

Novell[®]

Technical Skills Assessment

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PROGRAM FLYER

Novell understands that to stay competitive, you need to focus on running your business—not your network. The challenge is, the network is as complex as it is powerful. How well your network runs—and how quickly and painlessly you implement new technologies—depends entirely on the capabilities of your technical staff. Novell can help you accurately identify your IT department's current skill level and help ensure that your technical capabilities keep pace with your company's aggressive business goals.

Through personal phone interviews, online testing and onsite visits, Novell Technical Skills Assessment reveals your organization's IT strengths and weaknesses and helps you direct training dollars to the areas of greatest need. The assessment gives a thorough analysis of your technical staff's skill levels, as it relates to achieving your overall business goals. A detailed training plan can then be created and customized to empower your technical staff with the skills and knowledge needed to expertly manage your infrastructure. The benefits of a Novell Technical Skills Assessment can be summed up in one simple phrase: Improved Return on Investment (ROI).

IT ALLOWS YOU TO:

- Obtain a thorough snapshot of your organization's current technical skills
- Align IT skills with business objectives
- Maximize the efficiency of IT staff to reduce helpdesk costs, system downtime and headcount requirements
- Avoid wasting training dollars on skills already in place
- Identify areas for improvement

- Utilize Novell solutions to your greatest advantage, increasing your return on investment
- Work with your Novell representative to create and customize a comprehensive training plan to eliminate discovered deficiencies and empower you to reach your business goals

HOW IT WORKS

The Novell Technical Skills Assessment offers you an online assessment or an optional onsite visit conducted by Novell technical training experts.



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The online assessment includes:

- **Phone interview with a Novell Training Consultant**—specific questions to gain an understanding of your organization, your business and IT infrastructure needs and goals
- **Individual staff technical assessments**—a series of brief, online tests administered to the IT staff to assess their capabilities in various solution areas
 - Technical Skills Assessments covering a variety of Novell Solutions have been developed to target each area of competency related to a Novell solution
 - Questions developed by the training engineers responsible for the given solution area to ensure complete harmony between the assessments and training
 - Each assessment contains 30 questions—basic to advanced—completed online in 35-40 minutes
- **Report of assessment results**—information that identifies skill gaps within your organization
- **Custom training recommendations**—tailored to overcome the deficiencies of your IT skill set and maximize efficiency and productivity

The onsite assessment includes:

- **Online assessment**
- **Face-to-face interviews with your IT management**—specific questions to gain an understanding of your organization, your business and IT infrastructure needs and goals

- **Face-to-face interviews with your individual staff members**—gauge IT proficiency and skill level
- **Analysis of your IT environment**—analyze current roles and responsibilities to determine how IT capabilities map to existing infrastructure support requirements and planned implementation
- **Detailed report of current capabilities**—information to evaluate to a greater degree how well processes and technical staff support strategic and business goals
- **Detailed custom training recommendations**—tailored to overcome the deficiencies of your IT skill set and maximize efficiency and productivity

Whether you choose the online or onsite assessment, Novell Technical Skills Assessment will provide a qualitative and quantitative analysis of your organization's technical strengths and weaknesses, putting you in a position to create a comprehensive training plan that will strengthen your organization's overall technical expertise and ability to succeed.

At Novell, we speak your language—the language of business. To discover how a Novell Technical Skills Assessment can help your IT team obtain the knowledge and expertise you need to succeed, fill out a training request form today at http://www.novell.com/training/assessment/tsa_request.html or call 1 877 483 3822.

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Novell Product Training and Support Services

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For More Information

Contact Novell Training Services at 1 877 483 3822 or visit the Novell Web site at: www.novell.com/training/assessment

You may also call Novell at:

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