

Nomination: 6025

Dell PowerFlex Rack Hardware Expansion Training

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Dell Technologies Education Services

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Dell PowerFlex Rack Hardware Expansion Training

Category

F01 - F70 Solutions, Implementations, and Training Programs or Media > F50 - F68 Training Programs or Media > F67 - Technical Training

Training Programs or Media Submission Format

Written Answers

a. If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released. Required

The Dell PowerFlex Rack Hardware Expansion training is a brand-new training. It was release on December 10, 2020 as part of the PowerFlex rack training curriculum.

b. Describe the features, functions, and benefits of the nominated program or media (up to 350 words). Required

PowerFlex rack Hardware Expansion takes the learners through the process of expanding a PowerFlex rack. Expansion includes adding nodes, switches and cabinets to an existing system. The training covers validating that the customer environment is ready for expansion, cabling the nodes and out of band connectivity, and expanding the PowerFlex rack system using an integrated management interface.

The objectives of the training are:

- Describe the expansion process of a PowerFlex rack system
- Validate that the environment is ready for the expansion
- Implement best practices while performing an expansion
- Perform an expansion using PowerFlex Manager

During the Design phase of the training, Field Engineers were asked what the #1 issues are when configuring a PowerFlex system. The field engineers unanimously replied cabling the hardware components. One of the biggest challenges of providing hardware training is the ability to provide a hands-on experience. The learners are dispersed geographically around the global and don't have access to a system to practice on. A PowerFlex rack system costs approximately \$2M. It is very costly to provide enough PowerFlex systems for learners to get hands on practice. To remediate this challenge, the hardware expansion training includes graphics and simulations where learners are tasked with performing a rack expansion through proper cabling techniques and system configuration.

The graphics include before and after slider interactivity that shows learners what the cabling of the system looks like before and after a component is added. The learner is taken through multiple expansion scenarios where a single node, multiple nodes, switches and an entire cabinet is added to an existing system.

The simulations provide the learners with simulated hands-on experience cabling rack system nodes and switches.

The simulations include the required information that learners need to cable the components correctly, including how to read a customer provided port map. The learners are then given simulated exercises where they practice cabling components. The simulated exercises are both guided and non-guided exercises to allow learners to learn and then perform an analysis on rack system cabling needs. The learners are given immediate feedback when their actions are correct.

c. Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. (up to 350 words). Required

The PowerFlex rack Hardware Expansion training is part of the PowerFlex Skills Enablement learning path. This learning path was established to certify that field engineers had the skills required to perform their roles successfully in the field. As part of this enablement path, the PowerFlex rack Hardware Expansion training helps field engineers develop the skills needed to successfully perform hardware expansions in customer environments while also reducing the number of support calls made during the expansion process.

Dell Technologies Education Services measures the impact of training through consumption, CSAT scores, content ratings and revenue. This consumption is tracked through our Learning Management System (LMS) which measures the number of successful learner completions. The measurement is automated using the DOMO tool. CSAT and content rating scores are measured through student evaluations. Since this training is available for internal employees and partners only, revenue is not tracked.

Key metrics for PowerFlex rack Hardware Expansion training for the past six quarters are:

- There have been 416 successful completions since the course was released with 51 completions in the past two quarters.
- The average CSAT score is 94 compared to the national average CSAT score of other industries that average 75 -85%.
- The average Content Rating is 4.5 out of 5
- This is one of the highest performing trainings in the PowerFlex space with the CSAT score for week 13 of the current fiscal year at 100%

This learning initiative generates value to Dell Technologies in terms of:

- 1) Consistent learner experience and high learner satisfaction score (CSAT)
- 2) Content that is relevant to job performance
- 3) Upskilling IT professionals within Dell Technologies

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Fig 1: PowerFlex rack Skills Enablement learning path shows the Hardware Expansion training as part of this path.

Fig 2 – 4: Images from DOMO show consumption, CSAT score and Content Rating.

Fig 5: Cabling Simulations give the learners hands on practice cabling system hardware. The simulations introduce learners to the hardware and cabling methodology that will help them follow best practices. The simulations include a guided practice that walks the learners through the process to cable nodes and switches. The simulations then provide non-guided practice that allows the learners to cable on their own. Learners are given immediate feedback in the form of green checkmarks each time they correctly complete a step. The simulations can be found in the Cable Components section of the training. (pg 20-22)

Fig 6 -7: Slider interactivity allows the learners to compare a rack system before and after a component is added. Learners can move the slider back and forth to compare the images, which helps the learner to see how the cabling has changed. The existing cables are faded out so the learner can see the cabling for the new component.

The slider interactivities can be found in the following sections:

- Prepare for a Node Expansion under the Add a Single Node and Add a Node Only Cabinet tabs (pg 25)
- Prepare for a Switch Expansion in the Switch Installation and Cabling tab (pg 27)
- Prepare for a Cabinet Expansion in the Cabinet Installation and Cabling tab (pg 29)

Webpage Link

<https://dell.bravais.com/s/vrefuBjlm25zzvRRU3ya> (<https://dell.bravais.com/s/vrefuBjlm25zzvRRU3ya>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://www.dell.com/en-us/dt/storage/powerflex.htm#tab0=0> (<https://www.dell.com/en-us/dt/storage/powerflex.htm#tab0=0>)

Would you like to add an additional webpage link?

No

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/14581/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNDU4MSwiYWxsb3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9nsC3YwnnU3hNNbFTK00j9DascxKuDLsUew5kP00?Stevie%20GE%202022%20-%20PowerFlex%20rack%20-%20SupportingGraphics.docx>)

Would you like to add an additional supporting document?

No

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