RMS
Incorporated
Resource Management Systems, Inc.
Training Services Group

BUSINESS SKILLS TRAINING
for
IT Professionals & Business Analysts

Training • Advisory • Consulting
Presentation Purpose

Introduce You to RMS’ Training Services
Answer Your Basic Questions
Outline Your Training Options
AGENDA

1. About RMS

Showing IT Pros & Analysts How To Answer the Key Questions

1. How can we make the business case for IT?
2. Which IT solution is the best choice?
3. Is the solution worth the cost?
4. How can we prove IT’s real value?
ABOUT RMS: Technology-Business Specialization

We Know Technology

- IT Decision-making Specialists
- Work With IT In All Sectors
- Understand IT’s Challenges

We Talk Business

- IT Investment Management
- Portfolio Approach
- Business Value Measurement
ABOUT RMS: A Diverse Client Base

Commercial

Bank of America
INTEL
Bank of Tokyo
AIG
Lehman Brothers
Panasonic

Non Commercial

SEI
Department of Defense
Software Engineering Institute

FEDERAL RESERVE

Pfizer

State of New York
ABOUT RMS: Broad Geographic Coverage

Services

Products
ABOUT RMS: Why RMS?

Four Reasons Clients Choose RMS for Training

- **Specialization.** *IT Investment Management Is What We Do*
- **Best Practices.** *What Works, Lessons Learned, What’s New*
- **Experience.** *Tight Focus - Diverse Base*
- **Expertise.** *Business and Technology*

**Results:** Organizations Get the Facts They Need
OVERVIEW: Where Does RMS’ Training “Fit”

Business Skills Training Complements Technical Training

TRADITIONAL IT Training Focus

Technical Decisions

Support

Requirements Analysis

Project Management

Feasibility Analysis

IT Technical Skills

RMS’ IT Training Focus

Business Decisions

Support

Cost-Benefit Analysis

ROI Analysis

Business Case

IT Business Skills

IT Technical Skills Complement
SERVICES: Why Business Skills for IT Pros?

Because IT Decisions Are Business Decisions!
Research Reveals Obstacles IT Pros Face

- 65% cited “lack of knowledge”
- 65% cited “lack of business process”
- 75% cited “lack of tools”

Recent *CIO Insight* Magazine poll of IT Professionals

RMS’ Training Addresses All 3
SERVICES: How RMS’ Training Removes Obstacles

Three Key Benefits

1. Knowledge
   Participants Choose the Skills They Need Most

2. Process
   Every Course Teaches a Repeatable Process

3. Tools
   Practical, Usable, Real-world Techniques

Making the Case for IT to Decision-makers

Weigh Business Pros & Cons of Alternative Solutions

Quantify IT’s “Intangibles”

INTRODUCTION: ABOUT THE IT BUSINESS CASE

Activity 4. Understand IT Development Process

1. What’s the problem?
2. What are the metrics?
3. What are the options?
4. What do we need?
5. What is feasible?
6. What is the best?

Case Example - Coarse-Grain

Partial listing of Required Functionality (“Must Have”)

ROI PRIMER

Example #1

• You have a project that costs $20,000 and is expected to save $6,000 a year over a 5-year period. The discount rate is 12%.

1. Investment Amount = $20,000
2. Analysis Period = 5-Years
3. Annual Net Returns = $6,000 a year in cost savings
4. Discount Rate = 12%

What is the ROI of this project investment?

Look at the results below. Would this be a “good” investment?
SERVICES: What Training Is Available?

“Hard” Skill Courses for IT Pros & Business Analysts

- Business Case Analysis
- Cost-Benefit Analysis
- ROI Measurement
- Performance Indicators
- Budget Management

Courses “Off-the-Shelf” or Customized for Unique Needs

Options

Standard Curriculum

Custom Development

[Diagram showing flowchart for training options]
AGENDA

1. About RMS
2. Training Services Overview
3. Answers to Your Questions
TRAINING FAQs: Questions You Might Ask

Purpose: Help You Decide If Our Courses “Fit”

- We haven’t had an opportunity to discuss your needs, requirements, or plans
- New customers ask similar questions
- Here are answers to some of the most common
  1. Who is the training designed for?
  2. What will participants learn?
  3. How much will it cost?
  4. Do you know our business?
  5. Do you offer training in our area?
  6. How soon could training begin?
  7. What if we only have 2-5 people to train?

- You can always call or e-mail us. Lots of people do.
FAQs: TRAINING PLANNING

FAQ #1. Who is the training designed for?

- Anyone Involved in IT-Business Decisions
- Most Participants are IT Pros & Business Analysts
- Range from Global Managers to New Programmers
- Some Require Outsource Vendor Participation
- Business Users Are Frequent Attendees
- Growing Interest In Finance Community
FAQs: BUSINESS ANALYSIS

FAQ #2. What will participants learn?

- Each course develops a specific business skill IT pros need to know; e.g., business case development, ROI quantification, or performance measurement design

- Participants focus on the particular skill they need now

- They learn a practical process and the basic techniques

- Purpose is to develop basic skills; not to make them economists, accountants or statisticians

- Credible completion of the task at hand is the aim
FAQs: RESULTS

FAQ #4. Do you know our business?

- RMS provides skill development services to just about every industry and sector

- We train Air Force communications engineers one day and investment banking technologists the next

- The common thread is the need to make smart IT decisions

- That is our business; it is what organizations of all types want their IT pros to learn
FAQs: RESULTS

FAQ #5. Do you offer training in our area?

- RMS currently delivers training at client locations throughout the United States.

- We also provide training in the Caribbean through the University of Jamaica, Technology Innovation Centre.

- Training will commence for clients in Europe and Asia later this year.

- If your organization has a training need, we will deliver it where and when it is most convenient for you.
FAQ #6. How soon could training begin?

- We are normally able to accommodate client’s training schedules.

- Large, recurring clients usually schedule sessions 3-5 months in advance.

- Rule-of-Thumb: Allow about 4-weeks.

- Immediate Need: We can sometimes accommodate.
FAQs: RESULTS

FAQ #7. **What if we only have 2-5 people?**

- Sometimes, new clients approach us when they only have a couple of people interested in training.
- RMS will deliver the training even if you only have one person (usually, a senior manager).
- The issue for you will be cost; fees are set for groups of up to 12.
- Here are three ways “small groups” get the training:
  - Co-sponsor with another organization in their area.
  - Post an internal announcement (often there is more interest than expected).
  - Attend RMS’ Open-Enrollment (Public) courses delivered in NYC.

**Call us! We can usually find a way to meet your need.**
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4. Training Options
TRAINING IT PROFESSIONALS & ANALYSTS

3 Basic Options

1. RMS’ Standard Workshops
   - Ready to go “off the shelf”
   - Most requested skills
   - Lowest cost

2. Customized Workshops
   - “Adapted” standard workshop
   - Client process, forms, terms, etc. incorporated
   - Longer lead time; more costly

3. New Development
   - Special needs; not met by standard or customized
   - Longest lead time; most costly
   - Should be reserved for very high ROI training
AGENDA

1. About RMS
2. Training Services Overview
3. Training FAQs
4. Training Options
5. Next Steps
NEXT STEPS

The Next Step Is Yours

► **Call Us:** We are always ready to discuss your training needs.

► **E-Mail Us:** Send us a note telling us about your interests or just to ask a few questions.

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Resource Management Systems, Inc.
Information Technology Investment Management

Training • Advisory • Consulting

Since 1985
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