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NIIT in the News
October - December 2017

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NIIT IMPERIA CENTRE FOR ADVANCED LEARNING

Programmers need to become full-stack players, says NIIT CEO

N V Vijayakumar

BENGALURU, DHNS: Indian techies will have to become full-stack programmers to take on emerging challenges, said NIIT Ltd CEO Sapnesh Lalla.

"The days of a programmer specialising in one specific area is gone. You have to become a full-stack programmer and if you are not that, your skills are not likely to be relevant," he said.

Lalla said more than 30% of IT professionals in India will find that their skills are irrelevant as the digital is making an impact across all businesses and digital transformation will go on for the next 10 to 20 years.

"It will transform every industry and every profession and it will do it at a pace which is more rapid than we have ever seen. The interesting thing is that people will embrace it, because it improves their lives," he said.

To take on this challenge, NIIT has configured full-stack programming courses. "We don't look at teaching cyber security, programming, teach integration and design separately. Business is looking at programmes that are secure and cannot be hacked. So far as we are concerned, NIIT looks at creating a person with holistic skills," said Lalla.

He said skilling IT professionals in India is the need of the hour as their skills become relevant and their values in the market increase.

"For the longest time, India has been the leader for providing information technology services. I think to retain that leadership it is the responsibility of the industry, to ensure that the skills that they bring to the table are relevant," he said.

Besides its global corporate business of helping companies achieve higher productivity, NIIT is engaged in career business which is operated predominantly in China, India, and a few parts of Southeast Asia and Africa.

He said the company is now present in more than 30 countries, and is expanding now in East Africa.

Deccan Herald, Bangalore, *October 21, 2017*

NIIT announces strategic initiative to drive cultures of service excellence across organizations worldwide

November 2, 2017: Business Wire India

Sapnesh Lalla, CEO, NIIT Limited with Ron Kaufman, Founder and Chairman, UP! Your Service

NIIT Limited, a global leader in Skills and Talent Development, entered into a strategic partnership with UP! Your Service, the global leader in creating cultures of service excellence worldwide. Founded by Ron Kaufman, the globally renowned Service Culture Consultant, UP! Your Service works with organizations across the world, equipping them with customer service principles, training tools, and best practices to make their strategy of continuous service improvement come alive – to make it real, scalable, and sustainable. Under this partnership, NIIT will help implement a culture of service excellence across organizations using UP! Your Service's global expertise and tools in this area.

This strategic partnership was announced at the 'Confluence 2017' event organised by NIIT from 1st to 3rd November 2017 at The Lalit Golf & Spa Resort, Goa. Built around the theme "Re-imagining Learning. Transforming Business", the 'Confluence 2017' event highlights how learning leaders around the world are implementing ideas that are enabling business transformation.

NIIT's partnership with UP! Your Service is a strategic move to expand its Corporate Learning portfolio to deliver internal and external cultures of Service Excellence. In addition to its cutting-edge Managed Training Services (MTS), NIIT will now offer services like Service Culture Indicator, Service Leader Workshops, and Service Excellence Workshops to take organizations to a new level of service that is enabled by fundamental principles and actionable models. Through this tie-up with UP! Your Service, NIIT aims to create a huge difference in the way organizations work to create value for their customers and colleagues.

Speaking on this significant partnership, Mr. Sapnesh Lalla, CEO, NIIT Limited, said, "We at NIIT, have always believed in Quality and Value Creation. We are excited to embark on a very significant initiative – Delivering Service Excellence and Increasing the Value that our Customers derive from their association with NIIT. We are delighted to partner with UP! Your Service, the world leader in this space in a strategic move to significantly expand our Corporate Learning portfolio."

The world is in a deep service crisis. With the global economies transforming at record speed, most companies are largely unprepared for the service demands they face day and night from around the world. To address this service crisis, NIIT has partnered with UP! Your Service, founded by Ron Kaufman, one of the world's most sought-after educators, consultants, business thought-leaders, and motivational customer service keynote speakers on the topic of achieving superior service. His methodology includes a set of proven service principles, leadership rules, culture-building blocks and implementation roadmaps that apply effectively across all industries and cultures. This methodology is easily customized to suit the unique needs of each organization, including all departments and team members from the leadership to the frontline.

Ron Kaufman, Founder and Chairman, UP! Your Service, said, "Providing superior service is essential to achieving continued success in our competitive world. Organizations with a powerful service reputation and a superior service culture will attract and retain the best talent, achieve market leadership, and enjoy sustainable success. Digital transformation is not just about embracing new technology, it is about a change in thinking and in organization culture. We are happy to partner with NIIT to work towards creating more digital-savvy and customer friendly organizations."

The NIIT group of companies has been working with UP! Your Service for the last 3 years in related assignments. With this announcement, NIIT & UP! Your Service are taking their association to the next level to benefit customers worldwide. Building on the success of NIIT Technologies, NIIT Limited has embarked on a journey of strengthening its culture of service excellence. This initiative will be rolled out in every business and function of NIIT over a 24-month period commencing October 2017.

About NIIT

NIIT is a leading Skills and Talent Development Corporation that is building a manpower pool for global industry requirements. The company, which was set up in 1981 to help the nascent IT industry overcome its human resource challenges, today ranks among the world's leading training companies owing to its vast and comprehensive array of talent development programs. With a footprint across 40 nations, NIIT offers training and development solutions to Individuals, Enterprises and Institutions. NIIT has three main lines of business across the globe – Corporate Learning Group, Skills & Careers Group and MindChampion Learning Systems Limited.

NIIT's Corporate Learning Group (CLG) offers Managed Training Services (MTS) to market-leading companies in North America, Europe, Asia, and Oceania. The Skills & Careers Group (SNC) delivers a diverse range of learning and talent development programs to millions of individual and corporate learners in areas including Digital Transformation, Banking, Finance & Insurance, Soft Skills, Business Process Excellence, Retail Sales Enablement, Management Education, Multi-Sectoral Vocational Skills, Digital Media Marketing, and new-age IT. As NIIT's wholly owned subsidiary for its K-12 school learning initiative - MindChampion Learning Systems Limited (MLSL), provides futuristic NIIT nGuru range of learning solutions for schools comprising, interactive Classrooms with digital content, technology-driven Math Lab, IT Wizard programs and Quick School - an Education Resource Planning software. The Training.com learning platform is an NIIT initiative for advanced career programs, which are delivered live by industry experts in an immersive and interactive online mode, combining instructor-led classrooms with the convenience of accessing the training sessions from anywhere.

As the Most Trusted Training Brand in India for 5th year in a row (Brand Trust Report, 2017), NIIT's learning and talent development solutions, continue to receive widespread recognition globally. NIIT has been named among the Top 20 Training Outsourcing Companies for the past ten consecutive years by Training Industry, Inc. USA. Further, leading Indian ICT journal Dataquest has conferred upon NIIT the 'Top Training Company' award successively for the past 20 years, since the inception of this category. NIIT has also been featured as the 'Most Respected Education Company'- 2016 by leading financial magazine, Business World. NIIT.tv – a disruptive innovation by NIIT, won the prestigious award for 'Educational Technology, at the Indo-American Education Summit 2016.

About UP! Your Service

Uplifting Service Worldwide

UP! Your Service is a global service education and consulting company. The organization consists of a team of customer service experts who enable leaders and organizations to quickly improve service performance and make uplifting service culture a sustainable competitive advantage. The UP! Your Service methodology aligns and accelerates your activity in three areas: Service Leadership, Service Education, and the 12 Building Blocks of Service Culture. This proven approach creates an enabled, empowered, and action-oriented culture that consistently delights customers and colleagues.

With offices in Singapore and the United States, UP! Your Service experts serve a diverse clientele of forward-thinking businesses, associations and government agencies throughout the world.

UP Your Service's Vision is "A world where every person is educated and inspired to excel in service to others." And UP Your Service's Mission is "UP! Your Service enables organizations to quickly upgrade service performance and secure a sustainable advantage by building an uplifting service culture."

NIIT acquires Eagle Productivity for $8 m

PRESS TRUST OF INDIA
New Delhi, January 4

Skills and talent development firm NIIT Ltd today said it has acquired Eagle International Institute (EII) for $8.1 million.

The acquisition will help NIIT expand its training capability for global roll out of cloud-based enterprise applications in the pharmaceutical and life sciences industry, NIIT said in a statement.

"The total consideration payable for the acquisition (comprising equity, goodwill and assumption of debt obligation) is $8.1 million... The deal — in cash — includes upfront and deferred payments over five years," NIIT said in a BSE filing.

Eagle was incorporated in

1988 and is engaged in the business of providing technology training and work process consulting.

EII, which operates as Eagle Productivity Solutions, is headquartered in Rochester, US. Its consolidated turnover (provisional) for the financial year ended December 2017 stood at $10.7 million.

"Under the NIIT umbrella, Eagle will continue to exist as an individual practice ... Eagle also intends to honour all contracts and commitments to all existing customers with no interruption in service," NIIT said.

Bob Cannan, majority shareholder and CEO of Eagle, said he sees the deal as a major opportunity to support the explosive growth of cloud software.

"The Life Sciences domain and Software Application Adoption expertise have been of keen interest to NIIT ... The coming together of Eagle's expertise and penetration in the Life Sciences space creates great opportunity for NIIT in both the Life Sciences and the Software Application domains," NIIT CEO Sapnesh Lalla said.

Hindu Business Line, New Delhi, *January 05, 2018*

NIIT arm buys US-based Eagle Int'l for $8.1 mn

Technology education services company NIIT Ltd, through its subsidiary (NIIT USA Inc, has acquired US-based Eagle International Institute, Inc. for a total consideration of $8.1 million. According to a filing to the stock exchanges, the deal value includes and upfront as well

deferred payments to be made over five years. The acquisition will strengthen NIIT's customer base in the pharmaceutical and life sciences industries and expand its training capability for global rollouts of cloud-based enterprise applications, the company said.

DEAL STREET

DNA, New Delhi, *January 05, 2018*

Next Generation Schools – Paving Way for Blended Learning

Published: October 26, 2017

Technology has shrunk our world and made communication instant. The physical boundaries that separate nations are not applicable to today's cyber worldfilled with unlimited possibilities, writes **Gavin Dabreo**, Chief Executive Officer, MLSL, NIIT Ltd for **Elets News Network (ENN)**.

As a country aspiring for global leadership in every field, India is moving towards a new generation of skill sets and education platforms to meet global requirements. Learning and teaching methodologies therefore need to gear up to meet challenges that require unconventional approaches and out of the box thinking. Next generation learning isn't about educating the next generation of students. It is about engaging with today's students through learning and designs that produce significantly higher achievements compared to those under current methodologies. It requires a deeper understanding of student engagement in newer learning environments.

Many Asian countries have already started using technology to make learning fun, and ensure that concepts are easy to understand. Malaysia, Thailand and Singapore are using tablet PCs from the first grade for improved learning outcomes. South Koreain particular needs mention as a nation that is moving towards digitisation with great speed providing computer notebooks and wireless internet to all schools. Tablets and PC's with Keyboards are used by students as reference books, exercise books and other resources and they are finding classes more engaging and interesting. Digital textbooks also cater to multi-media and are used as dictionaries, encyclopaedias and browsers for all kinds of knowledge sources.Learning methodologies in our country too are gradually moving towards smart classrooms with the schooling segment in India poised to be around US $ 44 billion by 2020.

