

# Auriga, Inc. — Training Center

## Concept and Capabilities



Elite Software R&D Services  
*Since 1990*

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# Goal and objectives

- Effective and efficient system of corporate training in accordance with business goals
  - Select and retrain young engineers to fill corporate vacancies
  - Raise corporate employees' skills in accordance with
    - business goals
    - project requirements
    - evolution of technologies
    - personal career development plans
  - Decrease staff turnover
  - Assist with implementing and maintaining corporate quality system by means of training

# Principles

- Unified corporate training policy
- Unified corporate training plan for a period based on training needs
- Combining business development with personal development
- Combining internal and external training
- Trainer activities are charged to senior level employees
- Usage of modern training techniques
- Measuring effectiveness and efficiency of training

# Training Center Responsibilities

- Core technology training programs for candidates and young engineers:
  - System and Embedded Programming
  - Linux Kernel
  - J2EE and other Java programming technologies
  - .Net
  - software testing
- Remote and web training programs for regional employees and external students
- Induction training program for newcomers
- Assist in staffing new projects/delivery centers
- Help rotate employees
- Participation in Corporate Quality Deployment Plan
- Export training projects (where Auriga has world-class expertise and experience)
- Top world trainers as special Auriga guests



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# Core Technologies' Training Activities

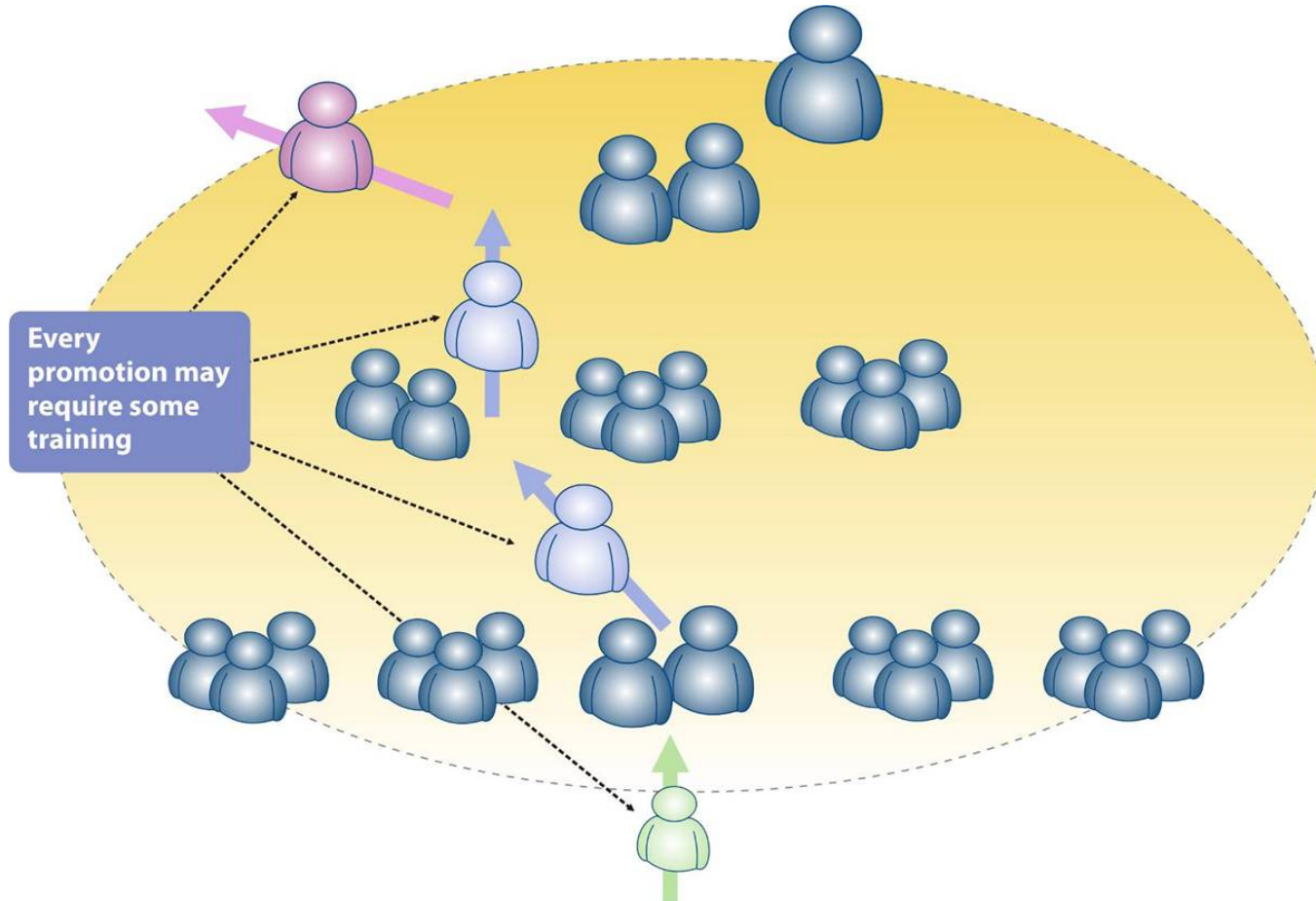
- System Programming (Linux Kernel)
  - Started in the Fall 2005
  - 22 graduates were hired
- Java Programming Technologies
  - Started in the Fall 2006
  - 10 graduates were hired
  - Two facilities (in Moscow and Kazan)

