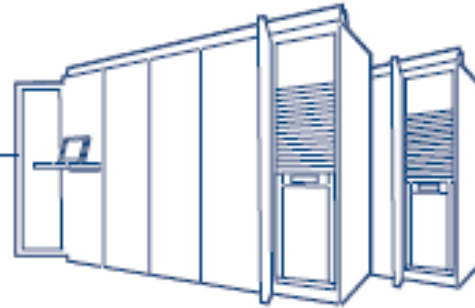


Data Center
University[™]
by **APC**



A Plan for Program Development

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OMDE 607

Agenda

- **Mission Statement**
- **Statement of Purpose**
- **Plan of Work**
- **Milestones and Deliverables**
- **Budget**
- **Schedule**
- **Staffing**
- **Resource Management**
- **Project Tracking**
- **Project Reporting**

American Power Conversion's Customer Education Team

- **Creates market leading education for our customers and partners via**
 - **High quality programs**
 - **Innovative learning technologies**
 - **Certification in NCPI data center design, build and operations**

The goals of the Data Center University initiative are

- **To position APC as the thought leader in NCPI data center design, build and operations (DCDBO)**
- **To educate APC Customers, Partners and Employees on a scalable, modular methodology for data center design, build and operations**
- **To increase awareness of APC's full solution offering**
- **To increase Services-led Solution Sales revenues**

The objectives of the Data Center University initiative are to

- **Have 200,000 users take at least one course in 2006**
- **Become a profit center for APC by 2007**
- **Achieve industry recognition for our certification program (IEEE, IDC, Gartner, news articles, etc.)**

The objectives of the Data Center University initiative are to

- Provide professional quality courses which are available to customers on-demand and real-time
- Develop comprehensive learning and certification paths which address the market need for NCPI data center education
- Create market awareness for our programs which drives users to enroll in courses

The instructional design process will include

- **Analysis phase**
- **Design phase**
- **Development phase**
- **Implementation phase**
- **Evaluation phase**
- **Revision phase**

Milestones and Deliverables

Milestones

- **SWOT analysis**
- **Needs assessment**
- **Learner assessment**
- **Design and prototype course**
- **Interview of SMEs**
- **BETA release**
- **Production release**

Deliverables

- **Courses**
- **Survey results**
- **Project report to management**

2006 Budget

Item	Q1 2006	Q2 2006	Q3 2006	Q4 2006	2006
Salaries	\$207,500.00	\$227,500.00	\$247,500.00	\$267,500.00	\$950,000.00
Testing Provider	\$5,000.00	\$10,000.00	\$10,000.00	\$10,000.00	\$35,000.00
Software	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$20,000.00
Globalization*	\$0.00	\$3,375,000.00	\$3,375,000.00	\$3,881,250.00	\$10,631,250.00
Creative Services	\$35,000.00	\$35,000.00	\$35,000.00	\$35,000.00	\$140,000.00
T&E	\$20,000.00	\$40,000.00	\$20,000.00	\$30,000.00	\$110,000.00
Miscellaneous	\$25,000.00	\$25,000.00	\$25,000.00	\$25,000.00	\$100,000.00
Portal Vendor	\$20,000.00	\$40,000.00	\$60,000.00	\$80,000.00	\$200,000.00
Classroom	\$0.00	\$33,000.00	\$82,000.00	\$107,000.00	\$222,000.00
Marketing	\$2,180,000	\$880,000	\$1,680,000	\$1,280,000	\$6,020,000.00
Total w/translation	\$2,497,500	\$4,670,500.00	\$5,539,500.00	\$5,720,750.00	\$18,428,250.00
Total w/out Translation		\$1,295,500.00	\$2,164,500	\$1,839,500.00	\$7,797,000.00

*Globalization figure assumes 30 courses translated into 9 languages

2007 Budget

Item	Q1 2007	Q2 2007	Q3 2007	Q4 2007	2007
Salaries	\$267,500	\$307,500	\$307,500	\$347,500	\$1,230,000
Testing Provider	\$10,000	\$10,000	\$35,000	\$40,000	\$95,000
Software	\$5,000.00	\$5,000	\$5,000	\$5,000	\$20,000
Globalization*	\$1,411,172	\$1,411,172	\$1,411,172	\$1,411,172	\$5,644,688.00
Creative Services	\$45,000	\$45,000	\$45,000	\$45,000	\$180,000
T&E	\$15,000	\$15,000	\$15,000	\$15,000	\$60,000
Miscellaneous	\$25,000	\$25,000	\$25,000	\$25,000	\$100,000
Portal Vendor	\$100,000	\$120,000	\$140,000	\$160,000	\$520,000
Classroom	\$177,000	\$212,000	\$247,000	\$282,000	\$741,177
Marketing	\$1,012,000	\$1,932,000	\$1,472,000	\$2,915,000	\$7,331,000
Total w/translation	\$2,254,522	\$3,354,833	\$3,144,068	\$4,988,920	\$13,742,343
Total w/out translation					\$8,097,655

*Globalization figure assumes 9 new courses per quarter, translated into 9 languages, and 15% update costs for previously translated courses

- **Each quarter, the Customer Education Team will produce 9 courses for Data Center University**
- **Survey results will be collected and compiled at the end of each quarter**
 - **This information will be delivered to the senior management team**
- **Quarterly revisions will be conducted based upon the feedback collected from past participants, SMEs and the senior management team**

- **Director**
- **Program Manager**
- **Certification Manager**
- **Instructional Design Manager**
- **Instructional Designer (4)**
- **Marketing Manager**
- **NCPI Science Center Engineer (5)**
- **Creative Services Specialist (2)**

Resource Management

- **It is the responsibility of Data Center University's Program Manager to manage, track and report on the progress of this initiative**
- **Resource management is essential**
- **Three basic areas that need to be addressed are**
 - **Human resources**
 - **Financial resources**
 - **Material resources**

- **Tracking of learners is done in Oracle iLearning**
- **Certification testing will be done independently by Thompson Prometrics**
- **The learner will receive a written notice of completion as well as certificate for their records**
- **Students have up to one year in which to complete the certificate from the time they initially register on the site**
 - **If there are extenuating circumstances that may prohibit the student from completing, he can contact the site administrator to make arrangements**
- **Certification is expected for delivery in Q4 of 2006**

- **Records**
 - **Maintained on an Oracle iLearning platform**
 - **Contain the information on individual tests, date, time, score, course, and their current registration details**
- **Results of the certification testing will also be housed on these servers for approximately 6 years**
- **Reports will be reviewed and distributed to the senior management team each quarter**

Summary

