



Participant Questions Package

IT Skills Inventory

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Overview

In addition to collecting skill data, the IT Skill Inventory also collects a wealth of information on both your IT Organization and its employees. This information is gathered through the Participant Question Set that is discussed below. The primary use of the question data is for reporting. In order for the skill data gathered during the IT Skills Inventory to be truly useful to your organization, you must have the ability to cut, view, and filter the information in meaningful ways. The information gathered through the Participant Question Set provides the IT Leadership of your Organization with this capability. Each question provides another data point by which to view, or report on, the output of the skill data. As a result, taking time to consider the types of views or reports that would be valuable to your organization is critical for getting the most out of the IT Skills Inventory offering.

Participant Question Set

This question set focuses on gathering information for each of the IT Skill Inventory participants. Sample questions include educational background, years of IT experience, and the functional area in which each participant currently works. Each participant will answer this question set upon logging into the IT Skills Inventory via **skillpower™**.

Instructions

Contents

This Participant Questions Package contains a Question Selection Feedback Form for the Participant Questions Set.

Process

It is the intent of this process to have each client participating in a IT Skills Inventory to review, select, modify, and add those questions they feel appropriate for inclusion.

- Step 1.** Review each of the questions contained in the question set.
- Step 2.** Determine if the question is asking for information that is valuable to your organization. Also, consider if this information will assist in using the skill data for making decisions regarding resource utilization, training and/or sourcing. For example will knowing the functional area that each participant resides in better help you understand where skill sets are located in your IT organization?



- Step 3.** In addition to determining whether to include each of the attached questions into the IT Skill Inventory, you should also consider the responses to each of these questions. Ensure that they gather the specific information you require for your reporting purposes. Look at the Reporting Potential description to aid in your decision-making.
- Step 4.** After reviewing, please check whether you would like to Keep, Modify, or Delete each question and its responses on the Question Selection Feedback Form below. If you have any suggested changes or comments to make, please capture that information in the Feedback/Comments section of the form.
- Step 5.** After reviewing each of the participant questions on the Question Selection Feedback Form, please list any additional questions that were not included but which you feel would assist in the reporting and analysis of the skill data. Please also create the responses to these questions. There are blank question forms at the end of the question set if you would like to include additional questions.
- Step 6.** Please submit your completed Question Selection Feedback Form back to **people³**.

Things to Look Out For

- 1) Only ask those questions for which you need answers.
 - Too many questions will increase the time it will take participants to complete the Inventory. A concise Question and Skill set will produce the most accurate and valuable results.
 - Data generated from irrelevant questions will only add to the time and effort required to analyze, maintain, and administer the Inventory output.
- 2) Refrain from asking open-ended questions.
 - Free-form responses are good for informational purposes but are not useful in driving automated reporting.
- 3) Each question should have a defined response set.
 - The responses to a question are as important as the question itself. Ensure that the responses are broad enough to capture the range of information you are seeking but restrictive enough for the data to be meaningful.
- 4) When selecting the questions for inclusion constantly consider the value of the data gained by asking the question and the utility of its responses.

Question Selection Feedback Form

Participant Questions

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 the 70% of your responsibilities fall.)

- 1) **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.
- 2) **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.
- 3) **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.

Reporting Potential: Understand the skill profiles of participants working within each of these areas of responsibility.

Please select one of the three options below and provide feedback.

Keep

Modify

Delete

Feedback/Comments:

people³
A Gartner Company

2) How many years of IT-related experience do you have in your current role?

This includes experience in your current role with prior employers.

- 1) Less than 1 year
- 2) 1-3 years
- 3) 4-6 years
- 4) 7-10 years
- 5) 11-15 years
- 6) 15+ years

Reporting Potential: Understand the skill profiles of participants with various levels of related experience within the Company.

Please select one of the three options below and provide feedback.

Keep

Modify

Delete

Feedback/Comments:

3) How many years of IT-related experience do you have with your Company?

- 1) Less than 1 year
- 2) 1-3 years
- 3) 4-6 years
- 4) 7-10 years
- 5) 11-15 years
- 6) 15+ years

Reporting Potential: Understand the skill profiles of participants with various levels of related experience within the Company.

Please select one of the three options below and provide feedback.

Keep

Modify

Delete

Feedback/Comments:

4) How many total years of IT-related experience do you have?

This includes experience with prior employers.

- 1) Less than 1 year
- 2) 1-3 years
- 3) 4-6 years
- 4) 7-10 years
- 5) 11-15 years
- 6) 15+ years

Reporting Potential: Understand the skill profiles of participants with various levels of IT related experience.

Please select one of the three options below and provide feedback.

Keep	Modify	Delete
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Feedback/Comments:

5) What is the highest level of education you have completed?

- 1) High School
- 2) Some College
- 3) Technical Certificate
- 4) Associate's Degree
- 5) College Diploma
- 6) Bachelor's Degree
- 7) Master's Degree
- 8) Doctorate

Reporting Potential: Understand the skill profiles of participants with various educational backgrounds.

Please select one of the three options below and provide feedback.

Keep	Modify	Delete
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Feedback/Comments:

6) How many days of training in a formal or virtual classroom environment have you had in the past year?

Training includes all professional development of IT staff (Tuition Reimbursement, Soft Skill, and Technical Skill Training).

- 1) Less than 1 day
- 2) 1-2 days
- 3) 3-4 days
- 4) 5-10 days
- 5) 10+ days

Reporting Potential: Understand the skill profiles of participants with various levels of recent IT training.

Please select one of the three options below and provide feedback.

Keep	Modify	Delete
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Feedback/Comments:

7) How many days of Self-Paced or Computer-Based Training have you had in the past year?

Training includes all professional development of IT staff (Tuition Reimbursement, Soft Skill, and Technical Skill Training).

- 1) Less than 1 day
- 2) 1-2 days
- 3) 3-4 days
- 4) 5-10 days
- 5) 10+ days

Reporting Potential: Understand the skill profiles of participants with various levels of recent IT training.

Please select one of the three options below and provide feedback.

Keep	Modify	Delete
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Feedback/Comments:

