

## Industry News from IT Skills Research (Jun 07)

### E-SKILLS INDUSTRY LEADERSHIP BOARD

A group of key industry players has announced the formation of an e-Skills Industry Leadership Board, with a mission to lead the IT sector's contribution to the development and implementation of a long term e-skills and digital literacy agenda in Europe. The launch follows successful lobbying which has raised awareness among EU policymakers about the need to ensure adequate availability of e-skills and digital literacy to meet the needs of the European economy in the future. Senior executives from leading IT companies and providers of e-skills education, training and certification, committed their respective organisations to the initiative at the launch meeting in Brussels. David Grinham, VP EMEA for Prometric, said: "We believe it is not only important but imperative that every member of the European workforce be literate in technology-related requirements and trained – even at a basic level – in order to boost employability and enhance the productivity and competitiveness of the member states". Other organisations involved in the e-Skills ILB include Global Knowledge, Microsoft and Pearson VUE. [Jun 2007](#)

### PRIVATE EQUITY BUYS INTO QA-IQ

QA-IQ has announced that it is to partner with private equity firm Englefield Capital. The agreement will provide QA-IQ with significant financial resources and commercial expertise to continue developing its growth strategy. The company intends to invest in new curriculum areas and learning services by both organic development and acquisition. Sums involved were not disclosed. [Jun 2007](#)

### THIRDFORCE ACQUIRES MINDLEADERS



ThirdForce plc has acquired Mindleaders Inc, a leading US e-learning company, in a deal worth \$18 million. Based in Ohio, Mindleaders has a 25-year track record and claims to offer 2000 courses to around 850 organisations. ThirdForce already has a substantial market presence in the UK, Ireland, the Middle East and Australia. Mindleaders is its fourth acquisition in four years: it bought Electric Paper and AV Edge in 2003, and Creative Learning Media in 2006. [Jun 2007](#)

### ILX GROUP: SENIOR APPOINTMENT AND CONTRACT WINS

ILX Group has appointed Tony Glass as Managing Director of its Best Practice Division. Glass was previously EMEA Sales Director of SkillsSoft. ILX has also announced that its Best Practice Division has won a number of large-scale contracts to deliver a range of services including e-learning, instructor led training and implementation consultancy. It says these contract wins will contribute approximately £1m to revenue for the current financial year and include The Home Office, a major High Street Bank and the Environment Agency. [Jun 2007](#)

### 70% OF GOVERNMENT IT PROJECTS FAIL

Seven in every 10 government IT projects have failed, according to the Chief Information Officer of the Department for Work and Pensions. Joe Harley, speaking at the Government IT Summit, said: "Today, only 30% of government IT projects and programmes are successful. We want 90% by 2010/11. We want to achieve a 20% overall reduction on IT spend in government... The government spends £14bn a year on IT... it's not sustainable to continue to spend at these levels. We need to up the quality while reducing the spend". [Jun 2007](#)

### E-LEARNING GROUP REPOSITIONED




The former eLearning Industry Group (eLIG) has become the European Learning Industry Group (ELIG). "This is more than a cosmetic change", says the group, "it reflects a major shift in the marketplace". ELIG says it will "provide industry thought leadership and policy input to the European Commission and national governments and, at the same time, function as a networking and partnering platform for its members". [This is reminiscent of the rebranding of WOLCE, which went from the World Open Learning Conference & Exhibition to the World Of Learning Conference & Exhibition a couple of years ago.] [Jun 2007](#)

### **iCONNECT ON-LINE BOOKING FROM GLOBAL KNOWLEDGE**

Global Knowledge has launched an on-line booking and training administration system that makes it simple for customers to book delegates onto IT training courses and administer their IT skills development plans. The web-based iConnect system enables customers to register personnel for IT training courses, administer IT training activity, report on the progress of individuals and the overall IT training programme, and keep track of spending. Delegates can book themselves onto courses and send a request for approval and sign-off by the authorising manager. The system also sends joining instructions automatically to individual delegates. [Jun 2007](#)

### **NEW ITIL V3 COURSES FROM QA-IQ**

 QA-IQ has introduced new courses, available from the first week in June, leading to the IT Service Management Foundation qualification based on the new version 3 of the IT Infrastructure Library (ITIL). QA-IQ says the scope of the library has been widened to cover more aspects of Service Management and for the first time adopts a unified lifecycle approach to the subject. ITIL v3 will also have a greater focus on understanding business drivers and how IT can assist with meeting business objectives. [Jun 2007](#)

