

# **Front Line IT: Professional Development**

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# Clearing A Path

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# LSP: Local Support Partner

- A technician employed by the *Local* department they serve, whose primary job responsibility is providing *IT Support*, in *Partnership* with ITC

# The LSP Program

- Program is 12 Years Old
- 250 strong and growing
- Elected LSP Steering Committee
- The LSP “brand” is recognized and respected by the University, at least informally

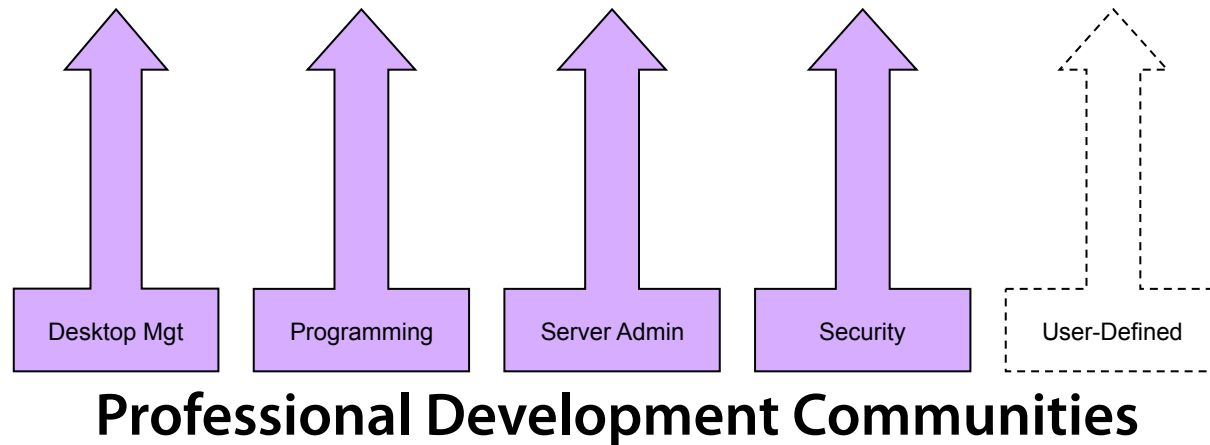
# **“LSP Pro”**

- **An initiative to provide peer-supported IT training and professional development**
- **Coordinated by the LSP Training Action Group (LSP-TAG)**
  - **Reports to LSP Steering Committee**
  - **Authorized to Act**

# Building a Foundation

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# A Model for Training and Development



## Foundation Stream

The UVA Network

Troubleshooting

LSP How To

Security

# Class Offerings

## Foundation Stream

The UVA Network

UVA Network  
Offered x2  
44 Students

Health System  
Offered x2  
25 students

Troubleshooting

Offered x2  
33 Students

LSP How To

Offered x1  
15 Students

Security

Offered x1  
24 Students

LSP-Pro Graduate (having completed all 4 courses)

