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Impact of the Globalization of Personnel Certification: Credentialing Needs in Industry

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Infosys is a global leader in business and IT services

- \$1.6B in revenue; \$20B market cap (NASDAQ:INFY); debt free company
- 40,000+ employees; rated “Best Employer” to work for in 2000, 2001, 2002, 2004 by Hewitt Associates/Mercer; “Best Places to work in IT in US” 2004 by ComputerWorld
- 36 offices in 18 countries
- SEI CMM Level 5, CMMI Level 5, PCMM Level 5 and ISO 9001 certified
- Over 400 Fortune 1000 clients with 90%+ repeat business
- Only India based co. to figure in Gartner’s BPR Magic Quadrant



WHARTON
INFOSYS
BUSINESS
TRANSFORMATION
AWARD

Best Managed, Most Respected Company



Best Employer, Best Corporate University



Best Corporate Governance & Citizenship



Top 20/50/100 Company Lists



Winner of prestigious Global Most Admired Knowledge Enterprise (MAKE) Award, 2003, 2004

Why do we need global standards in certification?

- **Conformance helps improve productivity**
 - Quality assurance
 - Continuous review and improvement
 - Demonstrates accountability

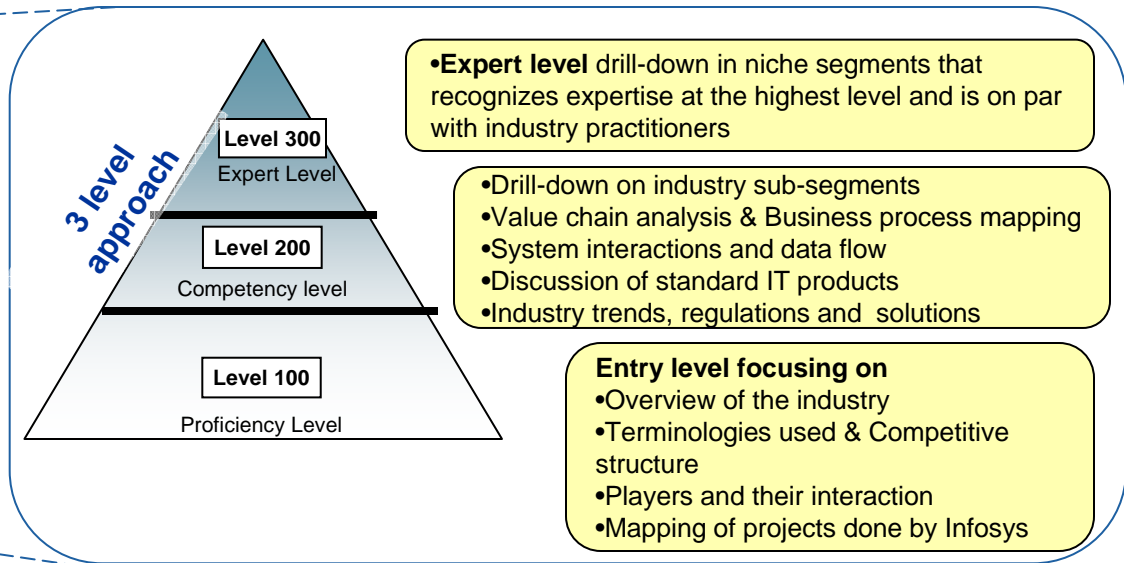
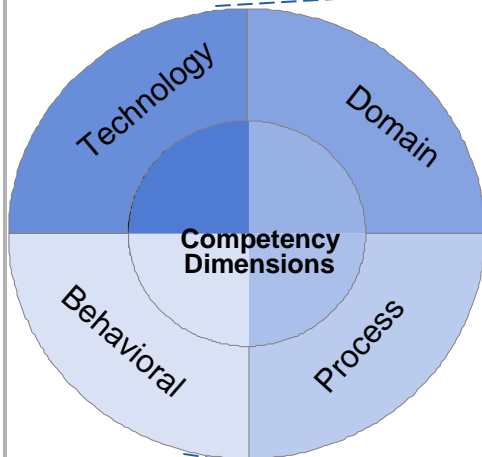
- **Confidence helps develop trust**
 - Credibility of certifying organization
 - Applicability across services and domains

- **Recognition helps improve positioning**
 - Global recognition of certification standards
 - Evidence of competencies
 - Standard terminologies and processes

Why do multi-national IT service firms need standardized certification?

