



TECHNICAL SERVICES | TECHNOLOGY LEARNING SERVICES

# NTT Training & Certification Services



## **NTT's methodology delivers proven results.**

With the information and communications technology landscape evolving every day, it's important that your organization embraces new technology in order to stay ahead in business. No one, whether at the coalface of IT infrastructure or as end-user, can afford to be complacent when it comes to learning. Starting your training today will help you reach your future goals that much faster.

### **Real-time IT training for a business world that never stops**

Developing your people gives them the skills and confidence to become more productive. With a more agile, focused and flexible workforce, you'll see the benefits in your bottom line. There are also values beyond profit. When you invest in training, you'll see more loyalty, engagement, and commitment from your staff. They'll be more aligned to your company's vision, values, and mission statement.

The way people learn today is different. Education must be applied to the real world in real-time – and people must be able to use this training the moment they have finished a course. Training is also led by technology. While traditional instructor-led training and hands-on labs are still available, these methods have increasingly migrated towards interactive online models. No doubt you've noticed a rapid shift towards e-learning, mobile, and video applications, with people learning at their own pace and in their own language.

### **Managing training programmes to deliver consistent results**

The trend is towards shorter modules with clearly defined outcomes. This helps you manage on-the-job training and provides opportunity for performance evaluation and continuous feedback. In today's training environment, it's critical to train people in skills and resources that can be immediately applied to their jobs.

With many companies feeling the pressure to train staff in new technology within tight timelines and budget, these innovative learning platform allow you manage both resources more efficiently. Whether it's upskilling a group of employees, launching a new project, or helping your entire organization adopt to a system change, you'll need your training content to be customized to meet your unique needs.

Developing an ongoing training programme is not without its challenges. Too often there's no consistency between programmes and you can miss out on a deeper collaboration and interaction between learners and instructor. Without a training strategy in place, you can't always manage new technology against knowledge gaps to be able to leverage your IT investment.

However, once you've established an effective and sustainable training approach, the results will be worth it. You'll have created a sustainable and empowered workforce with a culture learning, growing along with your organization and rapidly adopting to changes in technology and work methodologies.

## NTT Technology Learning Services

NTT vast experience as a global ICT solutions and services provider means we understand how technology informs the way a business communicates and functions every day. We understand the critical questions that form the four technology pillars.

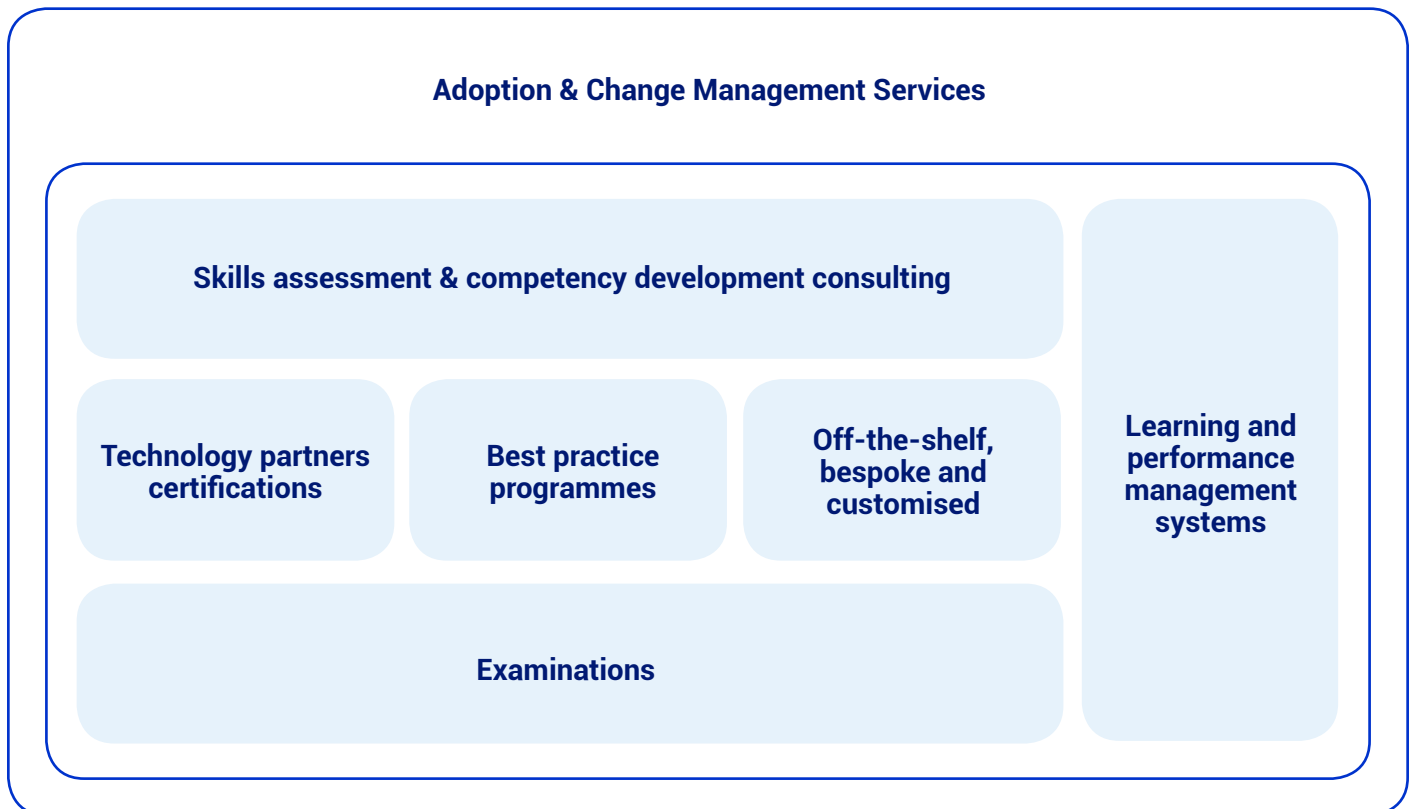
- **Strategize.** What are the best business trends and technologies to invest in? What technology do we need today?
- **Build.** What's the most effective solution to build? Will it support our future goals?
- **Operate.** How can we run IT operations in the most efficient way?
- **Support.** How can we ensure end users leverage the IT investments made and improve productivity?