The real purpose of education is to help students discover themselves and their true potential. Unfortunately this is not possible within the narrow confines of modern day classrooms where most children are literate but not 'Educated' in the real sense of the term. Next generation schools will have technology supported roles for deeper learning and encourage critical thinking. Multiple language options and tailored pathways with secondary options for fast, selective and career specific goals will enable a learner profile that is student centred. The learning in next generation schools will cover knowledge of subjects as well as life skills tailored to meet future needs as in vocational education. Use of technology will entail changes in the overall ecosystem impacting school operations, varying roles of teachers as stakeholders, changes in the manner and tools of learning for the student and the methodologies of learning sciences.A combination of digital media, communication and bandwidth in this scenario ensures that learning is delivered at a fraction of traditional costs. Virtual classrooms will change the educational ecosystem in unimaginable ways making interaction between students and teachers across the globe simple and seamless. The availability of text, audio, video and interactive resources will reduce large overheads and infrastructure that account for a major share of expenditure on education. Virtual classrooms can be accessed from any place that has an internet connection and in the process reduce the time and cost involved in physically commuting to schools. Institutions will have the opportunity to select high quality faculty and students from smaller cities that lack infrastructure can also have access to quality education provided they are connected to the Internet. This means a student from a backward region of the country will have the same advantage as a student living in the capital or any developed metro city.

A three screen day for consumption, production and sharing with broadband facilities at school and home will provide 24×7 learning opportunities 365 days a year, where students can have practical training and conceptual understanding in different roles as journalist, scientist, historian, inventor and coach. They will also have access to flexible ways of learning which will be personalized to suit their grasping abilities. Alternately students will have greater options to choose from like blended learning systems involving a formal education programme where they learn partly online and the restin brick and mortar classrooms away from home.

There will be a notable shift towards competency based learning which changes the dynamic of time and rewards students for skill acquired rather than the time spent in a seat in contrast to the existing system of judging students by grades. The education system and syllabi in the new scheme of things will be more relevant to job outcomes and global requirements.

Next generation schools will have greater emphasis on teacher training, where tested methodologies that encourage questioning and problem solving are used in place of learning by rote. Educators will be guided towards building a motivational profile of experiences that encourage community based learning through a fine balance between innovation and execution.
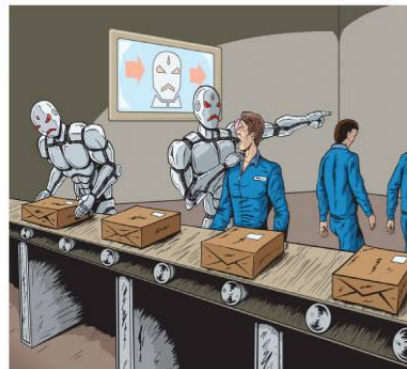
A deeper learning where adaptive assessments and complementary dashboards visually show students and instructors their individual progress is a likely possibility. This will encourage students to take ownership of their learning and make them aware of where they require additional support. Replacing the present method of teaching and evaluation with a greater sensory environment, next generation schools are all set to encourage critical thinking and problem solving.They are essential in preparing global citizens take on the world.

http://digitallearning.eletsonline.com/2017/10/next-generation-schools-paving-way-for-blended-learning/

N→xtBigWhat

TECH Of Machines and Humans : Morph or Die

Robots eating away jobs?

Humans have another competitor in life these days. Machines.

The recent trend of machine learning in the Information Technology (IT) sector, as reported widely in the media, may be a cause for alarm, concern, and uncertainty. Yet, could there be a solid lesson to be learnt by both professionals and students alike? Is there something fundamentally wrong that we are assuming about the knowledge and skills we acquire?

The answer to both questions is a resounding "yes". That's why many visionaries propose that we now live in an era of "Digital Darwinism". The theory of evolution posits that homosapiens are a result of several unlearnt processes—the tail is one such—but we evolved biologically over millions of years. Over time, humans also relearnt their utilitarian life without tails. In our digitizing world, however, our brains and our practices are evolving in highly compressed time. Disruption is the norm in today's professions. In the information age we live in, processes, products, and services need the kind of innovative practices that demand each professional to not merely apply prior learning, but to use previous education to develop new disruptions. This means that a professional must be a perennial student, often self-trained to research, think, and innovate. More demanding is the challenge that the skills we learnt must constantly be unlearnt.

While not all unlearning needs to be so paradigmatic in nature, unlearning's fundamental principle is that our existing skills need a re-examination under a new environment. For example, what is the biggest challenge that confronts our IT professionals today? It is the perceived threat of automation? Yet, for example, if robots are a threat to human endeavour, the opportunities in judgment-based, human interaction-based, and creative components can never be replaced by them.

Machines understand that we live in a many-to-many, multidirectional transactional world. Many of us humans, though, still operate on a more conventional 'operating system' in our minds.

Gartner's Digital Trend Spotter in 2017 ranks the most popular trends in learning, applying, and developing, including: Machine learning, intelligent apps, intelligent things (such as robots, drones, autonomous vehicles), virtual/augmented reality, and digital twins (models of physical things). The industries that will grow most tech-enabled are logistics, healthcare, electricity, automotive, and consumer goods.By as early as 2019, 40% of IT projects will create new digital services and revenue streams.

Yet it is human interaction that will prove to be a big differentiator in tomorrow's professional universe, while using automation for backend work. Take, for example, the verticality of social media marketing. I consider this a quintessential combination of automation and human endeavour—the automated use of big data and their bots-enabled mining triggers the very human skill of storytelling. Storytelling has not been on top of any school's curricular agenda so far. Yet it reflects the kind of re-skilling that is needed in the market. It is in high demand, with very few takers. We are largely yet to revisit our dormant storytelling skills. On the other hand, traditional storytellers such as journalists, have been forced to shed their conventional skills and adopt new styles of storytelling.

Of course, like all other technology, institutional evolution will precede individual evolution. Investing in new technology and innovating their products and services form the top rungs of businesses' agendas plays a big role to cope with transformation. A Cisco prediction says 40% of the companies of today will not exist in 10 years from now. According to a KPMG-CEO Outlook survey, more than 50% of Indian CEOs said their organization will be "completely transformed" in the next three years. This is not a surprising survey report: According to the World Economic Forum, 35% of today's skills will have changed a mere five years from now, given a blurring of human and robotic experiences that are increasingly engulfing us. Yet only 27% of the world's businesses have a coherent digital strategy that creates value for the customer.

Given the enormity of the challenge, companies are overwhelmed by the immediate need to retrain and reskill their employees, so there is a dire requirement to help companies overcome their need to retrain more than 4 million employees in digital skills of the future. The sustainable solution is to train hundreds and thousands of undergraduate students in digital skills so that they leave campuses equipped with those skills. This is a massive problem that deserves immediate attention and intervention.

Unlearning is not the same as not learning. Learning a skill is a necessary step before unlearning it, akin to the evolution principle. The trouble with learning is unlearning how we think about learning, says Mark Bonchek in his Harvard Business Review article, "Why the Problem with Unlearning is Learning". This is because, as the fancy 'learning corporations' have swiftly realized, unlearning must happen at a deeper level of the fundamental principles on which learning is founded. For example, India is unlearning the earlier socialistic principles after the nation's economy was liberalized. Another example is the need for re-skilling ourselves to adjust to the new digitized paradigm around us.

The trick to unlearning and relearning is that it must be a constant process—where we must acknowledge that our current skills are merely transient and work towards re-engineering them. While Bill Gates famously predicted most of the current digital and robotic trends back in 1999, he, like most disruptors, would caution us: If technological inventions must survive, humans must evolve to meet and adopt them.

The Frankensteinian alarm—in popular sci-fi movies and in our real world—that machines may take over our world and our souls may still be a fantasy. Yet, machine-learning is one of the most important professionally employable skills today.

The irony, if lost on us, can cost us our relevance in the strife of a world that is constantly morphing.

[Written by Rajan Venkataraman, Chief Digital Officer, NIIT Ltd]

https://www.nextbigwhat.com/machine-human-jobs-297/

N→xtBigWhat

Hello! I am your new Virtual Assistant

[Written by:- Prakash Menon, President, Global Retail Business , NIIT Ltd.]

There's no turning away from Artificial Intelligence (AI) any longer. The immediate future demands that businesses must first understand how this technology is affecting our lives. Business leaders have the advantage of being at the centre of attention of AI geeks and their marketing systems. However, understandably, the most promising overhauls come with the most acute transition troubles, especially given the popular belief that robots and their automation will take over from human endeavors.

That's a perilous assumption to make. The question for a quintessential business leader, therefore, is how to take advantage of AI without disturbing human involvement and without eliminating the greater human good of wealth creation and social benefit, for which truly visionary businesses aspire.

A primer on AI

Although AI is the new kid on the block, in reality it is a next step, perhaps a giant one, in a seamless stream of automotive technology that started with the world's first mechanized process. Since the world's first machine was invented, the world has always strived to replace labour-intensive products and processes with mechanization. Artificial intelligence is the next step in mechanization, whereby machine mimic cognitive functions and solve situational problems in addition to conducting normal, more robotic activities. The hot new thing in technology is cognitive technology, which enables machines to learn and evolve to develop intelligent reasoning. As a Deloitte study says, organizations across industries already use cognitive technology and apply it to product, process, and insight. This application entails that the technology be embedded in the workflow to derive those results through machines that learn and perform.

Lurking suspicion and insecurity has accompanied nearly every technology, and predictably, as European Union's Research Commissioner Carlos Moedas laments, much of the lay world, including a section of the media, is needlessly alarmist and pessimistic about AI, precipitating much misinformation on it. Most AI industry experts reiterate that robotic process automation will never replace the human endeavour—while machines work to coordinates, it is from humans that machines can learn more qualitative generalizations.

Why AI is relevant

Here's an example of why proliferation of AI is inevitable in businesses: AI patents worldwide grew twice as fast as other patents between 2010 and 2015. Although India is only a blip on the map, about 62% of the 17,500 patents in 2015 came from Japan, Korea and the US, with China catching up fast. As a result of its widespread popularity, a McKinsey Global Institute report had declared in 2011 that there was a shortage of 1.5 million highly trained data and AI professionals and managers. Shortages continue as the pace of growth of AI picks up both at development and application stages. If India must continue to be a hub for technology, AI training will prove critical to its future.

Organizations can use AI in the most efficient ways—disrupting the way we work while harnessing human potential in better productivity, better predictability, and better precision. Although AI has been in academic existence since 1956 and has undergone constant changes in both technologies and perception, today's definitions of AI range from understanding human language, strategic game systems, autonomous cars, interpreting facial data, and so on. Interestingly, the most technical of definitions of AI is also the most alluring to business—as an intelligent agent or 'a device that perceives its environment and takes actions that maximize its chance of success at some goal.

AI's applications to businesses

AI's applications have already become so widespread that it has caused the "AI Effect", whereby when a technique reaches mainstream use, it is no longer considered artificial intelligence! Today, doctors rely more confidently on machine prognoses than their own interpretations. Microsoft has used AI to help doctors find the right treatments for cancer. Drivers cannot possibly compute all factors responsible for safe driving. From driverless cars already in use (and much competition to follow) to military drones that identify enemy territory and presence, AI's applications are too numerous to count. AI application to online trading has turned the demand-supply theory on its head as we can spot and predict trends with ease. Among the most widely recognized applications of AI is CAPTCHA (Completely Automated Public Turing test to tell Computers and Humans Apart), which we routinely use now while logging into accounts. As ironic as it may sound, CAPTCHA is a machine's way of telling whether the user is a human or a machine.

AI works on acquired knowledge, not creating it. So as long as humans continue to create knowledge, AI can accomplish tasks that go into a job, which is essentially a set of activities. If a business has a website, it is probably using AI. But the really disruptive use of AI would be introducing it in the processes, such as in supply chain through smart robots, in administration by using virtual assistants, and best of all, in decision management.

Simply put, a virtual assistant is an automated service driven by artificial intelligence, using 'bots', tiny robots. Apple's Siri, Google Assistant, Amazon Alexa, Microsoft Contana, IBM Watson, Facebook's M have been under constant development for five decades overall since IBM's Shoebox of 1961. Speech recognition using natural linguistic processing (NLP) was a 1990s breakthrough invention in this process, leading to the modern virtual assistant. But machine learning makes these virtual assistants learn continuously using artificial intelligence.

Virtual assistants, a showcase example of how bots and artificial intelligence (AI) work, have a long way to go before they mimic us humans with all our perfections and imperfections.