### **IITT LAUNCHES NEW WEBSITE**

The Institute of IT Training has launched its new website which has undergone a complete redesign and modernisation, making it easier for visitors and members to access information about products and services from the Institute. The site is Phase One of a complete redevelopment, and some facilities are not yet live. These sections – including Submit A Tender, Find A Freelance Trainer, and the members' CPD records – are planned for Phase Two. [Jun 2007](#)


### **MORE SUCCESSES FOR ATLANTIC LINK**

Atlantic Link has added two more customers to its list of successes in 2007. The Fire Service College and The National Air Traffic Services (NATS) are the latest organisations to choose the company's rapid authoring software. Atlantic Link has also been named as one of three finalists in the Nottingham Evening Post Business Innovation Awards. [Jun 2007](#)

### **ELN ANNOUNCES 2007 SHOWCASE**

The eLearning Network (eLN) has announced details of this year's Showcase - a key event in its calendar. It will be held on 6 July in London. The theme this year is Profiling Excellence, and the eLN is inviting sign-ups from companies who would like to exhibit. [Jun 2007](#)

### **GLOBAL KNOWLEDGE ITIL V3 TRAINING**

 Global Knowledge has launched a series of ITIL version 3 training courses, giving enterprise customers the ability to benefit from the latest edition of the popular IT service management methodology without delay. Global Knowledge says ITIL v3 moves away from a process model to a five-stage interlinked model that covers the complete lifecycle of service management. ITIL v3 courses will be available from June and demand is expected to be strong. Global Knowledge has also announced details for a new ITIL version 2 to version 3 conversion course. The one-day course provides an introduction to ITIL version 3 best practice and explains how ITIL V3 differs from ITIL V2 guidelines. It examines in detail the new service lifecycle approach to implementing new and changed services, and outlines all changes to existing processes as well as covering the new additional processes. [Jun 2007](#)

### **XPERTISE EXPANDS IN LEEDS**

Xpertise says growth in its IT training and managed training services has led to an investment of £500,000 in a refit of its training centre in Leeds – doubling capacity in order to cope with local demand. Xpertise can now deliver 1,500 additional training courses a year, and claims to be the only company in the North of England which is authorised to deliver official Oracle and Red Hat training through its Leeds training centre. Xpertise has also doubled the size of its managed services team at the Leeds office to handle additional major training contracts it has won in 2007. To celebrate the reopening of the centre, Xpertise is inviting local customers to an open day on 8 June. [Jun 2007](#)

### **SECURITY DEADLINE PRODUCES SURGE IN TRAINING**

In response to increasing demand, UK Information Security company 7Safe has developed a course on the Payment Card Industry Data Security Standard (PCI DSS). All organisations that store, process or transmit credit card payments are required to demonstrate compliance with the standard by 30 June. 7Safe, which is one of only a handful of UK companies to have been awarded Qualified Security Assessor status by the PCI Security Standards Council, conducts its PCI DSS courses at its training facility in Cambridge. [Jun 2007](#)

### **WHITE PAPER EXPLORES LEARNING MEASUREMENT**

A new research-to-practice white paper by Dr. Will Thalheimer of Work-Learning Research examines the factors that impact the effectiveness of assessments in measuring a learner's ability to retrieve and use information in future, real-world situations. The paper provides practical advice – distilled from fundamental learning research – designed to help learning and testing professionals design fairer, more reliable assessments. [Jun 2007](#)

### **BRIGHTWAVE E-LEARNING FOR OPENREACH**



Openreach, a BT Group business, has selected e-learning specialist Brightwave to design a series of "video-rich interactive learning experiences" that ensure its employees meet rigorous training and regulatory requirements. The programmes were commissioned by Openreach to meet new legislative requirements over multiple areas of business. The courses also provide clear, auditable training, and course completion and understanding are monitored through assessments integrated with Openreach's own LMS, enabling tracking and reporting. [Jun 2007](#)

### **GLOBAL KNOWLEDGE AIMS TO LEAD MICROSOFT EDUCATION MARKET**

Global Knowledge is now a Microsoft Gold Certified Partner for Learning Solutions (CPLS) in North America. It says this is an important step in its strategic plan to broaden its Microsoft education business and provide an enterprise-class portfolio of learning solutions to customers and Microsoft channel partners in all geographies. The company already holds Gold CPLS status in its EMEA operations, including the UK, and says its recognition in North America is a principal component in its drive to become the world's largest Microsoft training provider. [Jun 2007](#)