# External Training Session in India (November 2006)

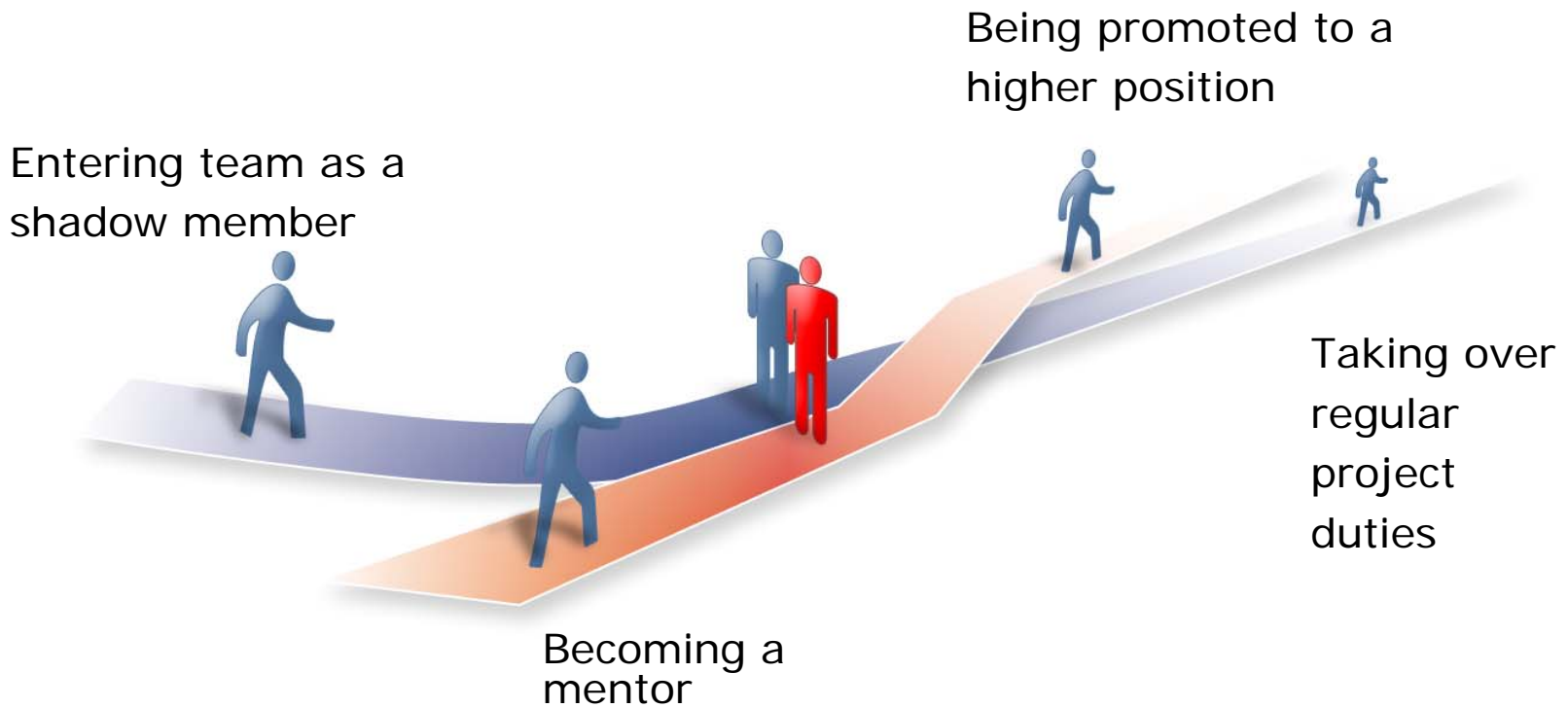
- Auriga conducted a 6-day Linux Kernel Programming training program in I2IT, Pune, India
- 22 participants from leading Indian software development companies (IBM, Symantec, MindTree, etc.) and IT educational institutions
- The results were exciting for Auriga:
  - "Explanation of concepts was excellent" - Raghunandan P. (MindTree).
  - "Bit noise session was very good" - Arun Kumar (MindTree).
  - "The strong emphasize on practice was very good" - Ravi Kishore Attili (IBM)
  - "The training style is good. Trainer gives the personal attention to each participant..." - Raghavendra Singh Chouhan (Divinet Access Tech)
  - "The range was broad. The slide materials have been thought through. A few insights were good" - SreeKrishnan V. (IBM).
  - "I really appreciate fine Dmitri's expertise in the field and his overall understanding. I wish if I could get some more time to work with him in future. Congratulations, Dmitri, I really appreciate your genuine efforts to handle such a heterogeneous class" - Amol Bhore (ETH Research Lab)
  - "We are very lucky if such type of session is performed in our campus. Also awaiting your next personal meeting in next advanced sessions" - Abhijit Chavan (I2IT).
  - "I can say he is one of the best trainers I have ever seen" - Y.Shravan Kumar (I2IT).



