Learning Tree Onboarding Program Helps Automobile Manufacturer Redefine IT Expectations

IT outsourcing has the potential to help companies gain functionality that they would not be able to manage internally at a reasonable price point. This economy of scale dwindles, however, for large organizations with highly specific technology workloads. This was the case for one global automobile manufacturer that found itself spending billions on outsourced IT services, while maintaining an internal technology staff of approximately 1,100 workers who performed project management, vendor management and operational duties.

The automaker opted to transition from this model and insource its IT department, setting a foundation for innovation. This transition showcases how large organizations that have long depended on third-party IT specialists can retake control of their technology future and create an internal IT team that creates value for the company.

> The Global IT Training Team and Learning Tree created content to support the curriculums and establish a three-tiered program that would support new hires and get them ready to contribute to the organization.

CHALLENGE

This global automobile manufacturer had been using an outsourced IT model for a decade prior to making the decision to move to internal positions to get the job done.

BUSINESS SERVICES BACK IN HOUSE

This led to a transformation in which the organization went from outsourcing almost everything to bringing 95% of its business services back in house.

The vast majority of systems were to be moved in house based on five core principles:

1. **Business-IT alignment**
2. **Focus on blue-chip solutions**
3. **Balance experience and youth**
4. **Emphasize a competitive edge**
5. **Drive meaningful innovation**

These are ambitious goals that represented such a significant culture shift for the automaker that finding the right staff, training them and building a pipeline for consistent personnel development needed to become a priority.

Maintaining this level of emphasis on IT growth led to an initiative to hire approximately 200 recent graduates annually to feed new talent into the IT department and replace natural turnover within the organization.

SOLUTIONS

The automaker already had a structure in place in the form of a Global IT Training Team, and Learning Tree was able to create specific learning paths aligned to their career path.

The organization had seven staff members assigned to IT training, and those employees needed to support approximately 11,000 employees.

The goal was to have them create course pathways in specific tracks that would onboard new staff and get them up to speed on expectations within the company.

In the end, the Global IT Training Team and Learning Tree created content to support the curriculums and establish a three-tiered program that would support new hires and get them ready to contribute to the organization.

When the plan was finalized, it took the form of a five-week full -immersion onboarding course.

DELIVERABLES

Learning Tree worked with the auto manufacturer to create a robust learning path in which students spent two weeks on general studies and then the final three weeks studying in one of three specific focus tracks. The curriculum included:

General Overview
A broad training program with the following courses:

- Overview of IT transformation in the organization
- Introduction to information security, data privacy and regulations
- Modern object-oriented software design
- Relational database design
- Software testing and quality assurance
- DES overview and DES code management

Focus Track: C# Programming with .NET
- C# programming
- Programming with .NET
- Programming C# extended features
- .NET best practices and design features
- Building ASP.NET web applications

Focus Track: Enterprise Data Warehouse
- Data warehouse and big data
- Business intelligence and reporting services
- Oracle PL/SQL programming
- Developing SQL queries for Oracle
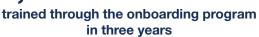- SQL Server reporting/analysis services

Focus Track: Java Developer
- Java programming
- Developing Java web applications
- Java best practices and design patterns
- Struts 2 for enterprise Java web development
- Developing enterprise Java apps - Spring and Hibernate

RESULTS

The courses have come together to accelerate new employee onboarding and mix instructor-led courses with other learning resources to help the automaker support its new, transformed IT department. IT does not just support businesses, it empowers them to operate at their best, and insourcing helps large, complex organizations take more control of their technology systems. The automaker now has approximately 11,000 U.S. IT employees and 500 international technology workers, creating a situation where five percent of the 215,000 worldwide employees in the organization are operating in an IT function.

1,500 EMPLOYEES
trained through the onboarding program in three years

BILLIONS OF DOLLARS
of IT operations and development are back in house from the outsourced contracts

How Can Learning Tree Optimize Your Workforce?

For more information on IT Workforce Optimization Solutions, call us at 1-800-843-8733 or visit LearningTree.ca

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