Questions | Inventory [Close Window](#)

Name:	Costanza, George
Completion Date:	6 May 2004

Questions | [Go To Top](#)

Question 1:	Which of the following functional areas best matches the responsibilities of your job?
Description:	If your job responsibilities span more than one, please indicate the area in which 70% of your responsibilities fall.
Response:	Development & Delivery - The designing, building, quality assurance/testing and implementing of application software. This includes the development of new application software as well as the enhancement and maintenance of existing application software. Examples of functions include: application development, data analysis, data management, quality assurance and testing.
Question 2:	How many years of IT-related experience do you have in your current role?
Response:	1-3 years
Question 3:	What is the highest level of education you have completed for a degree or diploma?
Response:	Bachelor's Degree

Approval	Name
<input type="button" value="Reopen"/> Approved on 22 Jun 2004	Bunker, Edith
<input type="button" value="Approve"/>	Costanza, George
<input type="button" value="Reopen"/> Approved on 23 Jun 2004	Powers, Austin

<< [Back To My Progress](#)

Report


[View Report](#)

[View Report](#)

[View Report](#)

Manager reviews employee's assessment and approves. If changes are made the manager should discuss changes with employee before completing the validation process.

Phase 2: Validation – Manager My Progress (Step 4 Complete)








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My Progress

Status: Incomplete

Phase I: Survey (2 May 2004 - 18 May 2004)				Closed
Step 1	Questions		Complete a series of questions pertaining to your work experience and history.	4 of 4 Complete
Step 2	Inventory		Select and rate the skills you have experience with and choose the ones you wish to be trained on.	5 of 5 Complete
Step 3	Reopen Survey		The survey phase has been completed.	
	View Report		View a printable report of your survey responses.	
Phase II: Validation (19 May 2004 - 28 May 2004)				Open
Step 4	My Staff		All participants have been approved.	3 of 3 Approved
Step 5	Complete		Stop! Please click the complete button to conclude the validation phase.	

When all assessments are approved, the manager finalizes the survey by clicking on "Complete".

Phase 2: Validation – Manager My Staff (Step 5 Complete)









Welcome Kramer, Cosmo

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My Progress

Status: Complete

Phase I: Survey (2 May 2004 – 18 May 2004)				Closed
Step 1	Questions		Complete a series of questions pertaining to your work experience and history.	4 of 4 Complete
Step 2	Inventory		Select and rate the skills you have experience with and choose the ones you wish to be trained on.	5 of 5 Complete
Step 3	Reopen Survey		The survey phase has been completed.	
	View Report		View a printable report of your survey responses.	
Phase II: Validation (19 May 2004 – 28 May 2004)				Open
Step 4	My Staff		All participants have been approved.	3 of 3 Approved
Step 5	Reopen Survey		The validation phase has been completed.	

Administrative Status Reporting



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Status Reporting System | Company: Demo

[Home](#) | [Daily Logins Report](#) | [Status Report](#)

Status Report

Participants Completing Phase I		4
Total Complete		4 (100.00 %)
Total Incomplete		0 (0.00 %)
Total In Progress		0 (0.00 %)
Total Not Started		0 (0.00 %)
Participants Completing Phase II		1
Total Complete		1 (100.00 %)
Total Incomplete		0 (0.00 %)
Participants To Be Approved		3
Total Approved		3 (100.00 %)
Total Pending Approval		0 (0.00 %)

Participants Completing Phase I: Total Complete

Enter Participant Name: Example: Smith, John

Name	ID	E-mail	Completed On	Manager Name	Manager E-mail
Bunker, Edith	12245	edith.bunker@gartner.com	22 Apr 2004 04:58 PM	Kramer, Cosmo	cosmo.kramer@gartner.com
Costanza, George	13787	george.costanza@gartner.com	6 May 2004 07:10 AM	Kramer, Cosmo	cosmo.kramer@gartner.com
Kramer, Cosmo	12876	cosmo.kramer@gartner.com	22 Apr 2004 05:00 PM	Unassigned	Unassigned
Powers, Austin	12560	austin.powers@gartner.com	30 Jun 2004 12:09 PM	Kramer, Cosmo	cosmo.kramer@gartner.com

Participant Count: 4

Client has capability to view progress of assessments at any time.