- **Trade in Services:** Service based business model needs standardized certification for resources
- **Global Client Base:** Global clients who believe in standardization and seek the same from their vendors
- **Across Industry Verticals:** Provide service to industries as wide as banking to retail and utilities hence a need for a common horizontal level of certification cutting across these verticals
- **Process Standardization:** Processes and competencies are inputs to our business. While certification options are aplenty for processes none exist for competencies.
- **Competitive Advantage:** Certification builds a strong positioning and can act as a key differentiator

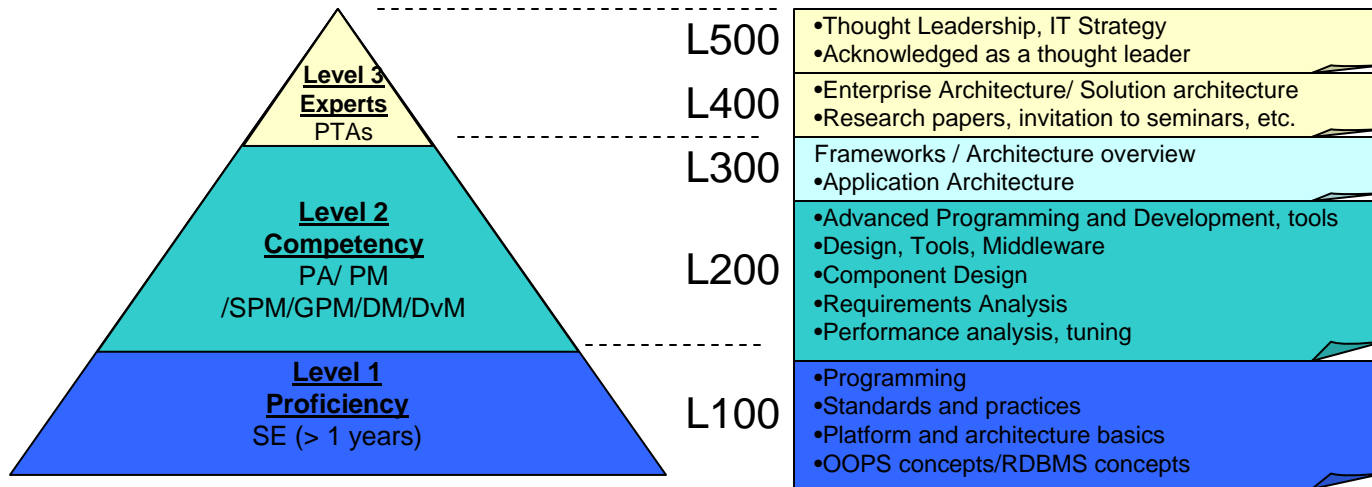
Infosys Certification Approach & Objectives



Objectives

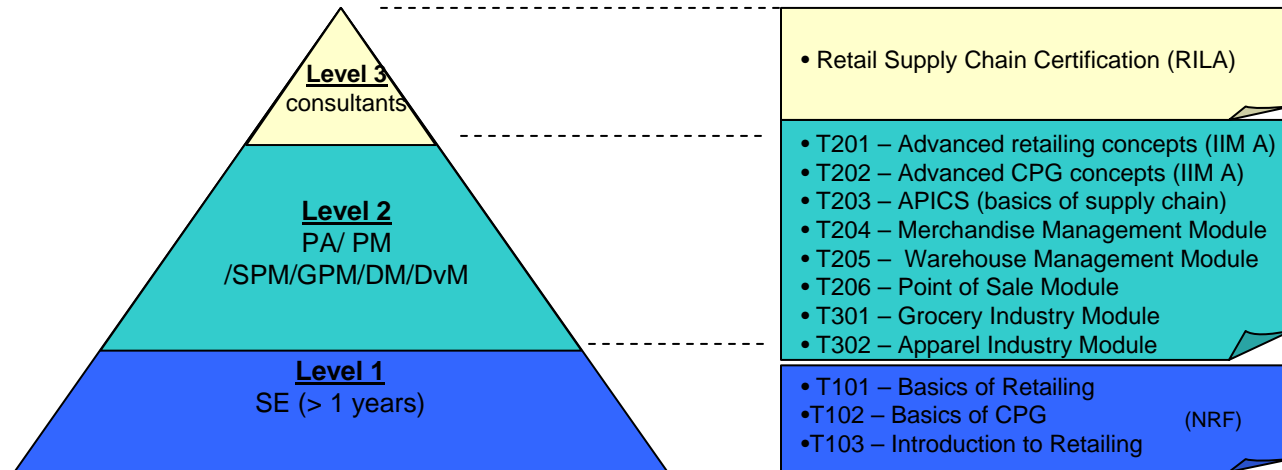
- Have a clear set of criteria for measurement and closure
- Have an external stamp that provides credibility and ensures continuous global benchmarking
- Be Multilevel
 - For different role needs
 - With different levels of depth
- Be scalable and promote asynchronous learning
- Enhance client comfort as demonstrated through customer satisfaction scores, revenue productivity and quality

