

Interskill recognizes that today's learners require flexible learning programs to meet the needs of the organizations they work for. This might mean that generic learning plans which incorporate e-Learning and assessments, are sufficient to provide learners with the skills and knowledge they require, with validation of this information being through IBM endorsed badges.

Organizations looking to elevate this learning to the next level, can access Interskill's Enhanced Learning Pathways, which provide coaching/mentoring tools that can be used in-house to bring organizational perspective to Interskill e-Learning content.




Interskill Learning Toolkit

e-Learning module
CICS Structure and Intercommunication
1 hour

Each Learning Pathway consists of several Interskill e-Learning modules, which covers information about a specific aspect of the overall course. In this example, the module discusses different types of CICS regions, CICSplex configuration, and CICS communication.

Coaching/Mentoring Session
Our CICS Applications and Data



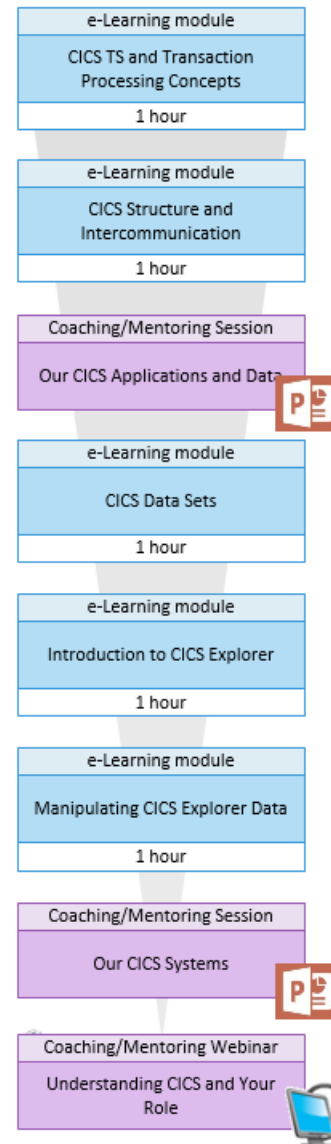
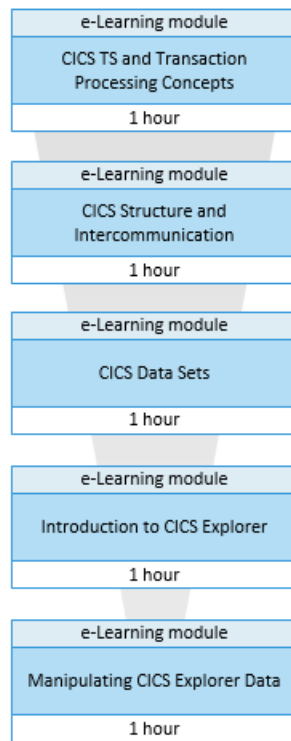
Interskill provides in-house PowerPoint presentations that can be used to expand on content covered in Interskill modules. These templates allow coaches or mentors to impart specific organizational details relating to Interskill content, to the learner. In the case of CICS, it takes these learning interventions and wraps the organization's CICS configuration, standards, procedures and processes around it, creating a more valuable organizational-specific, learning plan for the learner.

These items appear in the Enhanced Learning Pathway.

Learning Pathway

Enhanced Learning Pathway

CICS TS Introduction



The “**Our CICS Applications and Data**” Coaching/Mentoring Session is a PowerPoint module designed to be used by your own presenter, and contains templates describing the applications and business units that rely on CICS applications and data. This includes the availability requirements, z/OS systems where CICS runs, and an overview of other computer systems that communicate with CICS. Notes are provided with each slide explaining what your presenter needs to customize, and what information should be discussed in the audio component.

The “**Our CICS Systems**” Coaching/Mentoring Session is a PowerPoint module that covers the CICS structure and organization. It includes information on the type and setup of CICS subsystems and supporting regions.

The “**Understanding CICS and Your Role**” Coaching/Mentoring Webinar that appears at the end of the pathway utilizes the technical expertise in your organization to impart information about the CICS: issues, priorities and support personnel details. The Webinar format allows the learner to interact with the presenter with various scenarios associated with CICS, and the individual and team role they play in developing and supporting CICS solutions. It also looks at priorities and current and future CICS projects currently underway in your organization.

Webinar Basics

Even if you have never run any training, the 7 steps provided below will provide you with the confidence to run a successful Webinar, using your organizations preferred Webinar solution.

- Step 1** You need to schedule and promote the Webinar (your HR personnel may be a good resource here). There also needs to be a process in place where learners undertaking the learning pathway, can notify when they have completed the learning pre-requisites, so that you know that they are ready to go.
- Step 2** You should become familiar with the Webinar product and the tools used for incorporating PowerPoint presentations, mainframe related JCL sessions or associated screen grabs, and audio and video interactions. If you have not run a Webinar previously, then you should practice talking, recording, switching between slides and browsers and handing control to those attending the seminar.
- Step 3** You should send an email to those that are attending the Webinar, firstly to remind them of when it is being run, but also to find out whether they have any questions or specific information they would like covered/clarified throughout the Webinar.
- Step 4** Customize the content of the Webinar PowerPoint presentation/s. These have been designed to cover technical points and provide periods of interaction between the presenter and the learner (the length of each Webinar is approximately 60 minutes). The content is also designed to put the presenter in the shoes of the learner.
- Step 5** Before the live event you need to rehearse the content.
- Step 6** When the Webinar begins, welcome each attendee, just as you would in a classroom environment (if the numbers permit) and remember to be engaging and sound confident. Make sure that you press the Record button before start also!
- Step 7** On completion, thank them for attending and describe to them their next step in the learning process. Follow this up the next day with an email link to the recorded Webinar.