We recognize the need for employees to understand and embrace emerging technologies. Our comprehensive training services will enrich and empower your employees to grow their skills and improve their productivity.

Using a consulting engagement, we help you answer those critical questions. We'll then craft a training framework for your organization, using the four pillars to apply our unique service delivery approach.



NTT Technology Learning Services has designed a suite of learning services structured to meet your needs. These services can be customized to meet any special requirements within your organization and each have their own features and benefits.



## Skills assessment and competency development consulting

These services provide a learning and development framework designed to support your business strategy. Using our structured approach, we help your organization effectively develop your human resources to add business value.

Our framework is categorized into four stages. Each stage has its own methodology with its own deliverables. We add value to your business at every stage of our framework and offer you the flexibility to engage us at any point.

### Skills assessment and competency development consulting Framework

#### 1. Training needs analysis

Our consultant assesses your business requirements and identifies the training required to meet the job function and business objectives. This includes defining a competency requirement to match each job role.

#### 2. Skills audit

By applying a consulting methodology supported by a series of manual or web-based assessment and reports, we provide customized skills assessment for specific key functions and technologies. This includes producing an assessment of the current skills level of your staff and department, with strengths and gaps identified for reviews and improvements, and establishing a training roadmap for your organization.

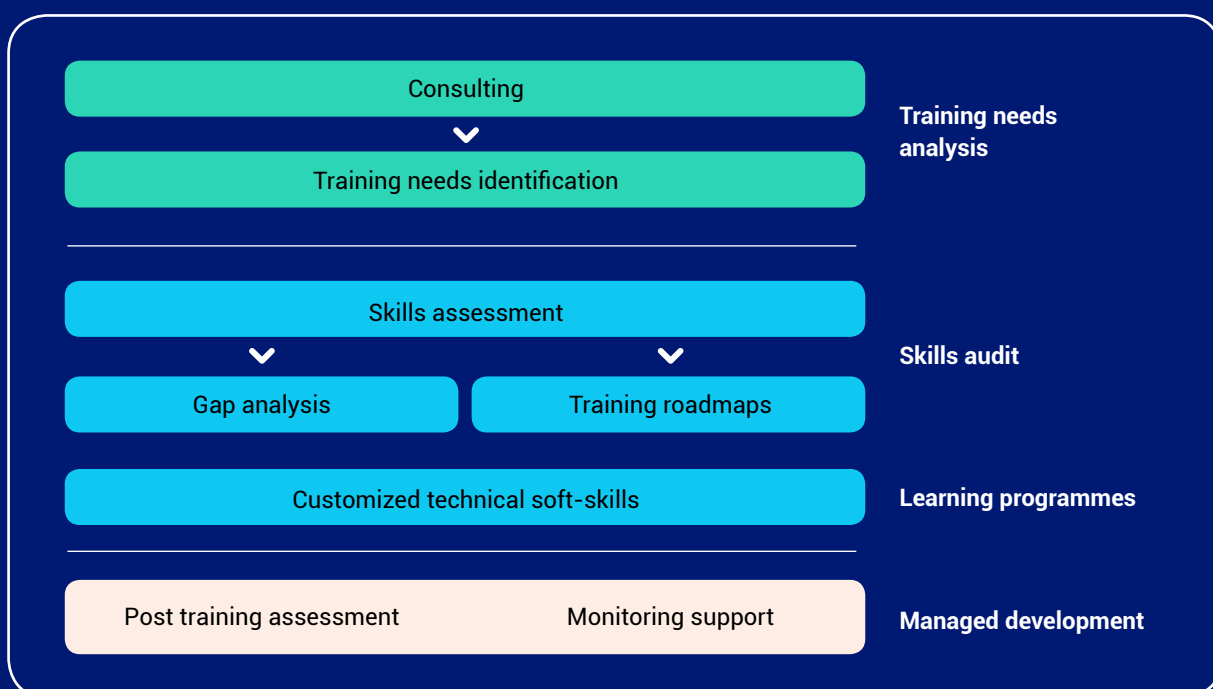
#### 3. Learning programme

While some training needs can be met using off-the-shelf training courses or electronic content libraries, they may lack the mission-specific contents or relevant perspectives to fully support your organization's objectives. Our customized learning programme offers bespoke programmes coupled with multiple delivery methods to align with your business needs.

#### 4. Managed development

To enhance the learning of your employees, our post-training assessment tests employees who've completed the training. The test will reflect and reinforce the knowledge your employees have gained from the training.

In our monitoring support service, we provide a more comprehensive evaluation of the extent employees have applied the principles to their job function. We also measure your return on investment.



## Technology partner certifications

We offer IT professional and developers training that leads to certifications from our leading technology vendors. These certifications increase their expertise and keep their business and IT skills highly relevant and competitive. These certifications are recognized worldwide and help open doors to potential job opportunities.

### Accredited examination centres

We provide your organization with a one-stop training and accreditation solution for your employees. Many of our training centres are also accredited examination centres.

PEARSON

PROMETRIC 

EXIN

