



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

LOCATION:
Radnor, PA, US

ORGANIZATION:
NPower Pennsylvania

YEAR:
2011

ORGANIZATION URL:
<http://npowerpa.org>

STATUS:
Laureate

PROJECT NAME:
ITWorks

CATEGORY:
Training/Education

PROJECT OVERVIEW

In southeastern Pennsylvania, more than 70,000 young people between the ages of 16 and 24 are neither in school nor employed. Currently workplace internships and opportunities to gain job skills and experience are available to only a fraction of these young people. NPower PA's ITWorks program offers a free, 16-week immersive IT training program to disadvantaged young adults and then places graduates in full-time employment in Philadelphia's nonprofit, business and public sectors. ITWorks students develop IT skills leading to professional certification and practice their new skills through 5-week internships. Throughout the program students are mentored by professionals in the field and are taught the "soft" skills they will need to compete in a modern workplace. The program's goal is to lift participants out of poverty and put them on track to a career in technology. Average starting salaries post-graduation are \$27,000 per year compared with the \$11,300 per year students earn before enrolling. NPower works hard to give ITWorks students every chance they can to succeed in the real world and gain employment. First, NPower has partnered with Cisco and Accenture to provide an intensive curriculum designed to prepare them for the rigors of professional IT work. The classroom environment is a blend of lecture and hands-on labs so students can gain and apply knowledge in various ways. Second, NPower works with its Chief Information Officer's Council (NPower PA CIO Council) to ensure that ITWorks program managers have superior guidance in terms of addressing needs of employers and in modifying the ITWorks curriculum. ITWorks is able to reinforce certain modules based on feedback from employers, as well as trends observed by NPower consulting staff in the field. By knowing the technology needs of the employers, we craft a training program that meets those needs and helps ITWorks graduates get, as well as retain, jobs. Third, ITWorks students are matched with professionals already working in the field. Mentorships are enabled through NPower's deep corporate relationships visa vie The NPower PA CIO Council. These interactions put these students on the fast track to possible employment within these corporations upon graduation. Finally, ITWorks addresses any personal barriers to success that students may have though wrap around

services and training in professional conduct. Graduates leave the program with a marketable skill set, improved confidence, and leadership abilities. The ITWorks program is unparalleled in the diversity work opportunities, vantage points and views incorporated into its design. This gives students the best possible chance for success and, most importantly, helps mold them into very capable young computer and help desk technicians. This is no small thing in an economy experiencing 10% unemployment.

SOCIETAL BENEFITS

Strong communities require strong individuals; individuals who can provide for their families and others around them; individuals who have a chance for a career with professional advancement opportunities. ITWorks provides this most basic of opportunities for people who are surviving on incomes well below federal poverty guidelines

PROJECT BENEFIT EXAMPLE

ITWorks targets urban youth, 18-24. These youth and young adults are typically unemployed or underemployed with an average yearly salary of \$11,300. The vast majority of these individuals are African American and Latino. ITWorks seeks participants who have not yet moved on to post-secondary education. During the ITWorks inaugural class, with only minimal advertising, they had 115 applicants apply for only 15 slots. What that tells me is that there is a terrifying level of need for programs like ITWorks. Lila Santos, age 24, recently completed the ITWorks program and an internship in the IT department at PricewaterhouseCoopers. She says of her experience: "I am a single parent and my son's life depends on my success. ITWorks offered me an opportunity to learn a skill along with a network of contacts which in turn has opened up other opportunities for success. Coming in as a person with little knowledge of configuring software or hardware, I now find myself wanting to learn more and more about technology. I now know that I can be a role model for my son and not just "mom, the pizza girl"." Lila is now employed with NPower. Solenny Herrera, age 24 had a similar experience with the program. "I grew up under difficult circumstances. My father did not believe in women being educated outside the home. Through much resistance and lack of support, I was able to attend school which eventually led me to apply to the ITWorks program. Now I have a greater understanding of the impact technology has on people and society. The ITWorks program has helped me to reflect what my professional goals are in the future and how I can help other people and organizations to become more efficient by using computer technology." Solenny was hired, directly following the program, by Reed Technology and Information Services. Reed Technology CIO David Ballai sits on NPower's CIO Advisory Council. These two stories are representative of the individuals that ITWorks seeks to help and the results they seek to achieve.

IS THIS PROJECT AN INNOVATION, BEST PRACTICE? Yes

ADDITIONAL PROJECT INFORMATION

Members of NPower's CIO Council include: PETER WHATNELL, Chair, Chief Information Officer, Sunoco STEPHEN ANDRIOLE, Thomas G. Labrecque Professor in the Department of Decision & Information Technologies, Villanova University DAVID BALLAI, Chief Information Officer and Vice President Operations, Reed Technology & Information Services, Inc. JEFFREY BERGER, VP & CIO, Philadelphia Newspapers, LLC and Philly.com RICHARD COHEN, Principal, Deloitte Consulting, LLP WILLIAM COMPTON, Vice President & CIO, Convatec Inc. YVONNE COOK, Principal,



Chadwell Solutions TONY DEGREGORIO, Vice President & CIO, Tyco Flow Control ERNEST DIANASTASIS, Managing Director, Philadelphia Consulting Practice, CAI, Inc. TIMOTHY DUFFY, CIO, VP of IT and IS, Cephalon DENNIS EGEN, CIO, The Archer Group ROBERT EHLINGER, Chief Information Officer, Lannett Company, Inc. STEPHEN ELLIOTT, Executive Vice President and CIO, NCO Group SUZANNE FAIRLIE, Founder and President, ProSearch MICHAEL FERRERI, President, Judge Consulting, The Judge Group RANDY GABORIAULT, CIO, Christiana Care Health System BRIAN GILLAM, CIO, Cozen O'Conner GERRY HALMAGYI, Director IS, ConocoPhillips DAVID HENKIN, Vice President, Managed Services, Vertex Inc. ROBERT JULIANO, Vice President & Chief Information Officer, Brandywine Realty Trust DAVID KELBLE, Vice President of Information Technology, MobileX USA MICHAEL KEOUGH, Chief Information Officer, Arkema KEN KRIEGER, CIO, The Judge Group JOHN LEFFLER, Global and Americas SAP Leader, IBM MICHAEL MCGOVERN, Managing Director, Computer Services Corp (CSC) WILLIAM H. MORGAN, Vice President, Human Resources, NASDAQ TOM MULLIN, CIO, Ovations Insurance Solutions PHIL NEWMOYER, Vice President Global IT, Genmab, Inc. BRENDAN O'MALLEY, Vice President of Sales, Tasty Baking Company NIRAJ PATEL, Managing Director, The Musser Group CURT PETRUCELLI, VP IS & US CIO, AstraZeneca NICK ROBAK, Senior Director Technology Services, Independence Blue Cross STEPHEN SHANDER, Senior Vice President, SAP America, Inc. MYRNA SOTO, SVP, Chief Information & Infrastructure Security Officer (CIISO), Comcast HELANE STEIN, Director of IT, PREIT JOE TAIT, Information Technology Executive, NMS Labs NICOLE TRANCHITELLA, Executive Partner, Accenture NEHAL TRIVEDI, Senior VP & CIO, Title Resource Group JOHN TURNER, Director, Technology Infrastructure Operations, FannieMae CHARLES WALLACE, VP, Global Information Technology, Keystone Foods RUDY WOLFS, Chief Information Officer and Chief Customer Service Officer, ING DIRECT