

# Update

A round-up of the latest news and developments for IT training professionals

A survey by SkillSoft found that over 80 per cent of UK managers expect their **training budgets to either remain static or increase** over the year ahead. Two-thirds are saying that they have not been affected by the difficult economic conditions. The survey of 96 business decision-makers also revealed that 95 per cent now matched their training provision to business goals and strategy in order to measure return on investment.

These findings were mirrored in a study undertaken among a larger group of 748 organisations in the US by Bersin & Associates, which established that companies saw a two per cent increase in their training budget after two years of double-digit cuts.

IT is seen as one of the **key drivers for revenue growth** in 2011, a survey of more than 2,000 CIOs by Gartner found. While CIOs do not report IT budgets returning to their 2008 (pre-recession) levels, the number of those experiencing budget increases in 2011 outnumbered those reporting a cut by almost three-to-one. **CIOs are also expected to adopt new cloud services much faster** than originally thought, with the percentage of those running IT in the cloud or on SaaS technologies forecast to rise from three per cent to over 40 per cent.

## Growth in IT sector jobs



A survey by KPMG and the Recruitment and Employment Confederation (REC) found a skills shortage in .Net and Java development for temporary roles as there was an increase in IT sector jobs in December 2010, which occurred mainly in the private sector.

Yet despite this potential of IT to drive a company's growth and competitive advantage, a study of 1,000 IT professionals by Virgin Media Business showed that over 40 per cent went into IT with the belief that they could change how it was perceived across the business and bring real change to their company, but over two-thirds say they've failed to achieve their personal goals in

their job. The study found that London is home to the most frustrated IT workers, with three in four admitting that they've fallen short of changing the way that the IT department is perceived across their organisation.

2011 could prove to be the tipping point at which **IT becomes integral to business strategy**, but the shift will only happen if

the profession can overcome its perception as a non-critical implementer, according to Modis International, a global leader in IT recruitment. Modis' research found that while the majority of IT leaders were under pressure to develop transformational changes for their businesses, traditional views of IT's function were holding back the pace of change.

The next few years will see a big **increase in the number of recruits** needed in the IT industry, with the industry set to grow five times faster than the average UK industry. A report by e-skills UK said that employment in the IT industry over the next 10 years is expected to grow by 2.19 per cent a year, which means over 100,000 new recruits will be required to keep pace with demand.

While this is a positive development, e-skills UK expressed concern with figures showing that the proportion of IT and telecoms professionals under the age of 30 had declined from over 30 per cent in 2001 to only 19 per cent in 2010. E-skills predicted that the UK economy could be boosted by £50bn over the next five to seven years by exploiting the full potential of the technology sector.

The **lack of qualified IT staff** also hinders IT department recruitment, according to research conducted by CompTIA. Almost two-thirds of the 1,385 IT managers surveyed said their IT department was understaffed and planned to recruit in 2011, but 60 per cent also voiced concerns about finding new employees next year, while 31 per cent said they will struggle to retain existing workers.

The research found the **most in-demand skills** are project management, database administration, business intelligence, PC and technical support, cloud/software-as-a-service as well as network administration, virtualisation and security. Most recruiting IT managers (78 per cent) said candidate certifications and experience are a high or medium priority in hiring.

## Supplier briefs

### Andy Green new Chair of e-skills UK

E-skills UK, the sector skills council for IT, has appointed Logica CEO Andy Green as its new Chairman. Andy Green replaces Larry Hirst CBE, who will retire as Chairman of e-skills UK and as Chairman of IBM Europe, Middle East and Africa.

### Cyber skills in short supply

Recruiting and retaining people with cyber skills is one of the top challenges to law enforcement, says the head of the Metro Police Central e-Crime Unit (PCeU), a unit that is also tasked with improving national police cyber capabilities.

As professionals with these skills are in short supply and high demand, they often move into the private rather than the public sector. The PCeU has started drafting in expertise from the financial and other key industrial sectors.

### Content Master and Jonckers form strategic partnership

Content Master, part of CM Group, and Jonckers Translation & Engineering have formed a strategic partnership to provide e-learning and other education, training and reference materials for clients who create and deploy e-learning programmes worldwide. The two companies have now integrated their production processes to create, localise and distribute learning materials for their customers on a global scale.

### Name change at Kaplan

STT Trainer, Atlantic Link and Perform IT, former brands of Kaplan IT Learning (KITL), are now operating under the new company name of Kaplan Learning Technologies (KLT). Over the past five years, Kaplan IT Learning has expanded its products and services to meet the growing needs of clients around the world. In 2005, it acquired STT Trainer, in spring 2009 it added Perform IT and in 2010, Atlantic Link joined the company.

### SumTotal buys GeoLearning

Talent management solution provider SumTotal acquired managed services and on-demand learning management software (LMS) provider GeoLearning. The acquisition extends SumTotal's string of mergers with other software companies and places SumTotal in the lead among LMS and talent management companies, further distancing Saba, the nearest in size.

### New certification in storage networking and information management

CompTIA and the Storage Networking Industry Association (SNIA) are collaborating to develop and market a new professional certification for IT workers responsible for storage networking and information management.

