

A man in a dark shirt is standing at the front of a room, gesturing with his hands as if presenting. He is facing a group of people who are seated around a large table. The table is cluttered with papers, laptops, and water bottles. The room has white walls and a whiteboard in the background. The overall atmosphere is professional and collaborative.

Personal Development Plans For Your Technicians

Steps to Success



Accountability Chart



Assign Responsibilities



Assign Skills Requirements



Identify Gaps



Meet With Employees



Develop Individual Plans

WHAT DO

YOU
NEED



Two Key Items



SKILLS GAPS



VENDOR CERTIFICATIONS

Organizational vs. Accountability

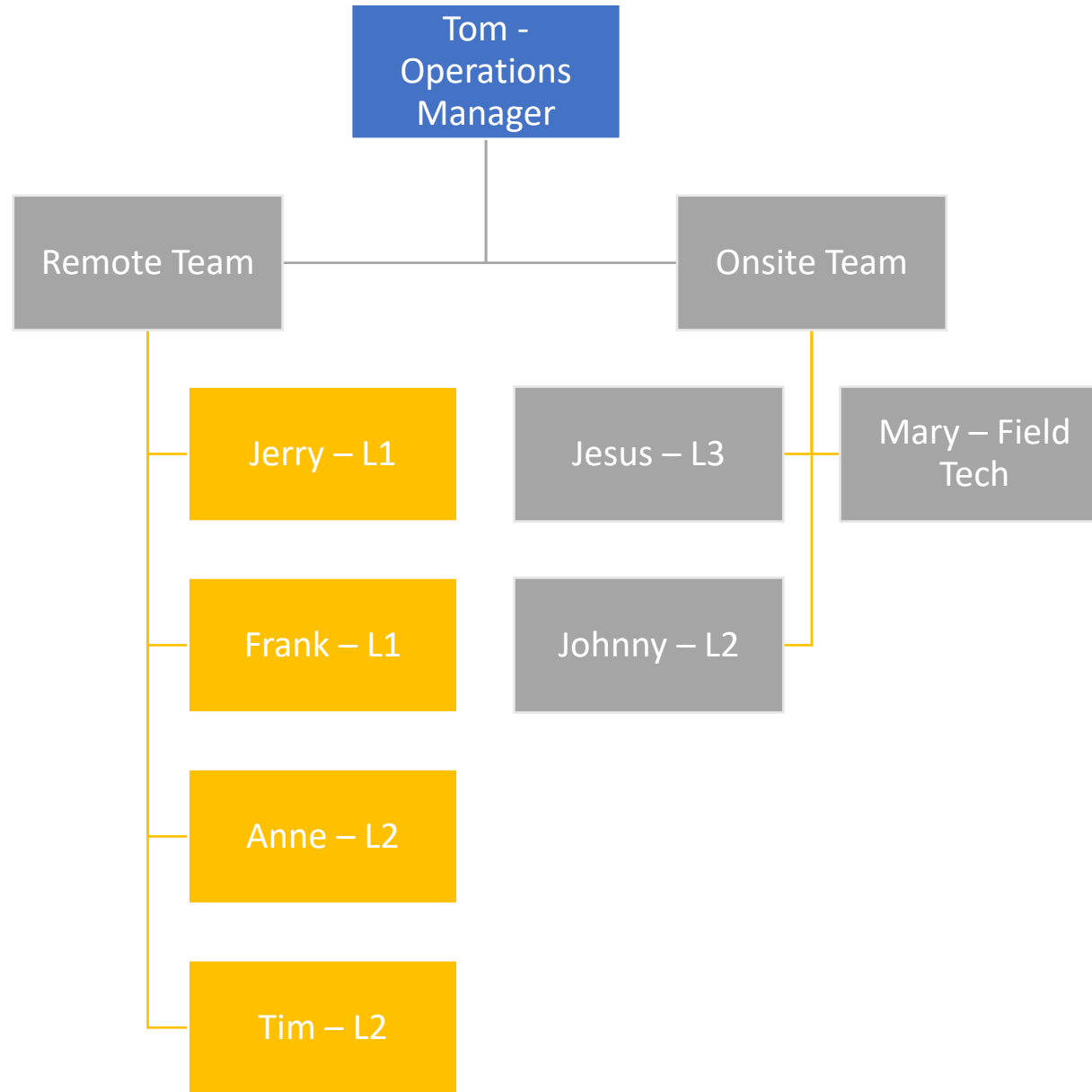
Organizational Chart

- Who Reports to Who

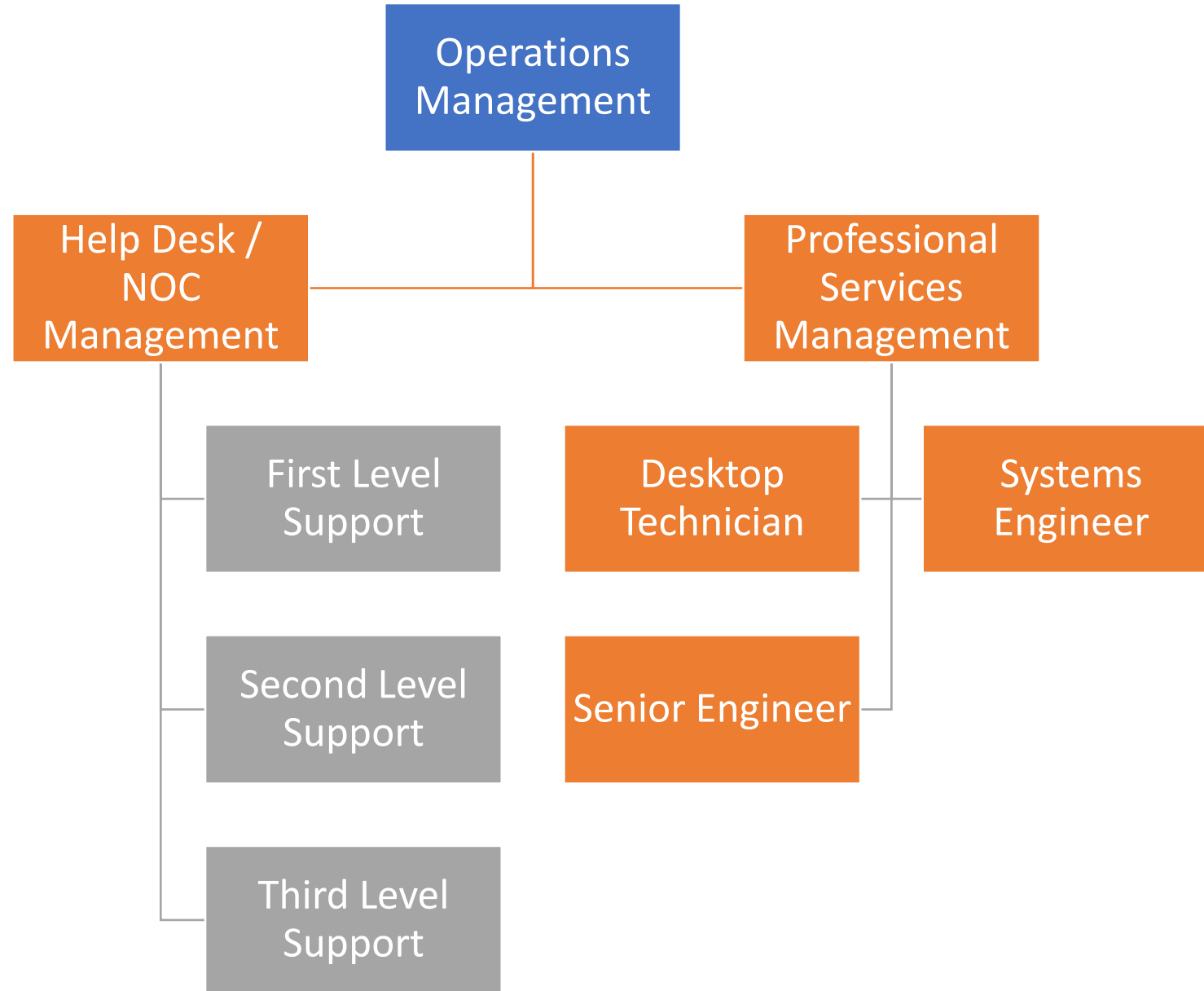
Accountability Chart

- Major functions of the business
- Who is accountable
- What are they accountable for?

