



Bridging the Gap to Support Our Workforce Goals

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Why does this issue matter?

- “Creation, acquisition, and management of information is central to the new economy”
 - *National Academies, 2001*
- Customers’ expectations
- Managers’ expectations
- Changing workforce is a reality

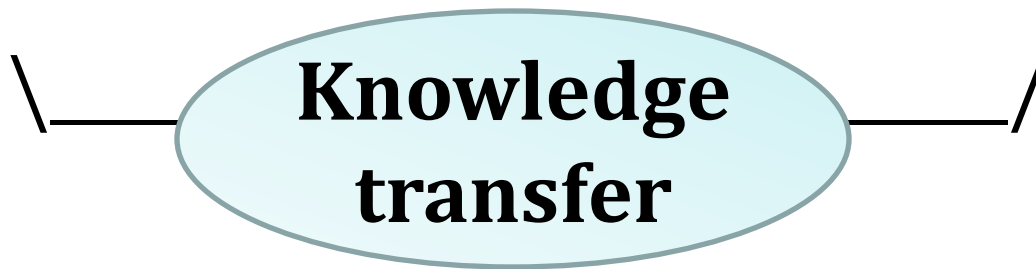
The 30,000-Foot Perspective

- Workforce development: more than just filling positions
- Preparation for the job
 - New employees
 - Existing employees
- Information technology is BOTH part of the challenge, and part of the solution

What *are* our workforce goals?

Existing workforce

New employees



Training *FOR* new technology

Training that *USES* new technology

Training to *THINK AND WORK DIFFERENTLY*

What *is* the IT Gap?

For Existing Workforce:

- Learning *new technologies* themselves
- Learning *new practices* to do the same or different things
- *Using technology* to transfer knowledge

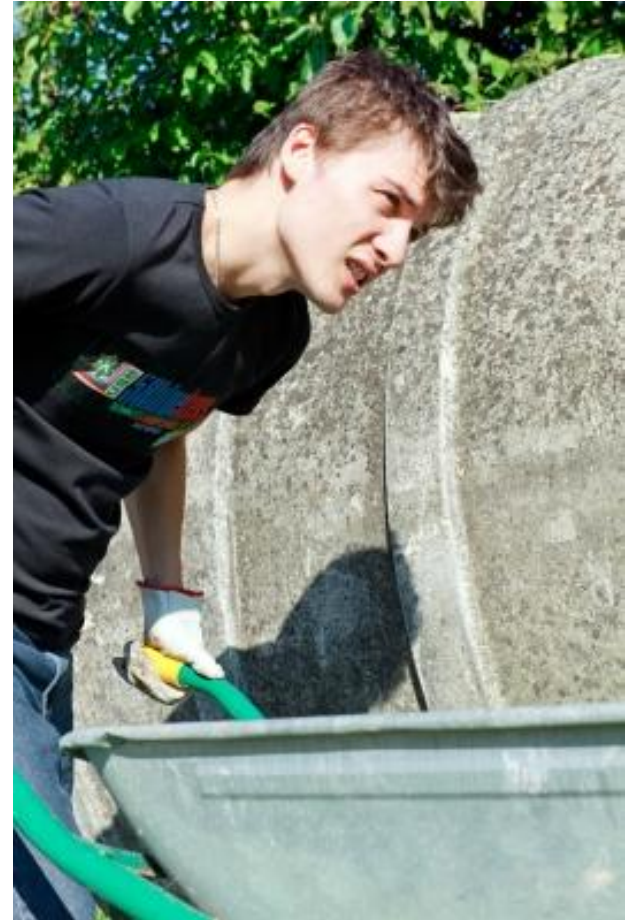


Image: graur razvan ionut /
FreeDigitalPhotos.net

IT Gap for Existing Employees

Example: Advanced Metering Infrastructure

- From simpler, routine tasks like reading meters...
- To more analytical tasks like interpreting data to anticipate potential problems
- From knowledge gained over years of experience
- To marrying that knowledge with the power of technology

What *is* the IT Gap?

For New Workforce:

- First we have to find and attract good people
- Use IT to reach people where they are
 - Social media
 - Don't forget traditional media, face-to-face
 - Websites such as Work for Water



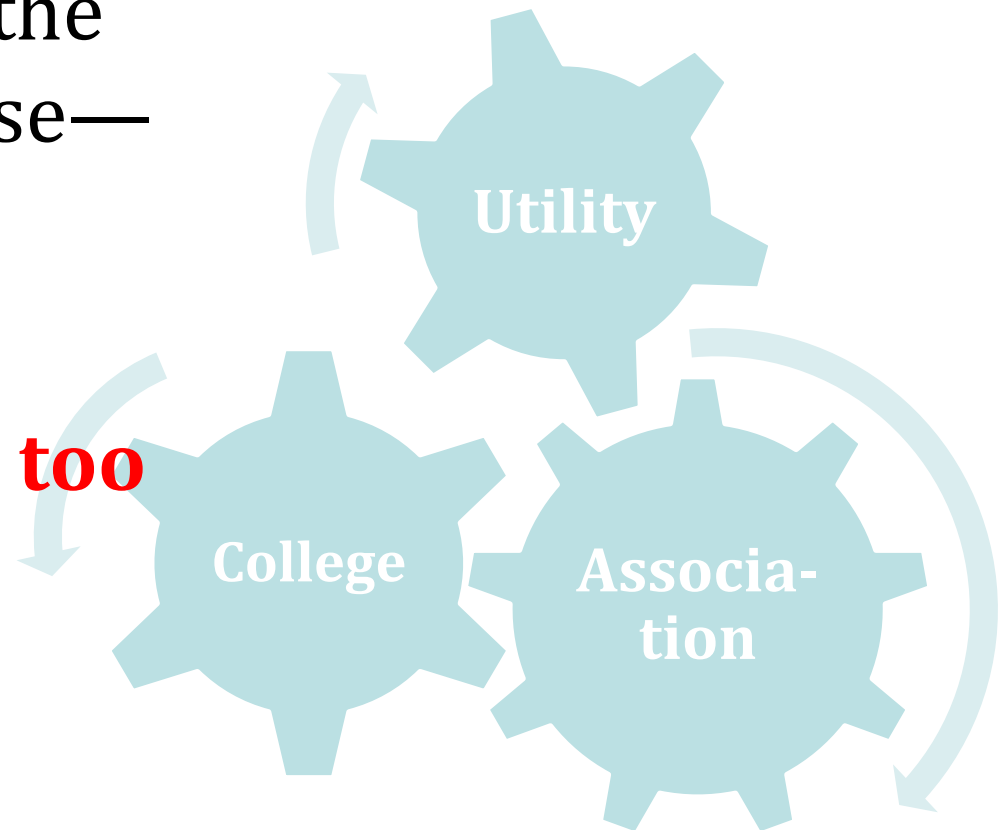
What *is* the IT Gap?

For New Workforce:

It takes ALL of us!

- Rapidly build the knowledge base—
How? Who?

- **And vendors, too**



Tools for Building the Bridge

- Traditional classroom training (In-person)
- Workshops / Educational Events (In-person)
- Hands-on field experience (In-person)
- Using Information Technology
 - On-line training (Remote)
 - Webinars (Remote)
 - Virtual reality



Virtual reality (Both) Image: digitalart
/ FreeDigitalPhotos.net

Bridging the IT Gap

- We face two simultaneous challenges:
 - Transferring knowledge that is staying the same
 - Learning the things that are changing
- IT is part of the challenge AND part of the solution
- What's critical is a ***culture of continuous learning***
- Education providers need to step it up
- There's more than enough work for everyone

Thank you for inviting me

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