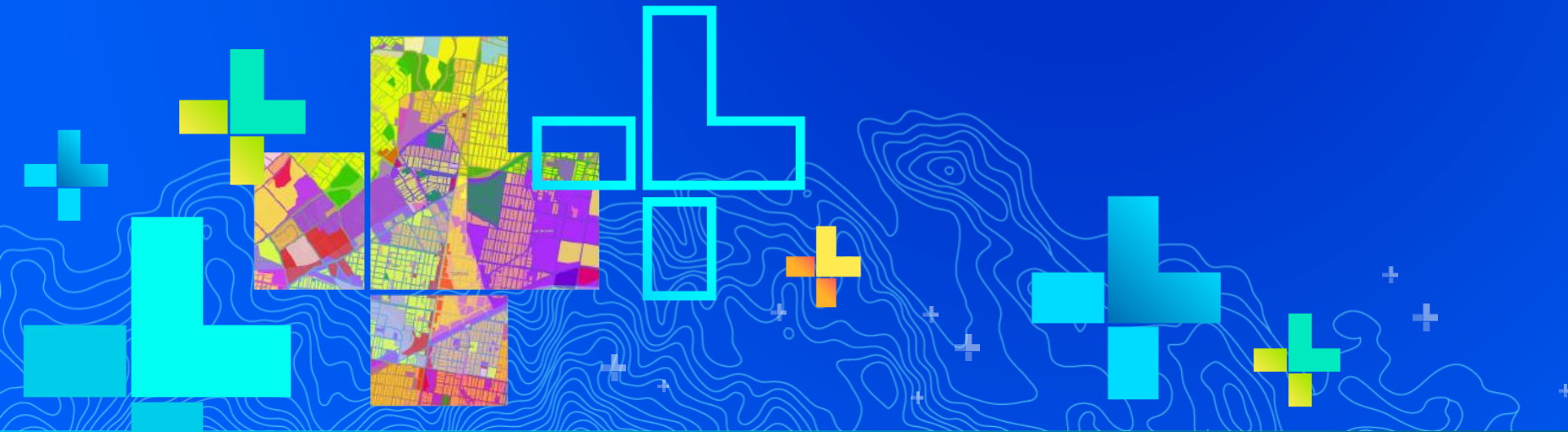


# Getting the C-Suite's Attention with Strategic Workforce Planning

Charles Jones - Manager

Andrew Sharer – Training Consultant



# The Road Ahead

Incremental Software Release

Continuous Online Improvements



... Focused on Quality, User Needs, and Innovation

# Implementation Plan vs People Plan

## Implementation Plan

2018  
Begin Conversion from  
ArcMap to ArcGIS Pro

2019 First Half  
Complete conversion to  
Pro – Convert field teams  
to digital data collection

2019 Second Half  
Create Hub and  
Enterprise configuration

## People Plan

2018  
Prepare staff for Pro  
migration

2019 First Half  
Continue Pro migration  
– Training for Field Data  
Collection

2019 Second Half  
Prepare Staff for  
Enterprise and Hub

# Training Resources Available to Your Organization



- 500+ Resources
  - Live Instructor – online or onsite, public or private
  - Web Courses – self-paced, 24/7
  - Training Seminars – 45/60 min video presentations
- Create, copy, share, and assign learning plans