Organizational Chart



Accountability Chart



Responsibilities



First Level Support



Second Level Support



Third Level Support

All Employees Must:

- Understand how to use all company software applications (Outlook, Teams, TigerPaw, ConnectWise, etc..)
- All employees must follow established support processes
- All employees must provide excellent customer service and represent the company in a professional matter
- All employees must handle tickets and escalate as defined in our internal SLA

Responsibilities



First Level Support

First point of contact for clients
Help clients with their desktop support needs



Second Level Support

Mentor first level support team members
Handle escalations from first level team members
Help clients with their desktop & network support needs
Develop knowledgebase articles



Third Level Support

Mentor first & second level support team members
Handle escalations from second level team members
Help clients with their server & network support needs
Develop knowledgebase articles
Review and improve support processes

Skills Requirements



First Level Support

Windows 10

Office 365 basics

Desktop T/S skills

Password Reset for Zultys, O365 and Active Directory



Second Level Support

Advanced Windows 10

Office 365 Management

Advanced Desktop, printer and network T/S

Active Directory, Office 365, Azure, WatchGuard & Zultys Management



Third Level Support

Windows Server

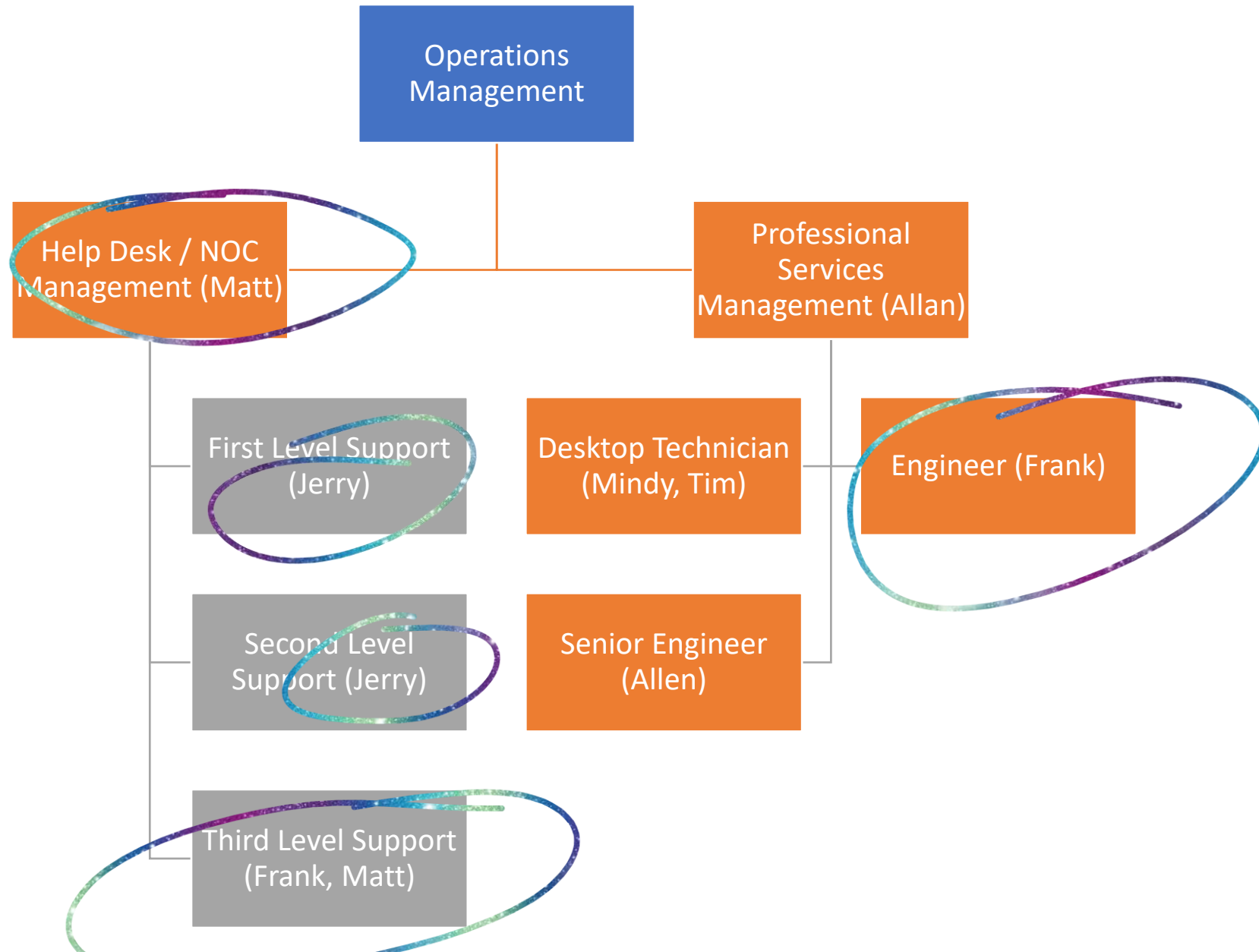
Advanced O365 Management & T/S

Advanced Server T/S skills

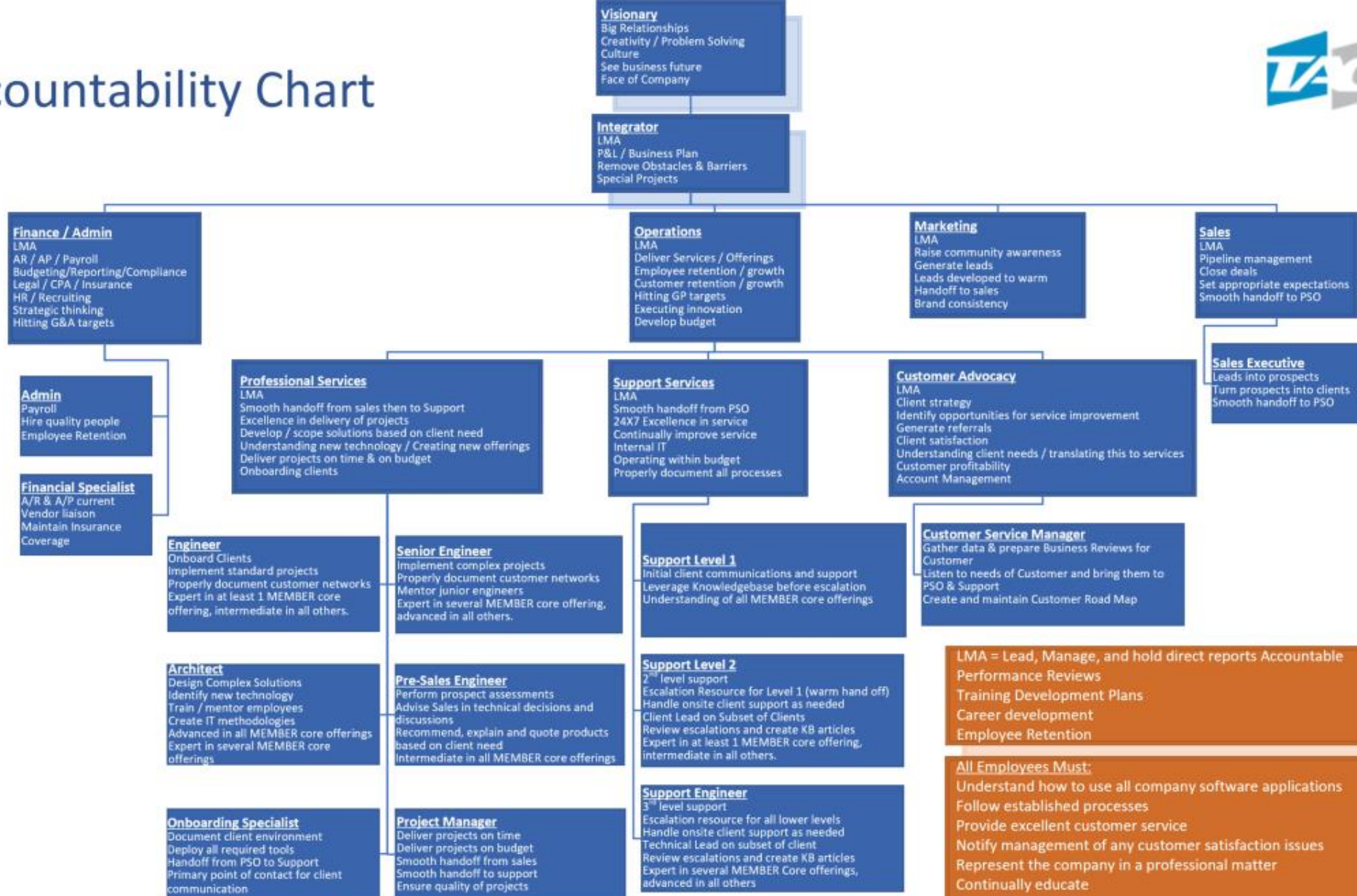
Advanced Active Directory, Office 365 Azure, WatchGuard & Zultys Management & T/S skills

