



# PIPELINE Program Information Technology Industry Council February 21, 2019

## **PIPELINE PROGRAM**

INDUSTRY-BASED. EMPLOYER-DRIVEN. DUAL-TRAINING EXPERIENCE.

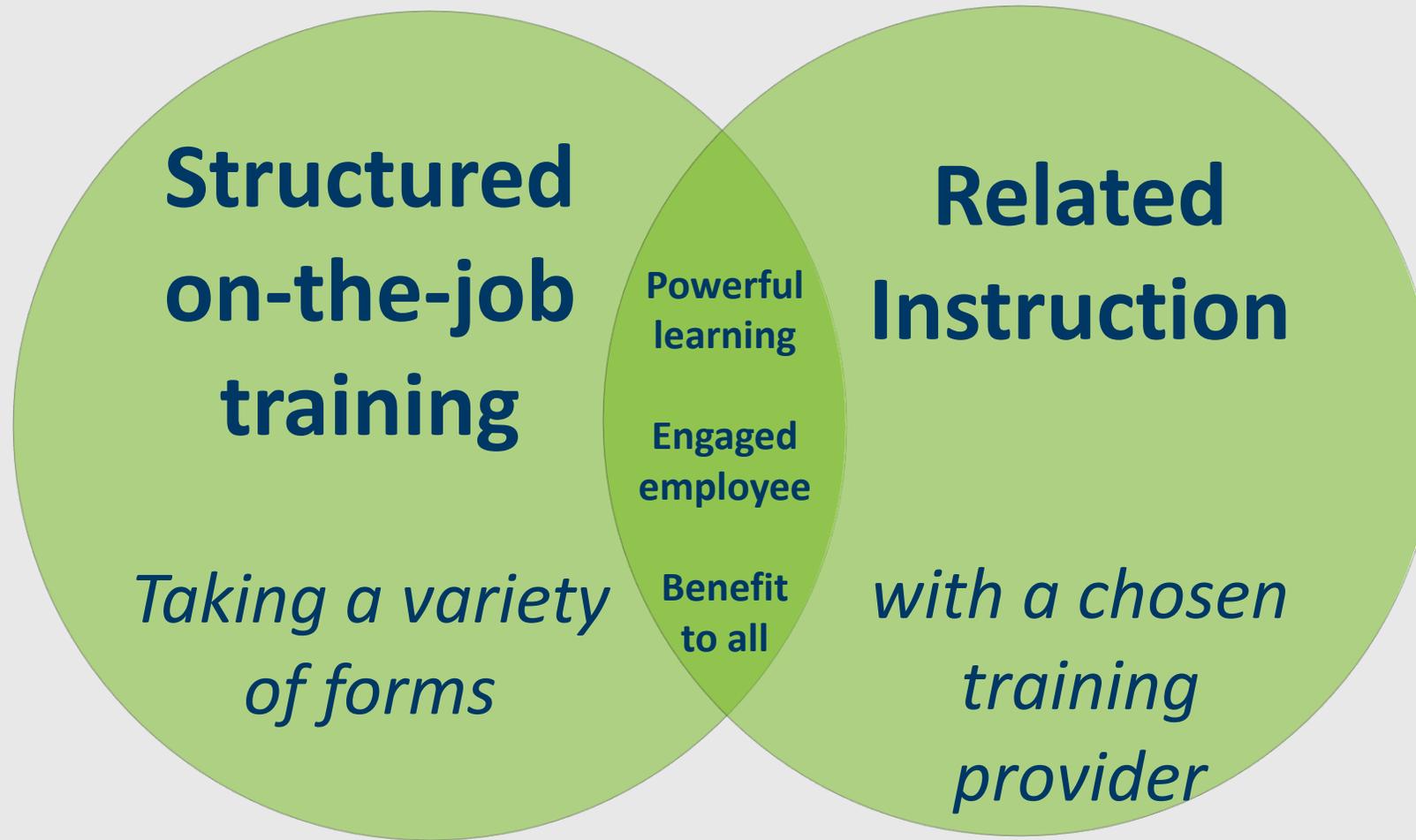
# Agenda

- Welcome and Introductions
  - Name, role and organization
  - What characteristic do you value the most in your coworkers?
- PIPELINE Program Refresher
- Community Conversations and Industry Updates
- Information Technology Occupations/Pathways
- Strategic planning and business management pathway discussion
- Dual-Training Grant Updates
- Next Steps