# Capabilities

**Knowledge and Skills**  
COTS Curriculum

Foundation  
through Advanced  
Product oriented  
Workflow based

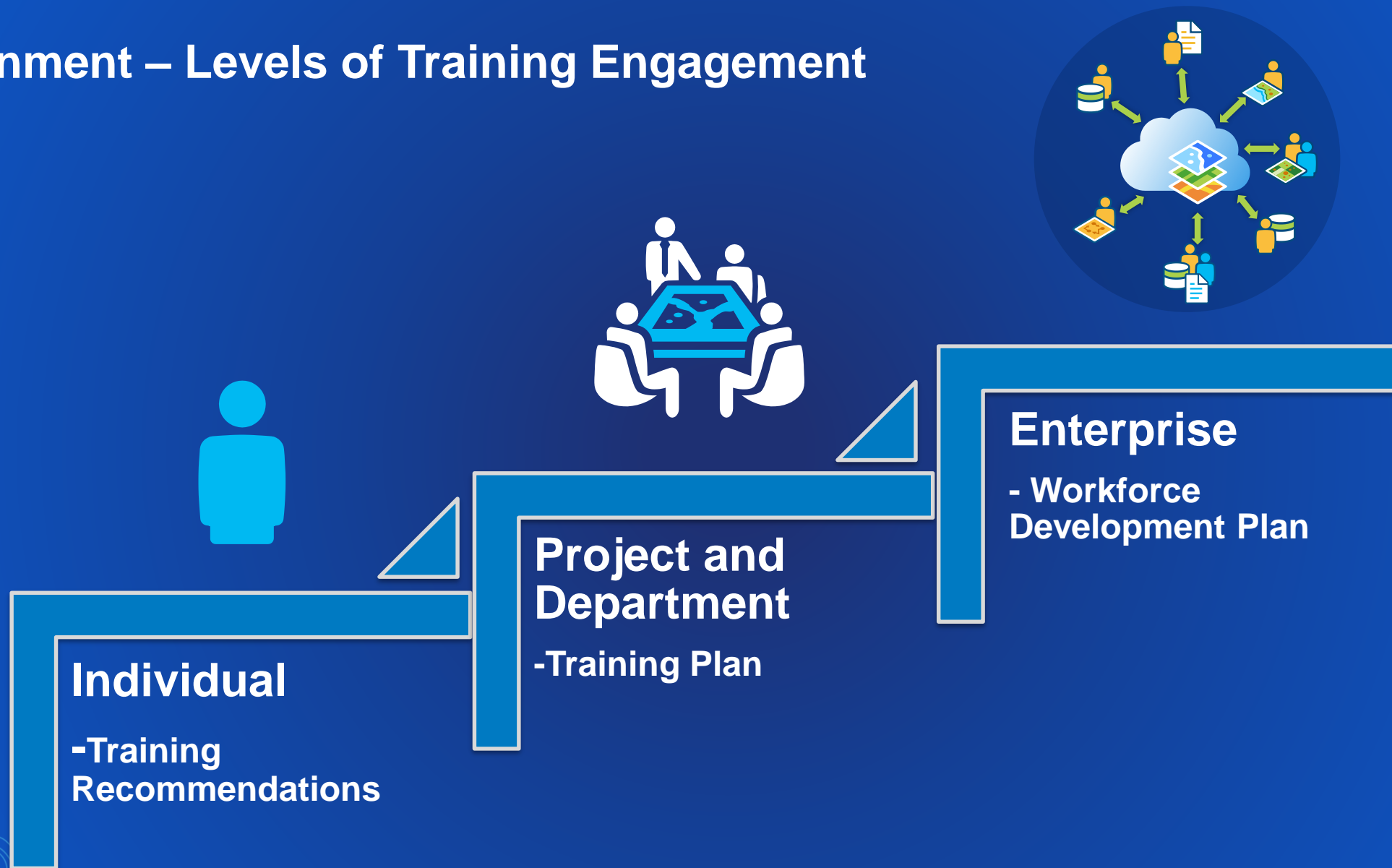
**Custom  
Development**

Based on  
Customer Needs  
Abridged  
Varied Modalities

**Coaching**

On site  
Hands On  
Reinforcement  