Admittedly, the scale and the sophistication levels will vary. But starting with a simple cost-benefit analysis of using AI, and preparing your mind to understand the paradigmatic disruption that AI may bring to your operations and scaling-up of business may be all that is primarily needed.

Such scaling up will prevent job losses and actually expand operations, as Amazon and many other businesses have demonstrated. Such expansions will help employees upskill and rethink to keep pace with the imperatives of new technology. After the McKinsey report (above), there are hundreds of opportunities for such skill development, but it is even more important that a business expose itself and its employees to the new paradigm.

https://www.nextbigwhat.com/hello-new-virtual-assistant-297/

NIIT Ltd. Appoints Anurag Gupta as Head - Global Retail Business (GRB) India Operations

BusinessWire India · New Delhi, Delhi, India, Oct 3, 2017

NIIT Limited, a global leader in skills and talent development, announced the appointment of Mr. Anurag Gupta as the Head - Global Retail Business (GRB) India Operations. In this role, Anurag will be responsible for driving the goals of B2C businesses of NIIT and Channel partners in India, Training.com - a multi-modal learning platform, NIIT Inside Colleges (NIC) India, all verticals of IT, BFSI and Management programs and NIIT.tv penetration in the country.

In May 2003, Anurag was heading NIIT's business unit of West Zone (India), Middle East & North African operations as the Vice President. He was with NIIT till November 2007. In his last stint as the Chief Mentor & Whole Time Director at Ice Creative Excellence Private Limited, Anurag was instrumental in setting up and leading ICE to its current position as a leading media and entertainment training school. He started this initiative as CEO – Education with Balaji Telefilms Limited and subsequently handled this asset as Partner in PE venture, Indus Balaji. Anurag has also served on the board of SMART Q Education Solutions Pvt. Ltd. and Perfect Pin Code Property Services.

Mr. Anurag Gupta, Head – GRB India Operations, NIIT Limited

Welcoming Anurag on board, Mr. Sapnesh Lalla, CEO, NIIT Limited said, "We are delighted to have Anurag as the Head of GRB India operations at a time when we are going through a phase of intense digital transformation. This is the time when the country is focusing on building new-age digital skills, with the aspiration of becoming the largest competitive global talent pool. Anurag's global experience, proven track record and excellence in strategy, training services and channel management will enable him to lead the transformation of NIIT's offerings and brand positioning in the Global Talent Development space. I heartily congratulate Anurag and I am confident that his appointment will give further thrust to the growth drive of NIIT."

An MBA from IMT Ghaziabad, Anurag has extensive work experience of over 25 years across education, engineering and textile industries. He began his career in 1992 as a management trainee with Lohia Star Linger Limited. Subsequently, he worked in senior positions at GKW Limited, DCM Shriram Consolidated Limited and Aptech Limited & Frankfinn Institute of Airhostess Training making significant contributions to these organizations.

"I am pleased to take on this role, and excited to come back to NIIT . Bringing my varied experience on a platform of a trusted brand like NIIT, I look forward to working with the team and taking GRB India to the next level of growth." said Mr. Anurag Gupta, Head – GRB India Operations, NIIT Limited.

https://www.telegraphindia.com/pressrelease/bwi/63972/niit-ltd-appoints-anurag-gupta-as-head-global-retail-busines.html

NIIT strengthens Global Retail Business (GRB) arm to drive Digital Transformation

October 19, 2017

New Delhi: NIIT Limited, a global leader in skills and talent development, is strengthening its Global Retail Business (GRB) operations to drive its digital transformation initiatives across the country. To this end, it has announced the appointment of Ganesh Krishnamurthy as Executive Vice President & Head – Product Development & Deployment, GRB and Anjali Vaishal, as the Regional Head for Karnataka, Kerala, Goa and Pune, GRB. Ganesh will be responsible for designing educational products aligned to the industry needs while Anjali will be key to driving the digital transformation initiatives in Karnataka, Kerala, Goa and Pune. Earlier in September, Anurag Gupta had joined NIIT as the Head of its GRB India Operations to drive the goals of the Retail Business in the country.

As Executive Vice President & Head – Product Development & Deployment, GRB, Ganesh Krishnamurthy will be responsible for creating educational products for NIIT's Retail market across IT, Management, BFSI, and other new segments that NIIT identifies and ventures into. He would be engaging with industry domain leaders across verticals to identify future demands in job roles and skills needed and design a product portfolio that addresses the full spectrum of an individual's learning needs, from initial employment through management progression. Ganesh was earlier with NIIT as Senior Vice President & Global Head for Learning Content till 2016. In his last role at Total Environment, he was the Chief Operating Officer leading centralized project management, human resources, and information technology.

Anjali Vaishal, Regional Head – NIIT (Karnataka, Kerala, Goa and Pune), GRB will be spearheading the B2C businesses of NIIT and Channel partner engagements for the Southern market. An IIM Bangalore alumnus, Anjali has worked with Wipro across various verticals through major part of her career.

Welcoming Ganesh and Anjali on board, Mr. Prakash Menon, President, Global Retail Business, NIIT Limited said, "Digital transformation is going to drive the next phase of growth for the IT Industry, and increasingly organizations are looking for professionals trained in new-age skills. With focus on enabling digital transformation we are delighted to appoint experts in the area to help develop educational products aligned to the industry and strengthen our operations across India."

"We welcome back Ganesh to NIIT whose expertise in product development and deployment will help us drive growth in the digital transformation space. We are also delighted to have Anjali on board who can further strengthen NIIT's position in the southern market. I heartily congratulate Ganesh and Anjali, and believe that their appointment will give further thrust to the growth drive of NIIT," added Mr. Menon.

A seasoned technology professional, Ganesh has close to 30 years' experience across many disciplines in IT and Operations Management. In his earlier roles at NIIT he has managed IT education delivery channels, been in product development roles, and led large global delivery teams for clients in different industries. Ganesh was instrumental in leading software development teams through the full lifecycle of product development, implementation and client support, in his past few roles. Ganesh has also managed a large channel of Education partners, focusing on both their business and technical growth.

Anjali comes with over 14 years of experience in Sales & Marketing, Managing Strategic Alliances, and Coaching & Mentoring. She has the ability to link business goals to people development, which also enables her to deliver value to her customers while building her team.

On joining NIIT Mr. Ganesh Krishnamurthy, Executive Vice President & Head – Product Development & Deployment, Global Retail Business, NIIT Ltd. said, "I am pleased to take on this role, and excited to come back to NIIT. With my varied experience in the fields of education and training, I look forward in taking product development at GRB to the next level of innovation and growth."

"It gives me immense pleasure to take up this role in NIIT. South has always been a key market for NIIT and I hope my understanding of the region will help us establish dominance in the market." said Ms. Anjali Vaishal, Regional Head – NIIT (Karnataka, Kerala, Goa and Pune), GRB.

http://indiaeducationdiary.in/niit-strengthens-global-retail-business-grb-arm-drive-digital-transformation/

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NIIT Accredited by Learning and Performance Institute for the Second Consecutive Year

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London, United Kingdom & New Delhi, Delhi, India

NIIT Limited, a leading provider of managed training services announced today that it has earned the status of Accredited Learning Provider for the second consecutive year. NIIT was awarded the accreditation for its "commitment to high quality and process improvement in the provision of learning, development and training services to clients" by the Learning and Performance Institute (LPI), UK.

LPI is a leading global membership body for learning professionals and organisations, whose aim is to raise the profile of those in the workplace learning sector by sharing and celebrating the knowledge, experience and skills of their members and accredited partners. LPI accreditation is the globally-recognised quality mark for providers of learning products, technologies, services, and facilities

The learning provider accreditation is done through a rigorous audit where a learning provider is validated against a globally-recognised quality mark, based on performance data from thousands of learning providers.

Through this accreditation, NIIT has been independently and internationally acknowledged as a forward-thinking, reputable provider, committed to learner outcomes, performance development and customer satisfaction.

Speaking on the occasion, Sailesh Lalla, EVP Business Development at NIIT's Corporate Learning Group said, "The LPI accreditation strengthens our commitment to deliver measurable business impact and value to our customers by thoroughly evaluating our performance against best-in-class providers. The LPI benchmarks performance data across our peers and we are delighted to meet and exceed these globally recognised standards set by the LPI."

Edmund Monk, CEO, Learning and Performance Institute said, "The LPI's accreditation programme is not only a benchmark – it's an ongoing, consultant-led performance evaluation with clearly-defined business improvement goals. Only the very best learning organizations achieve accreditation, so I would like to congratulate the team at NIIT for their efforts in attaining – and maintaining - the highest levels of quality in their learning provision. Customers and partners of NIIT can be assured of its commitment to excellence and dedication to continuous improvement.".

About The Learning and Performance Institute

The Learning and Performance Institute is a self-governing, not-for-profit professional body for workplace learning professionals. The Institute was established in 1995 and since then has grown on an annual basis.

Today, the organisation has thousands of individual members and hundreds of accredited learning organisations.

Through a range of membership, certification, accreditation, events and bespoke consultancy services, the Institute focuses on enhancing and recognising the skills and professional status of individuals and organisations engaged in learning activities, and assessing the quality of learning services.

https://article.wn.com/view/2017/12/07/NIIT_Accredited_by_Learning_and_Performance_Institute_for_th/

NIIT Q2 PAT rises 18% to ₹12.7 crore

SKILLS and talent development firm NIIT on Wednesday reported 18 per cent increase in consolidated profit after tax to Rs 12.7 crore in second quarter ended September 30, 2017.

The company had posted PAT of Rs 10.8 crore in the same period last year. "We have witnessed a robust growth of 18 per cent year- on-year in PAT this quarter driven by sustained growth in NIIT's corporate learning business where we acquired new customers and witnessed growth in the US and Europe," NIIT CEO Sapnesh Lalla told PTI.

The consolidated net revenue declined seven per cent to Rs 208.4 crore in the reported quarter from Rs 223.8 crore in the year-ago period. Lalla said while Corporate Learning Group registered 14 per cent yoy growth at Rs 126.3 crore revenue, the segment was adversely impacted by change in hiring and training plans of banks and GST regime.

Financial Chronicle, New Delhi
October 26, 2017

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LOOKING BACK....
LOOKING AHEAD

35th
ANNIVERSARY ISSUE

DQ 35 YEARS

FROM ZERO TO INFINIITY

How talent created growth for the Indian IT industry and continues to provide the critical workforce

" Rajendra Pawar has not only revolutionized the IT training industry, but in also recognized as a global technology thought leader

BY RAJENDRA S PAWAR
Chairman & Co-Founder, NIIT Group

India has been credited with the invention of the numeral zero, a critical and path-breaking contribution to the world by its Mathematicians and Astronomers who did their magic with numbers as far back as 3 AD. It is perhaps this very fact that has enabled India to become the star of the Binary Code, which is the very foundation for all computing.

BRINGING PEOPLE AND COMPUTERS TOGETHER

The journeys of the Indian IT and IT Training industries as well as NIIT are in fact inextricably intertwined with the 0 and 1 phenomenon and of course the technological wave, which the nation took at flood, to achieve fortune. It was in the early 1980s for instance, that India—a

country that had given the Industrial Revolution the go-by—began slowly waking up to the Binary Code and the computer era.

It was at this time, in 1981 in fact, that NIIT came into existence and became in a significant way a facilitator and enabler of the IT revolution in India. Founded with the objective of bringing "People and Computers Together, Sucessfully", the company's mandate was also to build skilled workforce which, as its foresight suggested, would be needed by the nascent IT sector to fuel its growth in the years ahead.

This was possibly the very first time that an educational institution from the private sector had taken the initiative and decided to play a proactive role in the modernization

> The journeys of the Indian IT and IT Training industries as well as NIIT are in fact inextricably intertwined with the 0 and 1 phenomenon and of course the technological wave

of India. It had realized and anticipated the demand for IT professionals, well before there was an actual demand, and even readied this workforce.

