



# TTC (TMA Training Center): Assure Quality Resources For Future Growth





# Contents

- ▣ Resource Needs
- ▣ TTC's History
- ▣ Objectives
- ▣ Why just ICT Graduates?
- ▣ Training Services
- ▣ Key Differentiators



# Resource Needs for Future Growth

- ▣ Currently hiring hundreds of engineers a year
  - Target 5,000 engineers by 2015
- ▣ How to ramp up large teams?
  - Possible from the existing large pool of ICT graduates
    - ▣ Historically hired top 5-10% of applicants
    - ▣ However, potentially the next 30% of applicants could be trained to be productive within 3 - 6 months
- ▣ Require huge investment in training
  - TMA Training Center (TTC)
    - ▣ TTC Internal: since 2001
    - ▣ TTC External: Apr 2008

# TTC's History

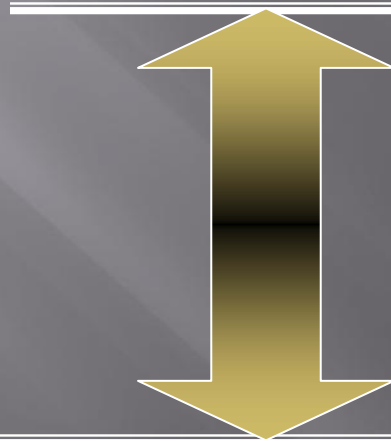
- ▣ TTC Internal: for existing TMA employees
  - Since 2001 provided hundreds of courses a year for TMA's employees
    - ▣ Technical courses: Programming, Telecom/Network, Testing etc.
    - ▣ Languages: English, French, Japanese
    - ▣ Soft skills: communication, presentation, task/time management etc.
    - ▣ Quality/engineering processes based on TL 9000, CMMi
    - ▣ Management & Leadership
- ▣ TTC External: for external ICT people
  - Licensed in Q2'07
  - To be launched in Apr 2008
  - Co-located with TMA's development centers
- ▣ TTC Internal + TTC External → TTC

# Objectives

- ▣ Provide quality and practical training to fill the gap between ICT graduates' skill levels and outsourcing industry needs
  - Source of TMA's quality resources
  - Also for other software outsourcing companies

