

**Department of State**  
**Foreign Service Institute (FSI)**  
**School of Applied Information Technology (SAIT)**



**IT Professional Skills Pilot Program**



# The Challenge

- Department IT environment ever more sophisticated
  - more skills needed
  - enhanced skills needed
- IT industry ever more competitive
  - recruitment harder
  - retention & continuity threatened



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# The Response

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## The IT Professional Skills Pilot Program

An innovative approach to building  
maintaining, and rewarding the skills the  
Department needs



# Who?

- Foreign Service serving in skill codes 2880 or 2882 (or 2881 positions)
- Civil Service serving in job series 332, 334, 335, 391, 392, 854, 855, 856, or 1550



# What?

- Professional Qualification Incentives for Foreign Service
- Retention Allowances for Civil Service
- Incentives of 5%, 7%, 10%, or 15% for certifications of needed skills



# Why?

- To encourage IT employees
  - To certify existing skills
  - To acquire needed skills
- To retain IT talent



# Strategy

## Attract and Retain

Recruitment  
Bonuses

Continuing  
Education

Incentive/  
Retention  
Pilot Program

JOB SATISFACTION



# What Credentials?

- 5% - basic Microsoft, Lotus, Cisco, with A+
- 7% - dedicated Y2K work
- 10% - B.S., GSA 1000 by 2000, technician certificates,
- 15% - MCSE, M.S., CCP, CCIE, CIO certificate, Oracle DBA



# How to Get Credentials?

- Full-time classes
- Part-time classes
- Distance Learning



# Who Pays?

- The Department actually covers a lot
  - FSI/SAIT offers classroom courses
  - FSI/SAIT provides Distance Learning
  - FSI External Training funds job-related courses
- Exam costs are employee's responsibility



# The Opportunity

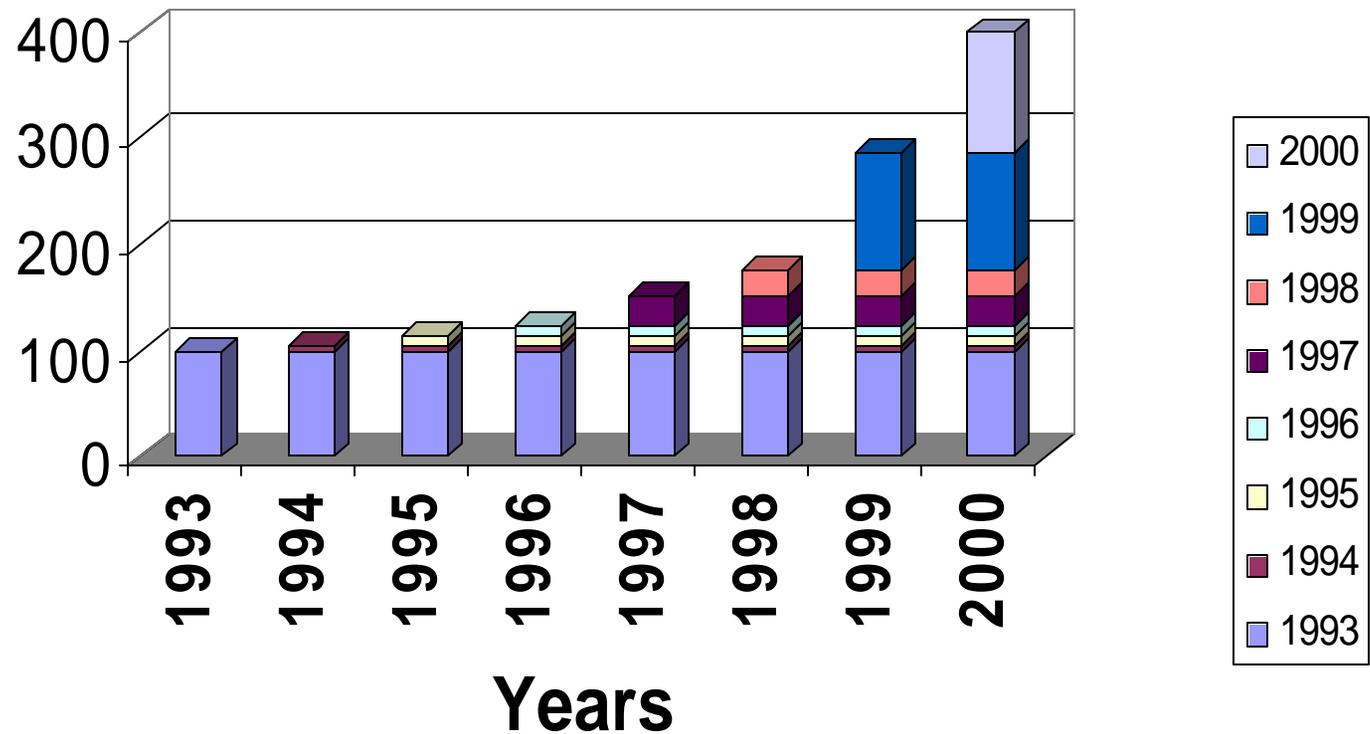
- Reward initiative
- Raise the floor of IT competence
- Grow a better IT staff
- Serve the Department better



