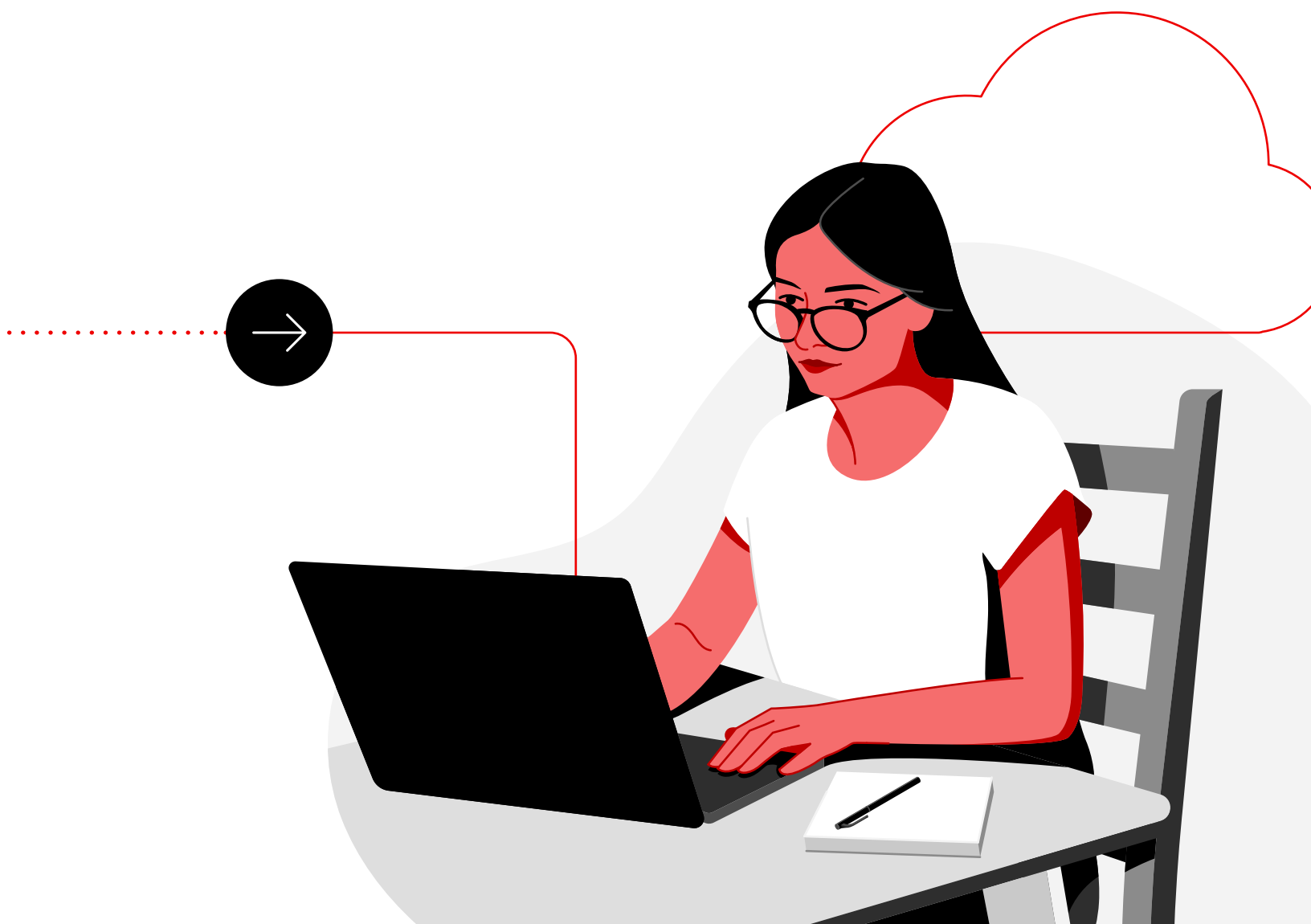




# Modern learning for modern technology

with Red Hat Training and Certification





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# Introduction: The value of effective training

**Investing in upskilling employees provides incredible value for organizations.**

As IT leaders struggle to find, hire, and retain skilled staff, effective training resources can help their organizations use modern technology to stay competitive long-term. By advancing the skills of internal developer and operations teams, technical training and certifications can improve productivity, lead to faster time to market, lower operational costs, and improve employee retention.

