

**COLLEGE OF SOUTHERN IDAHO
IT INDUSTRY FOCUS GROUP**

FACILITATOR OUTLINE

Objective: To obtain input from industry with respect to anticipated job openings in information technology, and the workplace skills required to successfully perform the work of those jobs.

7:45 AM
15 Minutes

WELCOME AND INTRODUCTIONS

Claire and/or Todd welcomes the group
Staff / Educator introductions
Participant introductions

8:00 AM
5 Minutes

BRIEF OVERVIEW OF PROJECT / PURPOSE OF FOCUS GROUP

The IT industry is not what it used to be.

We now need to re-look in the context of the industry as it exists today and make sure it's current.

We may need to re-structure a bit, to make sure we have the most appropriate mix of courses,

And that our IT courses are efficient for the college given the numbers of students enrolling today.

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8:05 AM
20 Minutes

IT JOB MARKET TRENDS

1. Which entry level information technology jobs are in demand today? Which entry level information technology jobs will you be hiring in the near future?
2. How is the role of information technology worker changing in today's work environment?
3. What level of education are you requiring (AS, BA, etc), for entry level information technology positions?
4. How much experience do you require?
5. Where is the growth in entry level information technology jobs most likely to be?
6. What are the main drivers for IT in your organization (for example, move to virtual office environment, e-commerce, web transactions, equipment upgrades, network security, wireless access into the system, and new or emerging disciplines, roles, and/or occupations)?

8:25 AM
15 Minutes

NEEDS/DEMANDS OF INDUSTRY

1. Are there niche areas applicable to the 2-year level graduates in information technology?
2. What knowledge and skills are most important to include in worker retraining courses?
3. Is certification valued? If so, which certifications are most valuable?

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8:40 AM
30 Minutes

**SPECIFIC TECHNOLOGIES TO INCLUDE IN
CURRICULUM**

Distribute surveys in advance of the focus group. Ask participants to bring their completed surveys with them to the focus group.

Inform the participants that the surveys will be collected and their responses will be recorded and analyzed.

Ask: Do you have any comments about the survey and your responses?

Questions:

1. What core fundamental technical knowledge and skills do people need before they can succeed in obtaining and maintaining employment?
2. Are there any entry level job tasks required in the area of network security/information assurance? If so, what are those tasks? What do entry level technicians need to know to successfully complete those tasks?
3. Which programming languages are most useful?
4. What is the role of 2-year graduates in database administration? What are the knowledge and skills required?
5. What are the primary job tasks for entry level employees in networking? What networking systems are most useful for entry level employees to know?
6. What role does the Internet play in your business? What are the entry level job tasks related to the Internet? What knowledge and skills are required to successfully complete those tasks?

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9:10 AM
15 Minutes

WORKPLACE SKILLS

1. Which soft (workplace) skills are most important for success in information technology positions?
2. Which soft (workplace) skills are most lacking in present-day applicants?
3. Do College of Southern Idaho Information Technology graduates lack any specific soft (workplace) skills and/or technical skills?

9:25 AM
5 Minutes

CONCLUSION

Collect surveys

Acknowledgements and appreciations