## **PIPELINE PROGRAM** INDUSTRY-BASED. EMPLOYER-DRIVEN. DUAL-TRAINING EXPERIENCE.

- Private Investment, Public Education, Labor and Industry Experience
- An innovative approach to address current and future workforce needs in key industries of Agriculture, Advanced Manufacturing, Health Care Services and Information Technology
- A mechanism to develop dual-training programs that are industry-based and employer-driven

# Employment-Based Training



# PIPELINE Program Strategies

- **Industry Councils:** *Inform and direct* PIPELINE Program on industry trends and needs through discussion and strategic planning **aimed to expand dual training.**
- **Competency Councils:** *Define and identify* specific occupational competencies for the four key industries.
- **Dual-Training Consulting:** *Create and disseminate* dual-training resources for employers, employees and dual trainees: toolbox, grants, and expanding mentorship networks to set up dual training.

# Community Conversations

October 2018 - January 2019: Meeting with employers and educators wherever they are...



Mankato

St Cloud

Marshall

Rochester

Alexandria

Bemidji

Duluth

Burnsville

Brainerd

Brooklyn Park

White Bear Lake

Moorhead (Rescheduling TBD)

# Community Conversations: What did we hear?

## Top Three Takeaways from the 11 Community Conversations:

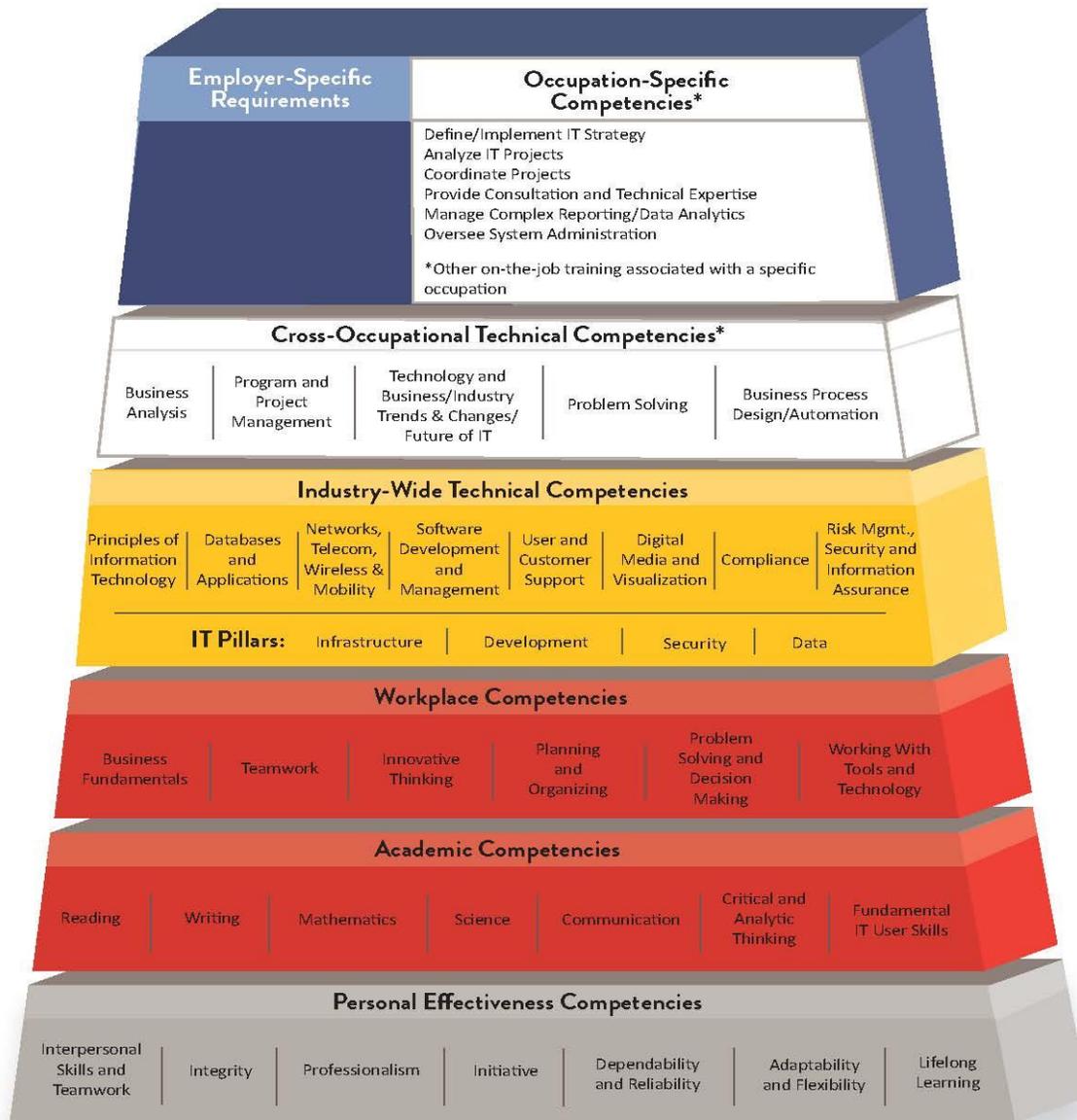
1. Workforce continues to be a huge challenge for employers statewide.
2. Employers have a wide range of interaction with area education providers.
3. Many employers are interested in dual training, but are often intimidated and do not necessarily know where to start.

