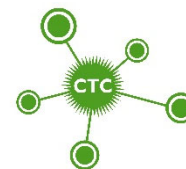


Understanding the KSA Worksheet

Fall 2020



NATIONAL
CONVERGENCE
TECHNOLOGY CENTER

Business and Industry Leadership Team

- The goal: curriculum that aligns with what businesses want to hire 12-36 months into the future

The Job Skills Validation Process

- Annual process
- Modified DACUM to identify KSAs needed in graduates (4-6 hour meeting)
- Faculty determine how to address KSAs through curriculum by cross-referencing desired KSAs to existing courses and developing new modules or courses to fill gaps

The Job Skills Validation Process

- Facilitator – process expert keeps the meeting running
- Recorder – enters the votes in real-time into a spreadsheet OR manages the online vote collection
- Subject matter experts
- Faculty – attend as observers

Record the meeting.

The Job Skills Validation Process



- Manually count and tally raised hands
- Use free Google tools to tally online

The Job Skills Validation Process

- Employers discuss and rank the job skills on a scale of 1 to 4
 - (1 = least important, 4 = most important)
- Consensus is not the goal
- Record the votes
- Focus on skills needed for an entry-level employee coming out of the college's program 12-36 months in the future

The KSA Worksheet

- Four elements
 - KSA number (24 Ts, 89 Ks, 49 Ss, 26 As, 7 certifications)
 - Knowledge, Skill, Ability, Task name/description
 - Vote tally
 - Vote average

Infrastructure KSAs - updated Summer 2020		# votes (4 = most important)				green cells ≥ 2.60
* Skills for an entry-level IT worker looking for a job 12-36 months from Fall 2020 * Be sure ITIL (change management and root/cause analysis) elements are covered as needed in every course. ISO 9000/9001 Quality Management criteria * Consider on-site tours.		4	3	2	1	Avg
Tasks SPECIFIC THINGS an entry level person would BE EXPECTED TO PERFORM on the job WITH LITTLE SUPERVISION.						
T-1	Configure and optimize network, routers, and switches (e.g., higher-level protocols, tunneling).	8	6	2	0	3.4
T-2	Diagnose network connectivity problem.	13	3	0	0	3.8
T-3	Install and maintain network infrastructure device operating system software (e.g., IOS, firmware) which would include patch network vulnerabilities to safeguard information.	7	6	3	0	3.3
T-4	Install or replace network, routers, and switches.	7	8	1	0	3.4
T-5	Integrate new systems into existing network architecture.	4	9	3	0	3.1
T-6	Monitor network capacity and performance.	7	9	0	0	3.4
T-7	Test and maintain network infrastructure including software and hardware devices.	6	8	2	0	3.3
T-8	Conduct functional and connectivity testing to ensure continuing operability.	9	6	1	0	3.5
T-9	Implement group policies and access control lists to ensure compatibility with organizational standards, business rules, and needs.	9	4	3	0	3.4
T-10	Support group policies and access control lists to ensure compatibility with organizational standards, business rules, and needs.	8	8	0	0	3.5
T-11	Follow SOP and validate/undate documentation of compliance.	7	7	2	0	3.3

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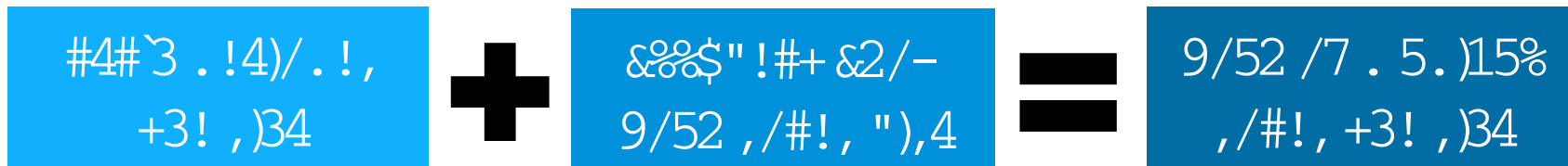
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Next Steps

- Use our national KSA list with your own local BILT – a “jumping off point”
- Your local BILT adapts and adopts as needed to reflect their workforce needs



Next Steps

- Voting outside of the meeting okay
- But **MUST** discuss the results in person

- Take the Excel sheet and cross-map to your courses to identify possible gaps

Resources

- BILT videos
 - BILT Basics – bit.ly/BILTbasic
 - How to Conduct a KSA vote – bit.ly/jobskillsvote
 - Using Google Tools for the Vote – bit.ly/KSAGooglevideo
 - Seven Essential BILT Elements - bit.ly/SevenBILTEssentials
- BILT documents
 - “Implementing the BILT Model” toolkit – bit.ly/BILT-guide
 - Using Google Tools for the Vote - bit.ly/GoogleKSA

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