SkillsBuild

Building professional, technical, and job-focused skills for learners who are reskilling or re-entering the workforce

Content catalog

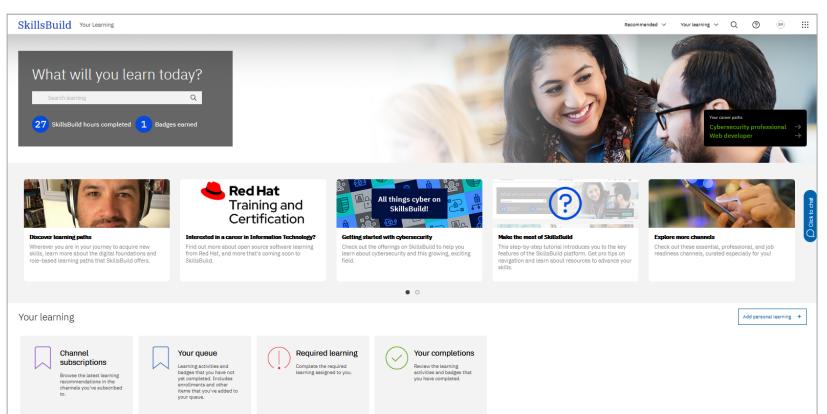
Updated: March 2021



SkillsBuild Your Learning

https://skills.yourlearning.ibm.com/

SkillsBuild is using IBM's cognitive learning platform called **Your Learning**. It uses Watson technology to help learners find, recommend, and track their skills development through a next-generation digital learning experience.



2

Learning paths and badges

https://skills.yourlearning.ibm.com/paths/main

The SkillsBuild platform offers **new and curated digital learning content** to help learners develop knowledge and skills with learning paths aligned to three levels:

Digital foundations, knowledge-based

Role-based, foundational to intermediate level, knowledge-based

Role-based, advanced level, skills-based

Whether learners are interested in skilling up for the digital economy or taking the first steps towards a new career, there's a **learning path** to get started.

Completing learning paths leads to earning IBM-issued **digital badges**. The badges:

- Provide an online demonstration of a learner's knowledge, skills, and achievements
- Can be easily shared on social and professional networking sites, email signatures, or personal web sites
- Make learning recognized and offer tangible evidence to future employers



View all badges issued by SkillsBuild: https://skillsbuild.org/badges

Digital foundations learning paths

Working in a Digital World: Professional Skills Working in a Digital World: Essential Skills Agile Explorer

Explorations into Mindfulness

Job Application Essentials

SkillsBuild Innovation Camp

Entrepreneurial Mindset

Working in a Digital World: Professional Skills

https://skills.yourlearning.ibm.com/channel/CNL_LCB_1551390152858

Get an understanding of key skills for professional success and core soft skills needed in the information technology workforce. This knowledge of skills and behaviors includes:

- Collaborating effectively with teams
- Creating and delivering presentations
- Communicating with impact
- Dealing with challenges in a controlled and focused manner
- Using agile approaches for working professionally to deliver quality work and experiences to customers
- Solving problems and implementing solutions

Content: Learning plan with IBM courses or curated learning activities from trusted source (German).

Duration: Varies by language

Languages: English, French, German, Spanish, Japanese

Badge: Foundational



Professional Skills



Working in a Digital World: Essential Skills

https://skills.yourlearning.ibm.com/channel/CNL_LCB_1551384685793

Essential skills represent the industry knowledge and modern ways of working that professionals need to be successful in a digital innovation economy. Learn how to use and apply agile and design thinking methodologies and practices. Be aware of the key technologies that power today's jobs. These technologies include:

- Cloud computing
- Artificial intelligence
- Data and analytics
- Internet of Things (IoT)
- Blockchain
- Security

Content: Learning plan with curated learning activities from IBM and Coorpacademy. Japanese learning plan uses IBM and i-Learning content.

Duration: Varies by language

Languages: English, French, German, Spanish, Japanese

Badge: Foundational



Essential Skills



Agile Explorer

https://skills.yourlearning.ibm.com/activity/PLAN-F8CBF9ECCA49

Agile is a set of values, principles, and practices that helps change the culture and behaviors of the way people work.

