



VALUE TALK

A MONTHLY NEWSLETTER BY ADD VALUE CONSULTANTS

Add Value Consultants is a leading Management Consulting Firm serving Indian Industries. This Newsletter is an endeavor to provide updates, understanding and sharing of global practices to the Business Owners, Mangers, Academicians and Executives.

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Editorial Note

Dear Readers,

Wish you a Happy Diwali in Advance. Festivals bring positivity and enthusiasm and also makes a way forward towards the future development. The world today need a lot of new learning. Reskilling and Upskilling has become an integral part of our professional life. We constantly thrive to align our skills to changing dynamics.

As Information Technology has transformed the world, we need to develop IT skills for the current and future professional environment.

Our expert for this issue, has outlined the skills into Information Technology domain which is greatly required for you as an individual and for the businesses too.

I am sure this would help our readers and will add value to the life.

Have a Great Time....!!!

Regards,
Chetan Bhojani

LEARNING AND DEVELOPMENT IN THE IT DOMAIN: BRIDGING THE SKILLS GAP

The senior manager in the Learning and Knowledge Team will play a pivotal role in shaping and driving the organization's learning strategy. The resource will lead efforts to cultivate an outcome-based learning culture across 100+ clients, ensure the effective implementation of learning solutions, and support the continuous professional development of internal stakeholders. Here are a few to do's in the L&K Manager role:

Assist in Learning Strategy Development and Execution:

- Work on the annual learning strategy and drive its execution with the team.
- Foster a conscious and outcome-based learning culture across the organization and its 100+ clients.

Client Consultation and Learning Solutions:

- Consult with clients to understand their learning requirements and desired outcomes.
- Design and execute tailored learning solutions, provide post-training support, and evaluate effectiveness.

Knowledge Management:

- Collaborate with clients to perform gap analysis and implement a robust knowledge management process within their accounts.

- Maintain learning budgets and ask for budgets based on TNI and create a Fall plan by speaking extensively to stakeholders to get a sense of the real business needs.

Snapshot of monitoring budgets, actual vs planned across geographies

US \$	2013 Q1 Actuals	1Q Budget	Q1 attainment to Budget	Q2 Actuals	2Q Budget	Q2 attainment to Budget	Q3 Actuals	Q3 Budget	*Revised 3Q Budget	Q3 attainment to revised Budget	Q4 Budget	2013 FY Actuals	2013 FY Budget	Revised 2013 budget based on Q3 reductions
ANZ	645,533	888,000	73%	675,803	1,480,000	46%	375,698	814,000	325,000	116%	518,000	1,697,034	3,700,000	3,211,000
ASEAN	339,030	340,919	99%	275,815	340,919	81%	33,010	274,935	137,468	24%	142,966	647,855	1,099,740	962,273
CEE	422,096	442,500	95%	266,249	442,500	60%	150,000	442,500	221,250	68%	442,500	838,345	1,770,000	1,548,750
GCG	875,000	825,000	106%	770,000	825,000	93%	359,000	1,320,000	660,000	54%	330,000	2,004,000	3,300,000	2,640,000
ISA	285,422	350,000	82%	266,530	350,000	76%	176,167	420,000	210,000	84%	280,000	728,119	1,400,000	1,190,000
KOREA	119,394	124,500	96%	79,555	149,400	53%	78,002	439,900	99,950	78%	124,500	276,951	838,300	498,350
LA	1,182,909	1,266,730	93%	471,523	515,280	92%	173,252	\$236,170	173,138	100%	128,820	1,827,684	2,147,000	2,083,968
MEA	355,826	365,000	97%	358,370	365,000	98%	149,895	342,500	171,250	88%	297,500	864,091	1,370,000	1,198,750
GMU	4,225,210	4,602,649	92%	3,163,845	4,468,099	71%	1,495,024	4,290,005	1,998,056	75%	2,264,286	8,884,079	15,625,040	13,333,091

- The IT industry is fast-paced, and technologies change frequently. Attrition levels are high Unless the company adds value to the employee in terms of learning/value-added projects good and bright people will not stay on lifelong learning is necessary to stay updated with the latest trends, tools, and platforms.
- Let me get to the areas where most of the top dollars are spent to arm the IT professionals to scale up and be on top of the client.

