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Training Need Analysis & Methodology for Using IT in Power Utility

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Abstract - The global competition and swiftness of changes emphasize the importance of human capital within organizations, as well as the swiftness and ways of knowledge gaining of that capital. In the economy where uncertainty is the only certainty, knowledge is becoming a reliable source of sustained competitive advantage. Knowledge is becoming basic capital and the trigger of development. Previously built on foundations of possessing specific resources and low costs, present day competition is based on knowledge possessing and efficient knowledge management. Modern organizations therefore use their resources (money, time, energy, information, etc.) for permanent training and advancement of their employees. Organizations which are constantly creating new knowledge, extending it through the entire organization and implementing it quickly inside the new technologies, develop good products and excellent services.

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TRAINING NEED ANALYSIS METHODOLOGY FOR USING IT IN POWER UTILITY

Strictly as per the compliance and regulations of:



RESEARCH | DIVERSITY | ETHICS

Training Need Analysis & Methodology for Using IT in Power Utility

Utkarsh Seetha

Abstract - Bpa, Itia, Pfc, Mdas, Erp

I. INTRODUCTION

The global competition and swiftness of changes emphasize the importance of human capital within organizations, as well as the swiftness and ways of knowledge gaining of that capital. In the economy where uncertainty is the only certainty, knowledge is becoming a reliable source of sustained competitive advantage. Knowledge is becoming basic capital and the trigger of development. Previously built on foundations of possessing specific resources and low costs, present day competition is based on knowledge possessing and efficient knowledge management. Modern organizations therefore use their resources (money, time, energy, information, etc.) for permanent training and advancement of their employees. Organizations which are constantly creating new knowledge, extending it through the entire organization and implementing it quickly inside the new technologies, develop good products and excellent services.

Understanding the phenomenon of employee training requires understanding of all the changes that take place as a result of learning. As the generator of new knowledge, employee training is placed within a broader strategic context of global organizational management, as a planned staff education and development, both individual and group, with the goal to benefit both the organization and employees.

Thus, the continuous employee training has a significant role in the development of individual and organizational performance.

II. OBJECTIVE

In this research we will find out the current strength and knowledge of the utility employees for adopting the new IT system. This will be done through Training Need Analysis (TNA).

After TNA we will focused on the survey results. Based on the results we will develop the most adoptable and suitable training methodology which will help employees to adopt the change management and includes proper Knowledge Transfer (KT) for all the project areas.. This research details the project requirements, which are to be met by the applications

and interfaces required between different hardware and software systems.

The objective of this research includes the software solution, availability, readiness for metering, billing, collection (MBC) and several other business processes of the utilities.

III. PURPOSE OF THIS RESEARCH

This research is intended to accomplish the requirements for the RAPDRP project in terms of

- Training Need
- Objective of the Training
- Benefits of the Training
- Training Approach & Methodology
- Delivery Implementation and
- Training Impact Analysis.

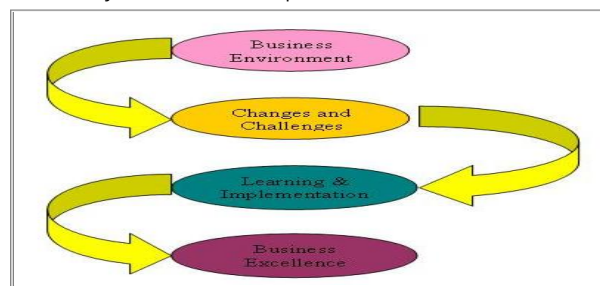
This research will give a comprehensive step by step guidance, approach and methodology toward training for the Discom users over newly implemented IT system.

This training module covers 87 towns comprising of 185 Sub Division offices of Rajasthan Electricity Distribution Companies of RAPDRP area and Non-APDRP areas that constitute 24 circles with their respective Sub-divisions and other offices

IV. TNA (TRAINING NEED ANALYSIS)

Training is a learning process that involves the acquisition of knowledge, sharpening of skills, concepts, rules, or changing of attitudes and behaviors to enhance the performance of existing system.

The purpose of training needs is to identify performance requirements or needs within an existing system in order to help direct resources to the areas of greatest need, those that closely relate to fulfilling the organizational goals and objectives, improving productivity and business processes



*Author^a : Restructured Power Development and Reforms Programme
Current Department/Project*

The needs assessment is the first step in the establishment of a training and development Program. It is used as the foundation for determining instructional objectives, the selection and design of instructional programs, the implementation of the programs and the evaluation of the training provided. These processes form a continuous cycle which always begins with a needs assessment.

In order to improve upon the business processes, resolve the bottlenecks of the existing system to ensure end to end visibility of each and every process, the Department has embarked on a key initiative aimed at the establishment of Systems and Processes to provide simplified, convenient, anytime and anywhere services to various stakeholders.