Retention

# Alignment – Levels of Training Engagement



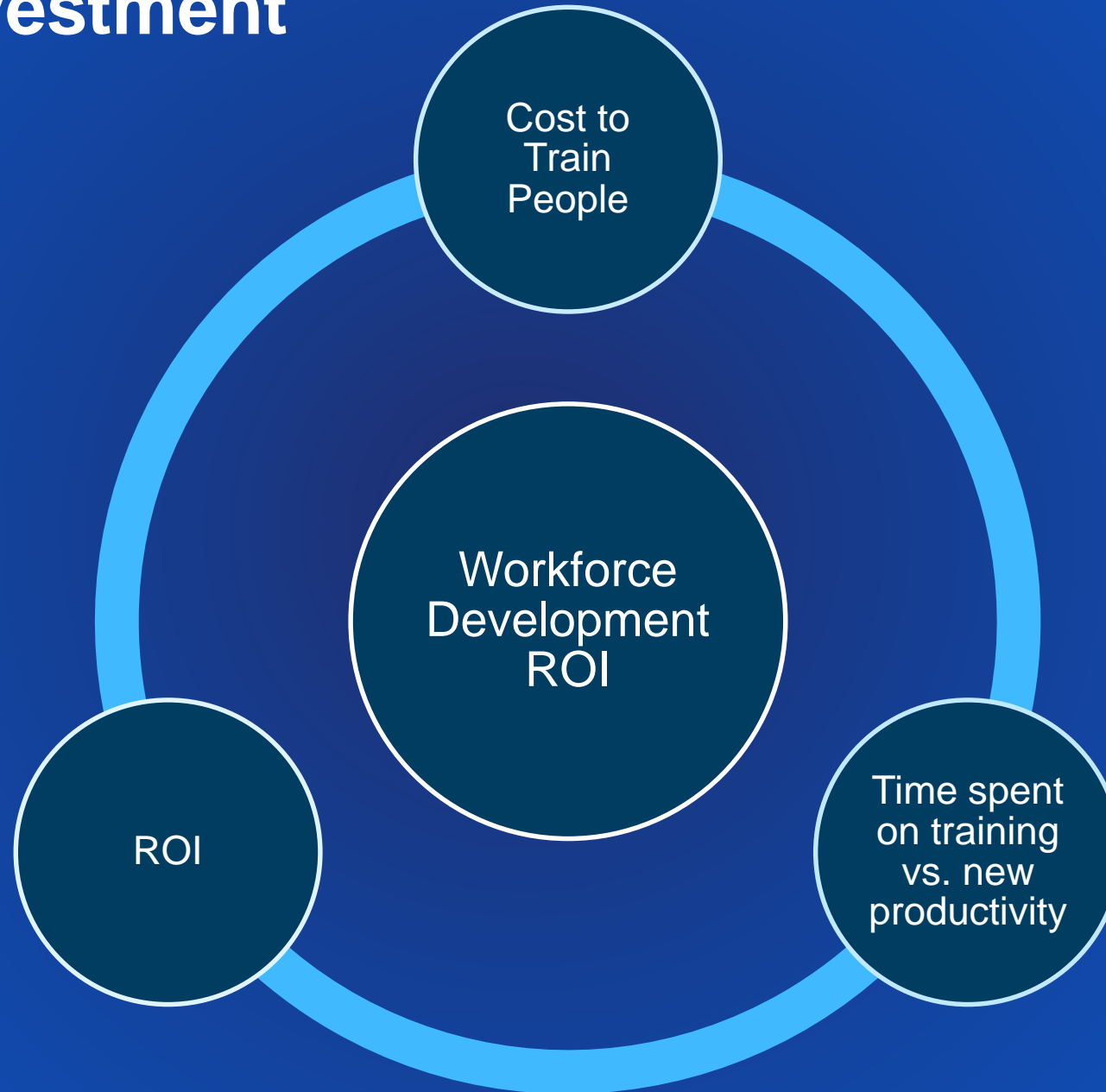
# Training

## Communication Planning

- ✓ Identify Elements
- ✓ Identify Business Challenges
- ✓ Perform People Assessments – Identify Skill Gaps
- ✓ Build Plan to Address the Challenge