Infosys Certification Plan – Retail Vertical Example

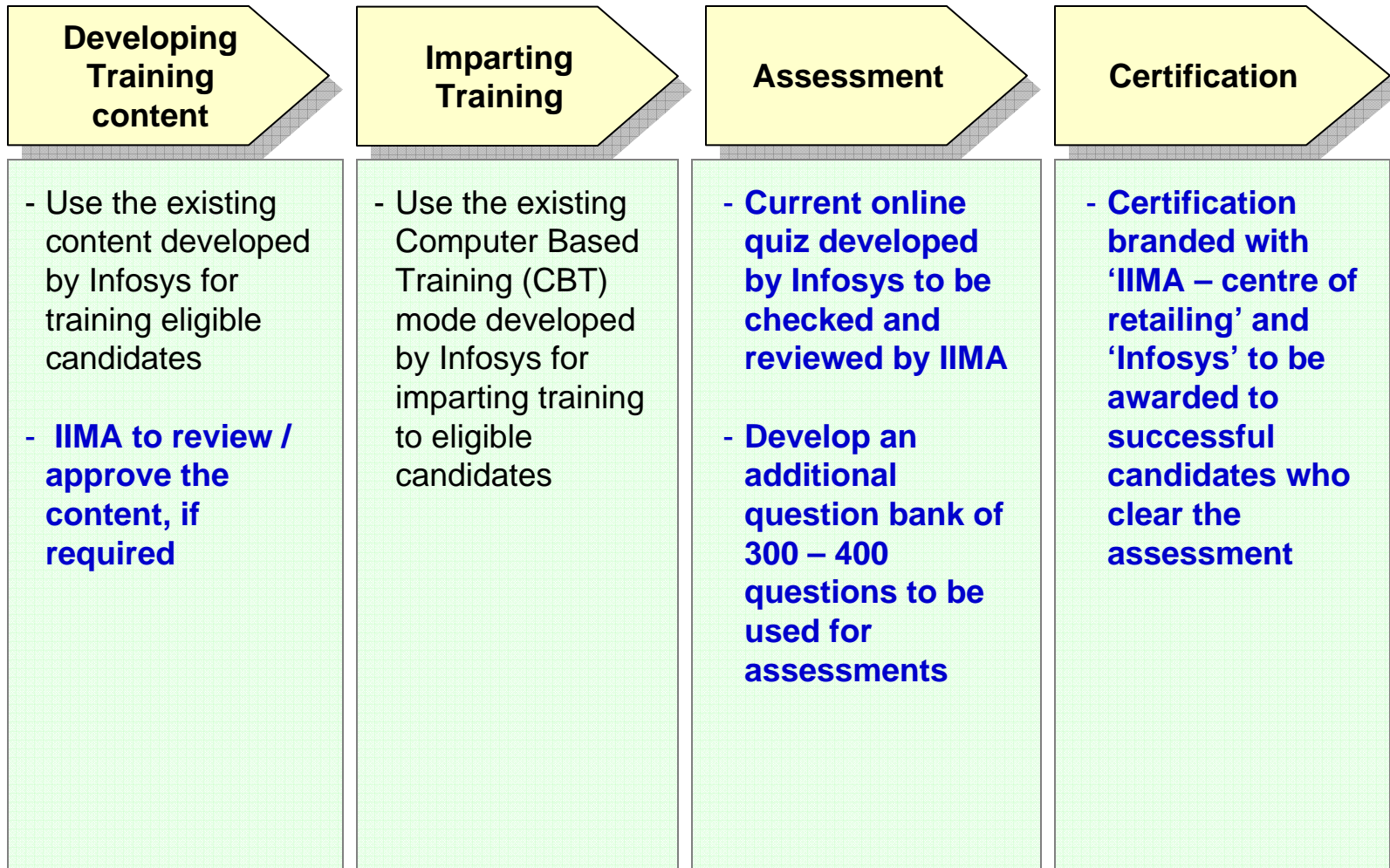


Illustrative

The exact basket of certifications to be taken by an individual in a role would depend on the business and tech sub-segment the person is working and the unit needs



Competency development model with external collaboration : Retail Vertical Example



IIM Ahmedabad is India's leading management school

Infosys - Key Learning

➤ **Standardization**

- Industry standards not available across verticals
- Build standards and evaluate internally
- Review and feedback by external bodies

➤ **Scalability**

- Mix of synchronous and a-synchronous training
- E-learning systems and online certification model

➤ **Cross pollination**

- Share best practices across industry verticals
- Transfer learning internally to verticals with nascent industry standards

➤ **Collaborate with industry bodies, customers and academic bodies to develop standards**

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Right Questions

Business Insights

Integrated Solutions

Value Multipliers

Appendix

Infosys Training Organization