Learn the foundational concepts of Agile and earn the **Agile Explorer** badge upon completion of three courses:

- 1. A Taste of Agile
- 2. Agile Operations Fundamentals
- 3. Agile Program Fundamentals

Powered by **Agile** at IBM



Content: 3 IBM courses Duration: 7+ hours Languages: English

Badge: Foundational



7

Explorations into Mindfulness

https://skills.yourlearning.ibm.com/activity/ILB-PZXNZVNYYRRQ2188

A course and badge offering to develop an understanding of mindfulness concepts and techniques, and learn how to apply mindfulness practices for various situations. Understand how to further develop focus and self-awareness. Use these skills as a foundation for further study in mindfulness and to apply mental and emotional management in any career path.

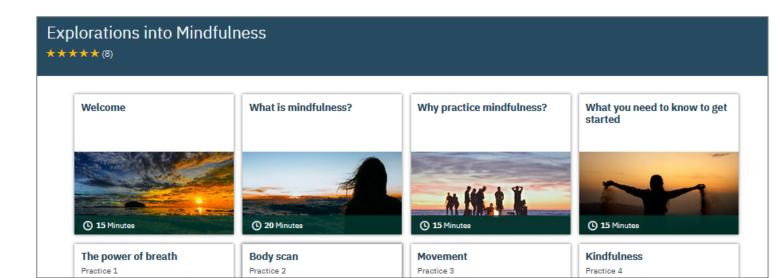
Developed by IBM in partnership with



Oxford Mindfulness Centre Content: IBM course
Duration: 3 hours
Languages: English

Badge: Foundational





Job Application Essentials

https://skills.yourlearning.ibm.com/channel/CNL_LCB_1594406367617

A course and badge offering to develop a strong understanding of how to position yourself effectively for your first job opportunity.

- Build a strong, professional social media and online presence.
- Conduct thorough and effective workplace research personalized to your interests and skills.
- Create a strong entry-level resume, even without any prior work experience.
- Practice interviewing professionally.

This digital self-paced content is designed especially for youth entering the workforce, or non-traditional applicants looking to refresh their job application skills.

A co-creation of IBM and



Content: Four IBM courses **Duration:** 7 hours, 45 minutes

Languages: English

Badge: Foundational





SkillsBuild Innovation Camp

https://skills.yourlearning.ibm.com/activity/PLAN-FE02DE87AD03

Gain hands-on experience as part of a diverse team working on a real-world challenge and learn new skills along the way. With the aid of expert facilitators, you will apply the design thinking process and strategic methods to:

- Craft a problem statement
- Ideate creatively
- Solve complex problems more quickly
- Design an innovative user experience
- Create a compelling pitch

Learn how creativity and mindfulness can lead to innovation.

Developed by IBM in partnership with CodeDoor

Content: Learning plan includes online learning and participating in team activities, including creating a pitch presentation

Duration: 100 hours over 10 weeks

Languages: English

Badge: Intermediate

Note: The camps are held throughout the year in various locations or online. Learners who are interested in participating should express interest through their SkillsBuild coordinator.



DR	Innovation Camp		
*	Please study the following topics:		
20	Topic 1 of 9	Topic 2 of 9	Topic 3 of 9
2	Introduction to Innovation Camp 0 of 1 concepts completed	Building a culture & mindset of innovation 0 of 1 concepts completed	Understanding innovation methods: Design Thinking 0 of 1 concepts completed
8			
*	START LEARNING	START LEARNING	START LEARNING

CD DR

Entrepreneurial Mindset

Entrepreneurship Business Essentials

https://skills.yourlearning.ibm.com/channel/CNL_LCB_1601995094641

Gain a foundational understanding of entrepreneurial concepts required to launch a new business, product, or service. This includes decision making, entrepreneurship skills, using tools and models for business, context analysis, planning, and social impact.

This is designed for new business owners, individuals wanting to grow a business already launched, or learners interested in entrepreneurship.

Developed by IBM in partnership with Puentes Global.