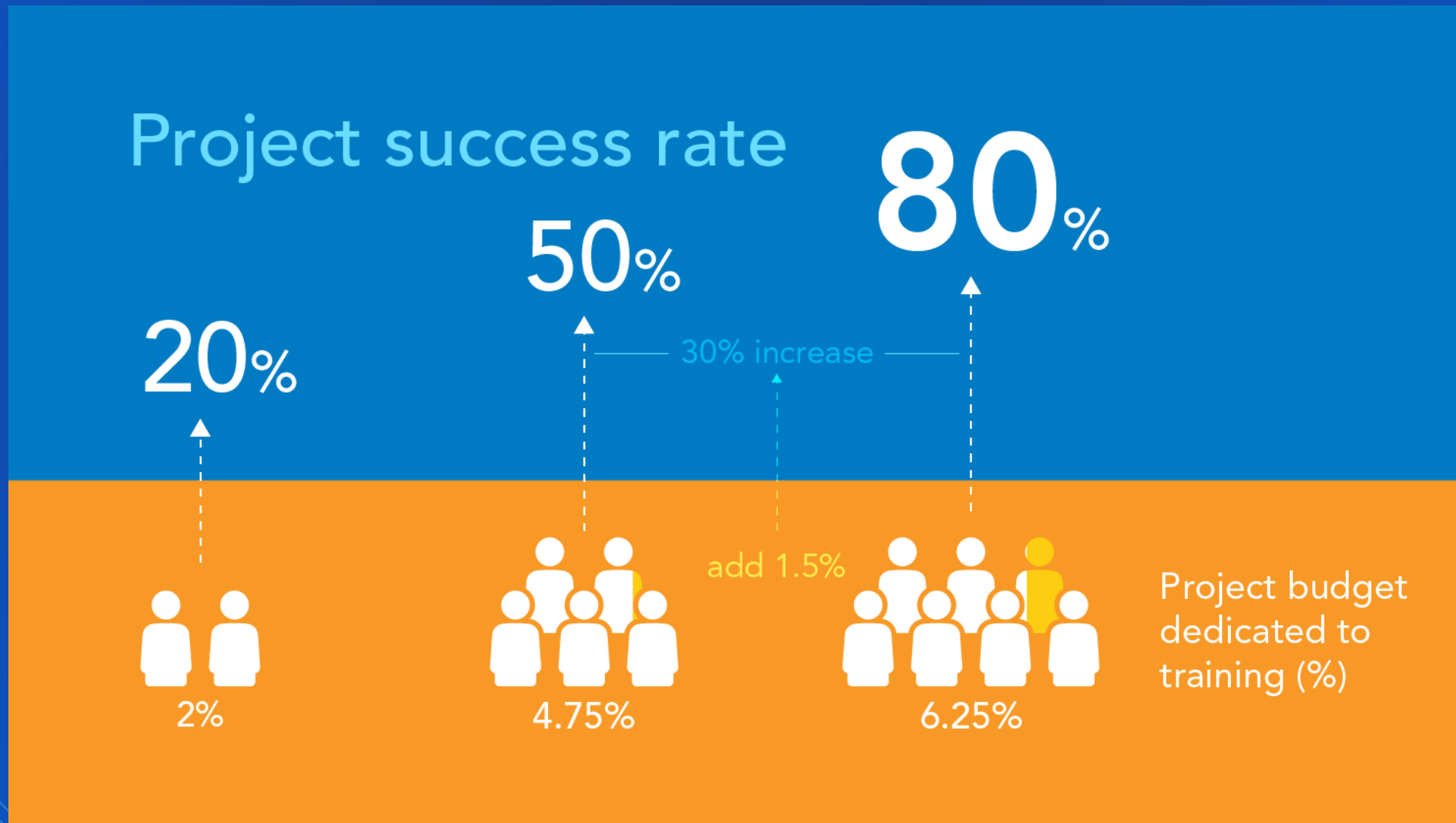
# Return On Investment





# Training

## Investment in Training and Project Success



Source: IDC, [Training's Impact on Projects Survey](#), 2011.

