



**Training Proposal for:
K&R Network Solutions, Inc.**

Small Business \leq \$50,000

ET15-0239

Panel Meeting of: July 25, 2014

ETP Regional Office: San Diego

Analyst: J. Davey

CONTRACTOR

- Type of Industry: Technology/IT Services
Priority Industry: Yes No
- Number of Full-Time Employees
California: 39
Worldwide: 39
Number to be trained: 32
Owner Yes No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET): Yes No
- High Unemployment Area (HUA): Yes No
- Turnover Rate: 16%
- Repeat Contractor: Yes No

FUNDING

- Requested Amount: \$45,760
- In-Kind Contribution: \$55,123

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 SB <100	Business Skills, Computer Skills, Continuous Impr, Mgmt Skills	32	8-60	0-20	\$1,430	\$17.85
				Weighted Avg: 55			

- Reimbursement Rate: \$26 SB Priority
- County(ies): San Diego
- Occupations to be Trained: Account Manager, Engineer, Manager, Owner
- Union Representation: Yes
 No
- Health Benefits: N/A

SUBCONTRACTORS

- Development Services: N/A
- Administrative Services: N/A
- Training Vendors: To Be Determined

OVERVIEW

Established in 2001, K&R Network Solutions, Inc., (KRNS) is an IT Managed Services Provider (MSP) provides IT network administration, systems monitoring and end-user assistance, along with other aspects of customer care for IT services. KRNS is also a phone system integrator and reseller of hardware/software solutions. KRNS clients are in a variety of industries, including medical, financial, education, and non-profit. Although many clients are located in California, KRNS also provides support to several multi-state clients and to companies in other states.

Over the past several years, KRNS has experienced tremendous growth, more than doubling in size since the beginning of 2010, driven by customer and industry demands. Focusing on intelligent and sustainable growth, KRNS has reorganized its staff to streamline the flow of work, providing support and training as necessary.

Training Plan

The MSP field has grown in recent years and competition has increased accordingly. Some of the Company's partners (e.g., Dell) have entered the MSP field. Training funds would help KRNS stay ahead of the ever-changing market by providing enhanced skills.

Business Skills – Training will be offered to all trainees in topics such as project and time management, communication skills, and business performance. These skill sets are necessary to attract, sell, and service new clients and maintain current accounts.

Computer Skills – Some level of computer skills training will be offered to all trainees, as computer technology is the center of KRNS' business platform. Engineers will receive training needed to stay current with technical requirements and platforms needed to meet customer demands. Also, trainees will receive instruction in specific computer programs as applicable to job function.

Continuous Improvement Skills – Training will be offered to all trainees to improve processes and efficiencies by covering topics such as standard operating procedures, process analysis/mapping and improvement, and leadership and teambuilding.

Management Skills – Managers will be trained in areas such as leadership skills and workflow to improve, motivate, and train staff.

RECOMMENDATION

Staff recommends approval of this proposal and turnover waiver request.

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

8–60 Trainees will receive any of the following:

BUSINESS SKILLS

- Business Performance
- Project Management
- Time Management
- Communication Skills
- Customer Service
- Sales

COMPUTER SKILLS

- Computer Networking
- Computer Programming
- QuoteWerks
- Microsoft Office 365 Setup and Maintenance

CONTINUOUS IMPROVEMENT

- Quality Control Techniques and Standards
- Standard Operating Procedures
- Process Analysis/Mapping and Improvement
- Leadership and Teambuilding
- Electrical/Electronic Installation Safety

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

MANAGEMENT SKILLS (For Managers only)

- Leadership and Teambuilding
- Administration
- Workflow

CBT Hours

0–20

BUSINESS SKILLS

- Leadership Essentials: Leading Business Execution (1.0 hour)
- Leadership Essentials: Leading Innovation (1.0 hour)
- Competitive Awareness and Strategy (.25 hour)
- Influence and Persuasion (.25 hour)
- Negotiating with Your Customer (.25 hour)
- Initiating Discovery Meetings (.25 hour)
- Preparing to Implement Solutions (.25 hour)
- Pricing Strategy (.25 hour)
- Written Communication (.25 hour)
- Getting Ready to Present (.25 hour)

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery. CBT is capped at 50% of total training hours, per-trainee.