### Authorised training centre for:



'These **certifications** increase their **expertise** and will keep their **business and IT skills** highly **relevant and competitive.**'

## Best practice programmes

We provide you with the full scope of best practices and governance, including those under the practice of IT security, IT service management, project management practices, and data center management.

The certifications in this class of training include:

- Project Management Professional (PMP®)
- Certified Datacenter Professional (CDCP) and Certified Data Center Specialist (CDCS)
- ITIL® v4 Foundation and Intermediate
- Certifications Certified Information Systems Security Professional (CISSP)
- IC Agile Certified Professional (ICP)

The certifications we offer are accredited by PEOPLECERT for our ITIL® programme, PMI for our PMP programme, EXIN for our CDCP and CDCS programme, and IC Agile for our Agile Fundamentals programme.

These certifications are increasingly recognised in the IT industry across the globe. Receiving accredited certification raises your organisation's standing in the IT community and elevates your employees' roles in order to drive business value growth.



The PMI Registered Education Provider logo is a registered mark of the Project Management Institute, Inc.

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## Customized IT course development service

With a pool of experienced consultants in the IT industry specializing in IT infrastructure and best practices, we're capable of designing specific and customized training programs that target your organization's specific needs and work within your existing resource structure.

Our content will supplement the standard certification-based training by adopting a solutions-based approach, which can also integrate training from different vendors.

We take pride in having an excellent team of trainers. Each trainer has extensive field experience in managing advanced IT infrastructure technology from major vendors. As such, we're also able to integrate various solutions and technologies that can be deployed within your organization's environment to build and design instructions that form customized end-user product training. Such end-user product training programmes are sometimes preferred over standard certification courses.

## Virtual classroom

Virtual classroom learning can open up many opportunities that were not available to learners previously. You can get trained and advance your career all from the convenience of your own desktop in less time than before.

We offer training through virtual classrooms which are online learning environment that contain tools and information including all course materials that are required for training. Through the use of Webex, as a virtual platform, the trainer is a physically on-site in a remote location and provides all the instructions to guide learners through the course materials. With the use of video and audio connection, learners and trainer can hear and see each other much like in a classroom environment. Learners can also choose to raise their hands and post questions by using the chat box. The chat room feature, allows learners to interact with each other and the trainer simultaneously as if they were all physically in the same room. Learners are also given first-hand experiences with software applications by connecting them to real lab equipment remotely.