# Credential Growth

## Credentials Growth

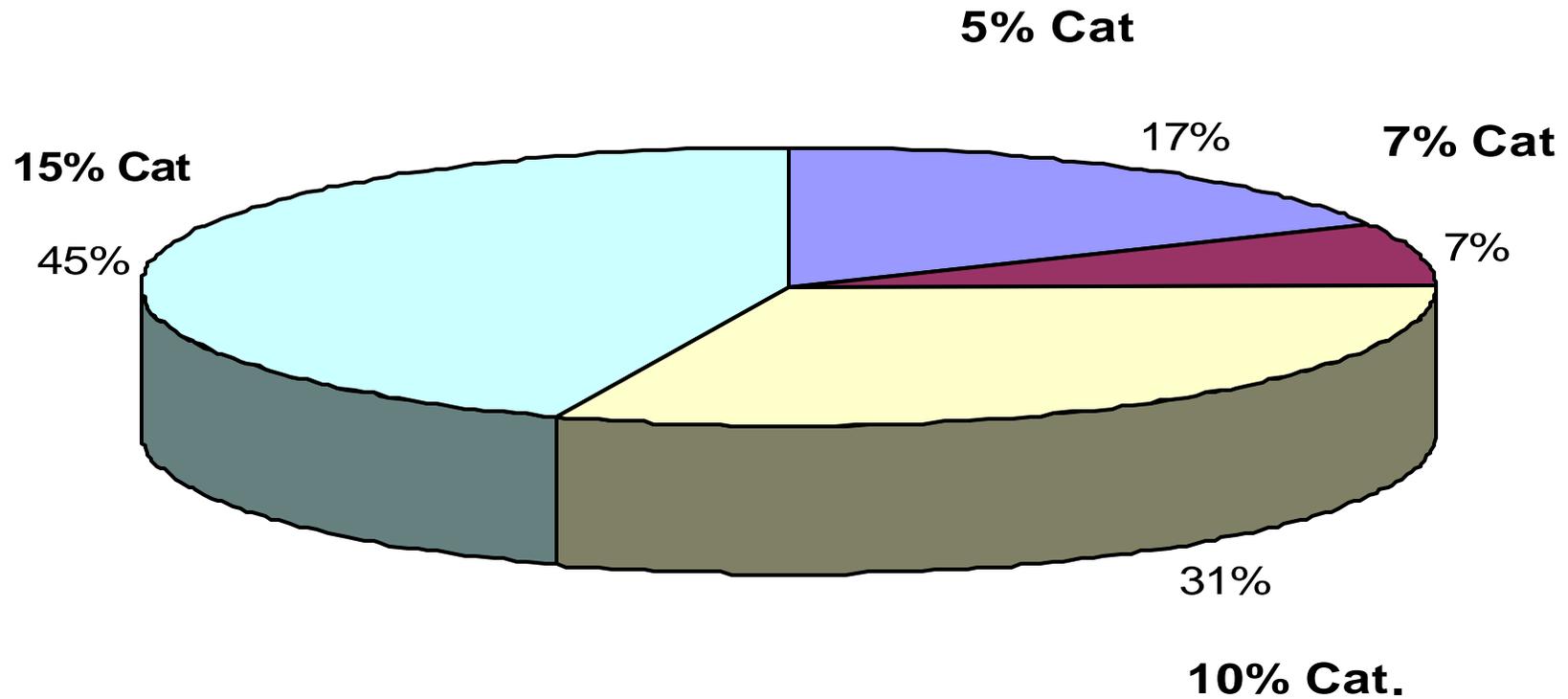
Aggregate  
Number





# Credential Growth

**Distribution of Allowance by Percentage Category**





# Credential (Historical)

## Credentials (All)

