WP1 T5: Human Capital Development
Annual Plan of Activities (Learning Plan)
YR:2019

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# Introduction

The **purpose** of this documents is to give a summary of training and professional development activities for the year 2019 for the GN4-3 WP1 T5: Human Capital development task (WP1 T5 onwards).

These activities were identified during the annual consultation (**learning needs assessment, LNA**) with the GN4-3 work package leaders, task leaders and participants. The learning needs assessment is a bottom-up inquiry in a form of a discussion when project participants voice out their future plans, knowledge gaps and professional development needs which then inform the activities of WP1 T5.

The WP1 T5 activities are grouped thematically forming three broad categories which are used to structure the contents of this document:

- Technical Knowledge
- Professional Competencies

For WP1 T5 will take this plan into execution and will reach out to those who **requested** the training to start planning. Below, there is an overview of requests by WP.

| N | Training | WP1 | WP2 | WP3 | WP4 | WP5 | WP6 | WP7 | WP8 | WP9 |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Agile/ Scrum | | | | | X | | | | |
| 2 | TMForum | | | | | | X | | | |
| 3 | ITIL | | | X | | | X | | | X |
| 4 | T&I Curriculum | | | | | X | | | | |
| 5 | SecureCode | | | | | | X | | | |
| 6 | JIRA | | | | | | | | | X |
| 7 | Java/Python | | | | | | X | | | |
| 8 | Business Development | | | X | | X | | | | |
| 9 | Communication | | | | | X | | | X | |
| 10 | Building community | | | X | | | | | | |
| 11 | Report Writing | | | | | | | | X | |
| 12 | Negotiation skills | | | X | | X | | | | |
| 13 | Facilitation Skills | | | X | | | | | | |
| 14 | Managing Remote teams | | | X | X | | X | | X | |

For the reasons that needs and priorities might shift, this plan should be viewed as guidelines and an intention rather than as a commitment.

# Finances

When executing training events from this plan, the following budget items can be expected to be included and claimed against WP1 T5 funding.

- Content expert (Consultant) fees
- Attendance fees

- Meeting room
- Working meals
- Participants Travel & subsistence
- Training Materials
- Certification costs

It is expected that the time for attending the training is claimed against the WP.

## Funding model

The WP1 T5 funding is made available to the GN4-3 participants using the following model

**Step 1**: WP1 T5 publishes OR confirms attendance of the training event

**Step 2**: Interested GN4.3 participants

- get time approval from WPL/TLs to attend the event
- get finance approval from the home NREN to cover the event expenses

**Step 3**: The Home NREN pays the event expenses

**Step 4**: GN4.3 participants attend the event

**Step 5**: GN4.3 participants provide the following reports on the attendance

- financial - in accordance with home NREN rules
- impact – in accordance with GLAD requests (feedback, stories, experiences)

**Step 6**: Home NREN claims expenses from WP1 T5

## Date stamp

This Annual plan of activities covers YR2019 and is based on the LNA carried out during Feb-March 2019.

# Technical Knowledge

**Technical Knowledge (TK)** is a group of activities focused on delivering ICT-related knowledge and expertise including standards and methodologies in the areas such as (but not limited to) network and connectivity, cyber security, cloud technologies and storage, real-time communication technologies, software development and trust and identity.

## Agile/SCRUM

### Requested by
WP5T2 Trust & Identity Incubator

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact

Agile software development is an approach to software development under which requirements and solutions evolve through the collaborative effort of self-organizing and cross-functional teams and their customer/end user. It is a focal methodology of organising and managing work within ICT industry and is used extensively for a variety of projects.

As a result of this training, it is expected for the participants (WP5) to develop base-line working processes and language to work efficiently and effectively as a distributed team across locations and multiple projects. As a transferrable skill, this training is also expected to be re-used in other projects and wider NREN operations therefore increasing NREN capabilities and contributing towards sustainability and attractiveness of NREN careers.

## T&I curriculum

### Requested by
WP5

### Other potential beneficiaries
GN4-3; European and Global NREN community; research & e-infras; partner organisations

### Purpose & Impact
T&I is rapidly becoming a core competency of the NREN community; however, there are two key challenges:
- Capabilities are not evenly distributed across NRENs
- There is a high staff turnover that requires efficient onboarding

T&I curriculum project aims to capture the expertise of GN4-3 T&I subject matter experts (SMEs) and make it available to others project members and wider audiences. It is expected

that as a result of this initiative there will be growth in T&I expertise and interest across NREN community, and as result better and wider portfolio of products and services in the area. It is also expected that this project will be one of several initiatives of capturing and showcasing GN4-3 expertise, and in so doing creating the knowledge legacy of the project. These objectives are in line with WP1T5 task of systematizing and capturing community expertise and making it available to wider audiences.

## TMForum

### Requested by
WP6

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact

TM Forum Digital Transformation Training and Certification programmes help industry-leading Information and communication technology (ICT) organizations succeed in the digital economy. The programmes are designed for the fast-paced world of cloud-based virtualized 5G networks, multi-access edge technology and IoE (IoT) platforms. Not only is that they can help with facilitating innovation and renewal, the TM Forum standards, more importantly, offer standardized practices and terminology for GN4-3 work packages. It is envisaged that these standards will form steady and durable foundations for GN4-3 products and services. For these reasons, the TM Forum programmes are essential to GN4-3 community.

## ITIL

### Requested by
WP3, WP6, WP9

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact

ITIL -is a methodology that is comprised of detailed practices for IT service management that focuses on aligning IT services with the needs of business. The methodology is expected to bring about common working practices and common language for a diverse and distributed GN4-3 community. It is also a gateway to industry for the compatibility and comparability of services and products. ITIL certification is in line with WP1T5 objectives of mastering industry standards to ensure high quality, certification and recognition of GN4-3 capabilities.