- Did what we hear at our Community Conversations fit with what you're experiencing when it comes to dual training?
- Are there other key challenges for your business we should know about?

# PIPELINE Information Technology Occupations/Pathways

- Current occupations/pathways in Information Technology:
  - Information management and analytics pathway
  - Information security pathway
  - Infrastructure administration pathway
  - Programming, development and engineering pathway
  - Security analyst
  - Service desk/front line support or computer use support specialist
  - Software developer
  - Software testing and quality assurance pathway
  - Strategic planning and business management pathway
  - Software testing and quality assurance pathway
  - Strategic planning and business management pathway
  - Support pathway
  - Web developer – back end
  - Web developer – front end

**PIPELINE Program**  
**Competency Model for Information Technology**  
**Strategic Planning/Business Management Career Cluster Pathway**



Based on: Information Technology Competency Model Employment and Training Administration, U.S. Dept. of Labor, September 2012.

\*The PIPELINE Program recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.

# Pathway Discussion

## Strategic Planning/Business Management Career Cluster Pathway

# PIPELINE DUAL TRAINING: Getting Started in I.T.

## Success Story:

*Art Unlimited* – Dual Training Program Grantee for multiple years; currently utilizing program for Web Developer – front end. Related Instruction provider is Rasmussen (online).

*Thomson Reuters* – Dual Training Program Grantee in 2018; currently utilizing program for Computer support specialists who are using a number of different related instruction providers.

## Challenges and Opportunities:

What are the biggest challenges for expanding this model to I.T.?

Where should we look to establish new opportunities?



