

“Building a Sustainable Regional ICT Training and Certification Network”

October 7th and 8th, 2009
Hilton Hotel, Sofia, Bulgaria

ICT Training and Certification Needs in Eastern Europe and Caucasus Workshop Survey

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Objectives

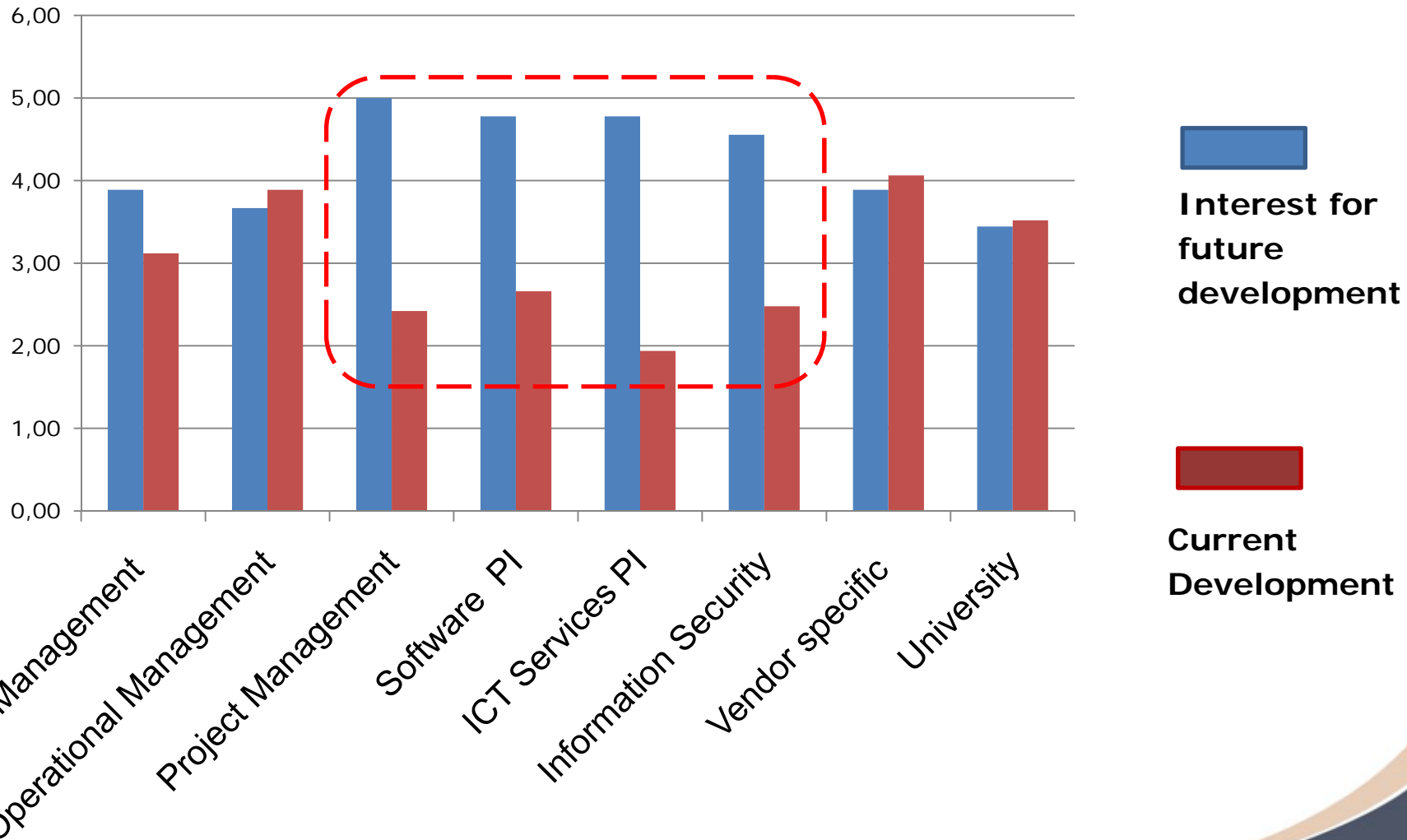
The survey among the potential participants in the workshop supports:

- definition of the needs from ICT training and certification of ICT organizations in the region of SEE and the Caucasus
- identification of good practices for meeting these needs
- wider discussion about initiatives for empowering the development of ICT sector

High interest in a regional training and certification network

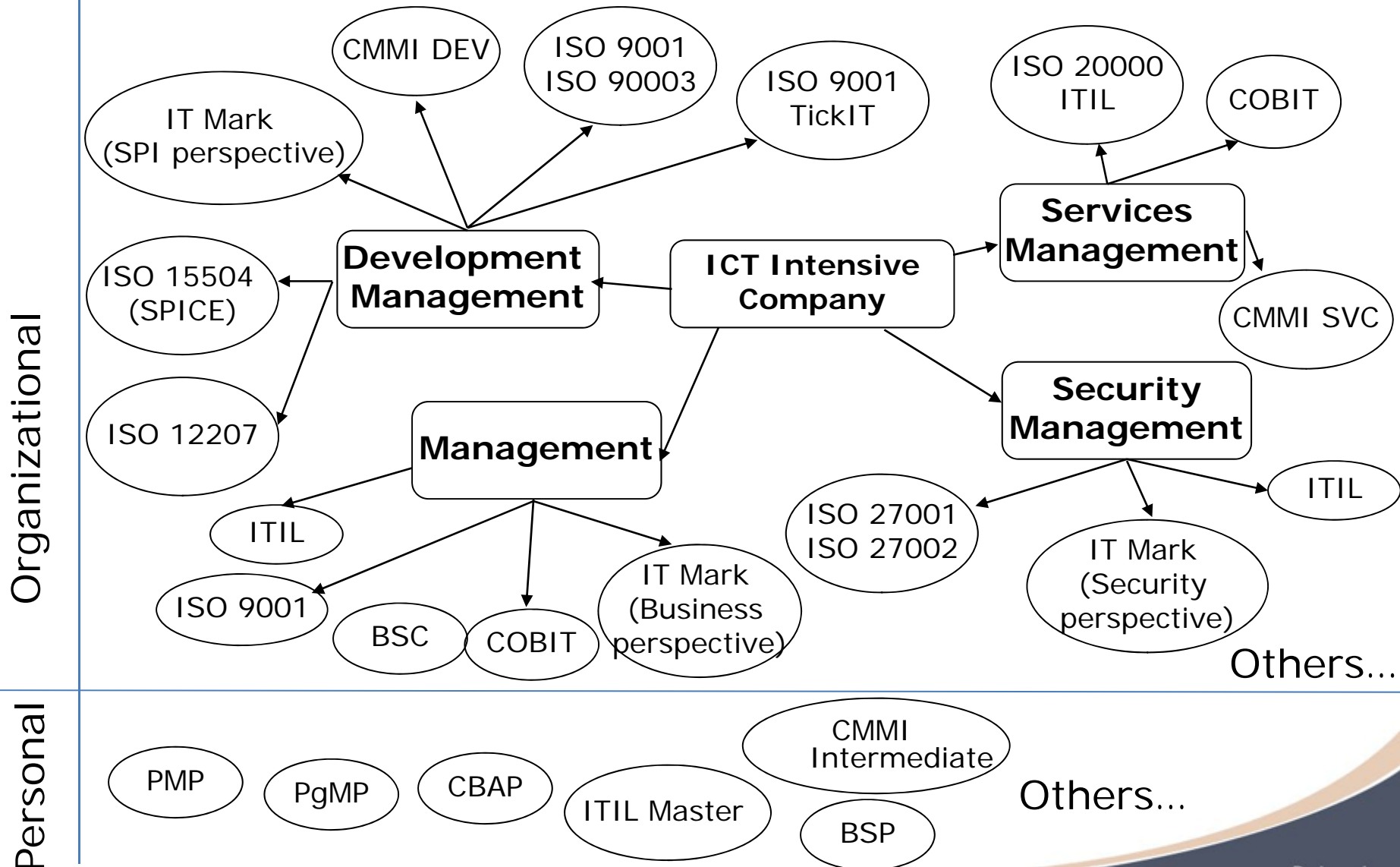
COUNTRY	Need assessed	ICT training and certification initiative in place	Interested regional ICT training and certification network
Albania	DNK/MB	Yes	Yes
Armenia	No	No	Yes
Georgia	Yes	Yes	Yes
Kosovo	Yes	Yes	DNK/MB
Macedonia	Yes	Yes	Yes
Moldova	Yes	Yes	Yes
Montenegro	No	DNK/MB	Yes
Serbia	Yes	Yes	Yes
Ukraine	DNK/MB	DNK/MB	DNK/MB