But while effective training can provide all these benefits and more, internal skills development can be challenging to implement, especially when IT teams are already stretched thin.

## In this e-book, we'll discuss:



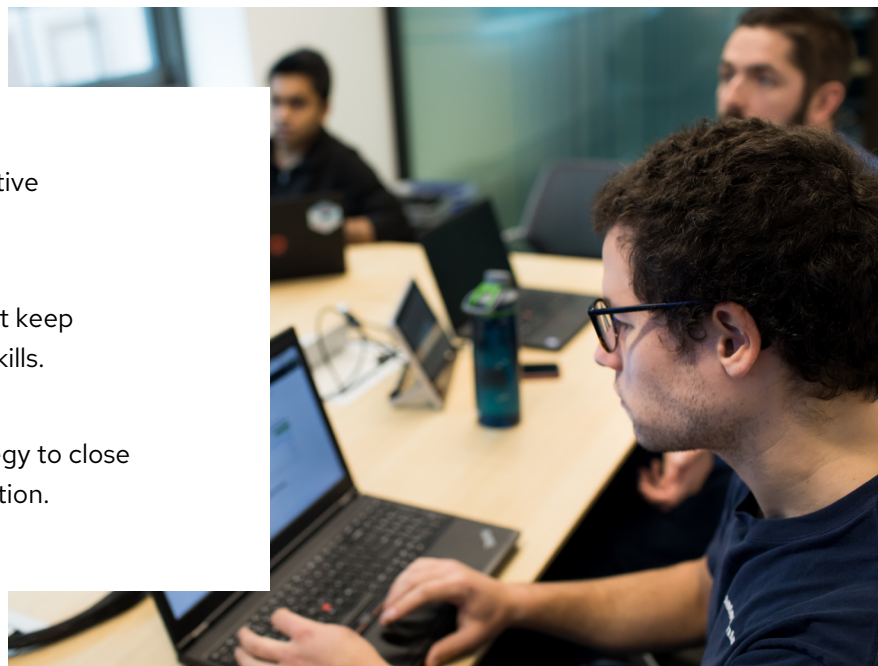
The real-world value of effective training for IT organizations.



Common misconceptions that keep teams from advancing their skills.



How you can develop a strategy to close the skills gap in your organization.



# Investing in upskilling pays big dividends

Recent IDC research measured how Red Hat® Training and Certification improved business outcomes.

## Returns from Red Hat Training:

**365%**

Three-year return on investment (ROI) from increased productivity gains and optimized IT infrastructure costs<sup>1</sup>

**44%**

increase in DevOps team productivity—leading to faster release of applications, features, and services<sup>1</sup>

**76%**

faster path to full productivity when new hires train before onboarding—or 55% when they train as part of onboarding<sup>1</sup>

See figure, “Impact on staff onboarding”

**US\$43,800**

reported annual savings per employee for organizations using Red Hat Training<sup>1</sup>

See figure, “Average annual benefits per employee trained”

**21%**

lower infrastructure costs<sup>1</sup>

### Impact on staff onboarding<sup>1</sup>

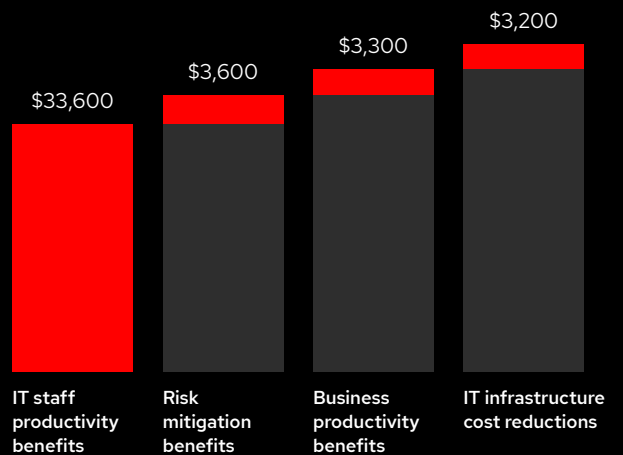
Time to full productivity in weeks



Source: IDC, 2020 | n=8

### Average annual benefits per employee trained<sup>1</sup>

\$43,800 in annual value per employee trained



Note: per employee trained numbers are based on an average of 130 staff members trained per year, discussed during IDC interviews.

