

The Academy Exchange

News and Information for Instructors

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Autumn Greetings

Just as in nature, if an organization is to adapt to the seasonal business climate, it must have a learning culture that stresses the value of change and adaptation. In a true learning culture, feedback from all constituents is solicited, made public, and implemented. This practice is known in the training field as "continuous improvement." The October issue of the Academy Exchange looks at some of the ways we have interpreted "continuous improvement," and how we have adapted our organization when you told us we could do better.



Within Development, we're relying more heavily than ever on feedback:

- We review instructor and student comments and make every effort to incorporate them into the next course update. If you find errors in the course materials, please continue to let us know so that we can correct them.
- We've added the Learning Paths to the Student Guides so that students can better plan their career directions.
- We are building an auxiliary SME database of content reviewers to enlist fresh perspectives, and to ease the workload on our usual loyal stakeholders.
- We're looking to instructor-SMEs to come forward and let us know your area of expertise, which courses you primarily teach, and if you have availability to review course materials from time to time.
- We're working closely with the Delivery organizations to ensure alignment with business requirements such as confirming equipment availability, completing lab setup guides, updating price lists and schedules, making pilots and T3s available, and announcing and marketing courses appropriately.
- For the future, we're looking at ways to use the popular social media – Web 2.0 and online learning communities.



Our Instructor Spotlight this month features Jens-Uwe Schmidt. Previously, a systems administrator, Jens-Uwe is now an instructor in the German Education Center and specializes in the enterprise products.

After revisiting the Academy's core values and using them as a scale, we asked Nick Howe how he would evaluate the Academy's progress and to share his vision for our future. Read this month's Academy Spotlight to see Nick's interview. You can review the Academy's core values at

http://hdsnet.hds.com/hds_academy.

As always, we welcome your perspectives, insights, and of course, suggestions for improvement.

Pam Fontenot



Instructional Designer and Resident Poet,
Hitachi Data Systems Academy



Instructor Feedback

Instructor feedback on courses is very important to our learners' success. Please report any courses that are out-of-date or require maintenance along with details to

[HDS Academy Exchange](#).

If you have suggestions for content or future articles for this newsletter, we want to hear from you!

Courses Completed in September

- **TSI1725/TSE1735** – Enterprise Storage Jump Start
 - o John Marotta (SME)
 - o Rashim Mogha (PM)
 - o Irene Walsh (TW)
- **TSI0206** – Hitachi Tuning Manager Software v6 Installation and Configuration
 - o Sudhir Dahiya (SME)
 - o Rashim Mogha (PM)
 - o David Bertrand / Max Kernaghan (TW)
- **TSI1595** – Hitachi Enterprise Storage Mainframe Replication
 - o Ralph Stanberry (SME)
 - o Reggie Virmani (PM)
 - o Pragati Mathur / Irene Walsh (TW)
- **TSI1765** – Hitachi Virtualization of Modular Storage in an Enterprise Environment
 - o Reggie Virmani (PM)
 - o Pragati Mathur / David Bertrand (TW)

Maintenance Courses Completed in September

- **TSI1220** – Hitachi Device Manager Software v6 Installation, Operation, and Administration
 - o Werner Kuehl (SME)
 - o Chris Perez (PM)
 - o Irene Walsh (TW)

Academy News

Chris Bullen Moves to BI

Chris Bullen is now the Academy Business Interlock Faculty Leader for Modular Storage and File Services. Chris originally joined HDS as a member of the Professional Services group and was instrumental in helping to set up the UK Training Department. Chris has been serving as an HDS Academy instructor in EMEA, teaching out of the Sefton Park facility.

Chris' active involvement as an SME as well as an instructor helps bring a unique and valuable perspective to our training customers. Chris will be available full time in his new role starting October 2.

Last Month's Challenge Answer

QUESTION:

Hitachi Data Systems Academy Learning Paths are designed to provide training guidance to Hitachi Data Systems partners, customers and employees. In addition to Sales and Pre-sales, which three other storage professional roles are mapped in the HDS Learning Paths and supporting documentation? (Choose three.)

- Architect** - covering assessment, planning and design
- Implementer** - covering deployment and support
- System integrator** - covering installation and configuration
- Storage manager** - covering system and storage administration
- Solution provider** - covering professional services delivery

Answer: a, b, d, and e

Winner: Jens-Uwe Schmidt of Dreieich, Germany

Monthly Challenge

Question:

Continuous improvement requires self-empowerment. There are five steps to self-empowerment. Place the following steps in order:

- ___ Create an action plan
- ___ Assess the performance gap
- ___ Plan for continuous improvement
- ___ Measure the results
- ___ State your objective

Submit your answer to [HDS Academy Exchange](#) for a chance to win a fun prize!

The winner will be selected by random drawing from all correct entries. The answer and winner's name will appear in next month's edition.



I Never Knew That!

Kaizen (改善, Japanese for "improvement") is a Japanese philosophy that focuses on continuous improvement throughout all aspects of life. When applied to the workplace, Kaizen activities continually improve all functions of a business, from manufacturing to management and from the CEO to the assembly line workers. Kaizen was first implemented in several Japanese businesses during the country's recovery after World War II, including Toyota, and has since spread to businesses throughout the world.

-adapted from Wikipedia

What We're Reading

Solve That Problem! Readymade Tools for Continuous Improvement by Steve Smith (SkillPort books 24x7).



vILT Corner

The VILT Corner will return in the November issue.

Instructor Spotlight



Jens-Uwe Schmidt

Location: Dreieich, Germany

The following is a question and answer session between the Academy Exchange (E) and Jens-Uwe Schmidt (J).

Background

(E) Where are you from?