## Self-paced e-Learning content library

We provide you with a complete range of standard e-learning solutions, which includes self-paced courses supported by online monitoring services. These courses, e-books and videos cover areas in business, such as IT and desktop. All learning assets have been developed by industry experts. This is to ensure that they nurture talent and develop a more knowledgeable, productive, and valuable workforce. We also provide value-added offerings in focused portals such as Cisco, Microsoft Office, IT Security, Project Management, and many more.

### Self-paced courses for IT and desktop

The IT Courseware Collection contains a wide selection of e-learning courses relevant to IT professionals. These comprehensive courses will ensure that the professionals in the industry obtain the latest knowledge and training with the latest software.

Topics for IT courseware collection include software development, operating systems and server technologies, internet and network technologies, enterprise database systems, enterprise resource planning systems, web design, business skills for the IT professional.

Our Desktop Courseware collection is not limited to technical staff in your organisation. It can be implemented across the board to make sure all employees are skilled in the desktop applications.

### Performance support videos

In just three to five minutes, these videos cover a variety of desktop and IT topics. Supporting the course content, the videos are available on mobile devices to allow learning on the go. Prepared by leading subject matter experts, the videos cover almost 1,000 topics. Typically, the videos are aimed at users familiar with the software and hardware applications.

## Focused area portals

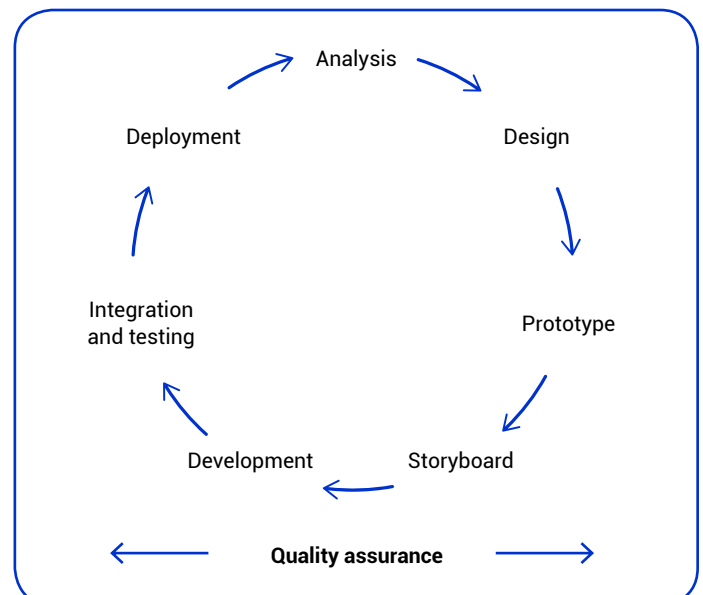
This is a single, focused interface where employees and professionals can receive instant and ongoing skills development and performance support. It offers a breadth of targeted learning resources, formal learning paths, informal, on-the-job learning, and a range of other resources.

## Bespoke content development service

Our content development methodology includes clear project milestones and regular review cycles, ensuring deliverables that adhere to the service level agreements made with your organization. Besides adopting some of the best technology and latest instructional design approaches, each learning object will be graphically and creatively presented, and narrated for compelling e-learning programmes that will keep the learner engaged.

### Features includes:

- multi-language support of English and more than 15 languages in our e-learning courses
- design principles adopted to ensure delivery of the highest quality content
- animations and illustrations, with well-scripted storyboards from your own organisation's material domain expertise in areas such as product training, vendor/partner programme training, soft skills for sales, compliance training such as health and safety, applications and systems training, and business processes such as human resources
- compliance with industry standards:
- SCORM (Sharable Content Object Reference Model) Version 1.2, SCORM 2004, AICC (Aviation Industry CBT Committee)
- W3C
- Section 508 Compliance for Accessibility
- XML (eXtensible Mark-up Language)
- MS (Instructional Management System Global Learning Consortium)/ QTI (Question and Test Interoperability)





## Rapid e-Learning course development service

This service is designed for organizations seeking an affordable online course development solution with a quick turnaround time. Using rapid e-learning authoring tools with our library of templates, we convert your organizations's existing content into a self-paced and SCORM-compliant online course in days.