This early effort generated a large-scale supply of talent. It additionally laid the foundation of a brand new industry in India—the IT training segment, well before the computer boom began. It would not be wrong to say that the cart was placed before the horse, for indeed the crucial expertise and skilled professionals were made available many years before the Indian IT industry actually took off.

GROWING WITH THE BIG LEAP

Later, as the IT industry grew by leaps and bounds, it was this huge pipeline of talent—including software programmers, database specialists, communications and networking workers—that nourished the sector and led to the rise of this behemoth. Interestingly, it took the formal educational system almost 15 years to play catch up and respond to the training needs of the IT industry. The Training industry ensured that the IT sector always had talent that exceeded demand, thus keeping the environment competitive.

Also, with its entrepreneurial-orientation, the Training segment set the path that others could follow. It was responsible for unleashing a wave of entrepreneurship in India owing to path-breaking business models such as Franchising, that were pioneered by one—NIIT—but later embraced by many.

Yes, the market leader's many achievements and early bird moves were acknowledged by Dataquest, the premier Indian publication that has continued to track the growth of the ICT as well as IT training sectors in the country to this very day. As a company that topped all DQ charts and received the 'Top IT Training Company Award' for 20 years in succession, NIIT led the Training brigade for the entire time that this category appeared on its roster. In 2014, when it received its 20th award, and competition seemed non-existent, it agreed to the removal of the awards category itself.

A reason for its long run at the top, especially post the '80s, when the IT Training industry was growing and

expanding, was the absence of players that were large enough and recognized as strong and trusted brands. While this decade witnessed a massive influx of Training companies, it also had an equally impressive share of exits. Both small and large, companies entering the training market attempted to carve niches for themselves and build traction. However, it was really one brand that stood out consistently, sustaining its edge, setting all the industry benchmarks and driving global trends. This was borne out over the years by the many accolades that the Training industry won for being trustworthy.

The Training industry maintained trust and momentum during the 1990s as well, as globalize or perish became the survival chant for the Indian industry. The IT Training sector decided to cross-geographic boundaries, looking Westward and Eastward.

THE Y2K IMPACT

And then came Year 2000, yet another turning point in the annals of the world, which became the obsession of all nations and set the Training sector on a fresh trajectory. The Y2K bug or Millennium Bug, an anomaly in the coding of computerized systems, appeared on the horizons of all self-respecting companies, and threatened to derail their computers and networks as the date changed from 99 to 00. Here too, it was the number 0, which India had first rights to, that had to be tamed and won. And with its proclivity for the 'zero', India's highly skilled talent did so in style.

As the world fretted over the impending disaster and chaos that was expected to result from the software glitch, the Indian IT industry, supported by the IT training sector, in fact transformed the challenge into a great opportunity.

A mega effort by the Indian IT training industry helped create a programming workforce that could re-write code that would make software Y2K compliant. These skilled professionals were then hired by IT companies who in turn staked a claim to what IDC in its Project Magellan described as a $320 bn Y2K remediation spend over seven years, and a 1999 expenditure alone of $101 bn! The workforce, shaped and nurtured by the Indian IT

DQ35YEARS

> The Training industry maintained trust and momentum during the 1990s as well, as globalize or perish became the survival chant for the Indian industry

Training industry, built up a formidable reputation across the globe.

Bolstered by its success in the Y2K domain, the sector added more meat to its product range, providing a wide spectrum of learners with a full breadth of courses. From advanced programming courses for specialists, to career programs for graduates to entry-level courses for people seeking basic computer knowledge, it offered something to everyone.

Above all, it leveraged the winning tools of innovation, creativity and out-of-the-box thinking, surviving and thriving in the high mortality IT market. The IT Training industry committed itself to delivering meaningful learning content to millions of people across the globe by innovatively using technology. For the industry and its leader, NIIT, innovations flowed out on all fronts.

In the '80s for instance, it was CD ROMs and multimedia technology in education, the Franchising model of learning, the Computerdrome (to provide unlimited computer time to students), GNIIT, the industry endorsed program for career seekers, Bhavishya Jyoti Scholarships for meritorious and socially challenged students, and above all, the Hole-in-the-Wall project for underprivileged children, which set the organization apart. Hole-in-the-Wall in fact, earned global acclaim and several patents.

Moving into the '90s, it was all about the futuristic nGuru solutions for schools, initiatives such as Netvarsity, a pioneering virtual university and innovative market entry strategies across international geos.

BEYOND TRAINING

In the last decade, the company diversified beyond IT training, entering into partnerships with domain experts in fast growing verticals. These included IFBI's alliances with ICICI and other banks for the BFSI sector, a tie-up with Genpact for BPM training and collaborations between India's top B-Schools, the IIMS and Imperia for training professionals. It also launched the 'NIIT Inside' model in China, forging innovative partnerships with the country's universities. In 2005 the organization launched Edgeineers to boost the career prospects of Engineering graduates, many of who were considered "unemployable" by the industry.

Another important landmark in the history of the IT training industry was the dot com era, when suddenly hundreds and thousands of innovative Internet start-ups erupted into existence. The dot com trend ignited the requirement for the next generation of skill sets. Within months, companies were seeking people with Internet expertise—Web developers, Java programmers, app developers, communications specialists who could implement online payments, and a host of other such new job profiles.

The IT Training industry helped the rapidly mushrooming dot coms to meet their talent needs by providing training in these new technologies and platforms.

In the last decade, the global business and technological terrain has seen yet another and possibly its most significant upheaval. Called Digital Transformation (DT), it has set up a chant of 'Go Digital' and skyrocketed the need for people with skills fitted for this scenario.

DT requires an all-new breed of people, who can envision, design, manufacture, operate, service and support this trend. These professionals will include scientists and innovators who can create a continuous stream of new DT products and services. They in turn will require technological skills across various applications domains as well as product life cycle management, cross-disciplinary collaboration and creative skills.

Recognizing the potential that the DT movement is expected to unfurl in the years ahead, the IT Training industry too has launched a range of products that will create workforce for the DT age. In the case of NIIT, it includes its digiNxt Series of programs to build software engineers, a multi-modal learning platform, Training.com, and StackRoute, which is helping build the world's elite full-stack programmers and a pool of Digital innovators for the IT industry.

Clearly, the Indian IT Training industry, a key global talent development provider, continues to provide the critical workforce and solutions that are emerging as the core strength of nations. Having rapidly moved into the DT landscape, we now see infinite possibilities of building on the success that was achieved in IT Training from ground zero. For this industry and the training world, the best is yet to come.

UNIVERSITY/CAMPUS

NIIT UNIVERSITY awarded as many as 300 degree certficates

NU AWARDS FIRST DOCTORAL DEGREE AT 7TH CONVOCATION

The NIIT University (NU) awarded its first PhD in Educational Technology in the 7th convocation ceremony held at the Neemrana campus. Eminent scientist Dr Raghunath Anant Mashelkar was the Chief Guest of the occasion where more than 300 students were also awarded degree certificates for successful completion of various programmes. While 213 students received B. Tech degree, M. Tech degree was awarded to 13 students, 62 students received MBA (Finance and Banking) and 45 students received degree in PG Diploma (Banking and Relationship Management). Wishing the students a very successful career ahead, Dr Mashelkar said, "India has come a long way from being a third world country to a time where we will soon be world's third largest economy. Indian innovation or 'Indovation' is the key in providing excellence at affordable cost and I congratulate NIIT University on promoting the spirit of Indovation." Rajendra S Pawar, Founder NU and Chairman, NIIT Ltd, Professor. VS Rao, President, NU, and others were also present on the occasion.

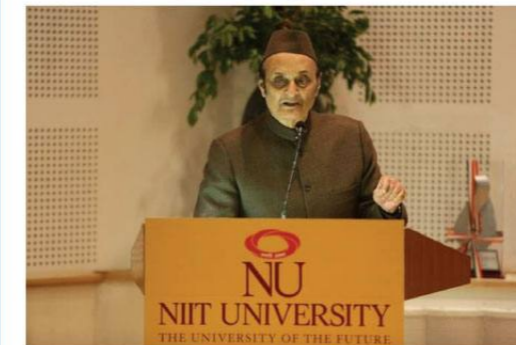**Careers 360,** National, *October 2017*

BW EDUCATION

NIIT University Organizes 9th Annual Lecture

The not-for-profit NIIT University (NU) recently hosted the 9th Annual Lecture by Dr Karan Singh, Chairperson NU and Hon'ble Member of Parliament.

13 November, 2017 by Subhangini Aggarwal

Dr Karan Singh spoke on 'Five Dreams of Sri Aurobindo' at the annual event held at NU campus, Neemrana.

On this much awaited occasion, scholars, eminent personalities and thought leaders congregated to witness how the four Core Principles that shape Education at NU – Industry-linked, Research-driven, Technology-based and Seamless – are coming alive to create a new model in higher education.

Dr Singh congratulated the founders and the team on the successful completion of eight years of excellence in education. Only a successful model in higher education can help in inculcating a new consciousness and Dr Singh applauded the efforts of Mr. Pawar and his team for establishing a new model in higher education.

'Five Dreams of Sri Aurobindo' and how today's youth can draw inspiration from the work of this great visionary was deliberated upon during the 9th annual lecture.

Mr Rajendra S Pawar, Founder, NIIT University and Chairman, NIIT Limited said, "At NU we marry our traditional knowledge with the benefits of technology. The world is moving to an open economy and enterprises seek new ideas and innovative approach. Companies today are looking for innovative researchers and research is at the core of our teaching learning methodology. Also with thrust on start-ups entrepreneurship is flourishing. Therefore, we inspire our students to become job creators rather than job seekers."

Prof V S Rao, President, NIIT University, said, "We have successfully established a new model of higher education that fosters critical thinking, innovation and research centric approach and inculcates lifelong learning. In fact, innovation is a way of life at NU and this has encouraged our students to come up with winning entrepreneurship ideas. The university promotes and introduces young minds to new vistas of knowledge, and has encouraged them to think critically and apply that knowledge to everyday life."

http://bweducation.businessworld.in/article/NIIT-University-Organizes-9th-Annual-Lecture/13-11-2017-131496/

BusinessLine

Prime Minister Shri Narendra Modi felicitates Shikhil Sharma and Ananda Krishna from NIIT University (NU) at the Global Conference on Cyberspace (GCCS) 2017

December 6, 2017 : Business Wire India

PM Modi felicitates Shikhil Sharma and Ananda Krishna from NIIT University (NU) at the Global Conference on Cyberspace (GCCS) 2017

Shikhil and Ananda bring laurels to NU by winning the "Startup Pitch" at GCCS 2017 Astra, a web security solution, recognized as the "Most Innovative Startup" Shikhil Sharma and Ananda Krishna students of NIIT University (NU) class of 2016, won the Startup Pitch at the prestigious Global Conference on Cyberspace 2017. Astra, a web security solution, developed by these students was recognized as the "Most Innovative Startup" at the conference. The students were awarded by Honourable Prime Minister Shri Narendra Modi. Honourable Prime Minister of Sri Lanka Mr. Ranil Wickremesinghe and Honourable Minister of Law & Justice and Electronics and Information Technology, Govt. of India Mr. Ravi Shankar Prasad were also present on the occasion.

The Global Cyber Challenge is one of the major GCCS 2017 events conducted with the Ministry of Electronics and Information Technology (MeitY), National Critical Information Infrastructure Protection Center (NCIIPC), MyGov, Cyber Peace Foundation (CPF) and Policy Perspectives Foundation (PPF) as collaborators. The Grand Finale of the Global Cyber Challenge was a two-day contest organised on 20th and 21st November 2017 amongst the winning teams of the preliminary rounds. Hundreds of teams from throughout India and from countries like USA, Canada, France, Argentina, Australia and Algeria showcased their talent and competed in the challenge.

The challenge comprised two contests namely Capture the Flag and Peace-a-Thon event. Shikhil and Ananda won the Startup Pitch for exceling in the Peace-a-Thon category.