Expert in a single discipline

Place Staff In The Roles They Are Performing



Accountability Chart



LMA = Lead, Manage, and hold direct reports Accountable
Performance Reviews
Training Development Plans
Career development
Employee Retention

All Employees Must:
Understand how to use all company software applications
Follow established processes
Provide excellent customer service
Notify management of any customer satisfaction issues
Represent the company in a professional matter
Continually educate

All Service Employees Must Also:
Properly track time in PSA system
Handle tickets and escalate as defined in our internal SLA





Know What Training the
Vendors Offer / Require



Now Your Needs Are Identified



Skills Gap



Vendor Certifications



**“What if, and I know this sounds kooky,
we communicated with the employees.”**

- Their goals
- Their capabilities

Talk to Your Team

Right People Right Seat

Get It?

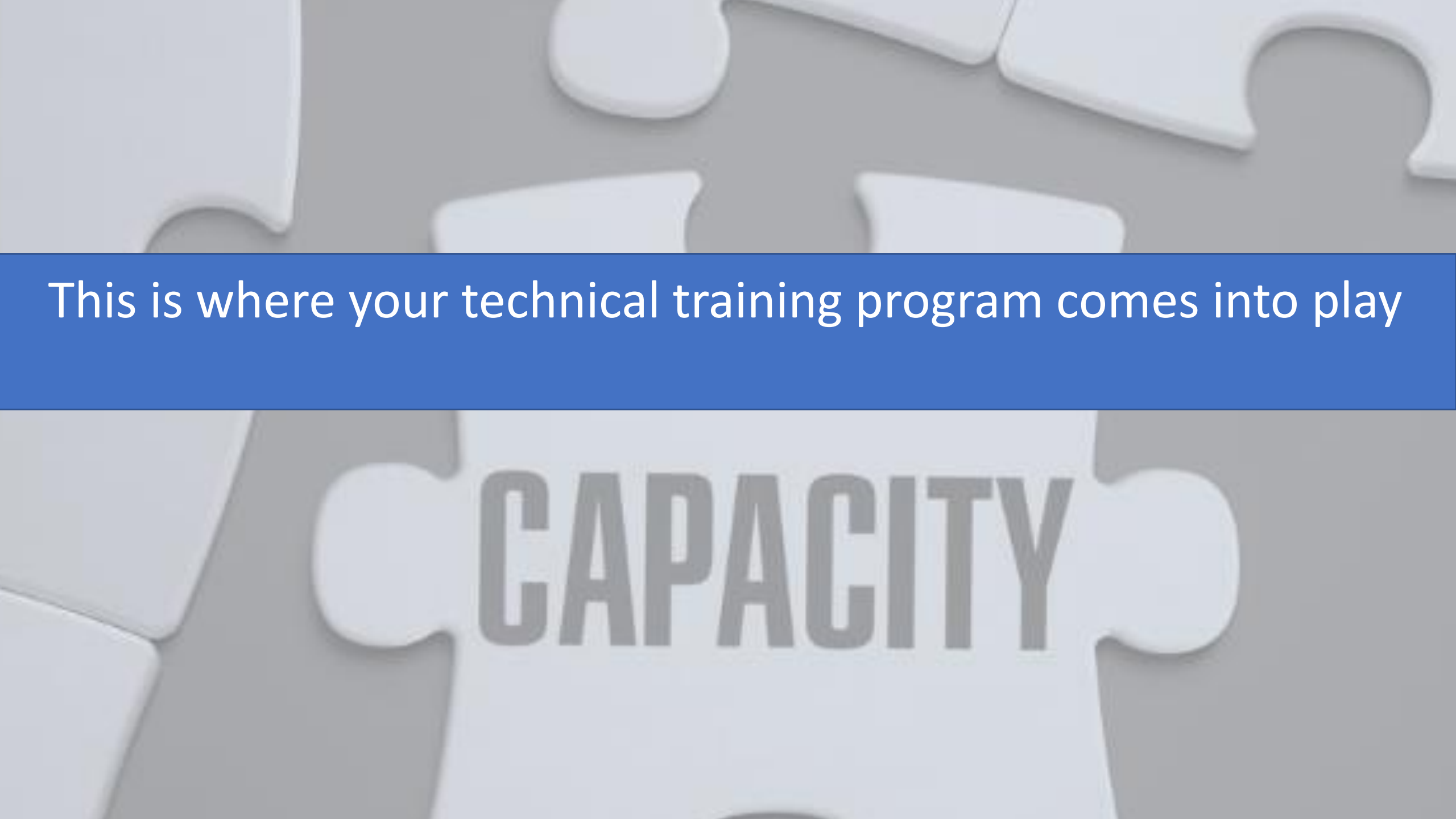
- Do they actually get all the ins and outs of the position?