The credential 'CompTIA Storage+ Powered by SNIA' will be a comprehensive validation of the knowledge and skills necessary to support various solutions and technologies in data storage,

storage networking, data protection and the underlying interconnect technologies.

A beta release of this new examination and certification is scheduled for Q2 in 2011 with global availability in the second half of 2011.

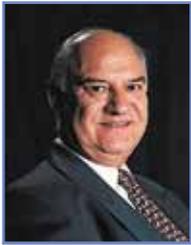
### e2train acquires Intraventure

Learning and performance management system provider e2train acquired Intraventure, a provider of succession planning, talent and performance management software and services. e2train is the UK's largest supplier of learning and performance management systems and services. Both organisations work for leading blue chip organisations and governmental bodies.

### OU aligns higher education with SFIA

The Open University (OU) has developed a set of tools and resources to enable employers to identify appropriate higher education modules, qualifications and continuous professional development courses using the internationally recognised Skills Framework for the Information Age (SFIA).

The OU has recently become a SFIA Accredited Partner and has developed tools that will enable employers of IT professionals to browse potential courses and qualifications available against the SFIA skills required for each role. By combining the necessary SFIA skills for professional profiles and job descriptions, a skills development path can be identified.



**Alan Bellinger**

## L&D in 2020

What will L&D look like in 2020? To get some clues I would refer you to a new report from Forrester with the very long title 'IT's Future in the Empowered Era: Sweeping Changes in the Business Landscape Will Topple the IT Status Quo'. The question that lingers throughout the report is whether corporate IT, as we know it today, will even exist in 2020.

Three forces are bearing down on IT and will likely have long-lasting ramifications, according to the report. The three trends include business-ready, self-service technology (including cloud and SaaS adoption); empowered, tech-savvy employees who don't think they need corporate IT; and a 'radically more complex business environment'.

The interesting point is that these three forces also affect L&D. The first – new applications in the cloud – has the rather trite consequence that L&D is no longer dependent on IT for access to learning technology; you can get it wherever and whenever you want. But the rather more significant impact is that application readiness is no longer limited to Office and ECDL. The term 'application readiness' is an interesting one, and I suggest that L&D's mission is not simply to ensure that employees can use technology, but rather applications.

'Empowered, tech-savvy employees' is definitely the second major impact on L&D;

it is the catalyst to change L&D from its current 'push' approach to a 'pull' approach as learning becomes more embedded in work. L&D needs a completely different mindset to operate in the pull world rather than the push world – fundamentally, it's the change from controlling to facilitating. But I believe it's a given that we will need to make that change – and sooner rather than later. That's the fundamental reason why business professionals want L&D to keep their hands off informal learning – the fear that they'll come in and start trying to control it.

Forrester's final point is the one about increasing complexity in the business environment. And this is where I feel the analogy between the IT world and the L&D world fails; or at least it does fail if L&D fails to step up to the issue. Let me explain; certainly there will be increasing complexity – and that will affect the way in which we deploy technology. But the area that will have the greatest impact on this complexity will be the combination of analytics and business management.

This, in turn, highlights the biggest change that we as L&D professionals need to make. We not only have to focus on performance rather than training, on working smarter and on embedding learning into work; we also need to be totally analytics-savvy and use analytics to fuel the pull approach to building capability in the enterprise.

# BCS Learning and Development Specialist Group

## Making new connections

The BCS L&D Specialist Group has acted upon a recent survey in which its members expressed a clear desire for the committee to build relationships with other relevant bodies.

The first such body is the Worshipful Company of Information Technologists (WCIT). A Memorandum of Understanding establishing a formal partnership between the BCS L&D SG and WCIT's Education Committee is awaiting signatures, and will open a wide range of events to members of both organisations. Most importantly it will provide a framework for the planning of joint events.

The City of London's Livery Company's grew out of the mediaeval guilds and now

form a vital part of the City's constitutional fabric and history. The WCIT received its Royal Charter in June 2010 and currently has around 750 members, comprising many of the most eminent IT professionals (such as Sir Tim Berners-Lee, Vint Cerf and several former BCS Presidents). The company has four key themes: charity, education, industry and fellowship.

Two of our committee members, Paul Jagger and Kevin Streater, have recently been elected to the Freedom of the WCIT, and the SG committee already have plans for similar MoUs with a number of other leading bodies that support workplace learning in the field of IT.



**L&D SG Committee Member Ed Monk**

## Profile

Ed Monk, Managing Director at IITT since 2006, became involved with the organisation in 1998, when he worked as operations manager for IT Training. After successfully building the magazine's profile, Ed joined the Institute, first running the sales and then the business development team.

His involvement with the BCS L&D Specialist Group began in 2010, when he was invited by Jooli and members

of the board to join the group. He is passionate about raising the profile of the L&D professional, especially in the IT sector where, very often, they are not necessarily considered as 'equals'.

Apart from his interest in anything 'L&D', Ed plays classical guitar, is fluent in four languages and has set himself two major goals for 2011: to run the Berlin marathon and begin learning Japanese.