Congratulating Shikhil and Ananda Prof V S Rao, President, NIIT University said, "I am proud to see our students make a mark at the prestigious Global Conference on Cyberspace. With this win, Shikhil and Ananda have set new standards in innovation and creativity. At NIIT University we have successfully established a new model of higher education that fosters critical thinking, innovation and research centric approach and inculcates lifelong learning. In fact, innovation is a way of life at NU and this has encouraged our students to come up with winning entrepreneurship ideas."

Beaming Shikhil Sharma and Ananda Krishna thanked the organizers of Global Conference on Cyberspace for the award. They also thanked the faculty of NIIT University for their constant support, encouragement and guidance.

Conceptualized as an institution of excellence, NU provides exceptional education based on the Four Core Principles that make learning Industry-linked, Technology-based, Research-driven and Seamless. NU, is well poised for meeting the emerging needs of the knowledge economy through its focus on building strong industry linkages and a research oriented approach.

About NU

Established in 2009, NIIT University (NU) is a not-for-profit University covered under section 2(f) of UGC Act and notified by the Government of Rajasthan. A premier institution of higher learning and research, NU seeks to create original thinkers who will lead the knowledge society of the future. The University inherits three decades of rich expertise and global know-how of its principal sponsor, the NIIT Group.

Nurtured by some of the foremost thought leaders and corporate-practitioners of the country, the multi-disciplinary University focuses on emerging areas of technology and management. NIIT University is a part of a 100-acre campus at Neemrana, Rajasthan, 90 km from Gurugram on NH8.

Nestled in the Aravali hills, the fully residential green campus offers an idyllic and intellectually vibrant environment for pursuing higher education and research. Set up with the vision to be the role model of learning, research, innovation and sustainability, for the knowledge society, NU is dedicated to building great careers and ensuring excellent job opportunities to all its students. It has been developed as an institute of excellence to provide exceptional education based on its Four Core Principles that make learning Industry-linked, Technology-based, Research-driven and Seamless.

NU offers the entire spectrum of academic programs. At the undergraduate level, it offers B.Tech (Computer Science & Engineering, Electronics & Communication, Biotechnology), BBA (Marketing & Marketing Analytics, Family Business & Entrepreneurship, Finance, Banking & Fintech, Business Analytics, Communication & Media Studies and Digital & Social Media Marketing), 4-year Integrated M.Sc (Computer Science), 4-year Integrated BBA - MBA, 5-year Integrated B.Tech - M.Tech and M. Tech (Educational Technology and Geographic Information Systems). NIIT University also offers a 5-year dual degree B.Tech & M.S program (In collaboration with University of Missouri, Kansas City) wherein students undertake academic work at NU for 3.5 years and then continue at UMKC for 1.5 years. In addition, NIIT University also offers MBA, Ph.D programs and several Industry Sponsored Programs.

http://www.thehindubusinessline.com/business-wire/prime-minister-shri-narendra-modi-felicitates-shikhil-sharma-and-ananda-krishna-from-niit-university-nu-at-the-global-conference-on-cyberspace-gccs-2017/article9984128.ece

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NIIT emphasizes on Five Dreams of Sri Aurobindo

NINTH ANNUAL lecture hosted by NIIT University

NIIT University (NU) hosted the 9th Annual Lecture. Eminent personalities and thought leaders congregated to witness and discuss how the four core principles that shape education at NIIT University - Industry-Linked, Research-Driven, Technology-based and Seamless – are coming alive to create a new model in higher education. With a focus on innovation and research-driven approach to education, NU is emerging as a hotbed for entrepreneurship. By emphasizing on 'Five Dreams of Shri Aurobindo' NIIT plans to establish a new model in higher education that encourages research and fosters entrepreneurship.

Careers 360, National, *December 2017*
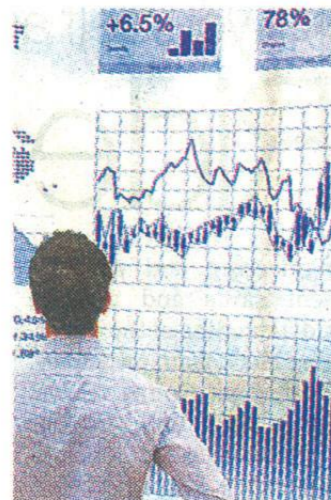
Prepare for a career in Big Data

Q. After BTech, i took up my first job last year as data analyst. I'm enthusiastic about Big Data and wish to handle a Big Data analytics role in the near future. How can I prepare myself for the same?

— RAJIV PURI

A. You're off to a good start! Companies are struggling to find the right people in the Big Data space, but many professionals are confused about how they should prepare themselves for Big Data. So, you'll be a step ahead when it comes to securing a role on the analytics team.

Hadoop and MapReduce are amongst the widely adopted tools in the market which are then supported by database languages such as NoSQL, Hive etc. As new ones keep evolving, so keep yourself abreast.

There are some good Big Data training courses in India from organisations such as SimpliLearn, Edure-ka, Blue Ocean Learning, BigDataTraining.in, Jigsaw Academy, iClass Bangalore and NIIT. To equip working professionals with industry-relevant knowledge, IIIT Bangalore, Genpact & UpGrad have also teamed up to offer a postgraduate diploma in Data Analytics.

Courses are also offered by prominent Indian B-schools such as IIM-A/B/C and ISB, but those are based on business analytics in general. If you intend pursuing a Big Data course online, then you 'should check out MOOC providers such as edX and Coursera.

Tribune, New Delhi, *November 15, 2017*

BW BUSINESSWORLD

Communicating The 'Art Of Feeling' In The Digital World

In the digital age with all the visual and other iconic representations at our disposal, our communication though restricted in the physical sense, is actually much more emancipated

26 November, 2017 by Prateek Chatterjee

"You may forget what a person says, but you will not forget how he made you feel" is a gem of a quote, often voiced by public speakers while connecting with their audience. It's true that a speaker's body language, the energy, the expressions—can either add to or take away from the effectiveness. The actual words spoken account for only 10 per cent of the reception, research says. This means nonverbal communication, including body language, constitutes 90 per cent of every communication that we make. But how does all this apply to the most popular form of communication today, which is over digital media? In the digital age with all the visual and other iconic representations at our disposal, our communication though restricted in the physical sense, is actually much more emancipated. And more than merely communicating words, we are communicating who we are. We're communicating feelings through the medium of new technology, and we're making people feel.

Over several decades, researchers have examined human communication in terms of linguistic and paralinguistic expression. Voice and tone are main components of paralinguistics. Posture, artefacts and accessories such as glasses, earrings and clothing constitute what we're saying about ourselves while we communicate. Gestures, body movement, touch and eye contact are considered critical distinguishing factors in our personal communication. By the way, who we are is often communicated unawares: Our taste in clothes may reflect the colourfulness of our personality, for example.

Unlike human expression, digital expression is almost always conscious. Digital body language is a deeply investigated version of who we are, when we communicate. Profile pictures, banners, selfies, the groups you follow, the tonality of your posts, the activities you broadcast are all communicators. The consciousness of our digital expression choices makes it somewhat easier for us to communicate who we want to be. Are you wearing glares in your profile picture? What facial expressions do you have in your selfies, and how often do you take selfies? Do you like to tell people you're going to the gym? Do you keep your posts brief and informal or lengthy and impersonal? Why did you choose a particular background picture on your account? Soon, these may evolve into questions that may be answered by a bot.

So what does your digital body language say about you? Do you use words or visuals to display how you're feeling? Most of us, armed with smart phones, have no trouble communicating over the digital medium as people communicated in-person, until fairly recently. The difference, this collapse of geography in the digital communication world, has brought technology and humans closer.

Our digital emotions. As you can guess, emoticons constitute a big part of our digital communication—of how a communicator makes us feel. According to an industry estimate, more than 30 per cent of chats over the digital medium today are in the form of stickers. Emoticons are a big relief to many of us who find it easier to use a visual expression across a medium, especially as our digital communication increasingly becomes immediate, impactful and personal. This visuality of digital communication is getting more popular by the day. Indeed, emoticons are so popular that companies are localising them—this summer, Apple released headscarf-clad female emoticons in response to demand from Middle Eastern women.

The emerging new face of digital body language. Digital communication's new fad, instant messaging (IM), addresses much of this gap. WhatsApp, Facebook Messenger and WeChat, the three top IM platforms in the world, offer the alluring option of never-ending conversations at no cost. Worldwide, the use of IM, at 55 per cent of Internet users, has overtaken the use of social media, at 48 per cent. China shows the widest gap (69 per cent versus 41 per cent). In India, thanks to increasing availability of broadband and better bandwidth, the two usages have caught up with each other at 38 per cent each.

We know who you are! And while we are busy digitizing ourselves, the 'meta-communication' from our digital selves makes it easier to track and analyseour habits. If you're a marketer, you can map these behaviour into predictive analytics. For instance, a keyword frequency search, can throw up interesting stats on what people look for. Statistics show that 40 per cent people who buy an air conditioner also end up buying a refrigerator, and 45 per cent of men who buy a new suit end up buying a white shirt within a week. Marketers utilise the digital analytical tools to also connect with their consumers for surveys and feedback. And as our digital avatar attends several meetings at once, it also tells the marketers how we think.

Online chats and webinars simulate meetings or bumping into someone in the corridor—with one big difference. Response, feedback and analysis are the happy hunting ground for researchers and marketers. Most online environments offer some statistics—the number of times a video or a discussion is viewed, for example. Google analytics helps ascertain interest levels through page views, visits, heat maps, geographies of interest, and so on. Social media analyses shares, likes, tonality of conversations before the bots take over and suggest products we "should" like. Email marketing tells us click ratios. Search engine optimization (SEO) efforts help us optimize our digital footprint on the basis ofour searches.How do you trust a person and his capabilities in the digital world? Well, as we speak, we're leaving a digital footprint.

As marketers employ behavioural analytics to investigate what our new eyes, ears, voice, and expressions say about what we like, their products and services stand a better chance to be pulled off the shelves. Even as technology simulates human activity, not for a moment should we assume that the digital revolution is static and 'here' to be absorbed in its current form alone. As virtual reality (now more popular as augmented and mixed reality) promises to be our 'digital avatar' especially as it is being plugged into social media, we can only expect this tendency to get more exciting in the next few years.
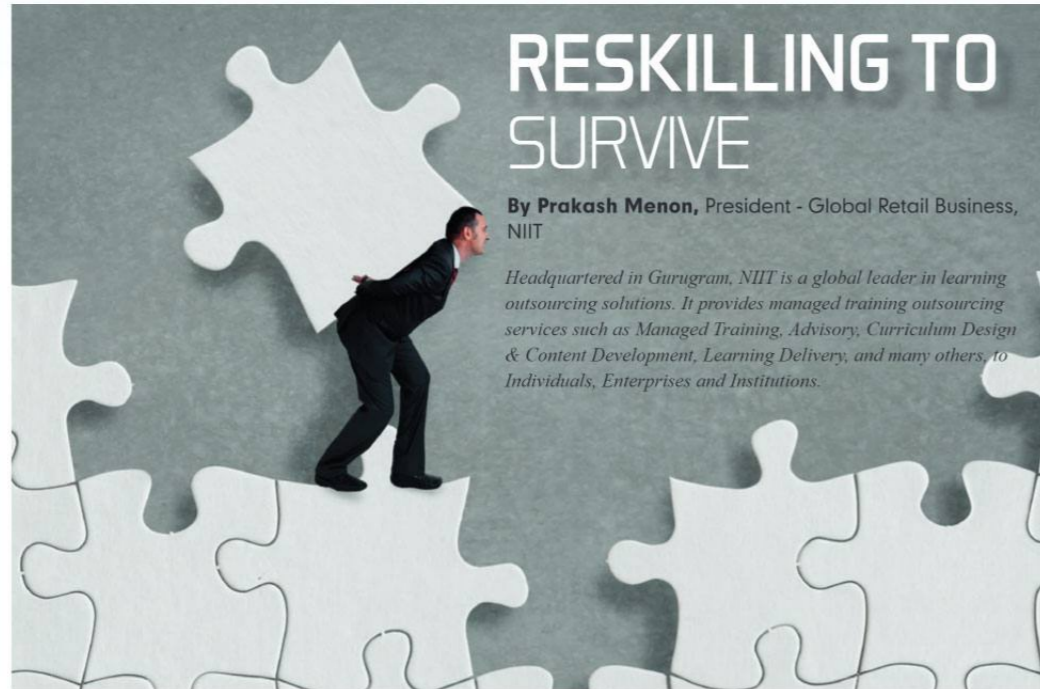
That footprint may get closer and closer to who we are in flesh and blood: Even as soon as 2020, you might not attend a meeting in person. Your digital avatar may represent you—one who, through robotic intelligence, knows what you'll say and how you reason. And of course, this means you can attend multiple meetings at the same time—just in case you are one of those busy bees who never have time. Think about how that would bolster your personal productivity levels!

