

IV. Agenda for the Summit's Facilitated Dialog Sessions

Ground Rules for Dialog

- Everyone gets a fair hearing.
- Seek first to understand, then to be understood.
- Share “air time.”
- If you are offended, say so; and say why.
- You can disagree, but don't personalize it; stick to the issue.

No name-calling or stereotyping.

- Speak for yourself, not for others.
- One person speaks at a time.
- What is said in the group stays here, unless everyone agrees to change that.

Phase I. Discovery Phase- (50 minutes)

Identify the peak moments of excellence you have experienced in having your workforce needs met —times when you experienced the workforce at its most effective state. That is, discuss the “best of what is” in your business or industry, even the small victories that your business or industry has experienced in having a prepared workforce. Your experience does not have to be a “Guam” experience.

1. Signature programs in your industry that have prepared the workforce for jobs.

(what are you most proud of in your industry?).

- IT certification programs in partnership with local schools and community college.
- Telecom & Networking (CISCO)training @ GCC ; trains military and local students.
- At DOE - DOE-GCC training partnership, Gear-Up, E-Rate, Direct connect to CNMI schools for information exchange.
- Training opportunities provided to training institutions by local IT vendors.
-
- locally developed independent training activities into the Welfare to Work program.

2. What were the conditions that made these accomplishments possible?

- o There was a need and an opportunity to satisfy the need.
- o Partnership established with local IT vendors,
- o Buy-in of training programs from local organizations in the private and public sectors.
- o Availability of E-rate for the schools to afford internet service support (to the extent local match is available).

3. What are your occupational needs?

- o Upgrade/replacement of GovGuam MIS (Oracle) to enable effective inter-departmental support and exchange of information.
- o Posns needed: Sys Administrator, Data Analyst, Network Comm Engr, Structured Cabling Tech., Data Base Maintenance.
- o Computer Equip Tech for organizational level repairs,
- o Certification programs (Vendor neutral and Vendor specific) for IT Techs

4. What are the entry level skills for your industry?

- o A+ Repair for IT equip.
- o Literacy In basic Microsoft Access, Sequel, basic IT concepts, basic knowledge of common applications programs (Word, Excel, Outlook),

Basic writing and communication, listening, Public Relations, Customer Service, Problem solving, technical writing,

5. What are the training requirements that should be met by our local schools, colleges and universities?
 - o Aptitude testing to identify potential IT training candidates,
 - o Introduction to IT concepts and IT as a career (as early as the Pre-K levels),
 - o Certification curriculum,
 - o Fire Safety and Static Control training and other related IT protection topics,

6. What are the current obstacles to recruitment and retention?
 - o Salaries,
 - o Gov't civil service job descriptions are outdated
 - o Inadequate funding for hardware , software, and support services,
 - o Procurement system not responsive to needs,
 - o Procurement Regulations, esp. with respect to pricing, needs to be re-visited,
 - o Lack of incentive programs and benefits to retain employees,

7. What kind of continuous, reliable data is needed by your industry to make good decisions about your workforce requirements?
 - o Development of formal testing for licensure to provide Structured Cabling services or similar services; this will provide listing of eligible service providers,
 - o Data re. Skill requirements needed in the job market to enable education institutions to gear their training; annual updates desirable.
 - o Current Jobs Bank data base accessible to the general public.
 - o Mandatory digitizing of info developed by respective Gov't agencies and made available on a website.

8. And how should this data be reported?

- List of certified/accredited IT Service providers
- Provide annual reporting of skill needs to support budget formulation activities,
- Web enabled data base of Gov't generated information,

Phase II. Dream Phase- (20 minutes)

Envision what a workforce might be in your in your business or industry. That is, what are the achievable dreams that you have for your business or industry that can be built on the past or current accomplishments?

- **Your Ideal Workforce Environment:**
 - Trained & educated in IT concepts and have educational foundations to enable higher levels of training and industry certification,
 - Training infrastructure available to support training needs of the workforce (current and potential) at all levels,
 - Funding to support training requirements,
 - IT Center operability,
 - Possess good work ethics and values,
 - Up-to-date and appropriate hardware and software,

Phase III. Design Phase- (30 minutes)

Create a strategy to carry out the dreams that your group has identified in the earlier phase. What can be done to build on the current qualities of

the workforce, and what aspects of the workforce need to be strengthened in order to achieve your group's vision and hope for the future?

- Your strategy:
 - Institutional acknowledgement of emerging IT environment,
 - Develop curriculum at primary, thru post secondary levels to prepare students for IT world and careers,
 - Define requirements of local IT community, and perform base-line assessment to validate requirements,
 - Develop life cycle management plan budget, and financial plan to support this budget,
 - Develop metrics to evaluate performance; identify follow-up measures to address shortfalls,

Doing Phase: Identify the specific steps your group would like to take to put your dreams into action. That is, what innovations or experimentations will your group undertake to reach your shared vision or dreams? (30 minutes)

- **Specific action steps to achieve vision or dreams:**
 - Develop community Outreach programs to develop awareness of emerging IT environment, including electronic information portals,
 - Identify available local resources in the private and public sectors that may be available to support training,
 - Develop public-private partnerships to support the training,
 - Conduct regular periodic assessments of efforts to ensure adherence to plans,
 - Identify resources needed, but not locally available; find sources to meet these needs,
 - Develop on-line training resources to further develop IT understandings and skills.