Three ITIL products are of a particular interest:
- ITIL Foundation
- ITIL Service Transition

- ITIL Strategy and Design

They are equally important for the technical staff as well as for the support function for the reasons of collaborative work and coordination of activities in the process of delivering GN4-3 services and products.

## Secure Code

### Requested by
WP9

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact
SecureCode Training is a GN4-3 project deliverable. It provides knowledge to software developers and security specialists that allows for the provisioning of self-defending applications, that are protected against cyberthreats to the maximum possible extent.

## JIRA

### Requested by
WP9

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact
Jira Software is built for every member of your software team to plan, track, and release great software. It is expected that the training will deliver capabilities particularly to the WP9 that would enable them to provide comprehensive governance and support for software development within the project, to guarantee a consistent level of software product reliability and resilience, and ensure the overall quality level of GN4-3 services that rely on these products.

## Java/Python

### Requested by
WP9

### Other potential beneficiaries
GN4-3 participants; European NREN community

## Purpose & Impact

Java/ Python are the programming languages. It is expected that the training will deliver capabilities particularly to the WP9 that would enable them to provide comprehensive governance and support for software development within the project. In particular, this training would contribute to the ability to provide developers with a diverse set of software development methodologies and capture these methodologies in GÉANT Software catalogue tool.

## Other

In addition to the events listed about, WP1T5 also aims to support the training events organised and managed by other GN4-3 tasks. Some of these projects include the following training and knowledge transfer activities:

- WhiteBoxing
- DTN
- NMAAS
- perfSONAR
- Automation & Orchestration Workshop
- Performance Measurement Workshop
- Campus Network Mngt Workshop

There is also a list of other standards and trainings that could be brought into the Annual training plan provided that there is agreement on its value and purpose. Some of such potential projects include:
- SANS courses
- GDPR
- ISO27k

# Professional competencies

**Professional competencies (PC)** are essential for an effective and efficient on-the-job performance. They are essential for NREN capability building and staff retention within GN4-3 as well as the NREN context.

To address diverse demands of the diverse community, WP1T5 put together a list of thematic needs. The final format of delivery is yet not confirmed for many of these activities. The possibilities range from face-to-face training events, toolboxes, webinars, publications and other resources.

## Business Development

### Requested by
WP5, WP3

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact

Business Development is a key capability that allows GN4-3 to collect, understand and address the needs of community customers. This is an essential skill that connects the actual development of new services and products with the problems, projects and activities of future users. The following three focus areas have been identified:

- business value proposition
- gathering requirements for services (product development)
- validating service requirements

It is expected that this training will deliver products to the market that are in demand yielding higher service uptake. As a field of expertise, Business Development experiences continuous renewal particularly in relation to such topics as customer centricity and route to market strategies, therefore it requires an update and refresher amongst those engaged in this activity.

There is a high probability of this training will be delivered online as a series of live video lectures or webinars. This approach would allow greater financial efficiency but needs to be weighed against the ability to deliver the same value and impact for the GN4-3 participants.

## Communication

Requested by
WP3, WP5, WP8

Other potential beneficiaries
GN4-3 participants; European NREN community

## Purpose & Impact

Communication is a central to awareness about GN4-3, dissemination of its services and their uptake. Using the modern language and techniques available in the market would allow to access and engage with wider audiences. As a priority for the coming year the focus has been placed on Storytelling & Blogging. The additional impact of this training is an increased attractiveness of infrastructure careers and transferability of skills to other contexts. Therefore, this training can be viewed as a part of the NREN capability building.

There is a high probability of this training will be delivered online as a series of live video lectures or webinars. This approach would allow greater financial efficiency but needs to be weighed against the ability to deliver the same value and impact for the GN4-3 participants.

## Building Community

Requested by
WP3

Other potential beneficiaries
GN4-3 participants; European NREN community

## Purpose & Impact

Building and facilitating communities is at the heart of GN4-3 operations. It is an intrinsic part of engaging with our users and the new product development. Therefore, getting an understanding of how to organise and structure bottom-up conversations and collaboration are instrumental to the success of the project as the whole. This is particularly relevant to the project participants who deal with TF/SIG management and engagement.

## Report Writing

Requested by
WP8

Other potential beneficiaries
WP8

### Purpose & Impact
This particular training focuses on the new work package (WP8) and their needs to understand practices of report writing within GN4-3. It is an important element of onboarding of new project members. It is envisaged that this need will be addressed as a consultation with the Technical Authors team or those more experienced report writers.


## Negotiation Skills

### Requested by
WP3, WP5

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact
Negotiations is central to attaining favourable agreements with GN4-3 partner organisations and suppliers. A general refresher course is envisaged as a part of the solution. The additional impact of this training is an increased attractiveness of NREN careers and transferability of skills to other contexts. Therefore, this training can be viewed as a part of the NREN capability building.

## Facilitation Skills

### Requested by
WP3

### Other potential beneficiaries
GN4-3 participants; European NREN community

### Purpose & Impact
Ability to design and deliver effective and efficient meetings, events and spaces and the ability to drive the decision making and consensus practices are imperative to collaborative work of GN4-3. The training will be design and delivered internally by WP1T5, and can be a part of NREN capability building.

There is a high probability of this training will be delivered by WP1 T5 as there is a great deal of expertise within the team on the topic.

## Managing remote teams

### Requested by
WP3, WP5, WP8

Other potential beneficiaries
European NREN community

Purpose & Impact
Managing work remotely is fundamental to the organisation of modern work, and more importantly it reflects the structure and organisation of GN4-3. Understanding how to manage people remotely, set goals and keep motivation are instrumental to the delivery of GN4-3 project results. The training relates directly to NREN capabilities and builds up the leadership and management skills within the NREN community.