Amidst this mindboggling certainty that our immediate future holds for our digital selves,many fascinating questions remain. The one that fascinates me the most is: Will all this digitization of human expression result in a change in human behaviour? Will technology and science come to define the 'art of feeling' in the future? Time and research will tell.

http://businessworld.in/article/Communicating-The-Art-Of-Feeling-In-The-Digital-World-/25-11-2017-132717/

IN MY OPINION

RESKILLING TO
SURVIVE

By Prakash Menon, President - Global Retail Business, NIIT

Headquartered in Gurugram, NIIT is a global leader in learning outsourcing solutions. It provides managed training outsourcing services such as Managed Training, Advisory, Curriculum Design & Content Development, Learning Delivery, and many others, to Individuals, Enterprises and Institutions.

There is only one constant in the 21st century, a period in the history of the world where disruption has been the norm. Over the last several decades, we have seen myriad developments sweep over the planet that have led to change. These include geo-political shifts driven by the rise of emerging markets, global economic upheavals, ageing populations the world over, acts of terrorism, and of course, the arrival and high consumption of powerful technologies we would never have dreamed could exist.

It is in this century that we have seen the arrival of the now ubiquitous computer, which has expanded in power and capability even as its footprint has shrunk. From giant, monolithic super computers that occupied equally gargantuan spaces, to devices that boast an exponentially higher computing power, but fit into the palm of a hand, technology has come a long way.

We have also witnessed the rapid and rampant growth of laptops, handhelds, and smart devices in enterprises that have emerged as accepted tools for personal and organizational productivity. It is in this age too that we have seen the rise of mobility, one of the most revolutionary and inclusive forces which has emerged as a great productivity enhancement tool for modern road warriors within organizations.

Driven by these external changes and global trends, companies have altered the way they view themselves internally and conduct their businesses. One of the most significant developments within organizations, in fact, has been the deployment and increasing use of cutting-edge technologies in the conduct of everyday tasks, and with a goal of improving productivity, efficiency and profitability. Over the last 50 years, as computers and smart devices have proliferated across the enterprise landscape, they have ushered in a phenomenal metamorphosis in the manner in which work is done.

With the altering nature of work, the skills that organizations have required over the years, have also taken a quantum leap. From the time they embarked on their IT journeys, they have been focusing extensively on forging a talent pool that is comfortable with the state-of-the-art and engages easily with technology. They have also hired people who have expertise in the technologies that the companies have invested in and the critical know-how to use them optimally.

> *Reskill or perish is now the new success mantra for organizations, as it is not only a path to staying productive and profitable, but simply an imperative for survival in the new age*

In a country such as India in particular, organizations have been looking to increase their techie manpower as they have added sophisticated hardware, software, and communications equipment on their turf. While during the early years of computerization, companies hired IT people such as computer and communications engineers, programmers, software architects and maintenance staff. In more recent times, the profile of the technological workforce has undergone a significant makeover.

The reason for this is the arrival of the next phase of technological evolution—what we are now referring to as Digital Transformation (DT), or the Fourth Industrial Revolution. The reality is that technological disruptions of a greater order than known before are causing companies to relook at their employee base and see just how well adjusted it is in terms of existing skills sets to the ongoing Digital environment. As they adopt what is commonly called Industrial 4.0 technologies, companies across industries are going through a process of upskilling and re-skilling employees.

The large posse of these incoming technologies including SMAC (Social, Mobility, Analytics, Cloud), Internet of Things (IoT), Artificial Intelligence, Machine Learning, Robotics and Natural Language Processing, to name a few, and the changing paradigms of talent deployment, are making reskilling an imperative. Enterprises are therefore preparing their people to seamlessly straddle existing and on-the-horizon technologies so that they can save themselves from obsolescence and contribute to the building of a future-proof and future-ready workplace.

It is true that already many firms in India have established dedicated programs to re-skill existing employees and invested massively on training initiatives. According to IT-BPM industry spearhead and India's leading chamber of commerce, NASSCOM, the country's top companies have already reskilled an average 50 percent of their employee base to fit people for job roles of the future.

A research by NASSCOM in fact indicates that the IT-BPM industry, which currently employs around four million people will need an additional 1.2-2 billion employees to maintain existing growth momentum and achieve its targeted revenue goal of $100 billion by 2025. To get here, and in order to keep pace with the automation of the sector, up to 40 percent of the workforce will need to be reskilled in technology, domain, social and thinking.

Alongside its enterprise members therefore, NASSCOM has launched

Prakash Menon

an initiative that is aimed at skilling/reskilling 1.5-2 million people (both aspirants and current employees) over the next 4-5 years. The chamber is working with over 20 companies to achieve this target. Additionally, NASSCOM has announced the launch of the NASSCOM Leadership Resource Center, a global collaborative learning community aimed at building differentiated leadership competencies in future leaders of the industry.

Meanwhile, employees within organizations too have become more conscious about reskilling to stay relevant. A recent study by global management consultancy firm Accenture on the changes that technology is expected to bring to work over the next five years, has shown that employees are now looking to invest their free time in learning new skills such as technical skills, creativity, people management, ability to work with intelligent machines and judgment & decision-making to stay relevant.

It is becoming increasingly clear that reskill or perish is now the new success mantra for organizations. It is not only a path to staying productive and profitable, but simply an imperative for survival in the new age.

Upskill Yourself To Retain Your Job

Adding up skills to the portfolio can prove to be a personal as well as professional boost

26 November, 2017 by Prakash Menon

We've addressed this time and again - with automation disrupting industries, jobs are at risk. In the years to come, around 50% of professionals will be irrelevant. The rapidly changing technology landscape and machines replacing manual labor, lower skilled jobs are assumed to be at risk. However, this will also create several blue-collar jobs that will require employees to be highly skilled.

In an early report published about the impact of automation and digital transformation, Deloitte revealed how around 80,000 lower skilled jobs were removed during last 15 years in UK. However, it also highlighted how the same impact created 3.5 million new highly skilled job opportunities for professionals.

Inference? Even though machines are likely to take over manual processes, there still be need of highly skill professionals who can run these machines and mine and analyze data. Thus, to survive the disruption, we need professionals who're trained in skills like automation, Big Data, cloud computing, robotics, and machine learning.

Organizations are already making efforts to re-skill their employees

Disruption is affecting majority of industries. And all these industries are making efforts to deal with the challenges created by the change by upskilling their employees and making them future ready.

Banking

Ernst and Young recently published the Global Banking Outlook report, 2017 that talked about reforming abilities of the employees. According to this report, banks are making efforts to make their employees more efficient to meet the requirements for which judgment, flexibility, and common sense are essential. Besides, to leverage technology better, about 39% of banks have already partnered with industry disrupters and Fintech companies.

A substantial change has been observed recently in Indian Banking Industry due to the Digital India Program. Equipping with unique digital infrastructure has become essential for all banks, which has led to tremendous change in the industry. Now, bank employees are needed to be more efficient so that they can ensure customer satisfaction.

Technology

This is one of the few industries that have witnessed early impacts of digital disruption. Today, it has become essential that the workforce is up-skilled to work in sync with an automated infrastructure. However, only tech skills are not enough for professionals; they need to learn new skills like collaboration, communication, creativity, data visualization, and critical thinking. These skills will hold greater importance moving forward.

And all major industry players understand this. Wipro, for instance, is making efforts to up-skill its employees for latest technology like immersive AR/VR, block-chain, artificial intelligence and digital analysis.

Travel

As advanced technology becomes affordable and miniaturized, devices, vehicles, people and things are more connected than ever. And the impact of this is clearly visible in the travel industry. Companies are looking to transform the traveler experience by weaving together data and people. Intelligent automation (e.g. robotics, 3D printing, AI and IoT) is enabling high-quality services and products with a lower environmental footprint and reduced costs. However, this transformation demands new skills from the workers and is creating new jobs.

As per a world economic forum report, there will be a possible reduction of up to 780,000 traditional jobs in today's industry. However, at the same time, this tech upgradation will add around 192,000 jobs for hotels, 35,000 jobs for airlines and 103,000 jobs for airport retail over the next 10 years.

However, this isn't enough.

While organizations create processes and deliver programs to make their employees future-ready, not much can be done until professionals take the onus. It's important for them to take things in their own hands to ensure that they can survive the wave of transformation. However, this is not it. Here are some other reasons that make upskilling themselves mandatory for employees.

Become more valuable - People who upskill themselves are likely to be more productive, have better problem solving skills, and perform better overall. Learning new skills enables employees to be more useful to their business and contribute to the overall vision. This makes them a great candidate fit for promotions or switching smoothly to more comprehensive roles in the workplace.

Future ready your career - In times when no industry is secure from digital disruption, it only makes sense for employees to add digital and cognitive skills to their skill set. If they develop soft skills like leadership, creative skills, critical thinking, emotional intelligence etc., it will be helpful in reducing the risk of losing jobs.

Attract better opportunities - New skill set means new opportunities. This is especially true in this age of transformation where new jobs roles are coming up in each industry. Investing in learning skills like data analysis, automation, robotics etc. can help employees take up new work opportunities.

After the why, comes in the how. Now that we understand the idea of upskilling one self, let's see how employees can add to their existing skill set and become future-ready.

Online courses

There are different online courses through which professionals can learn new skills online while doing their jobs. Many e-learning platforms have introduced courses in new age technologies like robotics, cloud computing, big data, and automation. For Instance Training.com, a multi-modal learning platform by NIIT, offers top tier certifications in AI, machine learning, business analytics, selenium, digital marketing, big data, management, and finance, led by industry experts and mentors. What's more - these courses, are conducted online by trained instructors, and can be accessed anytime, anywhere. This ensures professionals can learn at their own pace without hampering their work.

Taking up new projects

Doing new things helps you develop new skills. So, whenever an opportunity presents itself, professionals should take up new and challenging projects. Stepping out of the comfort zone is the key. They should try and attend different industry conferences and seminars. This may help them learn about modern technologies from industry leaders as well as fellow professionals.

Part-time opportunities

In case there aren't enough opportunities to experiment and learn within the organization, professionals can work on part time projects in their free time. These projects may or may open up an additional revenue stream, but they'll definitely help them acquire new skills and expand their knowledge horizon.

Adding up skills to the portfolio can prove to be a personal as well as professional boost. While it opens up numerous career opportunities, it also ensures that professionals stay atop trends as individuals. However, this is only possible if professionals take up the onus of upskilling themselves and experimenting with new skill sets.

