

Federal Government Tech Watch

IT Modernization – Training Is the Path to Mission Success

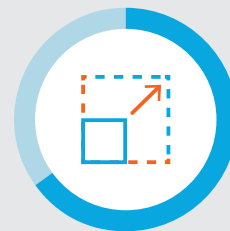
Government agencies are leveraging modern technologies to help them increase efficiencies, improve security and reliability, cut costs and reshape the way they deliver services to their clients.

However, to realize the full potential of those technologies, agencies must reskill their workforce to keep pace with change, especially since IT modernization will surely change job roles and responsibilities and how work gets done. While some agencies may try to hire their way out of the skills gap, this could prove to be problematic due to the limited number of candidates with the technical expertise and associated high cost for hiring in-demand skills. Just one more reason why it will be critical for agencies to retool their workforce.

No matter where you are in your technology journey, we can help you reach your training goals all the way from discovery phase to implementation. From assessing workforce skills to developing a learning path to helping you implement an agency-wide training program for a global initiative. Leverage our learning experts, organizational solutions and robust IT and business skills training portfolio to help you align your workforce skills to your mission.



The Bureau of Labor Statistics projects that by 2020 there will be **1.4 million** computer-science-related jobs available and only **400,000** computer science graduates with the skills to apply for those jobs.



65%
of CIOs stated that lack of talent will prevent them from keeping up with the pace of change.¹

¹ Harvey Nash/KPMG, CIO Survey 2016: *The Creative CIO*, May 2016

Here are a few examples of how government agencies are using emerging technologies today along with some associated concerns and how our training can help.

Artificial Intelligence

Artificial intelligence will change how government agencies come to conclusions. Enabling them to take large amounts of data and feed it into a machine learning system, which would learn how to do things such as develop new strategies, accelerate intelligence, surveillance, and reconnaissance and help better coordinate military activities where dispersed units must act in tandem.

How Training Helps

Our engaging instructors and mentors are highly-experienced practitioners who bring years of current, modern on-the-job data science, AI and machine learning experience into every classroom and hands-on project. Our students rely on our experts to provide informed, relatable, real-world accurate answers to questions that can range from the highest

level needs for beginners, down to the most technical, advanced issues raised by more experienced students. Our trainers truly focus on ensuring that every student leaves class with the core skills they require to be successful in their job role or pending project, right after the training ends. Learn how you can leverage the benefits of AI by taking a technical primer on the foundations of AI; or get introduced to AI methods, tools, and techniques, their application to computational problems and their contribution to understanding intelligence; or learn how to leverage Big Data tools such as Hadoop or Apache.

IoT

Agencies realize the vast benefits that IoT can bring such as wearable technology that uses cryptography to replace vulnerable passwords with a simple tap, but with those benefits come concerns with how to bolster the security of their internet connected devices.

How Training Helps

Learn the basic concepts, terminology and key components of IoT, or how to secure an IoT network, or the benefits of adding blockchain to IoT.

Blockchain

Blockchain is gaining a great deal of interest among agencies as a way to create permanent, secure, transparent transactions leveraging Distributed Ledger Technology (DLT). As agencies struggle to do more with less, they need to digitally transform in order to streamline operations and leverage automated processes. Blockchain shows signs of promise for streamlining government services that are plagued with paper processes that are difficult to scale and costly to support. Government sees a wide array of use cases being explored including identity services, supply chain, asset registration and management, tax processing and fraud prevention.

How Training Helps

Global Knowledge has the broad portfolio and capability to support the various facets of organizational readiness and skills development to explore and adopt Blockchain. Our actively growing curriculum spans from non-technical knowledge and awareness training that will help you learn the basics of what Blockchain is—how it works and the benefits to your organization—to the technical needs of architects and developers considering the complex technical considerations in a Blockchain solution. We teach across platforms such as Hyperledger, Ethereum and R3/Corda to application development languages such as Google Go and Java, plus containers and orchestration with Kubernetes and Docker. And of course, all of this can be underpinned with Global Knowledge's organizational curriculum around project management, DevOps, ITIL® and cybersecurity.

Cloud Computing

Cloud computing enables agencies to contain costs by sharing services and infrastructures, ensure compliance across the enterprise, lower barriers to new business creation and flexibility, offer greater scalability and the potential for nearly loss-proof data storage.

How Training Helps

There are multiple skill paths that are needed to fully leverage the power of using cloud. We have the foundational, intermediate, and advanced level training regardless of which Cloud technology vendor you choose. Let us help you learn the fundamentals of Cloud to IT best practices, to hybrid and private cloud, to cloud architecture. Master a FedRAMP compliant system such as Amazon, Cisco, FireEye, Google, IBM, Microsoft, Oracle and Salesforce.

DevOps

Agencies are leveraging DevOps as a way to bring their people, processes and technology together. For example to ensure their development and operations teams are collaborating to ensure projects move better and faster.

How Training Helps

Get an introduction into the core concepts of DevOps or critical process training such as ITIL® and Agile. Learn how to use tools such as AWS, Docker, Chef and Puppet, or learn the methods and tools to equip DevOps teams in a cultural transformation.

Cybersecurity

Cybersecurity plays an overarching role in each of these technology areas with a top priority for agencies being to keep sensitive data and systems secure. There's no wonder why since cybersecurity threats place the Nation's security, economy and public safety and health at risk. According to the *Report to the President on Federal IT Modernization*, agencies must update network security policies and architectures and ensure incident detection and prevention capabilities are modernized.

How Training Helps

Apply the NIST and NICE Framework across your organization or learn how to apply the DoD Risk Management Framework to your IT modernization plan. Perhaps you need to meet your DOD 8570 training mandate requirements for your position category or specialty level or master your specific job role requirements. Tackle issues around forensic analysis, governance, incidence response, social engineering, or threat intelligence. Prepare for industry recognized certifications from CompTIA, CSFI, EC-Council, IAPP, ISACA, and (ISC)².

Top 3 Training Benefits for Students

Global Knowledge students identified the following as training benefits.



44%

Improved
quality of work



38%

More work
engagement



27%

Faster job
performance

Contact Us

Train now to better align your workforce skills to your mission. Contact us today to learn how our extensive training portfolio, learning paths, onboarding programs and skill gap analysis will ensure your mission success.

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Email government.us@globalknowledge.com
Visit www.globalknowledge.com/federal