

DELEGATION ORDER



**Training Proposal for:
 NEC Corporation of America
 Agreement Number: ET15-0297**

Approval Date: October 16, 2014

ETP Regional Office: San Francisco Bay Area

Analyst: L. Lai

PROJECT PROFILE

Contract Attributes:	Retrainee Priority Rate	Industry Sector(s):	Technology/IT Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles, Sacramento, and Santa Clara	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 251	U.S.: 1,328	Worldwide: 102,375
<u>Turnover Rate:</u>	17%		
<u>Managers/Supervisors:</u> (% of total trainees)	11%		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$79,632		\$0	\$0		\$79,632

In-Kind Contribution:	100% of Total ETP Funding Required	\$308,035
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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, Computer Skills, Continuous Impr.	158	8-200	0-20	\$504	\$15.59
				Weighted Avg: 28			

Minimum Wage by County: \$16.04 for Los Angeles County; \$16.25 for Santa Clara County; and \$15.59 for Sacramento 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 \$1.17 per hour may be used to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Engineer/IT Staff		44
Sr. Engineer/IT Staff		39
Marketing/Sales		12
Sr. Marketing/Sales		14
Support Staff		23
Sr. Support Staff		9
Manager		17

INTRODUCTION

NEC Corporation of America (NEC) is headquartered in Irving, Texas with offices in Rancho Cordova, Cupertino, Long Beach, Palo Alto, and Santa Clara. NEC is a technology provider of strategic IT and communications solutions including cloud solutions, communication platforms, data networking, enterprise software, mobility products, and integrated IT infrastructure. Clients include government, public safety, manufacturing, media, retail, health care, and financial services markets.

NEC offers a broad range of enterprise communications solutions—on premise, cloud-based or hybrid solutions—to help customers of any size improve the way they communicate. The Company offers its clients direct access to market-leading technologies, resources, and solutions including server and storage, IP voice and data, biometrics, optical network, and microwave radio communications.

PROJECT DETAILS

NEC is developing and improving several technologies and products to increase global sales:

- Fingerprint identification is one of the key technologies for a safer and more secure society. The same technology has been applied to NEC's Hybrid Finger Identification Products, a solution that combines fingerprint and finger vein identification, to provide even higher accuracy matching in order to further enhance security for government agencies and enterprises.
- HYDRAsstor is NEC's highly scalable storage platform, designed to maximize data storage capacity without the complexity and limitations of older storage solutions - such as physical tape, single-purpose backup or archive appliances. The HS6 series focuses on large archive environments by incorporating additional new features for efficient long-term storage while reducing the associated costs. The Company is planning to launch HS6-4000A, a new storage solution designed for highly efficient and affordable long-term data archive. This new product will support both existing and future data growth requirements for large data archives.
- NEC's Express5800 Server family of products delivers innovative features that address customer's IT infrastructure computing needs and delivers advanced functionality to reduce procurement and operations costs. The Company is in the process of introducing two new models of this server which feature faster processors enabling processing performance to be improved by up to 40%. In addition, they Improve performance with storage and other peripheral devices.

With these new advancements, NEC will need to deliver supplemental skills training to its frontline workforce to help with design, development, implementation, sales, and servicing.

Training Plan

Business Skills (30%) – This training will be offered to all occupations. Trainees will receive training in communication/conflict resolution, customer service, presentation skills, and new/upgraded products and services. This training will focus on providing exemplary customer service and managing the overall business while implementing new products and processes.

Computer Skills (40%) - All occupations will be offered training in Intermediate/Advanced Microsoft Office, computer hardware/software skills, and proprietary systems/software. This training will improve employee efficiencies and management of systems.

Continuous Improvement (30%) – Training will be offered to all occupations in areas such as leadership/motivation, process improvement/innovation, project management and team building. Training will enable workers to succeed in a growing and changing environment. Trainees will also receive necessary skills to improve performance, processes, and productivity throughout the organization.

Computer-Based Training (CBT) will be utilized as a pre-requisite in preparation for class/lab training or as a follow-up to ensure proper learning/skills transfer. CBT is capped at 50% of the total training hours per trainee.

Commitment to Training

NEC's training budget for 2014 was approximately \$75,000 and provided for harassment prevention, diversity, basic computer skills, new employee orientation, and performance appraisal training. NEC represents that 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.

➤ Training Infrastructure

A Project Manager and a support person will oversee the training project and be responsible for managing the scheduling, delivery, and documentation of training for all four California facilities. They will also be meeting with ETP staff and working with NEC's third party administrator.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

NEC retained Training Funding Partner in Tustin to assist with development of this proposal for a flat fee of \$6,500.

ADMINISTRATIVE SERVICES

NEC also retained Training Funding Partner to perform administrative services in connection with this proposal for an amount 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

- Business Processes
- Business/Technical Writing Skills
- Communication
- Conflict Resolution
- Customer Service
- Marketing/Sales
- Negotiation
- New/Upgraded Products/Services
- Presentation Skills
- Time Management

COMPUTER SKILLS

- Adobe Acrobat/Reader
- Computer Hardware/Software
- Intermediate/Advanced Microsoft Office
- NEC Proprietary Technology/Systems

CONTINUOUS IMPROVEMENT

- Change Management
- Leadership/Motivation
- Problem Solving/Troubleshooting
- Process Improvement/Innovation Skills
- Project Management
- Teambuilding

CBT Hours

0-20

BUSINESS SKILLS (hours)

- Accountability – (1)
- Business Writing: How to Write Clearly and Concisely – (1)
- Creating a Customer-Focused Organization - (1)
- Customer-Focused Interaction – (1)
- Identifying and Managing Customer Expectations – (1)
- Using Business Etiquette to Build Professional Relationships – (1)

COMPUTER SKILLS (hours)

- Adding Visuals, Themes, and Styles to Excel 2010 Workbooks – (1)
- Applying Basic Data Formatting in Excel 2010 – (1)
- Conditional Formatting, Tables, Sparklines in Excel 2010 – (1)
- Introducing Cloud Computing - (1.5)
- Introduction to Project Management using Project 2010 – (2.5)
- Microsoft Excel 2007: Beyond the Basics – (4)
- Moving Data and Modifying Worksheets in Excel 2010 – (1)
- Virtualization with VMware: An Overview – (2)
- VMware Server Overview – (1)

CONTINUOUS IMPROVEMENT (hours)

- A Critical-to-Quality Tree - What's that? – (1)
- Building and Leading Teams – (1)
- Building Improved Work Relationships Simulation – (1)
- Creative Thinking - (1)
- Developing Excellent Time Management Habits – (3.5)
- Goal Setting – (1)
- Introduction to Product Management – (2.5)

Note: Reimbursement for retraining is capped at 200 total hours per trainee, regardless of method of delivery. CBT is capped at 50% of total training hours, per trainee.