Source: IDC, 2020 | n=8

## Benefits multiply when training includes Red Hat Certification:



409%

3-year ROI

24%

more productive development teams<sup>2</sup>

23-51%

faster deployment of IT infrastructure<sup>2</sup>

13%

more cost-effective infrastructure<sup>2</sup>

7

weeks faster to full productivity<sup>2</sup>



"Most of our employees stay at least seven years. Certification has moved that average up an extra year or two."<sup>2</sup>

IT Manager

Multinational corporation

10%

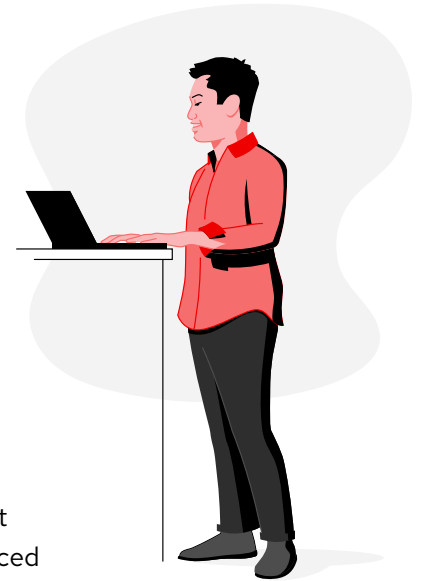
longer time with company for new hires<sup>2</sup>

15%

longer employment with the company overall<sup>2</sup>



# Common myths about training and certification



## Myth 1

### Nothing beats in-person experiences—for training or exams

In-person training assumes that everyone can be in the same place at the same time. With the current hybrid workforce, virtual and self-paced training are effective upskilling strategies. Staff can take training at a convenient time, from any location, in their most comfortable language, which means they can learn more skills—sooner than if they had to wait weeks or months for the next session to begin. Remote exams are hands-on and proctored to adhere to the same rigorous standards as testing sites. You can have confidence that employees who have earned Red Hat certifications via remote exams have truly developed their skills and knowledge.

## Myth 2

### Hiring independent consultants is more cost-effective than training internal staff

Bringing in outside help has its place—but when the engagement ends, the experts go home. The next time you need those skills, you're back where you started. You can invest in self-sufficiency by upskilling your own teams. Financial returns multiply with each new project. Training is also viewed as a workplace perk, making employees feel valued and motivated to help you recruit top talent in a competitive market.

**With the current hybrid workforce, virtual and self-paced training are effective upskilling strategies.**

### Myth 3

#### Generic training available online is a bargain

The quality of training videos published on YouTube and massive open online courses (MOOCs) varies widely. Generic training rarely ties to your company's business objectives and projects. It doesn't provide labs for hands-on practice to give employees and their managers confidence in their new skills. And employees don't come away with industry certifications.



With Red Hat training resources, employees can learn in the way that works the best for them.

### Myth 4

#### Videos are better than written training materials

Some people learn best by watching and listening, others by reading. Some are energized by a live classroom session where others value the convenience of on-demand video. With Red Hat training resources, employees can learn in the way that works the best for them—with pre-recorded videos, written materials, or live classroom instruction.

### Myth 5

#### If my employees get certified, I'll end up losing them to another organization.

Despite this common misconception, Red Hat certified team members actually stay longer than non-certified team members—8.3 years on average versus 7.5 years.<sup>2</sup>



**"The biggest benefit of Red Hat Certification for our staff is the confidence level. The speed at which they can do things increases."<sup>2</sup>**

**IT Manager**

European financial services organization

# How will you close the skills gap?

How well your teams master modern software technology affects customer experiences, the speed of innovation, and costs.



Software tools and techniques change constantly, and up-to-date skills give you a competitive advantage. A recent Red Hat report revealed that IT and business leaders regard skills training as essential for digital transformation.<sup>3</sup>



26%

said the top barrier to digital transformation is skillset or talent gaps.<sup>3</sup>



11%

ranked modern skill sets as their top priority for digital transformation—a higher percentage than named simplicity, cost, or culture.<sup>3</sup>



37%

identified technology skills training as their top funding priority.<sup>3</sup>

# Crafting your upskilling strategy

Employees accustomed to options for where and when to work expect that same flexibility for training.

