

The Case Study

WORKFORCE TRANSFORMATION



What is Workforce Transformation Model?

Customized Talent Transformation Training Solutions to cross train and upskill the employees in advanced areas of Information Technology. We will first catalyze the process of profiling the employees to identify specific career paths matching their dominant aptitude, skills and current experience.

Ideated by **Digiterati**, the program has been designed to be imparted in two levels.

Level 1

Essentials, will focus on adding an additional IT skill to ensure that every trainee is available for deployment in at least 2 core areas of technology. For example, an OS specialist may be trained in any one of the 8 technology tracks like Container or DevOps. This will make them well rounded and widen their perspectives.

Level 2

Specialization, will be an immersion training in advanced areas of technology, focusing on strengthening their core competence by following a structured approach to help fill up the skill gaps and update them to the current version.

The origin & success of the model:

One of the leading Global Banking Corporation approached Digiterati for transforming their Application Support team from conventional SLA/SLO model to complete SRE (Site-Reliability Engineer) model.

Idea was to defocus from aged technology and transform the skill of existing resources to Future Ready skills. Digiterati changed the current Ad-hoc based training request model to Square Peg for Square Hole Model.

The delivery model must suit to 1000+ resources who are at an experience level ranging from 2 - 20 years with a technology competency level from 0 to 4.

Digiterati successfully ideated an Outcome based Workforce Transformation Model in just 4 weeks.

The model initially started with India and the success of this model has been recognized and implemented in other locations like Singapore, Malaysia and UK.

How does it work?

Step 1 - Ideate learning solution to bridge knowledge gap

We will identify the complete Tech Stack vertical of a Business Unit and define the skill mapping horizontals into 5 levels

- Basics
- Intermediate
- Advanced
- Expert and
- Authority

Step 2 - Mapping learning pathways to competencies and job roles

Designed the training programs to be imparted in two levels of learning path as essentials module for cross skilling and specialization module for upskilling

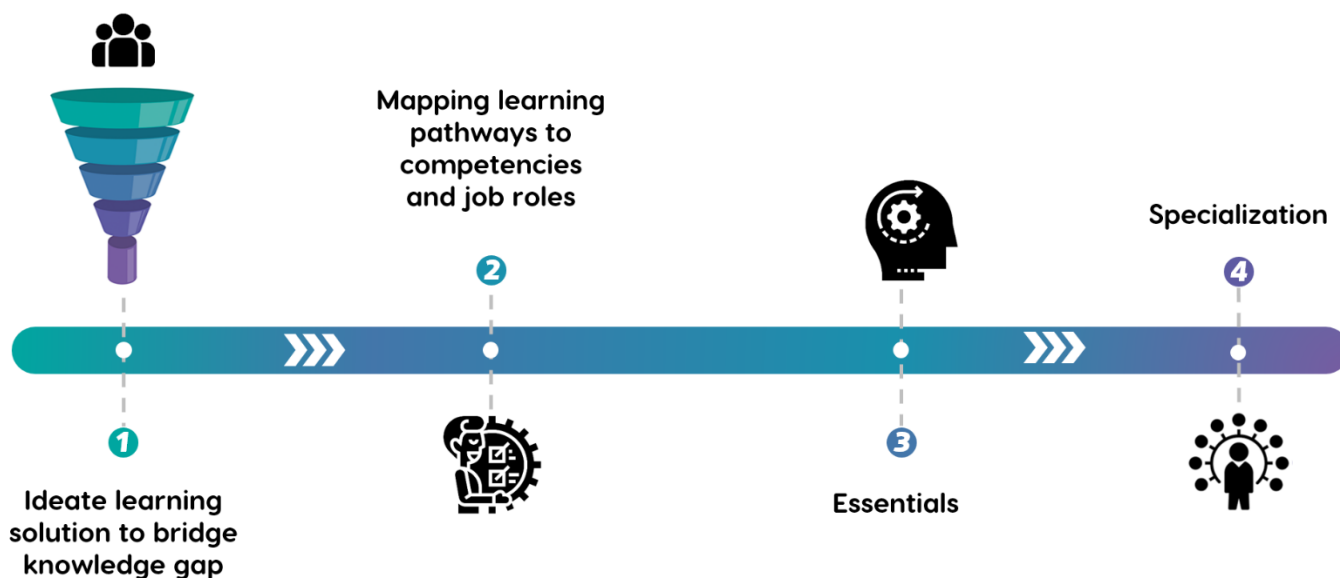
Step 3 - Essentials

Cross Skilling will focus on technology essentials to make the resource well rounded and widen their perspectives.

Step 4 - Specialization

Specialisation will be focusing on strengthening their core competence to help fill up the skill gaps and update Digital age skills

The Transformation process of Cross-skilling & Upskilling



Tech Stack (Skills) - covered as part of the trainings

.Net	ELK	Log Stash	Redhat OpenShift
Amazon Web Services	F5 Load Balancer	maven	Rest-API
AngularJS	Firewall	MicroServices	Rundeck
Ansible	git	Mongo DB	Skynet
API Principles	Grafana	MQ	Solace
API Tracing	Hazlecasr IMDG	MYSQL	Spluk
Azure	IaaS	Network Engineering	Springboot
Bash	IMFT	Network Programing	Terraform
bitbucket	ITRS	Network Security	Tortosise SVN
CaaS	Jenkins	Network Voice	VB.Net
Casandra	Jfrog Artifactory	NodeJS	WebMethods
CI/CD	Json	Oracle	webserver
Cloud Computing	JX	Oracle PLSQL	Windows Server
Cloud Nativ	Kafka	PaaS	Zipkin
DB2	Kibana	PostgreSQL	Zookeeper
Docker	Kong	Powershell	Mainframe
Elasticsearch	Kubernetes	Prometheus	Swift Payments