# Harford County, Maryland

- Each year has 7 month window to inspect 4232 Hydrants across 437 square miles
- 36% of hydrants do not get inspected due to slow, paper-based, workflows.
- County decided to implement Esri mobile apps and take proper training



# Harford County, Maryland

## Results

- 21% more efficient year over year.
- 100% of hydrants inspected
- Inspections completed 6 weeks early
- \$35,000 in overtime alone was saved



# Alignment – Levels of Training Engagement



## Individual

### -Training Recommendations

WEB COURSE Working with Coordinate Systems in ArcGIS	2 Hours, 45 Minutes	Requires Maintenance	♡ ⊕	★★★★☆ (1400)
WEB COURSE Basics of Geographic Coordinate Systems	1 Hour, 15 Minutes	Requires Maintenance	♡ ⊕	★★★★☆ (3853)
WEB COURSE Getting Started with GIS	3 Hours, 30 Minutes	Free	♡ ⊕	★★★★☆ (19054)
WEB COURSE Getting Started with ArcGIS Pro	5 Hours, 30 Minutes	Free	♡ ⊕	★★★★☆ (3932)

# Alignment – Levels of Training Engagement



## Project and Department -Training Plan

**Learning Plan**

### New Users Learning Plan

Created by ashare@esri.com on August 6, 2018

[View Progress](#) ●●●●● (0) In Progress 1 Learner Enrolled

**About this Plan**

A learning plan for new users focusing on e-Learning courses and material.

**10 Courses in Plan**

WEB COURSE

10 Courses in Plan					
WEB COURSE	Working with Coordinate Systems in ArcGIS	2 Hours, 45 Minutes	Requires Maintenance		(1400)
WEB COURSE	Basics of Geographic Coordinate Systems	1 Hour, 15 Minutes	Requires Maintenance		(3853)
WEB COURSE	Getting Started with GIS	3 Hours, 30 Minutes	Free		(19054)
WEB COURSE	Getting Started with ArcGIS Pro	5 Hours, 30 Minutes	Free		(3932)



# Alignment – Levels of Training Engagement



## Enterprise

## - Workforce Development Plan

### ArcGIS Enterprise Training by Roles

Loudoun County

#### Prepared by:

**Andrew Sharer**, Esri Training Consultant  
Phone: 703.506.9515 x2152  
Mobile: 703.623.6176  
Email: [asharer@esri.com](mailto:asharer@esri.com)

## ESRI TRAINING COURSES

Esri offers a range of training options for both new and experienced users. This allows you to select training solutions that align with your organization and your individual users.

**Instructor-led** courses are mostly 2-3 days in length, with a mix of hands-on practice, an Esri training facility, through a virtual online classroom or held classes may also be followed up by a day of coaching to address requirements.

Options for **self-paced e-Learning** through web courses and training documents.

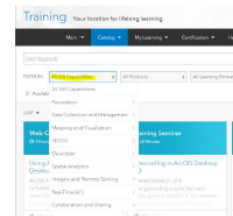
#### Web courses include:

- Hands-on practice with ArcGIS (local access to ArcGIS)
- Demonstrations and interactive activities
- Conceptual material
- Course exams to assess learning
- Certificate of Completion

**Training seminars** are pre-recorded presentations that include solutions. Seminars are offered live on a regular basis. You can get [Reminders](#) to receive email notification on upcoming events.

**Massive Open Online Courses (MOOCs)** are free online courses that are self-paced and fun way to keep up with the fast-paced development of GIS. They are open day and night and require only a couple of hours of study per week for completion.

As this is not a complete list of all learning options available, please visit the [Esri training website](#). Filtering the search results by Capabilities and Roles will provide appropriate additional resources:



## VIEWER

### Learn GIS Concepts

**The Power of Maps** - If you are curious about what the acronym "GIS" stands for and what a GIS is, this website provides the answers. You will be introduced to the basic components of a GIS and fundamental concepts.