(J) I'm from Munich, Germany. I was born in the north of Germany near the sea and I'm living in the south, near the mountains.

Job

(E) What do you do for Hitachi Data Systems?

(J) For about six years now I do all kind of trainings for enterprise systems, now in the German Education Center in Dreieich, Germany.

(E) What do you enjoy most about your job?

(J) Teaching classes is like doing handcrafting. I start on Monday with six people and on Friday the students had a nice week, they learned a lot and it's finished. It is so different from other jobs, for example when working as sysadmin in the past, nobody recognizes me to be existent but when something goes wrong the sysadmin is in the middle of everything. It's like waiting for the error to be solved and prepare that this never happens – and this as an endless story. I found my profession being a teacher.

(E) What are the biggest challenges that you face on the job?

(J) Always being “up to date” with new machines, new features and always ready for the questions and discussions with the students. They are quite different in their interests, depending on their Job environment (CE/System Engineer/Customer/Admin) and also in their behavior. I have students from all over EMEA.

(E) What do you enjoy about working for Hitachi Data Systems – as a company?

(J) It's the atmosphere among the colleagues; it's like working with friends. Everybody helps each other, nobody (at least the people I know inside HDS) holds back information to get an advantage above others – I experienced that in other companies. I rely on newest information which I get often from colleagues because in my trainings I try to “serve” the actual way the systems work and the training materials cannot reflect the actual features.

Some weeks ago I wrote mail to a fellow teacher here in Dreieich and my last sentence was “I'm looking forward to see you in Dreieich doing the course. Is there something better than enjoying the things you do for living? I know people who hate to go to work, what a terrible situation.

(E) Describe your most significant success while working for Hitachi Data Systems.

(J) I succeed in every course, for example when students tell me, that they've enjoyed the course. Once in a while it happened, that they have a little gift for me (for example a bottle of vodka from Russian students – huuu!)

(E) Which courses do you enjoy teaching the most? Why?

(J) That does not matter – it's the teaching itself, not the course content. After 6 years teaching enterprise classes I don't mind.

Family

(E) Tell us a little about your family. Do you have any children?

(J) I'm married and will get divorced; I have no children.

Lifestyle

(E) What are some of your hobbies?

(J) I'm a little fool about cars, I'm restoring a 32 years old Dodge Pickup truck (a W200 from the US-Army).



It is a good counterpart to the more theoretical work and sitting at a desk. I like to work with my hands and build something. Furthermore I build speaker cabinets because I like a lot listening to the music.

(E) Are you involved in sports? If yes, which ones?

(J) As you can see on the photo I like sailing a lot. Unfortunately it is a very time and material consuming hobby and I don't have the chance to do it often. I just did a trip on a 38 feet yacht on the east sea with two friends of mine (Both working like me for HDS). In winter I do skiing.

(E) Describe your dream vacation.

(J) My dream vacation would be a sailing trip at the Caribbean Sea and I would love to get the chance to see a race of the NASCAR series somewhere in the US.

(E) Is there something about you that people don't know and would be surprised to find out?

(J) Maybe that I did many different things, for example I worked for six months in the Republic of China (Taiwan) and traveled a lot through Indonesia and Australia. I enjoyed Australia a lot, probably the country overseas where I can imagine to live besides Europe.

Creativity

(E) If you could implement one brilliant idea, what would that be?

(J) No borders between countries any more, no visas, no barriers.

(E) If you were elected “CEO for a Day,” what changes would you make at HDS for that one day?

(J) I would stop the reorganizations and do more “get togethers” of people working in the same environment. How about a meeting of the trainers in Europe?

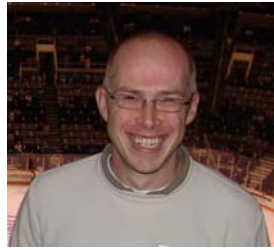
(E) If you could do something else at HDS for one day, what would that be?

(J) I would like to be more involved in the creation of new courses.



Academy Spotlight

Academy Vice President, Nick Howe, comments on continuous improvement and our department core values.



Hitachi Data Systems’ mission is “to anticipate and manage the increasing data storage needs of our customers to give them the power of their information.” Our vision is that “When thinking information storage, access, and usage, customers think Hitachi Data Systems.

HDS Academy and our network of key training partners around the world play a fundamental role in making sure that our employees and partners can sell, install and support HDS storage solutions, and that our customers know about all of our products and solutions and can use them effectively. It is clear that what we do directly impacts our customers’ knowledge of HDS and their understanding of what HDS can do for them. This maps directly to the mission and vision.

Although we are often measured on the customer revenue we generate from courses, our true impact is in our instructor’s ability to help our customers get the most from HDS technology, to drive their use of our products and solutions and give our direct and indirect sales teams every opportunity to sell more into those accounts.

Over the next twelve months we’ll continue to enhance the LMS (we went live with a new version in the last week) and better integrate it with other web sites and systems, making it easier to promote, find, access and purchase training. I’d like to see the role of our instructors evolve to participate in online communities both internally and externally. We have some

of the most talented people in the industry working in our extended team and I want to find ways to get their knowledge to as many people as possible. We want to aggressively market the Academy to make sure that as many people as possible benefit from the fantastic things we produce.

Although we are a small team compared to EMC, HP and IBM, we truly are world class in many areas and that has been recognized through awards such as those we won from the Corporate University Exchange, and those for our eLearning offerings. Our ex-CEO Dave Roberson used to say “it is a great time to be in the storage industry”; for me there couldn’t be a better time to be in the Academy.

Nick...

[Vice President, HDS Academy](#)

"I may have said the same thing before... But my explanation, I am sure, will always be different."

-- Oscar Wilde