Harvard IT Stakeholders Forum

November 29, 2017
Agenda

• Updated T-Shaped Professional
• Levels and Badging
• IT Academy Participation
• Harvard Training Portal
• IT ProTV
• Get Involved
Updated T-Shaped Professional

ITIL

INFORMATION SECURITY

TRUSTED ADVISOR

PROJECT MANAGEMENT

SERVICE MINDSET

AGILE

ACADEMIC TECHNOLOGY

APPLICATIONS

BUSINESS ANALYSIS

DATA MANAGEMENT

ENTERPRISE IT MANAGEMENT

INFRASTRUCTURE

IT PROJECT MANAGEMENT

IT SECURITY

LIBRARY TECHNOLOGY

MULTIMEDIA

QUALITY ASSURANCE

RESEARCH COMPUTING

USER EXPERIENCE

USER SUPPORT
**IT Academy Levels**

**Level I: Learn**
Complete Level I courses to learn the fundamental concepts in each core competency. Badges will be awarded monthly after Level I course completion.

**Level II: Develop**
Complete Level I. Accomplish additional Level II courses, webinars, and other activities at your own pace. Lead a peer or team meeting to discuss how the competency relates to your work and to Harvard. Manager recommends employee for a Level II badge.

**Level III: Apply**
Complete Level II. Complete one or more on the job activities that reinforce knowledge about the competency, gained from classroom and online training. Demonstrate ability to apply these skills to measurably improve a specific process, meet a direct need, or resolve a discrete challenge. Manager recommends employee to receive a badge (badging at this level will be piloted starting in FY17).

**Level IV: Expert**
Complete Level III. Accomplish advanced development opportunities to become recognized experts, certified trainers, coaches or mentors in the competency area. Guide one or more cross-functional or cross-school teams to improve IT service delivery, project value, and team performance. Managers recommend employees to receive a badge (badging at this level will be piloted in FY17.)
IT Academy Participation

• 5,494 Level I badges earned
• 46 Level II badges earned
• Target: 70% of IT population completes all 6 Level I core offerings

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<tr>
<th>Schools</th>
<th>% CIO Total Completions</th>
<th>% Dispersed Total Completions</th>
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<tr>
<td>HBS</td>
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<td>HMS</td>
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As of October 2017
Harvard Training Portal
IT ProTV

- Provides dynamic learning for IT professionals by IT professionals
- Practice labs & practice certification tests
- New content created on a regular basis
- Accredited certification prep training
- Don’t see content that interests you – email IT Academy to have it added to the schedule

Some of the software and operating systems offered are:

- Apple
- Cisco
- CompTIA
- Amazon Web Services
- Information Security

Claim your account at the following link:

Link is available on IT Academy page in Harvard Training Portal
## Register Now for December / January

<table>
<thead>
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<th>Class Name</th>
<th>Dates</th>
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<tr>
<td>Trusted Advisor</td>
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<tr>
<td>Agile – Foundations</td>
<td>12/12 &amp; 12/13</td>
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<tr>
<td>User Experience</td>
<td>1/16 &amp; 1/17</td>
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<tr>
<td>Agile-Foundations</td>
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<tr>
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<tr>
<td>Information Security</td>
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</table>

Register for Classes Online at: [https://trainingportal.Harvard.edu](https://trainingportal.Harvard.edu)
Questions?

It-academy@Harvard.edu
Trainingportal.Harvard.edu
Itacademy.Harvard.edu

Quarterly IT Academy Newsletter Coming Soon!