## USER

### Learn GIS Concepts in ArcGIS Online

#### Introduction to GIS Using ArcGIS, Instructor-led, 2 days

Learn fundamental concepts that underlie GIS technology and geographic data. In this course, you will gain experience working with GIS maps to visualize and explore real-world features; analyze data to answer questions and create new information; and share maps, data, and other resources so they can be easily accessed throughout your organization. This course is taught using ArcGIS Online.

This course is designed for New Users

#### Learn how to:

- Identify appropriate data to support a mapping project.
- Create a map, add data to it, and symbolize map features to support the map's purpose.
- Share data, maps, and other content to an organizational portal.
- Perform spatial analysis to obtain information about map features within an area of interest

#### ArcGIS Pro: Essential Workflows, Instructor-led, 3-days

In this course, you will explore ArcGIS Pro capabilities as you become comfortable working with this new desktop application. The course emphasizes common GIS workflows and best practices to map, manage, analyze, and share GIS data and resources. You will acquire the essential skills you need to be productive with ArcGIS Pro.

**This course is designed for:** Individuals with introductory-level knowledge of GIS concepts and limited ArcGIS experience

#### Learn how to:

- Combine data from different sources to create accurate, informative maps.
- Organize, create, and edit geographic data to keep it accurate and up to date.
- Symbolize map features to support 2D and 3D visualization.
- Design an attractive page layout for maps that will be printed.
- Analyze GIS data to solve spatial problems and create new information.
- Share maps, analysis results, and geoprocessing models so they are easily accessible to colleagues, decision makers, or the public.