1. Certifications and Specializations:

In IT, certifications demonstrate proficiency in specific technologies or methodologies. Some widely recognized

certifications include:

- **CompTIA A+, Security+, Network+** for general IT knowledge.
- **Certified Ethical Hacker (CEH)** and **CISSP** for cybersecurity. Specializations also exist in fields like DevOps, machine

learning, data science, and more.

- **PM10G – Project Management**
- **Agile and Scrum**

2. Project related training

- Scale up on client platforms and tools

3. Core Consulting Skills:

- Leadership, Sales, Core Consulting, Project management, and New Hire education are critical to the success of internal stakeholders.

4. Practice building training:

- Training on Software and Company tools and processes like Celeste, Include Unica, CoreMetrics and TeaLeaf, Smarter Commerce for the Insurance

Industry, EMM Training - Unica, Signature Solution - Next Best Action to name a few.

5. Industry-related learning:

- Cross Industry Sharing Session, CPG/Retail Masterclass, Natural Resources masterclass as an example.

6. Growth Area training: Such as Advanced Analytics, Generative AI, and Deep Learning.

IT professionals have access to a variety of learning resources:

- **Online platforms:** Coursera, Udemy, Pluralsight, and edX offer specialized courses. Linked In learning
- **Technical blogs and forums:** Platforms like Stack Overflow, GitHub, and technical blogs help professionals find solutions and share knowledge.
- For IBM we use Your Learning as our one-shop learning management system.

7. Emerging Trends:

- New technologies like artificial intelligence (AI), blockchain, quantum computing, and 5G are shaping the future of IT. Professionals must keep an eye on emerging trends to remain competitive. Deep learning and Gen AI will be the next big play.

8. External research vendors like Forrester and Gartner add value to the consultant's insights.

An example of Your learning at IBM

Category	Areas of Interest
Enterprise Strategic Skills	Analytics, Artificial intelligence, Cloud, Industry skills, Quantum, Security
IBM Professions	Architect, Communications, Data Science, Design, Enterprise Operations, Finance, General Management, Hardware Development and Support, Human Resources, Legal, Manufacturing, Marketing, Offering Management, Product Services, Project Executive, Project Management, Research, Sales, Services Solutions Management, Site Reliability Engineer, Software Development and Support, Supply Chain, Technical Specialist
People Skills	Adaptability and flexibility, Business acumen, Creative thinking and innovation, Critical thinking and problem solving, Cultural intelligence, Decision making, Emotional intelligence, Growth minded, Leadership, Leadership for managers, Learning agility, Mindfulness, Negotiation, Personal branding, Presentation skills - eminence, Presentation skills - executives, Presentation skills - foundations, Resilience, Teamwork and collaboration, Time management, Trusted advisor, Verbal communications, Written communications
Popular Topics	AWS, Ansible, Automation, Azure, Blockchain, Coaching, Cyber Security, Devops, Docker, Excel, Hybrid cloud, IBM garage, Industry jumpstart, Java, Javascript, Kubernetes, Linux, Machine Learning, Mentoring, Openshift, Python, Redhat, SAP, Salesforce, Sql, Systems, Udemy

- In conclusion, Learning and Knowledge in IT is a double-edged sword. Unless you invest properly in your people, they will leave you because they are smart, digitally savvy, and on-the-go millennials.
- Even if you spend, they might switch to your clients and your competition based on the learning they receive at your premises. So, it's a catch-22 situation. Yet training is the biggest spend and budget (after hiring) you can do to stay alive and be on top!

About the Author



Mr. Rahul Bose

Business Consultant, Ex-IBM Corporation, Chairperson - ISTD Kolkata Chapter.

He is seasoned Learning and Development Professional with a strong underpinning industry background at BHEL, Tata Steel & IBM.

Sessions on “International Business” at Ahmedabad Management Association



Two sessions on "***How to develop a world class team for your export business***" and "***Understanding Cultural aspects of Export Customers***" were organized by Ahmedabad Management Association(AMA) on 19th October, 2024. The session was conducted by Mr. Chetan Bhojani, Founder & CEO, Add Value Consultants. He is a regular speaker on International Business and Global Business Management Practices.