

DELEGATION ORDER



RETRAINEE - JOB CREATION
Training Proposal for:
Golden Star Technology Inc.
Agreement Number: ET17-0215

Approval Date: August 17, 2016

ETP Regional Office: North Hollywood

Analyst: L. Vuong

PROJECT PROFILE

Contract Attributes:	Priority Rate Retrainee Job Creation Initiative	Industry Sector(s):	Services Technology/IT Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 109	U.S.:120	Worldwide: 121
<u>Turnover Rate:</u>	5%		
<u>Managers/Supervisors:</u> (% of total trainees)	8%		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$93,440		\$0	\$0		\$93,440

In-Kind Contribution:	100% of Total ETP Funding Required	\$151,350
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TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee Priority Rate	Business Skills, Commercial Skills, Computer Skills, Continuous Impr.	92	8-200	0	\$720	\$16.48
				Weighted Avg: 40			
2	Retrainee Priority Rate Job Creation Initiative	Business Skills, Commercial Skills, Computer Skills, Continuous Impr.	17	8-200	0	\$1,600	*\$13.73
				Weighted Avg: 80			

*It will be made a condition of contract that trainees will never be paid less than the State or local minimum wage rate as in effect at the end of retention regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

Minimum Wage by County: \$16.48 per hour for Job Number 1; and \$13.73 per hour for Job Number 2 (Job Creations) for Los Angeles County.

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Up to \$0.93 per hour may be used to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1		
Service Technician		35
Engineer		7
Administrative Staff		2
Sales Staff		27
Operational Staff		14
Manager/Supervisor		7
Job Number 2		
Service Technician		6
Engineer		2
Administrative Staff		1
Sales Staff		6
Operational Staff		2

INTRODUCTION

Founded in 1985, Golden Star Technology Inc. (GST) (www.gstes.com) has over 30 years of experience providing Information Technology (IT) and Audio Visual (AV) integrated services and solutions for commercial enterprises, governmental agencies and educational institutions. The Company offers a wide variety of services such as designing, engineering, configuration, installation, integration, networking and wireless implementation, supply chain and logistics management, data storage and infrastructure, online E-Commerce tool, and help desk support. Headquartered in Cerritos, GST has two servicing facilities in California, Cerritos and Corona; and offices located in Nevada, Minnesota, Florida, Hong Kong, China, Taiwan and Japan. This training proposal will only target workers at Cerritos facility. Major customers include community colleges and school districts, County and City of Los Angeles, DreamWorks Animation, Wynn Hotels, Raytheon Corporation and the US Navy.

GST is eligible for standard ETP funding, meeting out-of-state competition provisions. The Company is also eligible for priority reimbursement as a NAICS eligible employer (Computer Systems Design Services). This is the Company's second proposal, first in the last five years.

PROJECT DETAILS

GST is operating in a highly competitive technology industry. The Company is continually striving to meet customers' expectations and demands by delivering the best IT solutions and services to increase productivity while also reducing operational costs. The Company's goal is to provide workers with the necessary technical skills required to integrate new services and products, adapt to new technologies and systems, improve customer services, design a quick response time and reduce costs.

In addition, GST must keep up with technology changes in a constantly changing environment to remain competitive:

- Increase skills to protect and secure clients' data and prevent computer hacks;
- Introduce Cloud Computing technology to customers;
- Implement electronic data infrastructure; and
- Expand wireless environment

Over the past year, GST has experienced a 20% growth in its customer base and an increase in its workforce from 93 employees to 109 employees at its Cerritos and Corona facilities. The Company anticipates additional growth of 20% over the next two years. The Company plans to open offices in Washington DC and/or Denver, CO by the end of 2016.

Retrainee - Job Creation

The Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate, and trainees will be subject to a lower post-retention wage.

GST will be expanding existing business capacity by hiring new employees. GST has committed to hiring 17 new employees at its Cerritos facility over the next two years (Job Number 2). GST will train these employees to learn and operate sophisticated equipment, technology systems, and computer programs. Trainees will also have a better understanding of the Company's business operations.

The date-of-hire for all trainees in Job Number 2 will be within the three-month period before contract approval or within the term-of-contract. These trainees will be hired into “net new jobs” as a condition of contract.

Training Plan

To remain competitive as technology evolves, GST has developed a company-wide training and employee development program. Workers will receive skills necessary to better understand customer requirements, deliver sophisticated products and services and become more consistent and efficient. Training will take place at the Cerritos facility. Training will be provided by in-house subject matter experts, and outside vendors if needed.