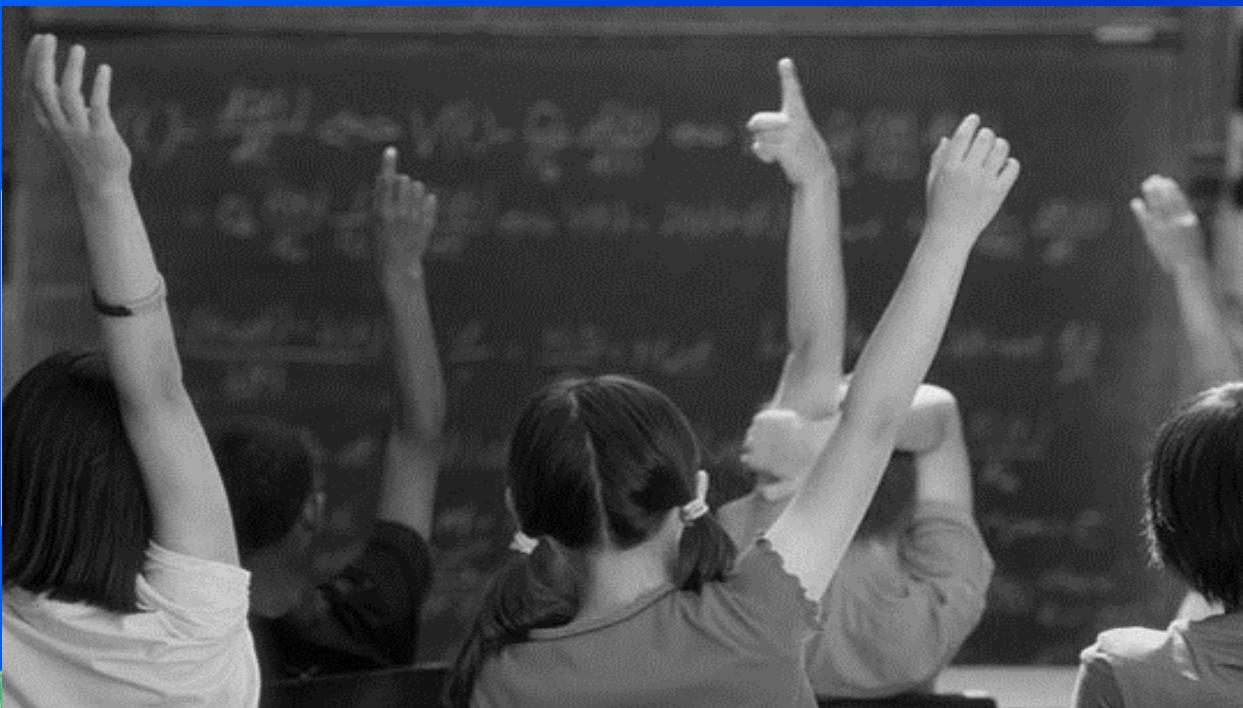
*imagine*  
*If...*



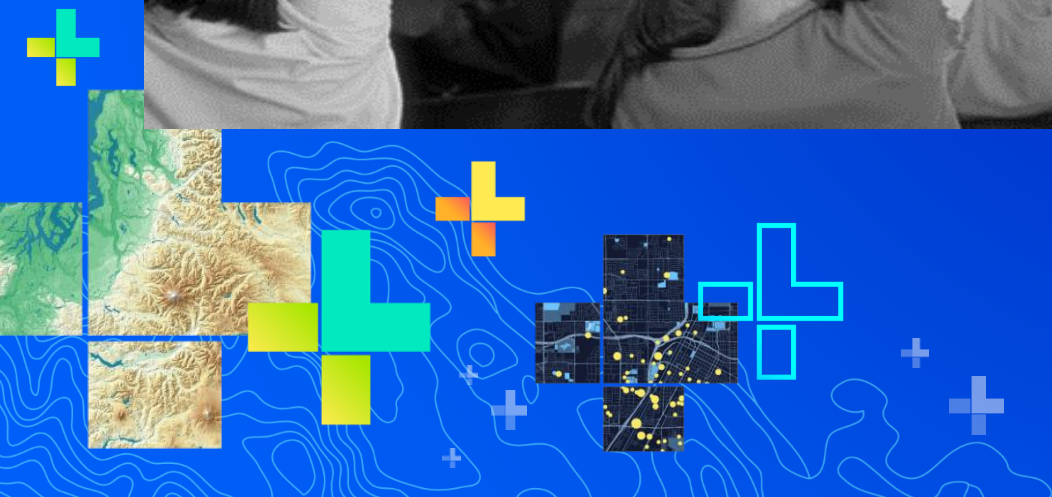
## Our Mission



To help our  
customers  
make the  
world a better  
place.



Questions?