Want It?

- Do they genuinely want the job?
- Do they wake up in the morning excited about it?

Capacity?

- Do they have the mental, physical, time and skills to handle the job?



This is where your technical training program comes into play

CAPACITY

What about
focus?



Technical



Sales

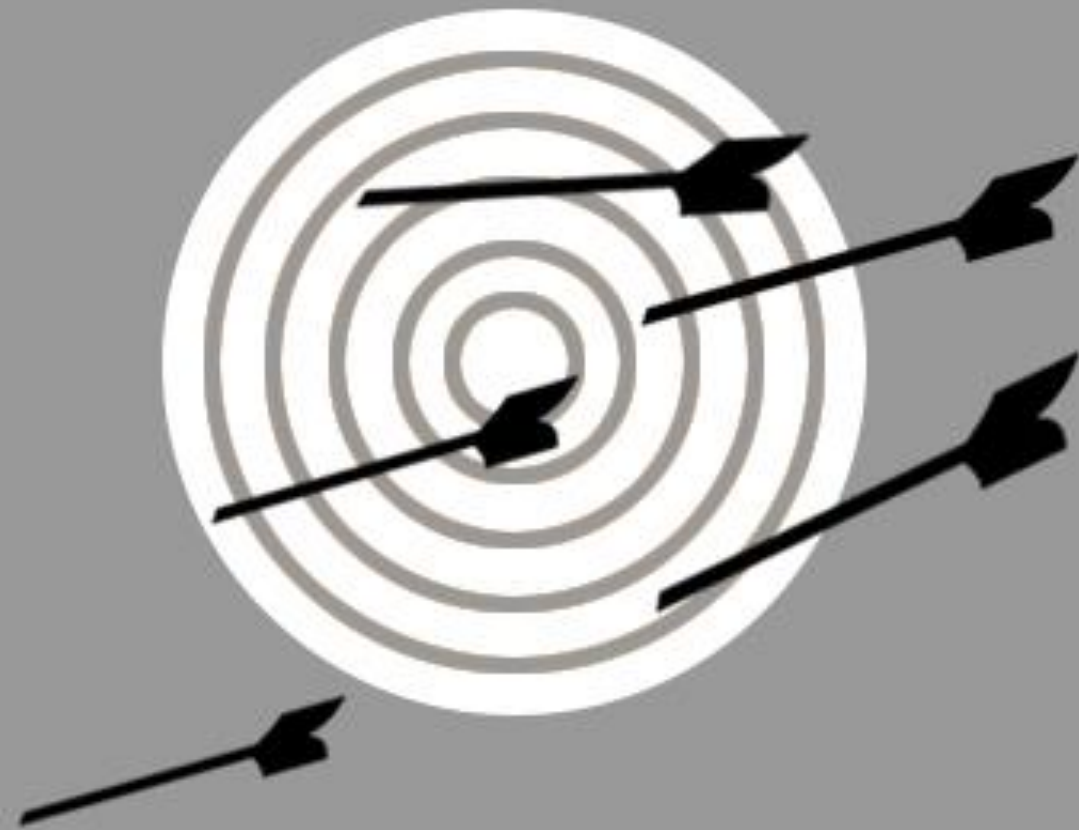


Business / Management

Specialists

vs

Generalists



Create the Plan

Action	Item	Timeline / Status
Career Goals		
Certification Goal		
Q1 Goal		
Q2 Goal		
Q3 Goal		
Q4 Goal		

Create the Plan

Action	Item	Timeline / Status
Career Goals	Senior Cloud Architect	2 Years
Certification Goal	Microsoft 365 Certified: Enterprise Administrator Expert	1 Years
Q1 Goal	Complete Windows 10 Exam Develop internal training session on Windows 10 for junior technicians.	
Q2 Goal	Complete Managing Modern Desktops Exam	
Q3 Goal	Complete Managing Microsoft Teams Exam	
Q4 Goal	Complete the Microsoft 365 Identify and Services Exam & Microsoft 365 Mobility and Security exam	

How Can You Help Them?



Allot 2-4 hours per week for training time



Cover remote courseware fees



Cover exam fees



Incorporate a training and mentoring requirement into senior employee job requirements

But how do I get them to
actually do the training?

If you have to force them to
train, they are NOT a 20.



Our Strategic Partners Are Here To Help

- ZCSE Certification – 5 Day - Online Course
 - April 20-24 & May 11-15 – register online
- ZCSE Advanced – 1 Day – Online Course
 - Contact Zultys to register
- ZCSE Re-Certification – Self Study Course
 - Contact Zultys to register
- Sales Training – Two ½ Day Online Courses
 - Contact Zultys to register

\$850 Training Fee Waived
for TAG Members





3 Part Training Video Series

Nerdio & Azure

- Using Nerdio to Build a Cloud Practice – Introduction to Nerdio and Azure
