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Cisco Learning Credit Program
Training Needs Assessment

Training Needs Assessment, a service offered by participating Cisco Learning Partners, helps customers identify their network training needs and develop a training plan.

The assessment, in combination with the Learning Credits Mapping Tool, may also help the customer determine the suggested quantity of Cisco Learning Credits to purchase and aid in the redemption of those credits.

The following are suggested questions to use when conducting training needs assessment:

1. Specific Technology Training Needs

a. What technologies or solutions areas is your company embracing?
b. What new Cisco products have been purchased or are planned for purchase?
c. Does your workforce possess the skills and knowledge required to integrate and support these new technologies or solution areas into your organization?

2. Technical Knowledge and Expertise of Your Employees

a. What are your employees' profiles (experience, skills, interests)?
b. What level of subject matter do employees already possess?
c. What is the size of your IT department that may require training?
d. What interest and expectation do the employees have about expanding their knowledge and technical expertise?

3. Training Environment

a. What is your managements' commitment to training?
b. Who is responsible for the training budget?
c. Who determines training needs?
d. What is the preferred training delivery method for your organization? (e.g. instructor-led classroom, e-learning, web-based, self-study, or a blended option)
e. What experience has your workforce had with a variety of delivery options?
f. What facilities, network equipment, labs, and/or simulations will be available for hands on training activities?

4. Cisco Certified Individuals

a. Does your organization require or need certified individuals?
b. If so, how many and which certifications (CCNA® CCNP® CCDA®, CCDP®, CCIP™, CCIE®, and Cisco Qualified Specialists)?
c. Is your organization interested in individuals being qualified in selected specialized areas such as security or voice access? (Cisco Qualified Specialist focused certifications)
d. Is there a growth path for employees based on their individual attainment of certifications?

5. Measuring Success and Next Steps

a. What criteria will be used to measure the success of a training plan?
    i. Cost savings (quicker implementation, better service)
    ii. Increased customer satisfaction
    iii. Production increase (less network down time, more calls handled, etc)
b. What other personal interests or experiences are relevant in order to develop a customized training plan?
c. Will additional training be required? If so what is phase II of the recommended training plan?