# Scenario for training: Planned promotions in a delivery center



# Scenario for training: Mentoring a newcomer before promotion



# Training Center and Innovations

- Training needs emerge from innovations continuously
- These training needs are addressed by Training Center
- Trainers are open-minded, creative individuals with strong engineering and training backgrounds
- Training Center deployed a scheme to cover these needs
  - A training need is identified (sources are technical innovations, customer/prospect requests)
  - Trainers “absorb” innovations (learn by themselves, receive information from Customers, participate in pilot projects, etc.)
  - A new training course is elaborated and piloted
  - The training course is integrated in the systematic curriculum as a building block
  - A regular course is implemented and launched to address the identified training need

# Metrics and Measurements: Training Courses

- Level 0 – Appropriateness (Were they ready to learn?)
  - Entry Testing
- Level 1 – Training Reaction (Did they like it?)
  - Students' Smile sheets
- Level 2 – Learning (Did they learn it?)
  - Test students
- Level 3 – Behavior (Did they use it?)
  - Final student's feedback
- Level 4 – Business Results (Did it impact the bottom line?)
  - Customer satisfaction forms
  - Costs and ROI

# Metrics and Measurements: KPI set

- KPI for Training Center are measured on quarter basis:
  - Training Costs Index  
Illustrate average training costs per employee level
  - Hired Graduates  
Demonstrate training center productivity
  - Average Trainers Performance Evaluation Index  
Demonstrate average level of training delivery

# Training Center Performance Indicators

- Training Costs Index
  - 2007Q1 - \$273.38 per person per quarter
  - 2007Q2 - \$293.14 per person per quarter
- Hired Graduates
  - 2007Q1 - 5
  - 2007Q2 - 7
- Average Trainers Performance Evaluation Index
  - 2007Q1 - 3.81 of 5.00
  - 2007Q2 - 4.11 of 5.00

# Evaluation Criteria for Training Center

- Junior engineering vacancies in core technologies are filled by External Training Programs' graduates
- Project quality becomes one of the most important competitive advantages of the Company
- Loyalty growth; horizontal and vertical career opportunities for every employee
- Candidates consider the Company as a unique school
- Training Center is a source of advanced methods and a subject of interest of other institutions and organizations

# Contacts



Thank You and  
We Look Forward to Working with You

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