- How to Build a Cloud Practice in Microsoft Azure
- Common WVD Deployment Scenarios



<https://getnerdio.com/migrate-to-azure/>

Azure – Live Training Series

- Technical NAP training for employees

- NAP technical deep dive
- NAP Help Desk training
- Deployment planning for active opportunity or deployment of NFR tenant

- Technical Azure Training

- Azure instance size overview
- Azure storage overview
- O365 plans/licenses
- ASR – usage and scenarios

- Technical Q&A w/ Nerdio Engineer

- Build-out of first NFA account with Nerdio Engineer

- Sales and Marketing training

- NFA Cost Estimator
- NFA Plans Designer
- Solutions selling tactics
- How to overcome Cloud/Azure objections
- Keys to a successful cloud practice

Office 365 Security



Sherweb Online Back-up:

- [Online Backup Part 1: Cumulus](#)
- [Online Backup Part 2: Backup](#)
- [Online Back-up Part 3: Recovery Process](#)
- [Online Backup Part 4: Managing Organizations](#)
- [How to set up Online Backup for Office 365](#)
- [Online Backup: Add an O365 Organization](#)
- [How to backup and restore OneDrive](#)
- [How to backup and restore SharePoint Online](#)
- [How to backup and restore Exchange online](#)

Office Protect:

- [Office Protect Feb 2020 Walkthrough and Update](#)

Security Discussions:

- [How to find Vulnerabilities in your Office 365 tenant before hackers do](#)

Microsoft Teams



- **Introduction to Teams:**
- [Value Proposition](#)
- [Teams Demo from Inspire](#)
- [Teams Update from Ignite](#)
- **Teams for IT Admins:**
- [Essentials for IT Admins](#)
- [Deploy and Configure](#)
- [Security & Compliance](#)
- [Controls for Security & Compliance](#)
- [Skype to Teams Upgrade Considerations](#)
- [Skype to Teams Admin Steps](#)
- **Teams in the Modern Workplace:**
- [Tips for Working Remotely](#)
- [Teams Business Case Playlist](#)