### **RWD TECHNOLOGIES RELEASES uPERFORM**

RWD Technologies has announced the release of RWD uPerform in the UK and mainland Europe. RWD uPerform is a comprehensive human performance support tool kit for businesses seeking to improve business results and ROI from their enterprise solutions, including ERP, CRM and sales force training programmes. RWD says "In the ERP space alone, companies will invest upwards of \$39 billion per year by 2009 [according to IDC]. Yet despite such massive investments, many organisations are ill equipped to educate their employees on these solutions. RWD uPerform is an enterprise-level solution to help them succeed in today's marketplace." SAP sells RWD uPerform under the name SAP Productivity Pak powered by RWD. [Jun 2007](#)

### **CAPABILITY MATRIX FROM MKM**




UK learning management specialist MyKnowledgeMap (MKM) has developed an online talent management system called Capability Matrix. This will allow employees to assess their skills and skills gaps, and enable employers to pinpoint support to people and departments in most need. Available for customer corporate intranet use, or as a secure hosted service on the web, Capability Matrix can be custom developed with competencies specific to user organisation/industry needs. Alternatively, it is available 'off-the-shelf' and pre-loaded with a range of skills sets including sales, ICT, marketing and communications. [Jun 2007](#)

### **REDTRAY'S ANNIVERSARY BOOST FOR ALTO**

RedTray's ALTO enables customers to create, deploy and manage enterprise blended learning solutions. It was introduced as a web-based system in early 2006, providing an integrated suite of tools to cover e-learning, online presentations, instructor-led administration and document management. Now RedTray is marking ALTO's first year of success with a range of new enhancements: it is adding an improved course

builder tool, and has enhanced its rapid e-learning capabilities so clients can develop e-learning content from PowerPoint presentations "in a matter of hours". [Jun 2007](#)


### **BOURNE HELPS SMEs WIN PUBLIC SECTOR DEALS**

 Bourne Training has completed the development of an e-learning course aimed at helping SMEs to win public sector contracts. The course, entitled 'Winning the Contract - Bidding for Public Sector Business' is part of learndirect's portfolio and provides practical guidance on how SMEs can effectively tap into the estimated £150 billion pot of annual public sector expenditure. . As well as identifying best practice for effectively responding to public sector tenders and giving them the best chance of success, it also explains how SMEs can find the opportunities in the first place. [Jun 2007](#)

### **ONLINE EDUCA TO LAUNCH FIRST RUSSIAN EVENT**

The first Russian event in the series of Online Educa international conferences will be launched in 2007. The Online Educa Moscow conference will take place from 30 September to 3 October in Moscow. Organisers say that conference attendees will include experts from the business sector and the academic community, as well as education decision makers and innovators. They say more than 500 delegates are expected, and Online Educa Moscow is set to establish itself as an international event in ICT-supported learning and training in the Russian Federation. [Jun 2007](#)

### **TATA INTERACTIVE SYSTEMS LAUNCHES TOPSIM**

 An invited audience of senior managers from the UK's top companies have been given a preview of Tata Interactive's suite of business simulations - TOPSIM - which is now available to the UK market for the first time. TIS says there are currently 15 generic TOPSIM simulation titles and these are being used by more than 1,600 organisations around the world. "TOPSIM is not e-learning, but blended learning with the emphasis on the classroom and where the learning is collaborative" said Alan Samuel, TIS's head of operations in the UK. [Jun 2007](#)

### **MKM DEVELOPS TESCO RETAIL DEGREE**

MyKnowledgeMap (MKM) has been awarded a contract to develop a Foundation Degree in Retail to be piloted by Tesco Stores. MKM is being partnered on the project by the Retail Academy, Manchester Metropolitan University and The University of the Arts. MKM says the course will use a combination of e-learning materials, residential delivery and online support. It will integrate work based learning and academic study through work based projects, assignments, and a reflective log [?] and portfolio. [Jun 2007](#)

### **E-LEARNING AWARDS: CLOSING SOON**

Entries close on 29 June for this year's e-Learning Awards, organised by e.learning age in association with The eLearning Network. There are eleven award categories, and it costs £99 to enter. The presentation ceremony will be held in November in central London. [Jun 2007](#)