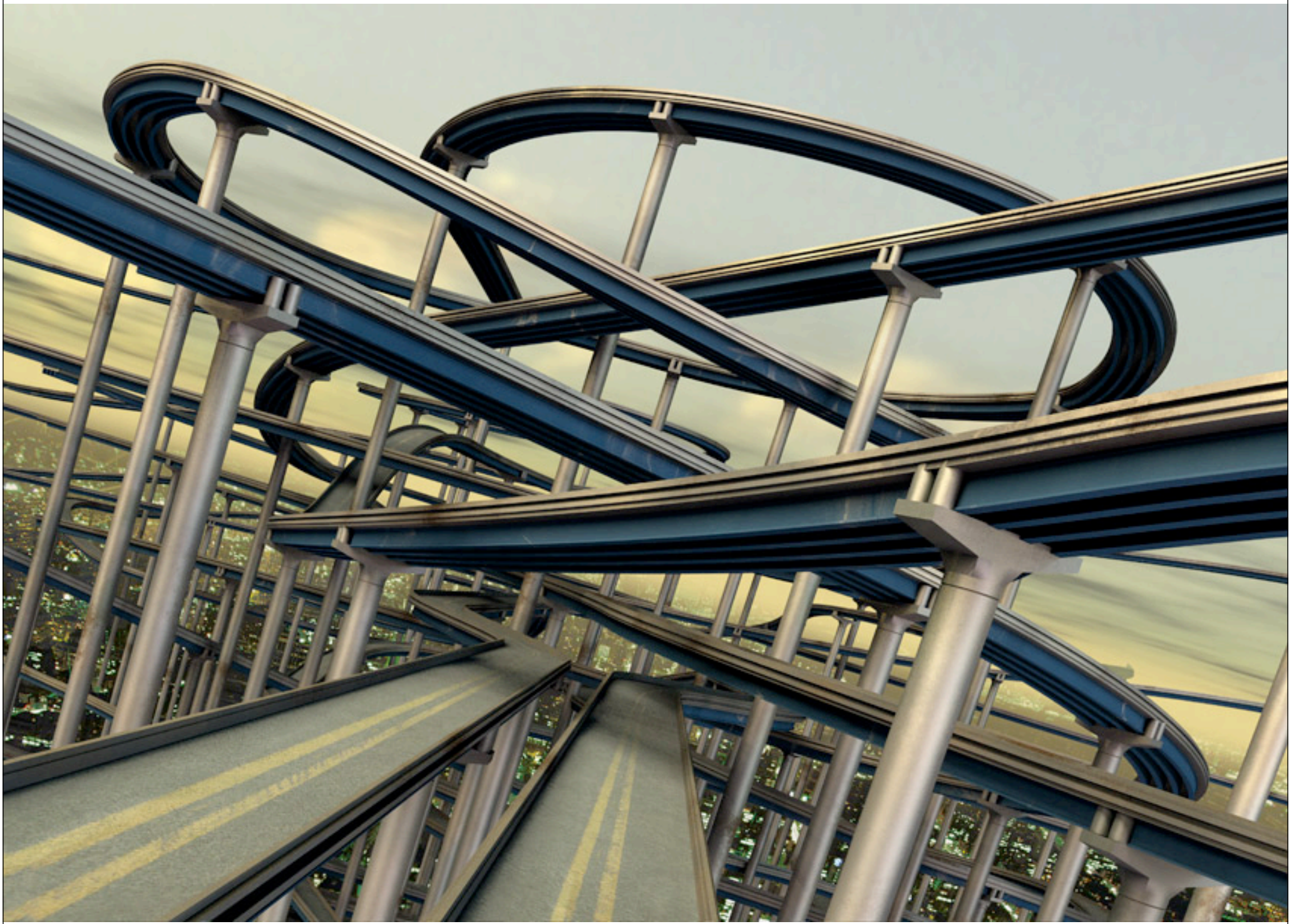
# 5 LSP-Pro

# Architecting a Solution

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# Course Development

- **Where do you get relevant information?**
- **How do you deliver content?**
- **How do you assess learning?**
- **How do you keep it interesting?**

# Find Talent

(Sometimes It's Free!)

- **Find the Need**
- **Find people who like to deliver**
- **Find Subject Matter Experts (SME's)**
- **Find English Degree Majors**
- **Find Auditors**

# Teachers/Presenters

- **May take the leadership role**
- **Individualized Style**
- **May bring class design techniques**
- **May be Subject Matter Experts for their own delivery course**

# Typical Class

- **Instead of fire hose approach as in typical college lectures, break up material into sections**
- **Use fun, crucial, engaging content**
- **Hands-on Demos**
- **Review/Answer question pairs**
- **Assessment at end of class**

*Demo*

According to this presentation,  
which of the following can  
dictate classroom success?

- Having a concise need
- Having talented engaging presenters
- Having good Subject Matter Experts
- Auditing information in the class
- All the Above