With a diverse workforce, a one-size-fits-all approach to training isn't enough to achieve transformative results. Team members start with different levels of proficiency, live and work in different time zones, and speak different languages. Some are well-versed and comfortable with on-demand learning while others prefer live, in-person learning. To craft an effective upskilling strategy for a diverse workforce, keep these guidelines in mind:

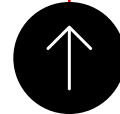
## Start by identifying skills gaps

The goal is for team members to advance their current skills rather than wasting time on what they already know. Use our [skills assessment tool](#) to receive personalized recommendations for individuals or teams.

## Cater to different learning styles and schedules

Some people learn best by watching videos, others by reading. Everyone benefits from hands-on practice. Red Hat course options include:

- **In-person training**, taught by experienced Red Hat instructors. Labs are included.
- **Live, instructor-led virtual training.** Courses include the same hands-on labs, experienced instructors, and classroom interactions offered during in-person training.
- **Self-paced online learning**, giving students a choice of video or written content. Students can bookmark content, browse courses and video transcripts, and pause or re-start as their schedule allows.



**Get personalized recommendations for individuals or teams.**

[Take the skills assessment](#) ▶



### Offer hands-on practice

Red Hat courses include cloud labs that employees can use to try out new skills with no risk—before they tackle real-world projects. Labs are accessible anytime, from anywhere with an internet connection.

### Provide access to expert support if students need help

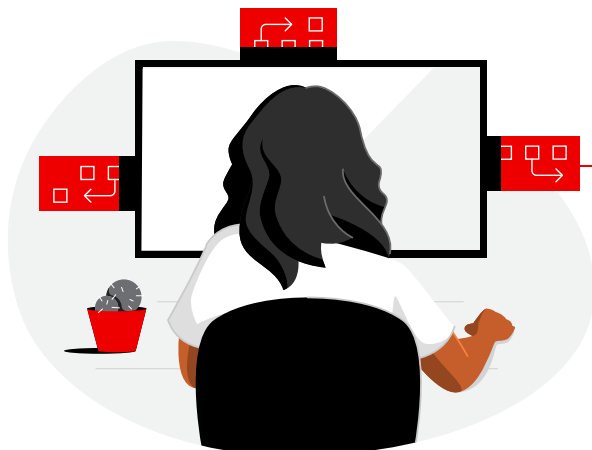
Employees can chat daily with Red Hat curriculum experts for answers and guidance.

### Accommodate a global workforce

Red Hat training materials are available in English, International Spanish, Brazilian, Portuguese, French, Italian, German, Simplified Chinese, Korean, and Japanese. Expert chat is machine-translated into these same languages.

### Validate new knowledge

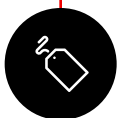
Red Hat Certification programs test knowledge with graded exams so employees can demonstrate proficiency to their managers and build their own self-confidence. These are hands-on, real-world exercises, not multiple-choice questions. Exams are offered in multiple languages, at locations around the world and online.



# Customer stories






[Read the full case study ▶](#)



## Retail

Founded in 1986, Havan is a Brazilian department store brand with 155 locations. The company considers its internally developed software part of its competitive advantage—helping to increase operational efficiency and deliver the great experiences that keep customers coming back. Havan purchased Red Hat Learning Subscription to train IT staff on container skills.

## Outcomes

-  Cut application delivery time from six weeks to less than three days
-  Reduced development time and costs by improving code quality and hardware utilization
-  Improved IT talent recruitment and retention by investing in professional development



“We have difficulty finding IT talent in our region, but now that Havan has started using leading emerging technologies within our IT departments, more people are interested in working with us. Finding skilled talent is key to supporting our plans to expand to more stores.”

**Eder Varela**  
Development Coordinator  
Havan Labs



## Senantiasa di Sisi Anda



[Read the full case study ▶](#)



### Financial services

PT Bank Central Asia Tbk (BCA) is one of Indonesia's leading financial institutions, with 1,000 branches, more than 27,000 employees, and US\$19 billion in revenue. To compete with fintech startups, BCA wanted to introduce an omnichannel digital experience. The IT team takes advantage of Red Hat Learning Subscription to build and maintain skills with Red Hat OpenShift® and Red Hat 3scale API Management.

### Outcomes



Accelerated time to market for new services and features from three months to one month



Scaled automatically in step with unpredictable demand



Achieved 100% service availability by improving resiliency



"We now have a modern API-based integration architecture that allows us to deliver and scale applications faster," said Heuw. "Red Hat technologies have accelerated time to market, empowering BCA to deliver the best financial services for our customers."