FRANCHISE FACTS	INVESTMENT ₹50-60 Lakh	AREA (OWNED/LEASED SPACE) 900 sq ft	INCEPTION OF BRAND 1980	FRANCHISING STARTED 2001

ESTABLISHED | NIIT - EDUCATION

PREPARING TECH MEGA MINDS OF TOMORROW

NIIT aims to transform young aspiring entrepreneurs into successful business men.
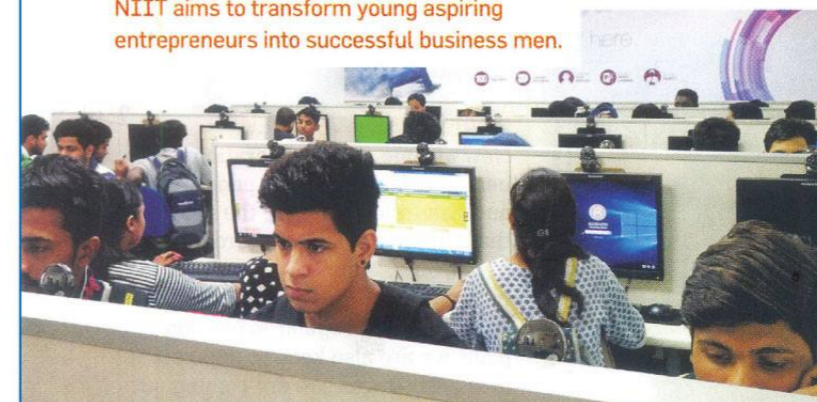
selection and training, infrastructure and certification."We strongly believe that NIIT's success is a derivative of the success of our Partners", said Prakash Menon, President, NIIT Ltd.

FRANCHISE OVERVIEW

NIIT pioneered franchising in IT education in 1986 through a robust franchisee network. In the past 34 years, NIIT has steered and led the training segment, and in the process played a crucial role in the success story of India's IT industry. Deeper market penetration attracted NIIT towards Franchising.

Shaped by NIIT's mission of "Bringing people and computers together successfully", its franchisee model today has over 260 education centres, spawning across over 40 countries.

The distributed education model with integrated process management aspects make NIIT's franchising model stand out uniquely.

Our USP has been the standardization of student learning experience through our curriculum, teaching methodology, staff member

FRANCHISE FACTS	TOTAL CENTRES 267	INVESTMENT ₹25–40 Lakhs	AREA 1,800–2,500 sq. feet	PREFERRED CITIES Tier II and III Cities

The Franchising World, 19th Annual Issue, 2017

Career Options in Data Science

PRAKASH MENON   12/21/2017

The author is President, Global Retail Business, NIIT Ltd.

Over 2.7 Zetabytes of data exists in the digital universe today, which is more data than what we've seen in the last 5,000 years of human existence. To add, of all the digital data in the world today, almost 90 per cent was generated in the last two years alone! According to IBM, as of 2017, we're creating 2.5 quintillion bytes of data every day!! With organizations producing such high volumes of data, the need for qualified data scientists, to analyze and predict, is increasing. So much so, that an entire industry is developing around 'Big Data'. US alone will face a shortage of more than 150,000 data analysts and an additional 1.5 million data-savvy managers. Back home, we have around 50,000 job opportunities for data analytics professionals and the number is expected to rise to 100,000.

But who qualifies as a data-savvy professional? Simply put, these are specialists who retrieve data from various sources and analyze it to get valuable insights that shape business strategies and align processes. In fact, data science is the sexiest career option of the 21st Century. Don't believe us? Ask the Harvard Business Review.

What makes data science a lucrative career path and what are the prospective options? Let's understand.

Decoding Data Science

Data Science is a wide, interdisciplinary field. Also known as data-driven science, this involved gaining valuable insights from data through scientific methods, systems, and processes. This data can be retrieved from, Social Media, Sensors, Click Streams, GPS Plots, Log Files and Customer Transactions. With every swipe, click, like, and share businesses are using data to make critical decisions. In fact, current output of data is roughly 2.5 quintillion bytes a day. This is huge! This immense volume of data creates several job opportunities ranging from simple data related jobs to complicated data engineering and data analysis jobs.

Career Options Galore in Data Science

If you are dreaming of building a career in this lucrative and demanding sector, you won't be disappointed as the number of job opportunities is huge! The various positions available for students and professionals pursuing data science are listed below:

- Data Infrastructure Engineer

As a data engineer you need to deal with the Big Data Infrastructure. This position is quite different as you need to look after systems and hardware that help in data management activities of a company. These hardware and systems are used to store, process, and analyze digital data's huge repository of a company. The Data Engineers are responsible for managing and expanding these systems and hardware. For this position, professionals must have knowledge of technology and programming skills. They should also know how to deal with hardware. Candidates should have advance technical degrees.

- Data Analyst

The job of Data Analysts is to produce reports and presentations from data sets. They may have to analyze the consumer data set and dense financial data etc. for gleaning insights and making strategic recommendations. Moreover, they also organize messy data in such a format that it can be accessed easily. If you are interested in this job, you must have good command over data presentation programs and Excel. You need not be required to have knowledge of programming and technology. However, even though position is one of the lower-level positions in this sector, there are chances of growing and moving into higher positions. The annual starting salary for data analysts in India is around Rs. 11 lakhs.

- Data Management Professionals

It is an IT role in which you need to deal with Database, SQL, and Apache. You need not to do anything like data analysis. As a data management professional, you must work hard to have close watch on many different threads without further ado. You need to do different jobs according to the necessity. You can expect an annual average salary of up to INR 16 Lakhs.

- Business Analyst

Business analysts are intended to deal with collected and maintained data. They need to focus on marketing campaigns' impact and analyze it with the help of complex data sets so that they can know how industry will work in the future. They also need to make potential business plans so that possible outcomes should be derived. As a part of the job, they may also have to create presentations and reports etc. For this position, you must have interest in complex calculations and business management and development. Salaries for Business Analysts can go up to Rs. 20 Lakhs per annum.

- Machine Learning Researchers or Engineers

In this age of automation, it has become important to analyze data to get intelligence and insights. These researchers analyze data and make predictions for their companies. Their main role is to look after technology and programming and partially analyze it. So, to make a living as a machine learning engineer, the candidate must have good knowledge of statistics, learning theory and algorithms along with programming skills. You also need a degree in programming or software development. Candidates can expect an average salary of around INR 40 Lakhs per annum

- Data Science Managers

A data science manager can come from any background but he/she should have a keen understanding if the entire data science landscape. Structured thinking, analytical skills, storytelling skills (using data), motivational skills and team management are some of the key skills of a data science. Another important aspect of a data science manager's job is to identify and recruit the data engineers, researchers, data scientists and SMEs to the team. Their job is to solve different business problems using data science by putting the right people on the right problem. They basically manage the entire data science process. Once you take up the role of a data science manager, you can keep moving up the organizational hierarchy and even assume the role of Chief Digital Officer or Chief Information Officer. Top talent in this space up can command salaried up to and beyond Rs. 3.5 crore mark.

Training for an organizational decision making

Keeping in view the exciting opportunities data science holds for professionals, it is the right time to sign up for a course that helps you build a career in this emerging field. One such course is IIM Calcutta's Advanced Program in Data Sciences available on www.training.com. It has been developed keeping in mind the needs of working professionals that aim to become Data Scientists. The course teaches you many cutting-edge data science concepts like Machine Learning, Optimization, Data Representation, Data Visualization, Categorical Data Analysis, Data Warehousing, Distributed Processing using Hadoop and MapReduce and much more. Executives in the management field can also pursue this course for obtaining knowledge of the data science landscape, quantitative techniques and to sharpen their analytical skills.

The first batch for the course saw attendance from top professionals, having an average work experience of 9 years, from organizations like JP Morgan Services India, HSBC, Bosch, E&Y, Morgan Stanley Advantage Services, Capgemini, PWC, Ericsson, Oracle, Philips, Nomura Services, IBM, Cognizant, Infosys, Wipro, MindTree etc.

What makes this course best in class?

- **Top Tier Certification** – Get a certificate of successful completion from the prestigious by Indian Institute of Management, Calcutta
- **Alumni Status** – Receive MDP Alumni Status from IIM Calcutta on successful completion of the program
- **Live Online Classes** – Attend the live, virtual interactive classes led by eminent IIMC faculty from anywhere using your computing device and an internet connection

India's analytics industry is expected to nearly double by 2020. Around 12,000 freshers were added to the analytics workforce in India this year, up from 8,500 last year. And this number will only grow. To build a successful career in data science field, approach everything with an analytical bend of mind and build a portfolio of compelling projects. This will help you present a compelling case to the hiring manager on your dream data science team.

http://www.iamwire.com/2017/12/career-options-data-science/170146

Sapnesh Lalla, CEO, NIIT Limited with CNBC TV18 on 28th November 2017

https://www.youtube.com/watch?v=WYGlgfU8J8Y

Vijay Thadani, Vice Chairman & MD, NIIT Limited speaks on NIIT's Q2 Results on CNBC Awaaz

https://www.youtube.com/watch?v=xDZDs881rqE

Mr. Rajendra S Pawar, Chairman & Co-Founder, NIIT Group speaking on Confluence India 2017

https://www.youtube.com/watch?v=Gx2XnxZ1CK8

Sapnesh Lalla, CEO, NIIT Ltd. speaks on NIIT's Q2 Results on ETNOW

https://www.youtube.com/watch?v=HFmWoDBRIFs

Highlights from NIIT Confluence India 2017

https://www.youtube.com/watch?v=XQXpx2HAKhY

PRANJAL SHARMA

MACHINE LEARNING **NEUROSCIENCE** **IoT** **DATA ANALYTICS**
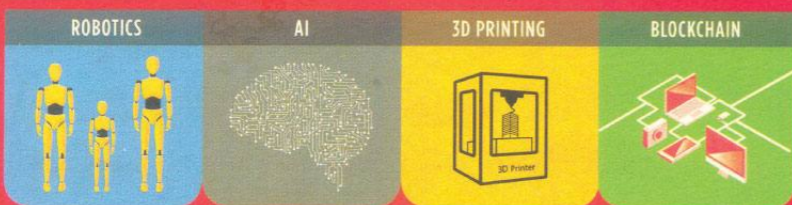
KRANTI NATION

ROBOTICS **AI** **3D PRINTING** **BLOCKCHAIN**

India and the Fourth Industrial Revolution

Preface by **PROF. KLAUS SCHWAB**, Executive Chairman
and Founder – World Economic Forum
Introduction by **CHANDRAJIT BANERJEE**, Director General – CII

Data Analytics Fuels NIIT

The earliest of technology training companies in India, NIIT brought the use of computers to many a home and many an individual. When it began in 1982, NIIT opened a chain of training centres across the country to help people with non-technical skills to become comfortable with using computers. In those days, computerization was considered as high-tech and futuristic as bionic body parts are today. Since then NIIT has expanded to offer training and education for individuals and institutions.

Now NIIT has several diverse operations, including a higher-education initiative with NIIT University in Rajasthan.

In keeping with the current technology trends, NIIT now uses its data science platform and strategies for data analytics to generate insights and to enable fact-based decision making. These technologies have been deployed and implemented for NIIT's own business operations and the 'Learning and Talent' group of its corporate customers.

The data-driven insights are of two categories – learner insights, and business insights.

These insights can be further grouped into descriptive (data points that suggest what has happened) and predictive (data points that suggest what could happen or provide guidance to what possibly should happen).

The learner insights provide information related to learning effectiveness and behaviour such as time spent, completion status, scores, and usage patterns of the learner across the learning path. All this usage data is crunched to create actionable insights that help intervention.

For example, how popular and helpful are discussion threads and resources? One can also identify how videos or any learning material are consumed, how many times they were replayed, paused or completed, etc. One can also see what content and formats resonate

Kranti Nation, Data Analytics Fuels NIIT

most with learners, and then use all of these insights to determine how the next training module must be designed.

The technology also identifies patterns of behaviour – for example, the correlation between people who take excellent notes or browse through supplementary content and the scores they obtain – to derive meaningful insights. These insights can be used to identify possible learners at risk or to identify patterns that improve learning.

NIIT is building prediction engines that will make use of 'patterns of behaviour' and dynamically create personalized learning paths to help learners succeed and achieve the desired outcome.