## Outsourcing Industry Needs

---



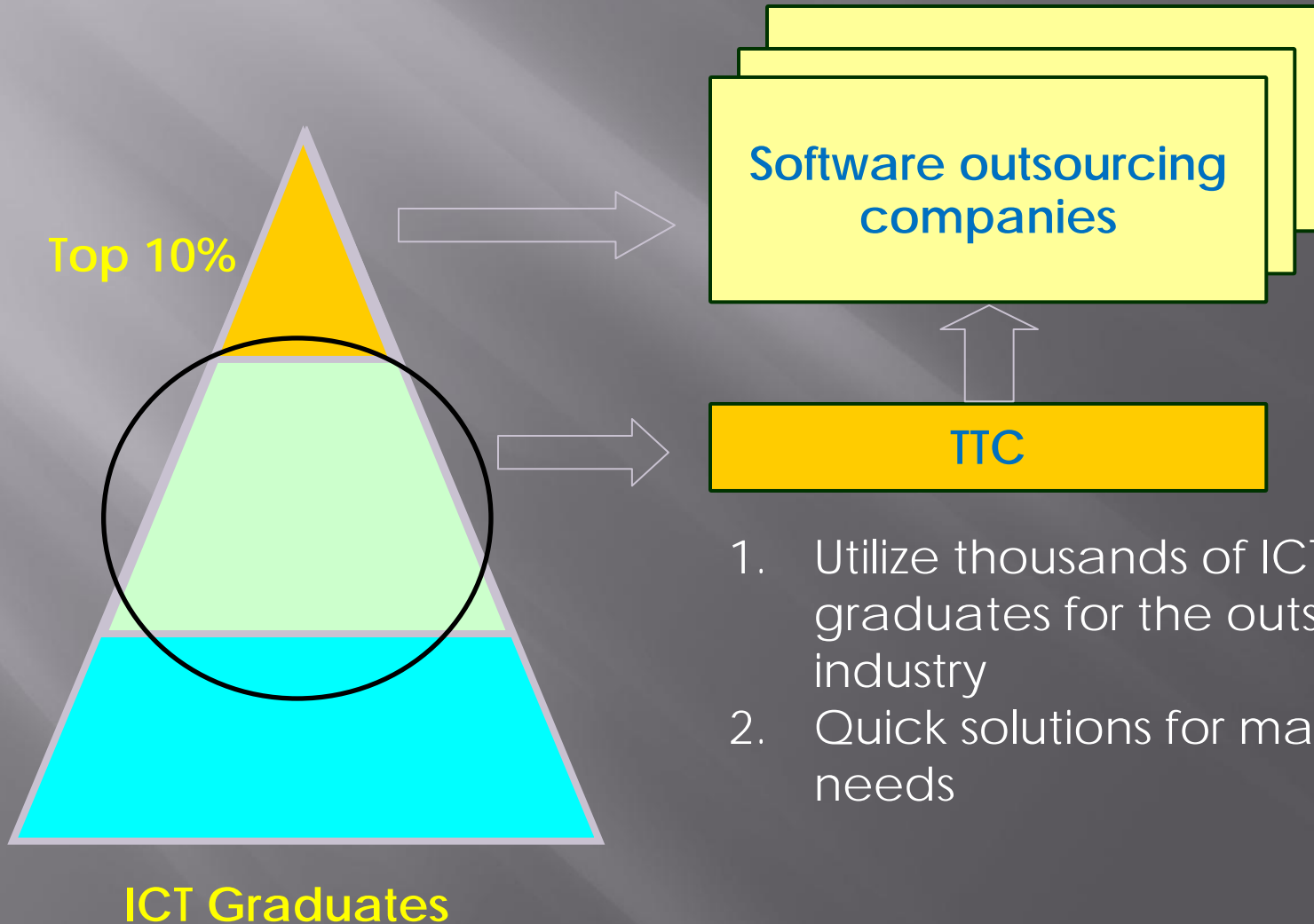
TTC's courses to provide:

- Technical skills
- Software engineering process
- Real experiences
- Soft skills
- Verbal English communication

---

ICT graduates' skill levels

# Why just ICT Graduates?



1. Utilize thousands of ICT available graduates for the outsourcing industry
2. Quick solutions for market's needs

# Training Services

## ▣ Target Clients

- **Individuals:** focus on new/recent graduates
- **Companies:** focus on MNCs setting up operations in Vietnam

Services	Description
Programs	2 – 6 months Develop specialised professionals: <i>Programmer, Tester, Business Analyst, Architect, Quality Assurance, Project Manager etc.</i>
Short Courses	< 4 weeks Specific topics: <i>J2EE, AJAX, design patterns, unit testing, etc.</i>
Seminars, Workshops	1 – 3 days By industry experts
Certification	PMP, Microsoft, Sun, etc.
Consulting	Training needs analysis, Skills matrix development, Skills assessment, etc

# Key Differentiators (1)

- ▣ Founded by a successful software outsourcing company with 10+ years of experience
  - Understand what the outsourcing industry needs
- ▣ Supplement the university/college's curriculum
  - Teach what the outsourcing industry needs
- ▣ Practical courses: project-based model, not just classroom training
  - Trainers are industry experts with real experiences
  - Working on projects, in a team
  - Practical contents
  - Hands-on lab practices
  - Trainees not only get knowledge/skills, but also real experience from sample projects/exercises

# Key Differentiators (2)

- ▣ English learning environment
  - Books, guidelines, references
  - Presentations
  - Toastmasters clubs for all trainees
- ▣ Well-equipped labs and facilities
- ▣ Utilize Internet technologies
  - Online training material
  - Training schedule and results posted on TTC's web site
  - Email/forum accounts for all trainees to communicate with trainers
- ▣ Seminars by industry experts