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Memo

Date: 2/17/2023
To: Economic Development Committee
From: Cynthia Allen Business Services Representative DuPage Workforce Development Division
RE: Incumbent Worker Training Application – Aqueity

Since 1996, Aqueity has delivered technology services and IT strategic consulting to a wide spectrum of small and medium size businesses in Chicago and the surrounding communities. They help clients achieve their business goals by implementing tools to boost efficiency, encourage productivity and drive revenue. Aqueity needs to maintain a highly qualified team through regular training and development to stay relevant in a constantly changing and quickly evolving technical market. This project will consist of 6 training classes addressing four areas of opportunity for Aqueity employees: Advanced Desktop Support, Windows Server Support, Network Technologies, and Cloud Computing.

Aqueity's desktop support team recognized a need to strengthen remote support skills due to the pandemic. The HDI-DAST certification desktop Advanced Support Technician training is industry recognized and designed for technical staff supporting IT. This training will cover how to better understand the technical needs of their clients, advise on technology, and perform advanced technical troubleshooting.

Security is a big area of concern for many companies right now given the global increase in security threats. The CISSP Bootcamp class covers cybersecurity training for network security engineering staff and management. The Fortinet NSE4 training will help trainees to better support network trouble shooting which includes firewall configuration, network administration and policies, encryption functions, security policies to better serve their client's needs.

Aqueity's book of business is trending towards more demand for Cloud services and support. The Microsoft Azure Administrator training class focuses on the cloud infrastructure of an organization. As technology evolves more toward cloud services, this training will provide the trainees to better advise, troubleshoot and support clients with Azure cloud environments.

Most accounting and finance work is done using excel. Aqueity has identified two training classes to help with creating financial reports, tracking of assets, and pricing. The Power BI Intro to excel Users will provide advanced skills to create financial reports to help aid in business analysis and decisions. The ONLC Excel Tips, Tricks and Timesavers is an advanced training to help employees manage large amounts of data and allow for better data analysis.

The six training classes will help drive productivity and profitability for both Aqueity and their clients. Trainees will receive industry recognized certifications upon completion or certificate of completion for training and may be considered for wage increases and/or promotions after formal performance reviews. If these trainings are not implemented Aqueity may lose talent and cannot effectively continue to support their clients or grow their new business initiatives, which will jeopardize the future of the company.

Notes:

- * Aqueity: 30 employees
- * Located in Lombard
- * Number of Incumbent Workers to be Trained: 12
- * Total Amount Approved: \$23,332.00