Identified gaps in key competences PM, Sw PI, Se PI, IS



Various ICT

Standards and Certifications



Survey conclusions compliant with the world wide trends

Recent study shows that **exactly 63% of the projects on .NET platform use CMMI** version of MSF (Microsoft Solutions Framework).

June 21st, 2009 by IT Outsourcing Magazine

87% of companies reported comfort with their company's basic coding skills while **36% said they needed improved project management**. 43% cited a need for help in **defining business requirements for development projects**.

InfoWorld August 19, 2009

Survey conclusions compliant with the world wide trends

Some 38 percent of organizations revealed the use of some type of software development outsourcing, with two-thirds of those outsourcing doing so in India, with the Ukraine, China and other **Eastern European countries also showing up as top development locations to watch.**

CMMI (Capability Maturity Model Integration) was cited as the process maturity and quality model of 36 percent of respondents.

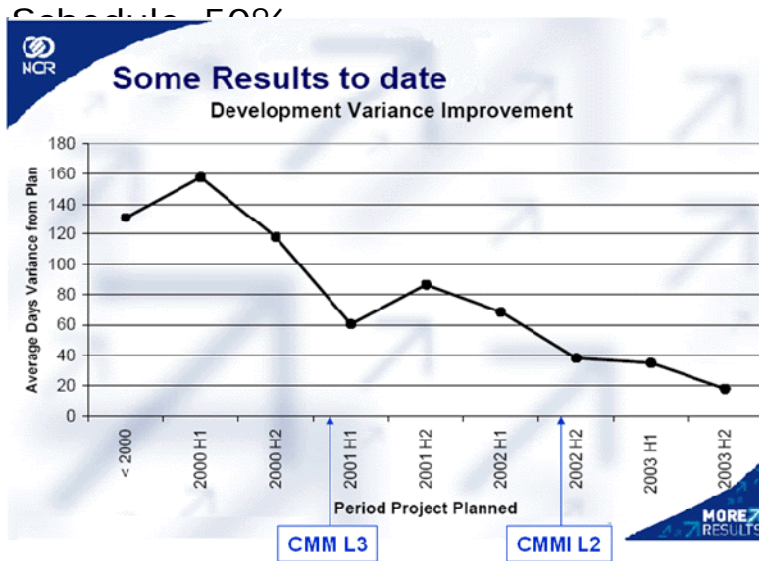
InfoWorld August 19, 2009

Models increase the companies quality and productivity

CMMI

Performance
Category

Median
Improvement



ITIL

A 30% overall efficiency gain, from research conducted by IDC with 11 different Global 2000 organizations from different sectors and geographies. Specific gains include:

- Incident management and help desk support: 40.5%
 - Managing and supporting servers: 30.9%
 - Change management: 28.4%
 - Managing and maintaining network infrastructure: 23.1%
 - Maintaining configuration database: 22.8%
 - Managing applications: 10%
 - Problem management: 9.4%
 - Service level management: 8.5%
 - Average number of network devices controlled per FTE up 57%
 - Average reduction in headcount growth: 12.2%
- Source: Evergreen, Developing the Business Case for ITIL

Thank You!

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