



CASE STUDY

DEFENSE LOGISTICS AGENCY OVERSEAS EMPOWERED WITH WINDOWS 10 BLENDED SOLUTION TO SUPPORT U.S. MISSION

By **NETCOM LEARNING**

The Client

The client is a defense logistics agency headquartered in Northern Virginia. The agency has an employee base of around 27,000 and operates across 28 countries. It endeavors to provide extensive logistics support to military services, civilian agencies, and foreign countries during peace and wartime. It shoulders the responsibility to extend its efforts to rapid disaster response and humanitarian relief across the globe.

The Requirement

The client had a small engineering and networking team featuring a few Windows 10 system administrators, who managed and administered the entire network and Windows 10 administration across the organization. The client sought to upskill the team with hands-on technical know proficiencies on the domain, but was limited by the following restrictions:

- The staff needed to maintain their positions at the on-base facility in Kaiserslautern, Germany by acquiring professional skills through comprehensive Windows 10 training.
- Team members needed to attain the MCSA Windows 10 certification, which is a global credential to authenticate technical abilities in Windows 10 administration.

The client approached NetCom Learning and expressed the requirement with a detailed scenario that involved federal clearance and compliance. NetCom Learning proposed a blended solution with a classroom training MCSA Windows 10 Bootcamp, an Exam Preparation training plan, and eLearning via Live Online Labs and Practice Exams for the team members that needed to pass the MCSA Windows 10 certification.

The Challenge

The client needed its workforce to be equipped with extensive competencies adhering to the strong clearance and compliance requirements of a federal agency. As the client was located overseas, implementing the training solution with utmost security and success was a major concern. The main challenges were to:

- Train the learners at the on-base facility to successfully pass the Windows 10 Bootcamp Certification and meet the DoD 8570.1 Certification requirements.
- In the absence of the mentioned skills, the personnel would be diverted to other positions and assigned different roles in the United States. In order to maintain current positions, the training had to be successful.

After a thorough understanding and detailed analysis of the client's requirement, NetCom Learning recommended an Associate-level Windows 10 Bootcamp/Exam Prep training under the MCSA umbrella of certification, which is a global standard to validate Windows 10 skills across the globe in classroom-based training modes.

The Solution

NetCom Learning conducted an in-depth analysis of the client's learning needs, the available locations and their capabilities, and secured a hi-tech training site in Kaiserlautern. A seven-day training was delivered in the expanded schedule with uninterrupted internet connectivity at an off-base location in Kaiserlautern, which ensured flawless lab sessions and increased learning productivity.

The proposed classroom training was delivered by a Microsoft Certified Trainer (MCT) and an IT specialist with decades of experience. The certified trainer had extensive knowledge of various Microsoft technologies including Microsoft SharePoint, Microsoft Exchange, Windows 7, SQL Server, and Windows Server 2008 to name a few.

The **blended training solution** featured:

- Expanded classroom schedule for seven days, from 8 am to 6 pm at a local hotel resort in Kaiserlautern
- Two exam vouchers per person for the mandated Windows 10 Certification exams:
 - **Exam 70-697: Deploying and Managing Windows 10 using Enterprise Services**
 - **Exam 70-698: Installing and Configuring Windows 10**
- Six months extended labs for free and practice exams
- One day of a post-training Live Online test preparation mentoring session with Questions and Answers
- Free retake exam for everyone, if necessary
- Hardcover books for additional study were provided

Impact & Benefits

The extensive classroom-based MCSA Windows 10 Bootcamp/Exam Prep was delivered in the seven-day expanded schedule by a Microsoft Certified Trainer with extended experience in niche Microsoft technologies and a proven record of rendering incomparable trainings with hands-on implementation.

The blended solution for certification training helped the learners to gain expertise in configuring Windows Devices and installing and configuring Windows 10 OS with proficiency in all aspects of the platform.

The successful training resulted in all participants passing the certification exams with striking scores. The client is pleased with the delivered solution and looks forward to more NetCom Learning IT trainings in the future.

NetCom Learning's customized solution resulted in the following remarkable outcomes:

- All 12 learners passed both the certification exams to achieve MCSA Windows 10 certification successfully.
- All the participants passed Exam 70-697 on the first attempt with a 100% Pass rate.
- The participants passed Exam 70-698 with an 83% Pass rate, wherein one participant has not taken the exam yet, and one participant is appearing for a retest.
- The certified employees successfully maintained their current roles and are excelling with their domain expertise to deliver brilliant performances in the organization.
- Personnel can now properly administrate Windows 10 and work on related assignments, supporting the military IT goals the United States government holds overseas.

Live Online Training
Everywhere

Corporate Training
Anytime, anywhere

Individual Training
Anytime, anywhere



NetComTM
LEARNING



Learning
Consulting



Learning
Content



Learning
Administration



Learning
Delivery



Learning
Technology

We are NetCom Learning. We promote the values of lifelong learning.

NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



info@netcomlearning.com



(888) 563-8266



www.netcomlearning.com