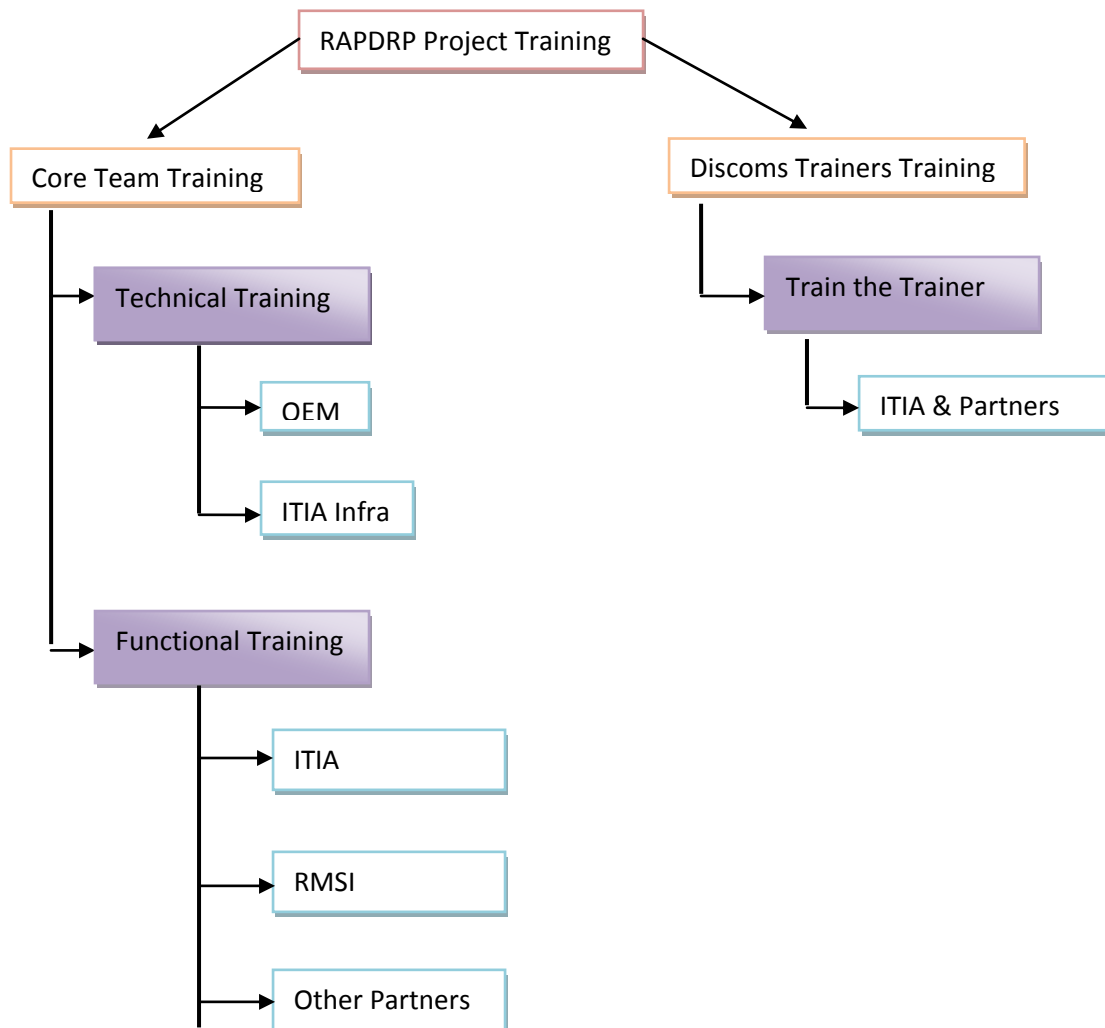
In addition, there is a need to increase the focus of the Department's staff on developing core competence and enhancing their performance standards so that the system will be self sustained in coming years.

V. SCOPE OF THE TRAINING ACTIVITY

As per SRS and RFP of Power Finance Corporation, the training activity is divided into two categories:

- Core team training
- End user training

The Detailed training structure will be as follows:



VI. CORE GROUP TRAINING

This is the training for the core group of implementation team of the Discom. The Discoms team will comprise of members from all the Business

Functions and IT. Each member would be trained in the relevant function/module. This Training would be required to be given to approximately 9-12 personnel of Discom.

- Certified Functional, Technical, System administration and Database management training for core team of Discom will be arranged by ITIA and OEMs.
- The training has to be conducted using official OEM curriculum mapped with the applications to be implemented in the Discom.
- The Training will be conducted at the Data Center of JVVNL Discom.
- The Training will be conducted by the Instructors of ITIA and OEMs

The Core team training activity further divided into two parts:

- Functional Training
- Technical Training

VII. FUNCTIONAL TRAINING

Functional Training will be given by ITIA BPA team and Partners.

S.No.	Training	Team	Modules	Stage
01	Functional Training	Core Functional Team Members	As per the Application, Documents provided by the ITIA	Before Implementation Contiguous training during implementation Handholding during post "Go Live" Stage

VIII. TECHNICAL TRAINING

Technical Training will be given by ITIA team and OEMs

Technical Training activity further divided into two parts:

- (i) - System Administration Training
- (ii) - Database Training

(i) - System Administration Training

S.No.	Training	Team	Modules	Stage
01	System Administration	Core Team Members (ERP Application Administrators)	As per the Application, Documents provided by the ITIA	Before Implementation Contiguous training during implementation Handholding during post "Go Live" Stage

(ii) - Database Training

S.No.	Training	Team	Modules	Stage
01	Database Administration	Database Administrators (IT System Group)	As per the Application, Documents provided by the ITIA	Before Implementation Contiguous training during implementation Handholding during post "Go Live" Stage

IX. TRAIN THE TRAINER (DISCOM MASTER TRAINER TRAINING)

This is also known as "End User" Training. ITIA will provide training to group of teams on a "Train the Trainer" basis. ITIA will train the group of trainers called "Master Trainer" which will then train all of the Discoms end user.

- As per the SRS and RFP, ITIA will train approx 900 Discom Trainers "Master Trainers" (300 per Discom)

- Each Discoms Master Trainer will further impart the training down the line
- These Discoms Master Trainers are champions and from all the business areas.
- To train these Master Trainers, ITIA will conduct Train the Training workshops.
- The workshop will be conducted at CCC of the Discom

Train the trainer workshop/training activity further divided into two parts:

- Basic Computer Training
- Role Base Training

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