Content: Seven IBM courses Duration: 17 hours Languages: Spanish Badge: Foundational



Be an Entrepreneur

https://skills.yourlearning.ibm.com/activity/PLAN-531AD0928A0D

Develop an entrepreneurial mindset as you build and test your own business idea to create a valid business opportunity. Learn the basics needed to build a business model for your idea to pitch it and launch it. Take control of your life and pursue your dreams by learning how to think and act entrepreneurially.

This is designed for any individual who has not previously considered themselves entrepreneurs and who are now interested in developing entrepreneurial skills.

Developed by IBM in partnership with **NFTE (Network for Teaching Entrepreneurship**).

Content: 14 lessons and final quiz Duration: 35 hours Languages: English Badge: Intermediate



Role-based learning paths

Cybersecurity professional Customer service representative Data analyst Enterprise computing professional Linux system administrator

Cybersecurity professional (1/2)

https://skills.yourlearning.ibm.com/paths/CYBERSECURITY_PROFESSIONAL

There is a current and growing need for cybersecurity professionals around the world. Cybersecurity professionals are on the front line of cyber crime defense to protect vital information systems from threats such as malware, hackers, and social engineering.

Cybersecurity professionals work for organizations to keep computer information systems secure. They analyze security needs, determine who requires access to which information, and help coordinate information security programs.

Cybersecurity professionals have a passion for securing systems and protecting data and have a keen interest in information technology. Core skills for cybersecurity professionals include:

- Proficiency in implementing information security measures and controls
- Communicating and managing risks
- Working with tools to monitor network activity to identify vulnerable points
- Engaging with colleagues to act on breaches and resolve cyber threats

Job roles can include security operations center (SOC) analyst, incident responder, threat analyst, security consultant, penetration tester, security analyst, and more.

SkillsBuild offers an introductory course and badge, and exploratory learning activities.

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Cybersecurity Fundamentals

https://skills.yourlearning.ibm.com/channel/CNL_LCB_1580409324694

Content: An IBM Learning Bundle course and badge offering to introduce cybersecurity concepts and career opportunities in this exciting, growing field.

Duration: 6 hours

Languages: English, French, German, Spanish, Japanese

Badge: Cybersecurity Fundamentals



All things cyber on SkillsBuild!

https://bundles.yourlearning.ibm.com/skills/learn/#page/DNRJNEMZEVWG29MK

SkillsBuild has a collection of learning offerings to help learners build knowledge and skills in cybersecurity, from courses and badges to learning channels and certification preparation. Check out this online resource that lists everything!

Cybersecurity professional (2/2)

https://skills.yourlearning.ibm.com/paths/CYBERSECURITY_PROFESSIONAL

Fortinet Network Security Expert (NSE) certifications

Overview of the Fortinet NSE Certification Program

SkillsBuild is partnering with the Fortinet Network Security Expert (NSE) Institute to offer a program of courses and corresponding certifications for those interested in gaining knowledge and skills about IT infrastructure and being ready to face today's cybersecurity challenges.

- Since the NSE Program was launched in 2015, more than 250,000 NSE certifications have been issued.
- By earning NSE certifications, candidates gain credibility within the network security industry.
- The Fortinet NSE program is an eight-level training and certification program that is designed to provide interested technical professionals with an independent validation of their network security skills and experience.
- Free exam vouchers are available to those meeting requirements.

Level	Certification	What to expect	Learn more
NSE 1	Network Security Associate	 First, entry level certification for security education Completion: Pass all lessons and quizzes in one course to earn the NSE 1 certification Language: English and course videos are in Spanish and Portuguese 	Learning channel
NSE 2	Network Security Associate	 Core-solutions level for security education Completion: Pass all lessons and quizzes in one course to earn the NSE 2 certification Language: English and course videos are in Spanish and Portuguese 	Learning channel
NSE 4	Network Security Professional	 Product training Completion: Take two courses and pass the NSE 4 exam to earn the NSE 4 certification Language: Courses are available in English; exam is available in English and Japanese 	<u>Learning plan</u>
NSE 5	Network Security Analyst	 Product training Completion: Take any two courses and pass two corresponding NSE 5 exams to earn the NSE 5 certification Language: Courses are available in English; exams are available in English and some are available in Japanese 	<u>Learning plan</u>
NSE 6	Network Security Specialist	 Product training Completion: Take any four courses and pass four corresponding NSE 6 exams to earn the NSE 6 certification Language: Courses are available in English; exams are available in English and some are available in Japanese 	<u>Learning plan</u>
NSE 7	Network Security Architect	 Product solution integration Completion: Take any one course and pass the corresponding NSE 7 exam to earn the NSE 7 certification Language: Courses are available in English; exams are available in English and some are available in Japanese 	Learning plan

Customer service representative

https://skills.yourlearning.ibm.com/paths/CUSTOMER_SERVICE_REPRESENTATIVE

One of the hottest areas with high demand is in IT customer service and support.

