

## CREATE A TECHNICAL ROADMAP

IT roadmaps help you and others visualize and understand the implications of potential IT evolutions, such as the inclusion of new tools and technologies, environmental changes, or shifts in the business model.

- SET YOUR STRATEGIC OBJECTIVES**  
Determine your "why", define the scope, and list technology applications.

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- IDENTIFY THE ROADMAP AUDIENCE**  
Ex. If C-Suite makes the final approval, avoid reading like an IT manual and appeal to their sensibilities.

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- EVALUATE SUPPORTING SYSTEMS AND LEGACY SOFTWARE FOR END OF LIFE (EOL)**  
Determine what you'll need to meet objectives.

## CONDUCT AN INTERNAL IT SKILLS ASSESSMENT

Benchmark essential IT skills already present in labor force, identify skill gaps, and determine what skills are needed to accomplish the technical roadmap.

- Segment employee groups based on level of experience (junior, mid-level, senior).

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- Determine if any employees are cross-functional.

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- Evaluate current staff capacity and capabilities, pinpoint shortages (e.g., not enough mid-level or senior-level staff), and identify upskilling opportunities.

## RESEARCH TALENT SUPPLY IN YOUR RESPECTIVE LABOR MARKET

Pay particular attention to factors that will influence the cost of labor, time-to-hire, and potential turnover, including:

- Recruiting costs

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- Competitive compensation packages

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- Ramp-up time to reach functional independence

## DETERMINE FINANCIAL FACTORS

Think in terms of the different components (including vendor partnerships) needed to provide an IT training program, such as:

- CURRICULUM DEVELOPMENT**  
Including technical writers and subject matter experts for content creation, design resources, licensing and ownership, etc.

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- COURSE CREATION**  
Including instructional design, graphics, assembling an instructor team, adapting content to program form, etc.

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- CURRICULUM SUPPORT**  
For minor fixes and optimization, content updates to reflect emerging trends, etc.

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- ADDITIONAL SET-UP COSTS**  
Including acquisition costs, legal or contracting costs, financing, etc.

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- STUDENT MANAGEMENT**  
Including assessment costs, onboarding, equipment, administrative support, classroom audits, etc.

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- INSTRUCTION COSTS**  
Including the number of instructors needed, instructor assessments, training, etc.

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- LEARNING MANAGEMENT SYSTEM (LMS) COSTS**  
Including licensing, set-up, customization, training, etc.

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- PROGRAM TOOLS**  
For communication, such as slack, zoom, storage, such as GitHub or Dropbox, and software tools for teaching.

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- ONGOING MAINTENANCE**  
Including content monitoring and updates, program improvements based on student/instructor feedback, etc.

## CREATE A COST PROJECTION MODEL

Your cost model should factor all cost assumptions to help you understand estimated costs and profit margins and understand the potential break-even points of outsourcing.

- SUBTOTAL: PROGRAM DEVELOPMENT**  
Cost as a % of top-line revenue

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- SUBTOTAL: PROGRAM DEPLOYMENT**  
Cost as a % of top-line revenue

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- SUBTOTAL: PROGRAM ADMINISTRATION**  
Cost as a % of top-line revenue

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- SUBTOTAL: ONGOING PROGRAM MAINTENANCE**  
Cost as a % of top-line revenue