

AIS Employee Development Programs

1. The Talent Development Program



The Talent Development Program is a comprehensive solution designed to empower individuals with exceptional skills and potential, enabling employee to enhance capabilities and professional growth. The expertise of renowned institutions such as Harvard Business Publishing Corporate Learning (HBP Corporate Learning) and DUKE Corporate Education (DUKE CE), bringing together their knowledge and resources. The details are listed below:

- The HBP Corporate Learning leverages *product innovation and partnerships* with an empathy-driven approach. By incorporating this approach, participants gain a deep understanding of their target audience's needs, resulting in impactful and relevant product developments. HBP Corporate Learning also effectively equips execution skills of large-scale change initiatives by collaboration among diverse stakeholders, this methodological collaboration empowers and drives transformational change within the organizations
- The DUKE CE specializes in 3 key areas: executing large-scale change, digital acceleration, and product innovation and partnership. Participants get the point of how to navigate complexities and significances of implementing organizational transformations with successful outcomes. Furthermore, DUKE CE effectively equips participants into digital technologies and platforms skills, to accelerate organization's digital transformation efforts

The basis of Talent Development Program which consists of HBP Corporate Learning institution and DUKE CE institution, is to foster of connection, the development of innovation, provides of large-scale change initiative execution skills, and growth. This program aims to promote a culture of continuous learning and personal development in recognition of the relationship between individual growth and organizational success.

Description of program objective/ business benefits

To empower employees with the necessary skills, knowledge, and collaborative mindset to excel in their roles, and contribute to AIS's growth. The objectives are as follows:

- Enhancing participants' skills and capabilities by providing cutting-edge knowledge and practical frameworks, enabling them to tackle complex challenges and drive innovation
- Focusing on fostering connections and promoting collaboration among participants, cultivating a collaborative culture within organizations, and facilitating effective teamwork and knowledge exchange

The program offers several key benefits to business sustainability:

- Enhancing employee's performance so they become more engaged, motivated, and productive, positively impacting business performance
- Increasing employee retention which can reduce turnover rate, mitigates recruitment costs, and ensures the retention of valuable talent
- Ability to adapt market demands and enhance business sustainability by staying ahead of the competition

Quantitative impact of business benefits (monetary or non- monetary)

The program delivers business benefits to organization by empowering employees with skills and enhancing employee retention of important personnel which can reduce turnover rate and maintain employee’s satisfaction. In 2022, no employee who participated in this program resigned, ensuring the program maintained at 0% turnover rate and the overall Net Promoter Score (NPS) for this program was more than 80%

2. Cognitive Technology Program



The Cognitive Technology program is Technical Competencies Development program focus on IT Certification on various technologies i.e., Cloud, Security, Network, Virtualization The activities are provided into 5 key areas: Cloud Skills, Cyber Security, Internet of Things (IoT), IT Services, and Data Center. By leveraging cognitive technology, participant can advance their knowledge of computing systems and algorithms that automate tasks, improving decision-making processes, and enhancing overall operational efficiency. The participants also encompass the knowledge and expertise required to effectively utilize cloud computing technologies and services with cloud skills. The program includes the practice of cyber security, which involves protecting computer systems, networks, and data from unauthorized access, theft, and damage.

Furthermore, the program enhances participants’ knowledge for business needs and management skills for IT services, such as system administration, network management, software development, helpdesk support, and IT consulting. Participants also gain expertise in the operation and integration of Internet of Things (IoT) devices with digital systems, including device connectivity, data analytics, and security. Additionally, the program addresses the design of facility management, the data center, secure and controlled environment for storing, processing, and managing large amounts of data is in significant concerns and management skills that are provided.

The cognitive technology program integrates the insights and methodologies into a professional learning experience to participants. By providing employees with the knowledge and skills to leverage

cognitive tools, organizations empower them to make data-driven decisions, leading to improved outcomes and competitive advantages. Moreover, the program ensures that participants have the skills to adapt to emerging trends and leverage the latest advancements effectively.

Description of program objective/ business benefits

The program's objectives:

- Developing and certifying employees in various technical domains, including cloud skills, cyber security, IT services, IoT, and data center management. By offering industry certifications and focusing on areas including Azure, security, and compliance, Microsoft 365, Power Platform, and Dynamics 365
- Improving employees' skills in operational efficiency, strengthen cyber security defenses, and effectively manage IT infrastructure

The program offers several key benefits to business sustainability:

- Enhancing employee engagement, satisfaction, and retention, while also attracting top talent seeking opportunities for skill enhancement
- Increasing competitiveness by harnessing the power of automation and efficient resource utilization
- Reducing infrastructure costs through resource optimization, implementing efficient scaling strategies, and replacing capital expenditures with operational expenses
- Continuously increasing enterprise revenue growth

Quantitative impact of business benefits (monetary or non- monetary)

The program can deliver business benefits to organizations by leveraging cognitive technology. These results drive AIS to reach and create trust with enterprise customers by providing more solutions and services, such as 5G services, IOT, and Data centers. The number of Microsoft Cloud and Cybersecurity was 140 certified employees have increased to 227 certificates at the end of 2022. Total Cloud and ICT & Cybersecurity revenue are still increasing by approximately 101% over the previous year, with the main driving factor being the continuing development of our capabilities in cognitive technology.