Customer service representatives are a primary point of contact for the customer with an organization. They make sure customers are satisfied, even delighted, with the experience or interaction that they've had through a customer service channel.

Customer service representatives must be effective in explaining the issue resolution process and providing information about products and solutions to customers. They need to be able to multitask and prioritize customer issues and problem solve and collaborate with colleagues across the organization. And, they must display professional and empathetic behavior with customers, and have patience, curiosity, and a willingness to help others. Core skills include:

- Building rapport
- Clear verbal and written communication
- Active listening
- A customer service orientation
- Problem resolution
- Information gathering

SkillsBuild offers four courses and two badges for Customer Engagement.

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Communication and Personality Dynamics

Content: Two IBM Learning Bundle courses to understand methodologies and best practices for building rapport and engaging in productive communication.



SkillsBuild

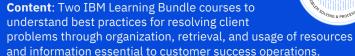
- Course 1: Communication Skills
 https://skills.yourlearning.ibm.com/activity/ILB-EKRGXPZQVNYJ29BZ
- Course 2: Personality Dynamics
 https://skills.yourlearning.ibm.com/activity/ILB-VQXEKQRZGJMY1D9X

Duration: 6 hours, 10 minutes

Languages: English, French, German, Japanese

Badge: Customer Engagement: Communication and Personality Dynamics

Problem Solving and Process Controls



- Course 3: Problem Solving <u>https://skills.yourlearning.ibm.com/activity/ILB-JYWWMDKWZWMR1YMN</u>
- Course 4: Process Controls
 https://skills.yourlearning.ibm.com/activity/ILB-ZKDDWZRNYNYM1J4G

Duration: 5 hours, 20 minutes

Languages: English, French, German, Japanese

Badge: Customer Engagement: Problem Solving and Process ¹⁸ Controls

Data analyst (1/2)

https://skills.yourlearning.ibm.com/paths/DATA_ANALYST

Our world is rich with data. All of the data that businesses collect is filled with potential, if you can learn how to find it!

Companies today realize the value of a data-driven business strategy and need talented individuals to provide insight into the constant stream of collected information. The demand for data analysts will only grow as we continue to digitize our physical world.

Data analysts are critical thinkers who use their abilities to obtain insight from data to resolve technical real-life problems. Core skills for data analysts include:

- Using prescribed analytical techniques and tools to collect, clean, manage, and analyze data
- Identifying insights to solve business problems
- Visualizing data to successfully communicate results in a clear way to stakeholders

Data analysts have prerequisite knowledge in basic mathematics and statistics as well as business acumen.

SkillsBuild offers an introductory learning plan of curated learning activities, a practice activity, and badge, and exploratory learning activities.

Introduction to Data Analysis

https://skills.yourlearning.ibm.com/activity/PLAN-3DC889AFF799

Content: An IBM Learning Bundle course, series of curated learning activities, final practice activity, and badge offering to introduce data analysis concepts, processes, and tools.

Duration: 12 hours

Language: English

Badge: Introduction to Data Analysis



Learning channels

SkillsBuild offers curated, optional learning activities to explore data and analytics.

- Data and Analytics Foundational
 https://skills.yourlearning.ibm.com/channel/CNL_LCB_1567178224443
- Data and Analytics Advanced
 https://skills.yourlearning.ibm.com/channel/CNL_LCB_1567179142688

Data analyst (2/2)

https://skills.yourlearning.ibm.com/paths/DATA_ANALYST

SkillsBuild also offers more opportunities to take further steps to deepen learning about data analysis and earn badges.