Classroom/Laboratory and Videoconference training will be provided in the following:

Business Skills (20%): Training will be offered to all occupations, with emphasis on customer service standards, communication, team building, operation procedures and financial management. Trainees will gain the knowledge and skills to improve customer service, organize work and manage time more efficiently.

Commercial Skills (20%): Training will be offered to all occupations. Trainees will learn the Company’s products and services to better serve customers which includes consultation, system design, programming, coding, installation and implementation.

Computer Skills (50%): Training will be offered to all occupations to support business operations. Trainees will learn to effectively use the Company’s complex systems to provide efficient and effective customer service, resolve problems, maintain servers and navigate systems.

Continuous Improvement (10%): Training will be offered to all occupations to improve quality and service. Trainees will learn the necessary skills to improve performance.

Commitment to Training

GST provides basic computer skills, sexual harassment prevention, basic safety and new employee orientation training. Training is delivered via class/lab, and all training is both job specific and Company-wide. GST has a current annual training budget of approximately \$15,000 for its Cerritos facility.

ETP funds will not displace the existing financial commitment to training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law. ETP funds will help GST to implement new curriculum, related to new products and technologies, and to expand its training to its growing workforce.

➤ Training Infrastructure

Training is scheduled to begin upon Panel approval. GST has designated Human Resources staff to oversee ETP training and administrative responsibilities including scheduling training, coordinating with department management staff, and complying with all ETP requirements. GST will also utilize a third party administrator for enrollment, data tracking and invoicing. (See Administrative Services below)

Impact/Outcome

GST anticipates that approximately 52 Service Technicians, Engineers and Sales Staff will be trained and certified in multiple software and hardware systems. This will help the Company increase business and remain competitive.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

GST retained Training Funding Source (TFS) in Seal Beach to assist with development of this proposal for a flat fee of \$9,500.

ADMINISTRATIVE SERVICES

GST also retained TFS to perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum**Class/Lab Hours**

8-200

Trainees may receive any of the following:

BUSINESS SKILLS

- Budgeting and Financial Management
- Client Relations
- Equipment Operations
- Leadership
- Marketing, Proposal and Business Development
- Manufacturer/OEM Product and Sales Training
- Negotiations Skills
- Organizational and Time Management
- Planning
- Professional and Interpersonal Communication
- Product Knowledge
- Proposal Procedures & Writing
- Sales/Customer Acquisition
- Standard Operating Procedures
- Team Building
- Technical Editing and Writing

COMMERCIAL SKILLS

- Audio Visual Integration and Solutions (Consultation, System Design, Programming & Coding, Installation & Implementation, Service Repairs)
- Managed Services (Print, Technical, Consulting, Infrastructure Services, Deployment/Logistics, Business to Business (B2B) e-Commerce)

COMPUTER SKILLS

- 3D Modeling Software
- Adobe (PDF, InDesign, Photoshop, Illustrator, etc.)
- Applications Development & Knowledge
- AutoCAD
- Audio Visual Applications
- Backup Disaster Recovery
- Cloud Solutions
- Computer Graphics, Design & Drafting
- Copiers/Printers/Scanners
- Customer Related Portal
- Customer Relationship Management (CRM)
- Data Center Infrastructure/ Management
- Disk Encryption
- DNS - Domain Name Systems Networking
- Email Services
- Endpoint Security
- Data Center Security
- Electronic Data Interchange (EDI)

- Enterprise Resource Planning (ERP)
- Enterprise Servers & Networking
- Field Procedures
- File Sharing
- Firewalls
- Financial Accounting Systems
- IT Support for Healthcare
- IT Infrastructure
- Microsoft Office (Intermediate & Advance)
- Network Attached Storage (NAS)
- Payroll
- Project Management
- Quality Assurance/Management
- Storage Area Network (SAN)
- Servers (Hardware)
- Spam Filtering
- Surveillance
- Switches
- Storage and Disaster Recovery
- Uninterruptible Power Supply (UPS)
- Unified Communications
- Virtual Desktop
- Virtualization
- Voice/Data Applications
- Wireless
- Web Design and Graphics Software
- Workflow Software (Workamajig, etc)
- Wiring & Cabling
- Web Filtering
- Hewlett Packard Sales Certification
- Hewlett Packard Engineer Certification
- Aruba Sales Certification
- Aruba Engineer Certification
- Cisco Sales Certification
- Cisco Engineer Certification
- Microsoft Engineer Certification
- VMware Sales Certification
- VMware Engineer Certification
- Apple Sales Certification

CONTINUOUS IMPROVEMENT

- Quality Management & Improvement
- Process Improvement

Safety Training will be limited to 10% of total training hours per-trainee

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.