Deliverables

Reports Review:

- **Final Skills Inventory Readout Presentation:** An executive summary with high-level findings.
- **Final Inventory Diagnostics:** The final inventory diagnostics is a set of standardized reports that are available in MS Excel format so that you can review and analyze your results in a familiar format.
- **Skill and Question Extracts:** The Skills and Questions Extracts include all the detailed skill and question responses from the participants of the IT Skills Inventory. They are provided in an MS Excel format that will allow you to review and analyze the results of these questions, through the use of the built-in AutoFilter functionality.
- **Questions Report:** The Questions Report includes a set of bar charts that reflect the responses to the participant questions that were answered during the IT Skills Inventory.

Deliverables

Sample Reports

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	IT Skills Inventory Results: Bench Strength Report - Front End & Analysis												
2	Includes only participants who selected and rated skills and answered questions 1 with "Front End & Analysis"												
3	Sorted Descending by the combined total participants with Advanced and Master					Total "Front End & Analysis" Participants:							34
4						10%	26%	32%	26%	5%			
5	633		26,674	8.2	3,254	316	862	1,052	859	157	1,016	1,016	
6	Skill Category	Skill Name	Years of Experience	Avg Years of Experience	Total Participants with Skill	1 - Limited	2 - Basic	3 - Intermediate	4 - Advanced	5 - Master	Sum of 4 - Advanced and 5 - Master	Strength Ratio: (% with 4 or 5 Rating)	% of Total Participants
10	Communication Abilities	Effective Communication - Business Writing	420	17.5	24	0	0	4	19	1	20	83.3%	70.6%
11	Project Management Abilities	Lead Medium Projects (3-12 Months)	272	10.5	26	0	1	5	19	1	20	76.9%	76.5%
12	Management Abilities	Lead Small Teams (1-5)	278	10.7	26	0	0	7	18	1	19	73.1%	76.5%

Deliverables

Sample Reports

1	IT Skills Inventory Results: Skills with Training Requests									
2	Includes only participants who selected and rated skills					18,390	17,425	965		
3	Sorted Descending by "Requesting Training"					Total Participants:		221		
4						Total Participants Selecting Training:		121	55%	
5	799					Total Skills that Participants Selected Training for:		335	42%	
6	Skill Category	Skill Name	Total Participants with Skill	Did Not Request Training	Requesting Training	% Training Requested for Participants with Skill	% Training Requested for All Participants	% Training Requested for Participants that Requested Training		
7										
8	Communication Abilities	Effective Communication - Business Writing	101	84	17	16.8%	7.7%	14.0%		
9	Project Management Abilities	Project Plan Development	85	68	17	20.0%	7.7%	14.0%		
10	Communication Abilities	Effective Communication - Oral Interpersonal	107	92	15	14.0%	6.8%	12.4%		
11	Project Management Abilities	Project Planning & Scheduling	90	75	15	16.7%	6.8%	12.4%		
12	Project Management Abilities	Project Plan Execution	87	73	14	16.1%	6.3%	11.6%		
13	Project Management Abilities	Project Tracking and Reporting	71	60	11	15.5%	5.0%	9.1%		
14	Data Management Abilities	Database design	84	74	10	11.9%	4.5%	8.3%		
15	Applications - Productivity Tools	Excel (Microsoft)	182	172	10	5.5%	4.5%	8.3%		
16	Application Development - Programming Languages	HTML	126	116	10	7.9%	4.5%	8.3%		
17	Application Development - Programming Languages	Java	58	48	10	17.2%	4.5%	8.3%		

Deliverables

Sample Reports

Question Responses Report

Question 1:

Which of the following functional areas best matches the responsibilities of your job?

