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### Memo

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Date: 03/01/2023  
To: Economic Development Committee  
From: Griffin Leininger, Lead Business Services Representative, DuPage Workforce Development Division  
RE: Incumbent Worker Training Application – Mindsight

Mindsight is industry-recognized for delivering secure IT solutions and thought leadership that addresses clients' infrastructure and communications needs. Mindsight consultants serve emerging to enterprise organizations around the globe with expertise in risk management, data security, business growth, team collaboration, and technology optimization. Mindsight invests heavily in employees and managing processes to deliver consistent, predictable outcomes to clients. However, as the industry evolves at an ever-increasing pace, Mindsight has found it challenging to maintain this strategy of engineering excellence and high-level training without support, as they do not have the financial or training resources of a large IT firm. Mindsight identified the following trainings to combat industry trends, retain their existing employees, and retain/grow new business:

- 1) Developing Azure administrators how to plan, deliver, and manage virtual desktop experiences and remote apps, for any device, on Azure. Lessons include implementing and managing networking for Azure Virtual Desktop, configuring host pools and session hosts, creating session host images, implementing, and managing FSLogix, monitoring Azure Virtual Desktop performance and health, and automating Azure Virtual Desktop management tasks.
- 2) Teaching IT Professionals how to manage core Windows Server workloads and services using on-premises, hybrid, and cloud technologies. As well as how to implement and manage on-premises and hybrid solutions such as identity, management, compute, networking, and storage in a Windows Server hybrid environment.
- 3) Configure advanced Windows Server services using on-premises, hybrid, and cloud technologies. As well as how to leverage the hybrid capabilities of Azure, how to leverage the hybrid capabilities of Azure, how to migrate virtual and physical server workloads to Azure IaaS and how to secure Azure VMs running Windows Server.

Mindsight is trying to move into the 'Internet of Things' solutions and advanced knowledge of wireless solutions will help the employees be successful in this new arena. These trainings will add value to services for Mindsight's clients and also make the trainees more marketable.

As a result of these trainings, Mindsight anticipates up to \$300,000 in new revenue and up to four new customers over the course of the year. Mindsight will also be able to retain two engineers who might otherwise be reduced due to lack of work that matches their skillset before training. All trainees will receive a wage increase because of training. Mindsight is hopeful that they will also increase staff by two engineers because of the training.

Notes:

- \* Mindsight — 56 Employees
- \* Located in Downers Grove, IL
- \* Number of Incumbent Workers to be Trained: 2
- \* Total Amount Approved: \$5,700.00