

1. Application Form

NASCA 2001 Outstanding Program Awards

Program Title: Information Technology Training Program – State of Idaho

Category: Governmental Technology Applications

State: Idaho

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a. Description of Program and Relative Significance to the Improvement and Operation/Efficiency of State Government

The Information Technology Training Program (ITTP) is a collaborative program, which combines IT training resources from the State, higher education, major computer hardware and software firms, and private training organizations.

Utilizing a "one stop shopping" model, ITTP accepts state government agency employee IT training requests online, aggregates and matches the requests with the best resources available, schedules the classes, and delivers the training in a timely, professional, cost effective manner.

The ITTP began in December of 1997 as a pilot program effort between the Information Technology Resource Management Council (ITRMC); the Division of Professional-Technical Education, the Department of Administration, and the Department of Labor.

At the request of then Governor Philip E. Batt and the ITRMC, which has governance authority for statewide strategic direction and implementation, a meeting was held for Idaho state government agency executive leadership to discuss the critical issue of IT recruitment, retention and training. ITTP was developed as a result of recommendations from this gathering.

The ITTP maintains a comprehensive training environment for IT professionals allowing each individual to advance professionally and personally during their association with the State of Idaho.

Prior to the implementation of the ITTP, the State of Idaho like others in the public and private sector, were challenged in the effective recruitment and retention of IT professionals.

In Idaho state government, there was no centralized approach toward attracting IT talent, nor identifying IT human resources on a statewide basis. Training opportunities were handled manually and specifically for each agency. Answering questions regarding cost, numbers trained and type of training was virtually impossible on a statewide basis.

ITTP now provides a centralized data collection repository for statewide information in addition to creating one stop shopping for IT training.

From its modest enrollment of a little more than 1,173 employees participating in 212 courses at the end of 1998, ITTP has successfully increased its enrollment to 3,081 employees participating in 575 technical and desktop courses at the end of December 2000.

b. Calculation of actual savings in the short term and/or long term

Because the ITTP is a collaborative program, startup costs were minimal. Initially, existing personnel, hardware, private and public (higher education) infrastructures were leveraged to reduce startup cost and promote public/private relationships. Additionally, a

developer was contracted to create a web application portal for the centralized database with an approximate cost of less than \$10,000.

In addition to web development start up costs, the Idaho Department of Labor granted the program \$100,000 a year for three consecutive years to provide incentives (co-opt funding) promoting agency use of the new system. In the first two years of operation 98% of the grant funds were spent on these incentives. In the third year ITTP purchased new hardware, software and had the web application upgraded at a cost of approximately \$25,000. The Division of Professional-Technical Education absorbs all other expenses such as personnel costs.

The \$100,000 each year provided by the Department of Labor for co-opt funding allows us to leverage between \$800,000 to \$1,000,000 in training. Other costs for the program include web page maintenance, hardware maintenance and personnel costs which are shared by the Department of Administration and the Division of Professional-Technical Education. All items, which are considered expenses of the program, have multiple uses in other areas of other programs so no direct costs are incurred.

By creating competition between private and public training vendors the cost of a high end technical class dropped from an average cost in 1998 of \$1,900 to \$795 in January of 2001.

The price drop has saved the state of Idaho approximately \$500,000 a year alone.

The state has seen an increase in high-end technical training in the areas of Oracle, Novell, Microsoft programming, networking and CIW web development. In FY 2000 ITTP served 4,152 participants and is on course to meet or better that benchmarks this period.

c. Quantitative Benefits Realized by Service Recipients, Taxpayers, Agencies and/or the State

Any state employee can logon to *ITTP Online* at <http://ittp.state.id.us/ittp/index.htm> and view schedules of all approved state IT training vendors. With a login and password an IT manager can search classes, register employees, check on the status of a class or registration, and generate training reports for their agency, division or a specific employee. In addition, all billings are handled via the web creating a paperless registration, reporting and billing system.

In addition to aggregating face-to-face training needs, ITTP offers various synchronous and asynchronous online options for high-end and desktop training. Additionally the new website gives IT managers the ability to query and report training data 24 X 7 for personnel development and budget forecasting purposes.

ITTP's newly revised website went live in December of 2000 and the staff is currently in the process of reintroducing ITTP. Presently, the ITTP staff is training private and public vendors, and the large agency's IT managers on the new system. Upon completion, the

rollout will continue with the field office training. Full implementation is expected by the end of the year.

The purchase of the hardware and software to run the on-line system was a collaborative effort between four "anchor tenant" agencies. In a spirit of collaboration, the new server is available for other state agencies to use by approval of the tenants.

Other advantages of ITTP, which benefit agencies and the taxpayers, are the program's consistent, low costs, which provide for easy budgeting. Class price is fixed at the time of registration/confirmation, and are consistent statewide.

d. Relevancy of Use by Other State, Local and Federal Governments

The ITTP originated in the State of Idaho and was formulated as a result of Idaho state government agencies addressing a specific, critical human resource need. The ITRMC and the Department of Administration created the collaborative environment for the state's agencies to work together on an enterprise wide issue, and together, come up with viable solutions.

This collaborative approach proved to be a "Idaho best practice" to utilize in addressing other significant IT issues. Other states have, or are attempting similar projects.

The ITTP maintains a comprehensive training environment for IT professionals allowing each individual to advance professionally and personally during their association with the State of Idaho. Progress towards this goal is accomplished by aiding in the *three Rs*... *recruiting* the best IT talent available to the State; *retaining* the IT professionals currently employed by the State; *retraining* IT professionals in technologies strategic to the State, increasing the IT technical expertise in the State.

ITTP is an example of a public/private partnership, which leverages from the best of both worlds to create an efficient and effective program. There is a decreased cost of training delivery, an increase in the intellectual inventory of state IT professionals, and a decrease in attrition of IT personnel. Importantly too, ITTP provides a creative environment in which new concepts for efficient government are tested.

As the Internet and e-government continue to change the ways government does business and responds to its citizens, overall workforce development and the recruitment and retention of a motivated IT workforce remains a major, ongoing initiative of Governor Dirk Kempthorne.

3. Executive Summary

The Information Technology Training Program (ITTP) is a collaborative, web-based program, combining IT training resources from the State of Idaho including state agencies, higher education, major computer hardware and software firms and businesses, and private training organizations.

Utilizing a "one stop shopping" model, ITTP accepts state agency employee IT training requests online, aggregates and matches the requests with the best resources available, schedules the classes, and delivers the training in a timely, professional, cost effective manner.

ITTP provides multiple methods of instruction, uniform curricula standardized for statewide delivery, and customized classes are made available on request. In addition, ITTP utilizes certified classes and instructors, focusing on professional development Career "track" offerings. ITTP is easy for agencies to use with its online query of curricula, prerequisites, class sizes, schedules and enrollment, registration, class confirmation and permanent training record maintenance.

The training program evolves to meeting ever-changing training needs of Idaho state government's workforce. ITTP's new website went live in December 2000. Presently, the ITTP staff is training private and public vendors, and the large agency's IT managers on the new system. Upon completion, the rollout will continue with the field office training. Full implementation is expected by the end of 2001.

As the Internet and e-government continue to change the ways government does business and responds to its citizens, overall workforce development and the recruitment and retention of a motivated IT workforce remains a major, ongoing initiative of Governor Dirk Kempthorne.