

# HP Software Organizational Competency Plans



Your journey to excellence for software enablement success.



## The new role for IT

The significant pace of change, the explosion of new applications, the growth of mobile devices, ubiquitous connectivity, “always-on” services and social sharing within the enterprise—all of these are forcing IT management to redefine its role in delivering value to the business.

IT was once considered a service provider, there to “keep the lights on”. Today keeping the lights on is a given. But the “New Style of IT” brings a transformational shift bridging the consumer and enterprise experience, promising simplicity, greater agility, higher performance and lower costs. Blending technology with automation and business process improvements, IT is transforming from a cost centre to a strategically-valued business enabler.

## The journey to the “New Style of IT”

IT departments are taking a fresh look at how they’re structured, managed and enabled. Today, IT is no longer a responsive function, reacting to business change. It must be proactive and agile to both commercial changes as well as technological

advancements. IT departments need to have a sharp commercial focus, be experts at managing complex sets of partners (many of which are delivering across the cloud) and still retain complete end-to-end management and control.

Wider skills are needed across more domains, not just technical, but commercial too. Skills must be constantly updated to maintain pace with the increasing rate of change. Put simply, ensuring that new services and new software are rapidly embraced and adopted across the business is one of the top challenges that the new style of IT brings.

## Achieving software excellence and adoption

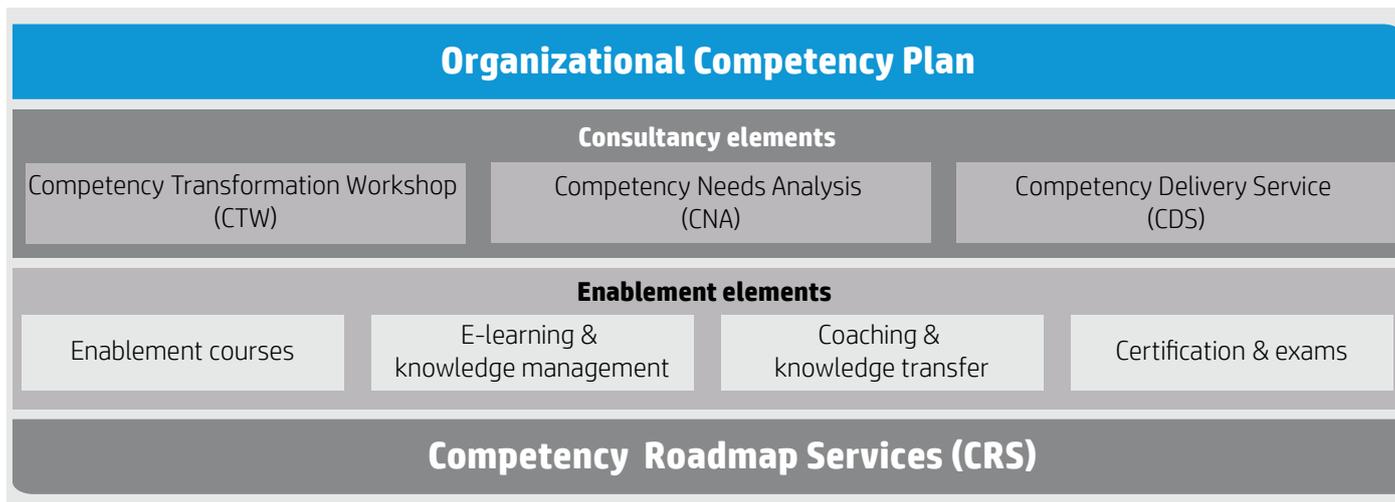
Management of change and enablement of people is crucial. Without it, projects fail, software isn’t adopted, business processes break down, the business is less agile and less competitive in the marketplace, employee engagement falls and the perception of IT is damaged.

Software adoption is often confused with “training”. But training is just a part of a wider programme of enablement and adoption.

The new style of IT creates pressures on the classical approach to software adoption that many businesses have taken until now.

- It can no longer follow business change, it needs to lead it
- It can no longer be purely centred around applications, but must also be built around roles
- It can no longer come in one size but needs to fit into people’s daily lives
- It can no longer be start / stop but needs to continually drive towards excellence

Delivering an enablement program that meets the needs of everyone from highly technical system administrators to occasional application users in the business is a challenge. It involves blending all forms of enablement from application-based help and guidance tools all the way up to classroom based enablement programs for integrators and administrators.



## The Organizational Competency Plan

At HP we believe that the “New Style of IT” calls for a continuous, customized and responsive enablement program that is focused on driving towards excellence.

HP’s Organizational Competency Plan brings together the strategic needs and priorities of the business with the learning needs of every individual, resulting in a continuous plan towards excellence.

To seize the opportunities presented by the new style of IT, while at the same time avoiding the pitfalls, enablement needs to be on-going, developing throughout the project lifecycle and reflect the often rapidly changing needs of the business environment.

## Developing your plan

The Organizational Competency Plan describes a path to matching skills with the organization’s strategic goals. At HP we work with you to develop and deliver a plan designed around you and your people. At the heart of the plan are three key elements.

**Consultancy Elements** including a Competency Transformation Workshop (CTW) and Competency Needs Analysis (CNA). These are focused upon scoping the roles

to be included in the plan, defining business priorities, gaining executive alignment and identifying enablement gaps—reflecting the “*as is / current state*” —with a clear understanding of what ‘Best Practice’ looks like.

**Competency Delivery Services (CDS) and Enablement elements.** Our team of experts map out individual enablement plans, identifying the most appropriate learning plan for each individual and roles. These plans may contain various enablement methods such as web-based learning, onsite training, eLearning or even coaching sessions. Each plan is tailored to help individuals achieve the correct level of certification and deliver long-term business outcomes.

The cyclic program of **Competency Roadmap Services (CRS)** delivers quarterly and annual reviews of the consultancy and enablement elements to ensure new employees and changed roles are taken into account. Through the CRS, we work with you to update the individual enablement plans, keeping pace with any change to business or IT processes.

The Organizational Competency Plan is an on-going program, so success criteria are continually monitored and enablement is kept aligned to your business goals.

## Key benefits of the plan

- Predictable costs makes budgeting easy
- User adoption improves, as well as users’ adaption to change
- Maximizes software ROI
- Improved self-sufficiency reduces dependence on external vendors
- Improved employee retention
- Improved IT and business relationships
- Improved IT customer satisfaction
- Focus of enablement investment on strategic business priorities
- A single point of ownership and responsibility

By taking a proactive approach to enabling individuals and teams, the Organizational Competency Plan helps your business reach its strategic goals, ensuring that the full potential of IT is realised. Higher ROI is achieved on new software deployments through increased adoption and your training costs are predictable and transparent.

## For more information

For more information on HP’s Organizational Competency Plan service, please contact your HP Software representative or email [sweducationbdm@hp.com](mailto:sweducationbdm@hp.com).

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