# UC Resources

## **Introduction to Geospatial Strategy Technical Workshop**

- Wednesday, July 10: 10a-11a, SDCC – Room 31 A

## **Get the C-Suite's Attention with Strategic Workforce Planning**

- Wednesday, July 10: 8:30a-9:30a, SDCC – Room 31 A

## **Workforce Development Planning in Three Simple Steps**

- Wednesday, July 10: 2:30p-3:30pm, SDCC – Ballroom 6F

## **Focus on Training to Go the Distance**

- Wednesday, July 10: 4p-4:20p, Spotlight Theater

## **Geospatial Strategy Panel**

- Thursday, July 11: 1p-2p, SDCC – Room 16 B

## **Sign up Expo Activity: Implementing ArcGIS Appointments, Get Advice from Esri Services**

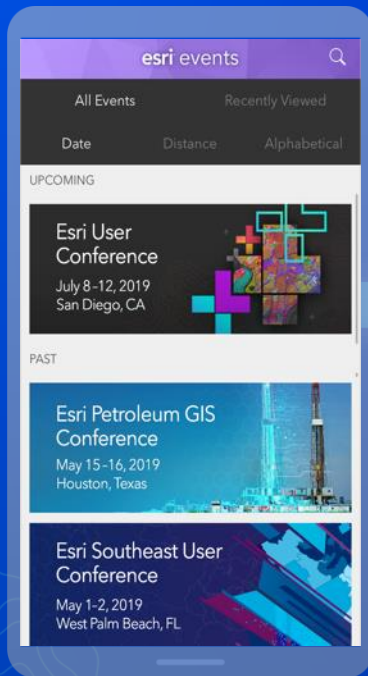
- Thursday, July 11: 9a-4p



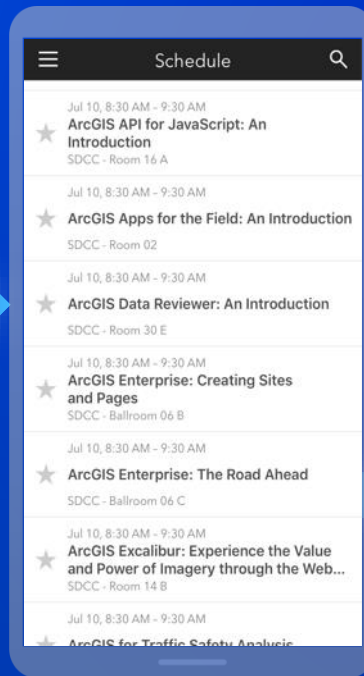


# Please Share Your Feedback in the App

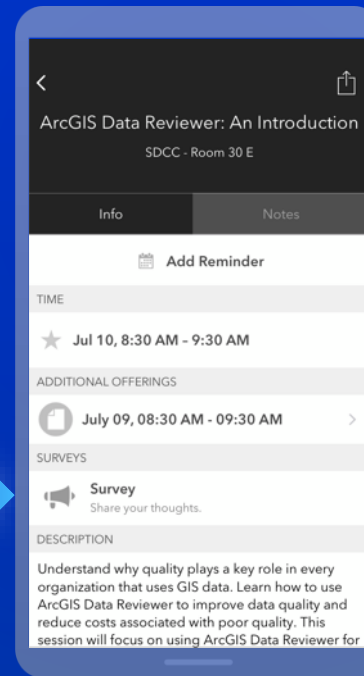
Download the Esri Events app and find your event



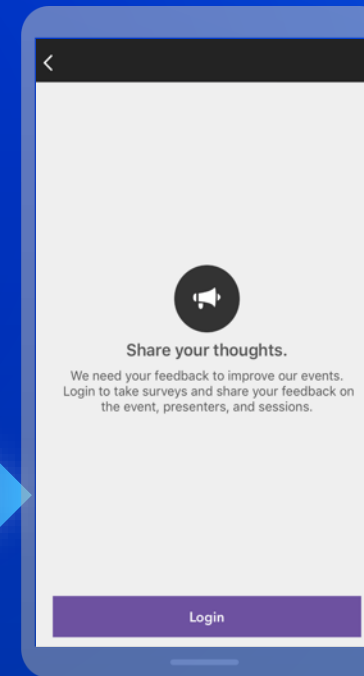
Select the session you attended



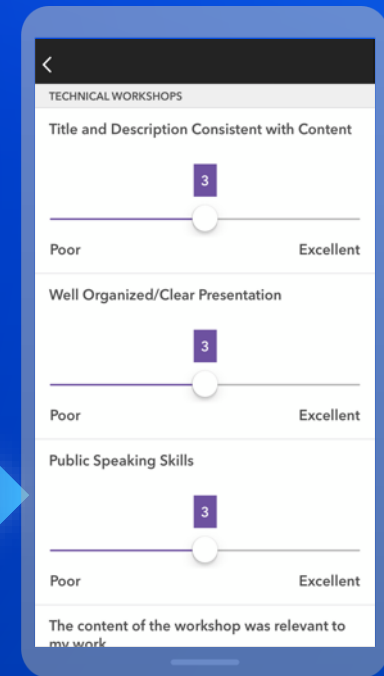
Scroll down to "Survey"



Log in to access the survey



Complete the survey and select "Submit"





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