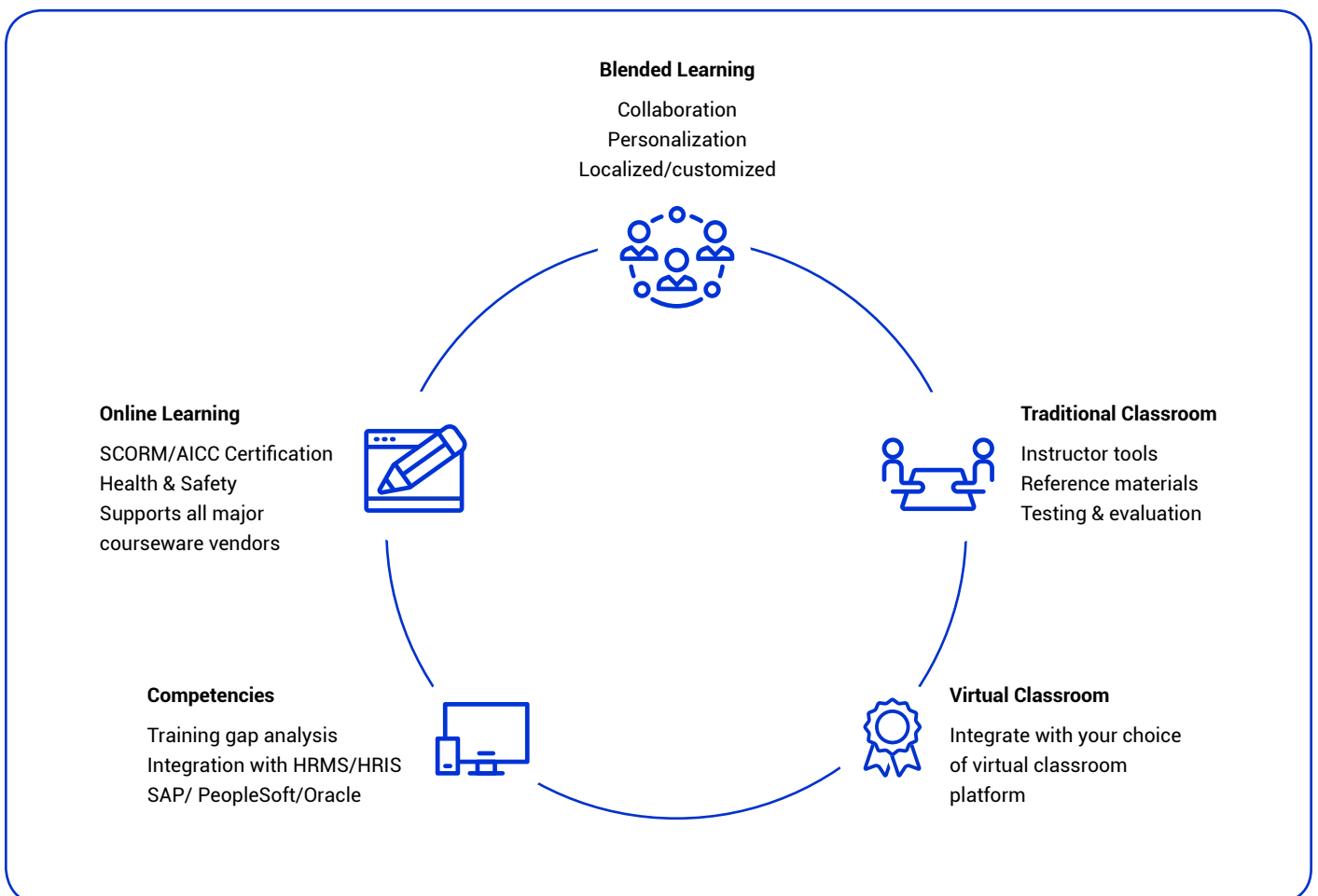
To enhance the learning experience, we include professional audio narration, custom themes and branding, learning activities, and games and assessments. With our powerful tools, we can accept content in Microsoft PowerPoint, Apple Keynote, Open Office Impress, and many others.

Our service provides a cost-effective solution for immediate or just-in-time deployment and is suitable for content that requires frequent updates.

## Learning and performance management systems

We offer, an industry-recognized learning management system that is used by several clients across different industries. It allows you to deliver, track and administer learning initiatives for customers, employees and partners. As an online learning platform, it can track and manage the learning process across enrolment, course descriptions, test authoring, delivery, and security. With multiple languages and character sets supported, it allows users to work with the same common system in their preferred language.

Our learning management system helps organizations manage performance throughout the year with ongoing dialogues between managers and employees, focused on incrementally engaging employees and improving performance throughout the reporting year. It allows HR management to build a comprehensive view of the organization's jobs, skills, objectives, and progress, and provides the tools needed to determine each individual's strengths and weaknesses, so as to better direct and measure individual as well as team performance.





**Together we do great things**