The business insights provide in-depth learning analytics to business sponsors and provide a big-picture view of the learning ecosystem to enable informed decisions. This includes business metrics delivered in an easy-to-comprehend manner to help key stakeholders make better-informed decisions during the entire lifecycle of training and related services.

To generate these insights, huge data from multiple systems are combined into a single middleware before it is mined. The nature of the data and the insights generated depend on the business needs. Some of the examples of metrics generated for different businesses include:

NIIT Retail B2C

- Lead Generation Analysis – provides various cuts/dimensions and real-time comparisons across dimensions.
- Lead Conversion Analysis – provides insights into the type of leads that convert, to help analysis and make informed decisions on forthcoming campaigns.
- Popular courses – by usage, by enrolments, coupled with demographic information.
- Plotting the probability of leads that have high chance of conversion. This helps the marketing team target high-potential

customers and convert them to enrol for a course.

Technology Framework

The technology (data science platform) framework consists of tools/engines under three broad categories:

Data collectors: The tools/components under this category act as data creator or data aggregator. To capture learner behaviour, all clicks/interactions with the digital learning material (both offline and online) made by the learner in the learning environment is captured real-time. NIIT silently records interactions without hampering the actual learning experience. In a similar way, for business systems, the data aggregator pulls data from across various systems e.g. Learning Management Systems, Procurement Systems, Performance Management, Learning Content Design and Development related toolsets, and more. This results in a huge data set which accumulates into the data collector over a period of time.

Data processors: The tools/components under this category apply statistical techniques to summarize the data for reporting. Some of the data produced here is put back in summarized form into the collector for further processing. The data processors include algorithm engines that create models for predictive analysis. These models are regularly trained with a new set of data for continuous improvement of prediction/recommendations.

Data visualizers: The tools/components under this category provide interactive visual representations of data and also provide filters, comparisons, and visualization of the data, thereby aiding decision making.

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Education has adapted rapidly to technology in recent years. The momentum will increase, but the real challenge will be to scale in time to meet India's needs. Building sustainable business models that can generate revenue to deploy technology will decide how rapid the scale-up will be.

Bloomberg

NIIT Named to Training Industry 2017 Top 20 IT Training

2017-12-13T18:22:17Z

NIIT Named to Training Industry 2017 Top 20 IT Training Companies List

Atlanta, GA, United States & New Delhi, Delhi, India - Business Wire India

NIIT Limited, a leading provider of managed training services announced that Training Industry has named it a 2017 Top 20 IT Training Company for the eighth consecutive year. Training Industry is one of the most trusted sources of information on the business of learning and continuously monitors the IT training marketplace looking for the best providers of IT training services.

Selection to this year's Top 20 IT Training Companies List was based on the following criteria:

Breadth and quality of IT training content and courses

Leadership and innovation in IT training

Company size and growth potential

Quality and number of clients

Awards, recognition and competitive differentiation

"The companies on this year's Top 20 IT Training Companies List lead the way in providing IT infrastructure, programming and database training," said Ken Taylor, president of Training Industry, Inc. "The companies selected for the 2017 IT Training Companies Top 20 List have adapted their content and courses over time to accommodate learner preferences and desired delivery modalities."

Devenderjit Chadha, Executive Vice President and Global Head, Learning Delivery, Operations and Content at NIIT said, "It is an honor to be recognized among the Top 20 IT Training companies for the eighth consecutive year. The IT training industry is constantly evolving and we are committed to introducing new services and innovations to deliver the most high quality and cost-effective IT training services for our global customers."

View the 2017 Top 20 IT Training Companies.

About Training Industry, Inc.

Training Industry, Inc. spotlights the latest news, articles, case studies and best practices within the training industry and publishes annual Top 20 and watch list reports covering many sectors of interest to the corporate training function. Our focus is on helping dedicated businesses and training professionals get the information, insight and tools needed to more effectively manage the business of learning.

https://www.bloomberg.com/press-releases/2017-12-13/niit-named-to-training-industry-2017-top-20-it-training

Left Page

#ConfluenceIndia17 will be held at the Lalit Golf & Spa Resort, Goa from the Nov 1st to 3rd, 2017. Watch this space for regular updates!

NIIT | Confluence CUSTOMER CONFERENCE GOA | NOV 01-03, 2017
Confluence aims to bring together business heads and learning leaders from NIIT's customers and partners.

Mr. Rajendra S Pawar addressing the session on 'Only People Matter!' at #ConfluenceIndia17

Rajendra S. Pawar
Chairman & Co-Founder, NIIT Group

"In the Industrial world, atoms (material) matter. These are limited in nature. Suddenly you are moving into an age where you have bytes, which are not limited... This throws up immense possibilities. We are moving from a century of machines to a century of the mind."
#ConfluenceIndia17

Mr. Ron Kaufman to address the first session on 2nd November at 9AM on 'Building a Culture of Service Excellence: A Proven Path to Continuous Improvement and Business Success'
#ConfluenceIndia17

Ron Kaufman
Founder & Chairman, UP! Your Service
Topic: Building a Culture of Service Excellence: A Proven Path to Continuous Improvement and Business Success.
Ron Kaufman is the world's leading educator and motivator for uplifting customer service and building service cultures. Rated as one of the 'Top 25 Who's Hot' speakers by Speaker Magazine, Kaufman presents powerful insights and global best practices gained from working with clients on every continent for more than twenty years. His speeches have inspired millions.
#ConfluenceIndia17

NIIT enters into an exclusive partnership with UP! Your Service, founded by award-winning Service Culture Consultant Ron Kaufman. Read more: http://www.niit.com/.../traini.../newsroom/Pages/press-rel.aspx...

NIIT Limited entered into a strategic partnership with UP! Your Service, the global leader in creating cultures of service excellence worldwide.
This strategic partnership was announced at the 'Confluence 2017' event organised by NIIT from 1st to 3rd November 2017 at The Lalit Golf & Spa Resort, Goa.

Mr. Sapnesh Lalla, CEO, NIIT Limited on entering into a strategic partnership with UP! Your Service. Read more: http://www.niit.com/.../traini.../newsroom/Pages/press-rel.aspx...

"We at NIIT, have always believed in Quality and Value Creation. We are excited to embark on a very significant initiative – Delivering Service Excellence and Increasing the Value that our Customers derive from their association with NIIT. We are delighted to partner with UP! Your Service, the world leader in this space in a strategic move to significantly expand our Corporate Learning portfolio."
Mr. Sapnesh Lalla, CEO, NIIT Limited

Here are the speakers participating in the #NIITBigDataTalk today on 'Big Data and Data Science in Today's Technology' at Investopad, SDA Market, New Delhi. Know more: www.training.com
#BigDataTalk #DataScience

NIIT is organizing the Big Data Talk today from 7PM - 9PM on 'Big Data & Data Science in Today's Technology'

Mr. Gavin Dabreo, CEO of MLSL on the announcement of NIIT's Q2 Consolidated Results. #NIITQ2Results Read more: http://www.niit.com/.../traini.../newsroom/Pages/press-rel.aspx...

Mr. Gavin Dabreo, CEO of MLSL
"I am delighted to report that MLSL has bagged prestigious awards for innovation in school education this quarter. Our key differentiator is that all of our content for the child is available on a mobile app, as also online for each student."

Education experts are already touting #ArtificialIntelligence as a game-changer for higher education, making it a hot sector for growth. #AI Read more: https://edtechmagazine.com/.../ai-boosts-personalized-learnin...
AI applications in learning management software could help institutions outline a learning path for each student in response to his or her individual progress.

NIIT is a Training Industry, Inc. Top 20 #IT Training Company for eighth consecutive year! This ranking highlights our ability to deliver high quality IT training services for our global customers in a rapidly evolving market. Read more: http://www.niit.com/.../traini.../newsroom/Pages/press-rel.aspx...

2017 TOP 20 COMPANY IT TRAINING — TRAINING INDUSTRY
NIIT is proud to be recognized as a Top 20 IT Training Company by Training Industry for the eighth consecutive year.

Right Page

Thank you for making #ConfluenceIndia17 a major success. Hope to see you again next year!

Confluence 2017
Thank you for being a part of Confluence India 2017!
#ConfluenceIndia17

Panel discussion on 'Achieving Retail Excellence through People Upskilling' moderated by Mr. Udai Singh. #ConfluenceIndia17

Panel discussion on 'Achieving Retail Excellence through People Upskilling'
Mr. Udai Singh — Chief Strategy Officer & President B2B India, NIIT Ltd.
Mr. Rajagopalan Purushothaman — Sr. Vice President, Learning & Development, Reliance Industries Ltd.
Mr Rajkumar Dubey — Chief Manager, Training and Development, IOCL
Mr. Santosh Deshpande — Advisor, Marketing Compliance & Sales Training, Essar Oil Ltd.
#ConfluenceIndia17

Panel discussion on 'Talent Transformation in the Era of Fintech' moderated by Mr. Anand Sudarshan on 3rd November at 10AM. #ConfluenceIndia17 #Fintech

Panel Discussion
Talent Transformation in the Era of FinTech
Ms. Papia Sengupta — Executive Director, Bank of Baroda — Panelist
Mr. R K Gupta — Executive Director, Bank of Maharashtra — Panelist
Mr. Judhajit Das — Chief Human Resources, ICICI Prudential Life Insurance Company Limited — Panelist
Mr. Anand Sudarshan — Founder & Director, Sylvant Advisors Private Limited — Moderator
#ConfluenceIndia17

Companies ahead in #digitaltransformation need to demand more digital expertise from B2B Partners. Read more: https://www.forbes.com/.../the-haves-and-have-nots-of-digit.../
Research shows B2B companies tend to fall behind their B2C counterparts in terms of tech innovation. To stay ahead, companies need to start demanding more from their B2B partners.

"In the years to come, around 50% of professionals will be irrelevant. The rapidly changing technology landscape and machines replacing manual labor, lower skilled jobs are assumed to be at risk." - Prakash Menon, President, Global Retail Business, NIIT Ltd. Read more: http://www.businessworld.in/.../Upskill-Yo.../26-11-2017-132727/
Upskill Yourself To Retain Your Job
Prakash Menon - Adding up skills to the portfolio can prove to be a personal as well as professional boost. ...upskilling, UpSkill Management, jobs, ernst and young
BUSINESSWORLD.IN

"With every swipe, click, like, and share businesses are using data to make critical decisions. In fact, current output of data is roughly 2.5 quintillion bytes a day. This immense volume of data creates several job opportunities ranging from simple data related jobs to complicated #dataengineering and #dataanalysis jobs." - Prakash Menon, President, Global Retail Business, NIIT Ltd. Read more: http://www.iamwire.com/.../12/career-options-data-scie.../170146
Career Options in Data Science
What makes data science a lucrative career path and what are the prospective options?
IAMWIRE.COM

The award was received by Raman Handa, Deputy General Manager, Global Retail Business, NIIT Ltd. at the 15th International Franchise and Retail Show by Leading Industry Association - Franchise India.

FRANCHISE AWARDS 17
NIIT has been recognized as the 'Franchisor of the Year - Vocational & Skill Development Training Institute' at the 15th International Franchise and Retail Show by Leading Industry Association - Franchise India.

The theme of the Competition was "Increasing Competitive Edge of the Company through Innovative HR Practices" and NIIT presented the Bootcamp model with specific example of the ID Bootcamp conducted at Learning Content.

NIIT won the Runners Up trophy at the inaugural CII National HR Circle Competition 2017 in Delhi on 10th Oct under the "Most Effective Recruitment, Engagement & Innovative Retention Strategy" category for the Medium & Small industry in Service/Infrastructure/Educational Sector.
Trophy was received by Rakhi Sharma, Talent Quality Head, Human Resources, NIIT Limited & Susmita Pruthi, Talent Development Head, Human Resources, NIIT Limited.

NIIT family wishes you a Merry Christmas!
With Christmas as inspiration, let's together stand up for hope, cheer and the joy of learning.
NIIT wishes you a Merry Christmas