**WHERE DO I EVEN BEGIN?**

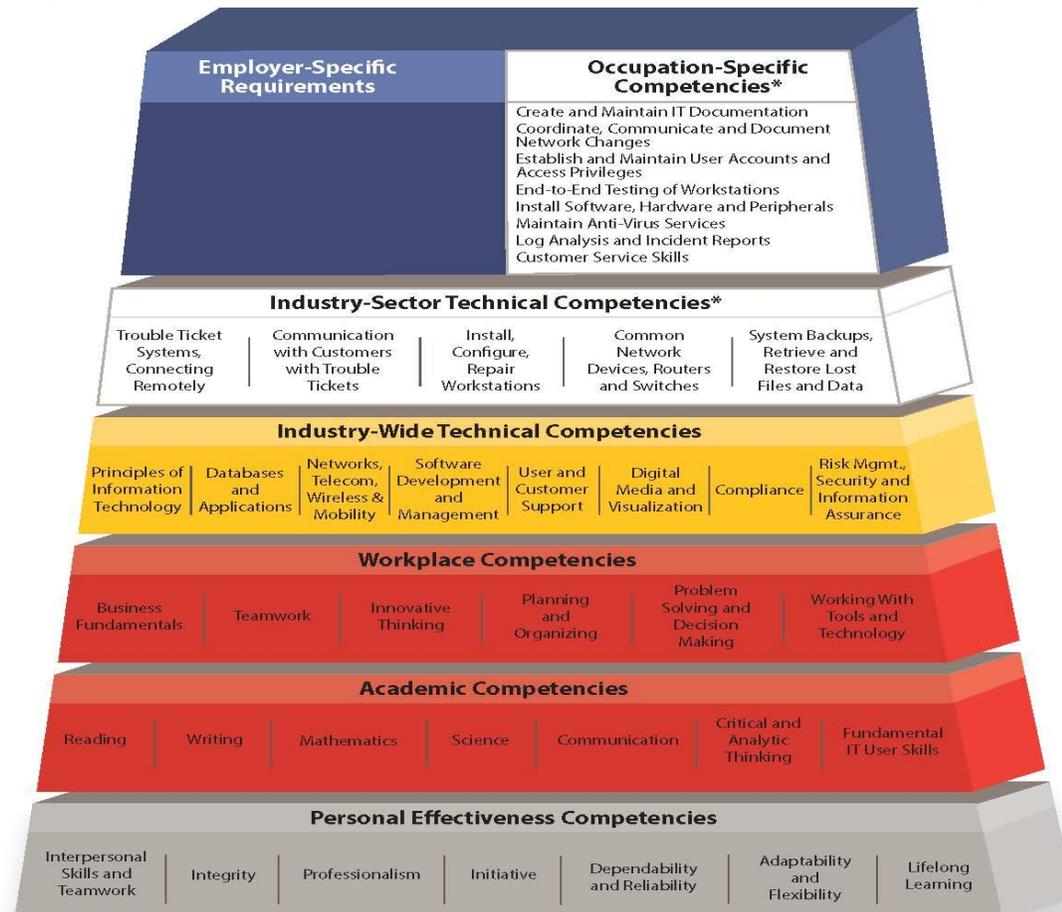
# PIPELINE DUAL TRAINING: Where do I start?

## Common Steps to Create Employment-Based Dual-Training Programs

1. Determine the main occupation/ job your company would like to address with dual training.
2. Contact PIPELINE Team to help you work through Steps 3-10
3. Determine what a person in the given occupation needs to know to be successful at your job in the company.

# PIPELINE DUAL TRAINING: Where do I start?

## PIPELINE Program Competency Model for Information Technology Occupation: Service Desk/Front Line Support or Computer User Support Specialist



Based on: Information Technology Competency Model Employment and Training Administration, United States Department of Labor, September 2012.

\* The PIPELINE Program recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.

4. Use PIPELINE Program's Competency Pyramid as a guide to help determine what makes the most sense to be learned in On-the-Job-Training and Related Instruction

# PIPELINE DUAL TRAINING: Where do I start?

5. Explore different related instruction providers options.

Check out PIPELINE Program's related instruction inventory:

<https://secure.doli.state.mn.us/pipeline/pipelinelookup.aspx>

6. Review the curriculum of the education provider you prefer and then select them as the related instruction training provider for your company/organization.

# PIPELINE DUAL TRAINING: Where do I start?

7. Consider best approaches for your organization for On-the-Job-Training (OJT)

Check out our Guidance for Effective On-the-Job-Training for useful tips:

<https://www.dli.mn.gov/business/workforce/guidance-effective-job-training>

8. Determine who in your company will lead your On-the-Job-Training. This could be a lead co-worker, a supervisor or training coordinator for example.