# In Windows, which command line tool will help show network information?

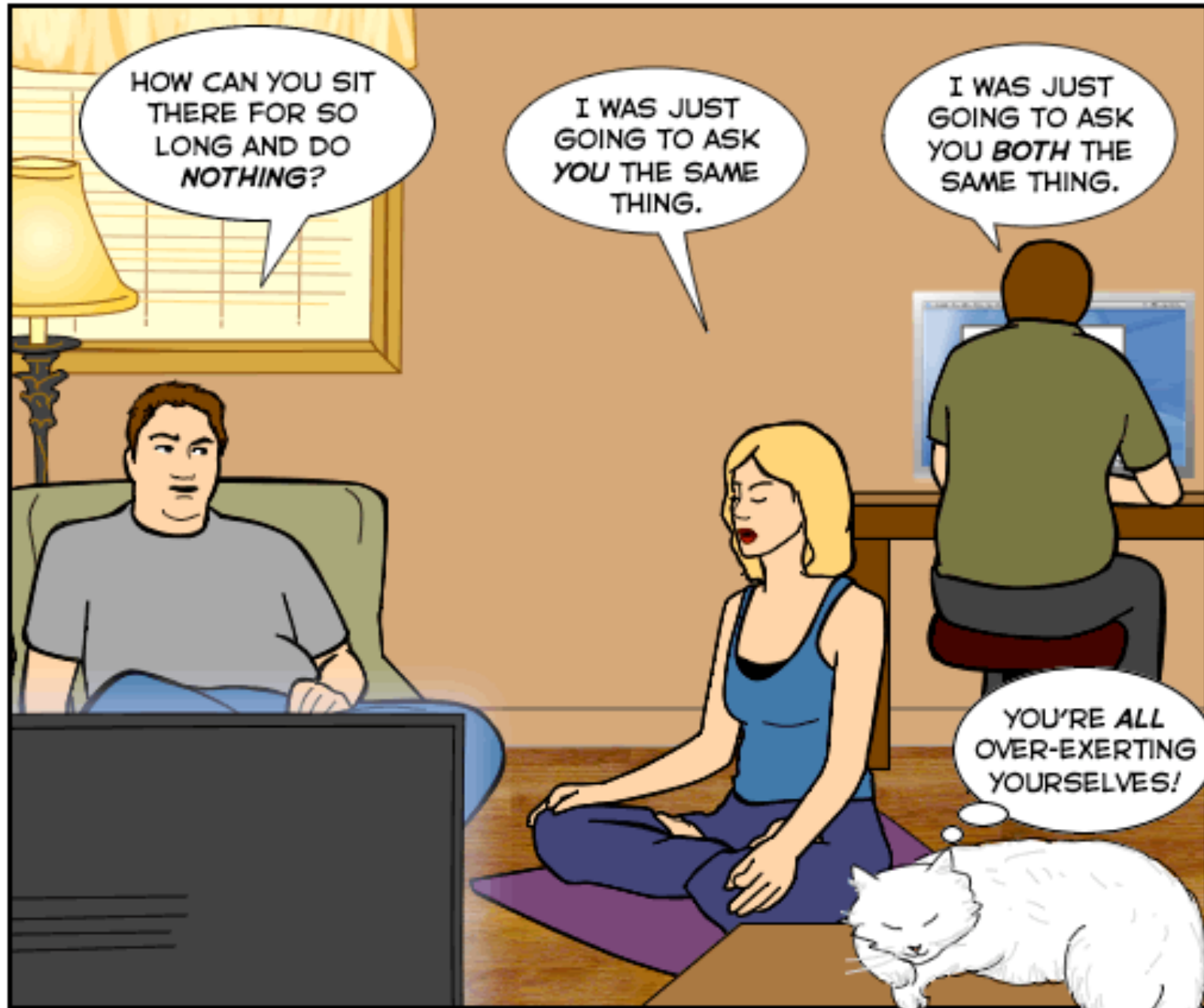
- `dir /a`
- `ls -af`
- `net use g: //servername/share`
- `ipconfig /all`
- `format c: /u/q`

According to ITC Sensitive Data Security Policy, all are examples of sensitive information but which one?

- Social Security Numbers
- College you graduated from
- Driver's License Numbers
- Protected Health Information
- Passport Number

Examples of practical IT security mechanisms discussed include all but which one?

- Use good passwords
- Use physical access deterrents
- Encrypt sensitive data when possible
- Lock your workstation when unattended
- Defragment your hard drive often



HOW CAN YOU SIT THERE FOR SO LONG AND DO NOTHING?

I WAS JUST GOING TO ASK YOU THE SAME THING.

I WAS JUST GOING TO ASK YOU *BOTH* THE SAME THING.

YOU'RE ALL OVER-EXERTING YOURSELVES!

# Mapping the Future

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# What the Future Holds

- **The New TAG**
- **Recognition**
- **The HR Connection**

# The Road Ahead

- **How might we move away from an insurgent employee empowered project to an institutionalized program?**
- **How should the broader institution recognize and support these training successes?**
- **How should the project evolve its course material within the fast changing IT environment?**

# The Road Ahead

- **How will we keep the enthusiasm among IT Support persons strong and growing over the mid and long term?**
- **How do we maintain a supply of teachers?**
- **Should there be additional training of teachers?**