Technical Skills Generation: Through Practical Experience (program overview)

Overview:

Technical Skills Generation Program is an educational program designed to allow people, young and otherwise, who are not formally trained in technology, the opportunity to understand the basic delivery of complex business services and provide experience in real life (or simulated) information technology work.

The program is a technology skills learning program that places unqualified persons in technical roles in a real mock company and rotates each participant through the 6 basic roles in an information technology organization.

The participants will learn technology skills, technology organizational skills, communications, and technology management skills by being assigned to and instructed in various roles that are present in real information technology companies.

The program will be operated by experienced, qualified instructor managers who will instruct the participants in technology management using the prescribed documents and procedures outlined here in this document.

The goal is to not only provide organizations who support the educational enhancement of certain membership through training, but to also offer direct services to the organization in a structured manner, just as a professional business would provide a service to said organization.

The concept of "reality" is stressed and the persons who are involved in the program "act" as if they were actually contracted by the organization to provide complex technical services. Moreover, the ownership and responsibility of the group shall be a practical model of a "real life" business with all the aspects of a "business to business" relationship, including management, sales meetings, reviews, etc. Optionally, mock charges may be employed but it is not necessary in the early stages of the program.

The ultimate goal is to provide a low cost set of services to the organization while promoting participation from people who otherwise would not be able to gain the practical experience.

After participating in the program the persons should have gained an understanding of how a complex technical business operates and should prepare them with potential options for their future, making them more valuable to the community and to businesses at large.

Upon completion of the program, if successful in completion, certificates of completion are provided.

Outline:

This section will cover the practical outline of the Technical Skills Generation (TSG) program and how it should be implemented for success.

The goal of TSG is to create a "simulated" services company that will provide real services for the host "BUSINESS".   The business will understand that the work that they would normally do themselves, and or pay someone else to do, will be "contracted" to the TSG group to perform.

There will be a clear business relationship between the two organizations and the TSG should be thought of as "any other service provider" to the BUSINESS and as such should expect the same quality that they would from a "real" services organization.

The TSG will be made up of specific personnel having specific roles.   These roles are designed to have the TSG team experience each of the significant positions in a "technology services delivery business".

The program will follow specific processes that are common in the Information Technology industry but simplified for the purposes of training. Terms will be introduced and there will be "WORK PRODUCTS" which are documents (forms) that are filled out as part of a "PROJECT LIFE CYCLE"(PLC) that will produce technical tasks for the business.   These documents are defined provided by the program.

(Note use of acronyms is common in the Information Technology (IT) world, and the TSG will make use of acronyms as a training tool for the team members) Each work product will have an acronym.

A specific set of steps or (processes) will be introduced to the business and the TSG will use the processes to perform each "PROJECT" which will result in a desired action to the technology under contract by the participating company or simulated company.(e.g. Website changes).

The business will make a request to the TSG for services (e.g. a change to a page on a website, or adding a new function to a program).   The TSG will meet with the business and accept that request and perform the PLC processes and use the WORK PRODUCT documents to track the progress and history of the PLC.

The BUSINESS will be responsible for meeting with and accepting proposals for "exact" details of all services (e.g. the changes to the website) and issuing approvals at beginning and end stages of the PLC.

The desired goal is to have a successful project and a satisfied customer in a fixed time frame.

Instructional fees and or participation fees may be applied.

The TSG program is a self contained program written by industry professionals with the goal to introduce new persons to the real aspects of information technology jobs and provide a stepping stone to real employment in technical careers within the IT industry.

The program will provide real business experience and technology experience that can and should be accepted as experience by employers and or contract companies.

The goal is to allow an alternative path into the information technology business by providing entry level experience and business and technical knowledge that is missing in college technology programs.