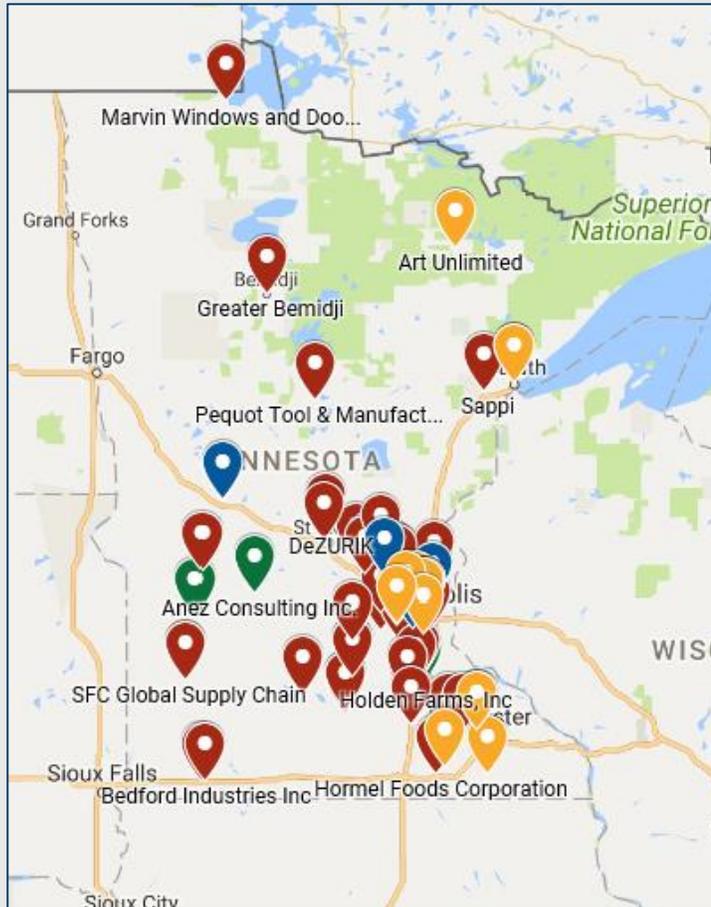
Check out OJT tracking tools at:

<https://www.dli.mn.gov/business/workforce/pipeline-dual-training-tools>

# PIPELINE DUAL TRAINING: Where do I start?

9. Recruit either a new employee OR incumbent worker at your company to participate in dual training.
10. Obtain funding from the state, local community or your company's own assets to begin dual training and then you are ready to actually begin dual training.

*Congratulations!*



- Since its inception in 2015, OHE has administered 124 grants to 75 unique employers;
- 913 employees have benefited from the PIPELINE Dual Training Grant Program;
- PIPELINE Program Consultants and the OHE Grant Administrator continue outreach to new employer partners, averaging about one new employer each day.

**PIPELINE PROGRAM**

INDUSTRY-BASED. EMPLOYER-DRIVEN. DUAL-TRAINING EXPERIENCE.

## KEY DATES:

- Grant Round #8: Opens Monday, April 1, 2019 and closes on Friday, May 17, 2019
- Workshop for related instruction providers: Wednesday, March 6, 1:00 – 4:00
- Workshop for employer grantees: Thursday, March 7, 1:00 – 4:00
- Location: Office of Higher Education office, 1450 Energy Park Drive, St. Paul

# Next Steps

- Speaker Series: March 14 from 9:00 – 10:30 a.m.
  - Topic: Creating Effective On-the-Job-Training (OJT) with Jonathan Stuart
  - Location: Minnesota DLI office, 443 Lafayette Road, St. Paul
- Community Conversations: Moorhead and possibly more in the future.
- Next Industry Council Meeting:
  - June date to be determined

# Thank you.



Annie Welch,  
Program Manager  
651.284.5353

[annie.welch@state.mn.us](mailto:annie.welch@state.mn.us)



Dan Solomon,  
Program Consultant  
651.284.5355

[dan.solomon@state.mn.us](mailto:dan.solomon@state.mn.us)



Kathleen Gordon,  
Program Consultant  
651.284.5388

[kathleen.gordon@state.mn.us](mailto:kathleen.gordon@state.mn.us)