**Heuw Haryanti**

Vice President of IT Application Management & Integration  
BCA

# Red Hat Learning Subscription

**Red Hat Learning Subscription is an effective way to update workforce skills in step with evolving technologies.**

Get the most from your training investment with [Red Hat Learning Subscription](#), a year-long subscription to all Red Hat online and video training courses, including labs. One annual fee gives you access to unlimited training courses and can include certification exams, making it the most efficient way to train with three or more Red Hat courses.



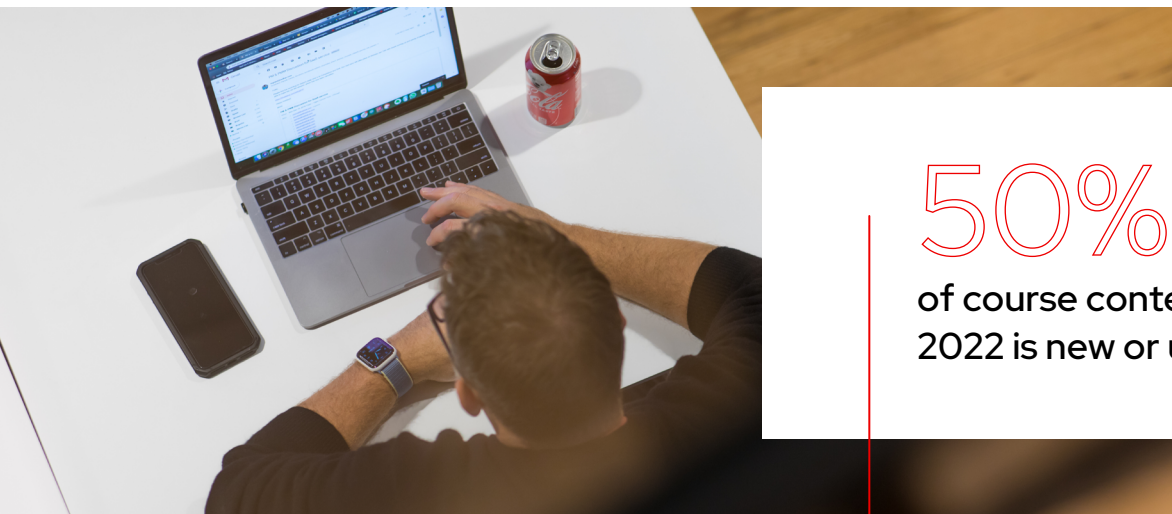
## Content straight from the source

Courses are developed by Red Hat experts, and updated continually as our technology evolves. Staff can take the complete course, select sections of a course—or even just search the course material for information to solve a specific problem.



## Hands-on, cloud-based labs

Employees can create labs with the click of a button to practice new skills whenever and wherever they want—without worrying about breaking production software.



# 50%

of course content for 2022 is new or updated.

### Certification exams included with your subscription

Standard and premium subscriptions include hands-on, industry-recognized exams that validate proficiency in different job roles.

### Choice of subscription tiers

	<i>Basic</i>	<i>Standard</i>	<i>Premium</i>
All Red Hat online training and video classroom courses	✓	✓	✓
Early access to course content in development	✓	✓	✓
400 hours of lab time	✓	✓	✓
10 e-book downloads for offline use	✓	✓	✓
Skills paths for course guidance	✓	✓	✓
Reporting	✓	✓	✓
5 certification exams with 2 retakes		✓	✓
Expert extras		✓	✓
Expert chats		✓	✓
Live, virtual classes taught by expert instructors			✓

### Accommodate every learning style with our premium subscription tier

Choose a premium subscription to supplement on-demand training materials—including recorded video instruction and e-books—with live, interactive video sessions taught by Red Hat experts. Employees learn alongside peers in a classroom-like environment and are encouraged to ask questions. The curriculum is divided into several-hour blocks that are held regularly, helping employees fit training into their schedules.



Try a no-cost 7-day trial of  
Red Hat Learning Subscription

[Start a no-cost trial](#) of the most flexible, efficient way to upskill the workforce for digital transformation. The trial includes one hour of cloud lab time and one chapter of more than 50 courses, including early-access courses and video classrooms.



Check out  
the latest courses and exams ▶