IT Fundamentals



ITPRO.TV

- CompTIA IT Fundamentals+
- CompTIA A+
- Microsoft Technology Associate – Windows OS Fundamentals
- Microsoft Technology Associate – Networking Fundamentals
- Microsoft Technology Associate – Security Fundamentals
- Microsoft Technology Associate – Cloud Fundamentals
- ITIL Foundation



TAG Member Pricing

12-Month	Regular Cost	TAG Member Pricing 1-4 Licenses	TAG Member Pricing 5-9 Licenses
Premium	\$529	\$476	\$462
Standard	\$349	\$314	\$305
24-Month			
Premium		\$412	\$381
Standard		\$277	\$256
36-Month			
Premium		\$381	\$352
Standard		\$256	\$237



REQUIREMENTS	PLATINUM	GOLD	SILVER
Sales, Marketing, and Operations			
WatchGuardONE Partner Agreements	•	•	•
Completed Partner Finder Profile	•	•	•
Submit Annual Business Plan	•	•	
WatchGuard Invitation	•		
Certifications and Accomplishments			
WatchGuardONE Onboarding Webinar	•	•	•
Sales Certified Individuals	3	2	1
Technically Certified Individuals	3	2	1
Accomplished Specializations	All	2	1

Technical Training



Learn On Your Own



Network Security

Explore >



Secure Wi-Fi

Explore >



**Multi-Factor
Authentication**

Explore >



Certification Exams

Explore >

Sales Training



Learn On Your Own



**Network Security
Sales Training**

[Explore >](#)



**Secure Wi-Fi Sales
Training**

[Explore >](#)



**Multi-Factor
Authentication
Sales Training**

[Explore >](#)



**WatchGuardONE
Onboarding**

[Explore >](#)

Fireware Essentials: 4-Day Online Training

- Part One of the training will cover:
 - Setup and Administration
 - Default Threat Protection
 - Network and Interfaces
 - Policies Overview
 - Link Monitor, Multi-WAN, and SD-WAN
 - Traffic Management (QoS)
 - Dimension and WatchGuard Cloud Logging
- Part Two of the training will cover:
 - Subscription Services
 - Policies deep dive
 - Authentication
 - VPNs Mobile and Site-to-Site



- May 5-6 & May 12-13
- 9:00am – 5:00pm CT
- Register Online



▼ All

Reset

▼ ROLE

- ☐ Business Owner (16)
- ☐ vCIO (18)
- ☐ Service Delivery Manager (20)
- ☐ Sales Manager (9)
- ☐ Technician (20)
- ☐ Sales Representative (8)

▼ PRODUCT

- ☐ Continuum Onboarding (4)
- ☐ Command/RMM (11)
- ☐ Fortify/Security (12)
- ☐ Recover/BDR (6)
- ☐ Help Desk (6)

▼ COURSE TYPE

- ☐ Certification (10)
- ☐ eLearning - Self Paced (24)
- ☐ On-Site (1)

All Courses

Course The Team Dashboard	Course Series New Continuum Partner? Start Here 3 Courses	Course Live Getting Started Training 01:00:00	Course The Continuum Platform 00:57:15	Course Series Continuum Command (Continuum RMM) 6 Courses
Course Series Continuum Fortify 8 Courses	Course Continuum Recover Continuum BDR 01:15:53	Course Help Desk Success 01:15:28	Course Command for Networks (Network Care) 00:05:00	Course Webroot Endpoint Protection 00:22:41
Course 1 Getting Started with Continuum Command (Continuum RMM) 00:40:15	Course 2 Setup & Maintenance (Continuum RMM) 00:19:32	Course 3 Advanced Features (Continuum RMM) 01:32:17	Course Device Management (Continuum RMM) 00:15:45	Exam Continuum Command Specialist (Continuum RMM)
Certification Continuum Command Specialist	Course Fortify for Protection	Course Fortify Overview: Endpoints & Networks	Course Fortify for Endpoint Security	Course Fortify for Network Security



Lane Smith

lane@tagnational.com

858-946-2113

Here to Help!!

- Review current organizational structure
- Review technical team
- Help identify skills gaps
- Work with you to create a personal development plan for each of your technicians