Big Data Foundations

https://skills.yourlearning.ibm.com/activity/PLAN-92E2B150F301

Go from an initial understanding of Big Data to working with tool sets to dig into the data itself and start identifying the patterns and trends that would otherwise go unnoticed.

Content: Three self-paced courses that includes videos, labs, graded review questions, and a final exam.

Level: Beginner

Duration: 13 hours

Language: English

Badges: Earn an IBM-issued badge after each course and then the final Big Data Foundations – Level 2 badge



Applied Data Science with Python

https://skills.yourlearning.ibm.com/activity/PLAN-B6CBEFCA2BFD

Learn how to code in Python for data science, then analyze and visualize data with Python with packages like scikit-learn, matplotlib, and bokeh.

Content: Three self-paced courses that includes videos, labs, graded review questions, and a final exam.

Level: Beginner to Intermediate

Duration: 23 hours

Language: English

Badges: Earn an IBM-issued badge after each course and then the final **Applied Data Science with Python – Level 2 badge**



Enterprise computing professional

https://skills.yourlearning.ibm.com/paths/ENTERPRISE COMPUTING PROFESSIONAL

Enterprise computing professionals work to ensure critical large-scale enterprise success, meet the world's ever-changing digital business demands, deliver core services for cloud and hybrid cloud environments, and support mission-critical transactions.

The hottest jobs are growing in the quiet corners of core technology. Companies around the world need talented professionals with IBM Z skills. The IBM Z platform is used by IT organizations to host the most important applications, such as customer order processing, financial transactions, production and inventory control, and payroll.

Enterprise computing professionals are technical professionals who specialize in providing services to clients on hardware and software components. Core skills include:

- Executing programs and accessing datasets following best practices and standards
- Managing the deployment and life cycle of software products
- Upgrading products
- Evaluating risks and taking actions to mitigate/minimize risks
- **Developing applications**

Career paths for enterprise computing professionals include positions such as IBM Z system administrator, IBM Z systems programmer, IBM Z application developer, Linux/zVM system administrator, database systems programmer, database administrator, security engineer, and more.

SkillsBuild offers an advanced badge for learners who are motivated and dedicated to pursuing a learning plan for the role of IBM Z System Administrator.

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IBM Z System Administrator: Practitioner

https://skills.yourlearning.ibm.com/activity/PLAN-652040BE2F9D

Content: Series of curated learning activities, hands-on programming practice, and badges to build knowledge and skills to pursue a career as an IBM Z system administrator.

Duration: Over 200 hours

Language: English

Badge: IBM Z System Administrator: Practitioner

When completed, if based in the United States, there is the opportunity to apply for the IBM Z Apprenticeship program.





Learn about enterprise computing

What are mainframes? What is IBM Z? Who uses IBM Z? Have you used IBM Z? These guestions and more are answered in this short learning activity with videos designed to introduce you to enterprise computing.

https://skills.yourlearning.ibm.com/activity/URL-47938FB5B0F6

Red Hat Certified System Administrator (RHCSA)

https://skills.yourlearning.ibm.com/paths/LINUX_SYSTEM_ADMINISTRATOR

Red Hat is the largest open source company in the world. Open source software allows companies, projects, and enterprises to adopt a community-backed development model, where diverse communities of developers come together to solve problems, develop new technologies, and create better software.

IT professionals with open source skills are in demand more than ever.

Building skills in open source can lead to a career in Linux system administration, engineering, DevOps, cloud computing, networking, storage, security, and more.

Learn how to perform essential Linux administration tasks, including:

- Installation
- Establishing network connectivity
- Managing physical storage
- Basic security administration

SkillsBuild offers a series of courses, labs, and exams in partnership with Red Hat to help learners prepare for and earn the Red Hat Certified System Administration (RHCSA) designation.



Learning Red Hat Enterprise Linux opens up your career possibilities



Red Hat Certified System Administrator

https://skills.yourlearning.ibm.com/channel/CNL_LCB_1593440688050

Content: Five video and lab-based digital courses about core system administration skills required in Red Hat Enterprise Linux environments.

Duration: Over 80 hours

Languages: English, Japanese, French, German, Chinese, Spanish, Korean, and Italian

Certification: Opportunity to earn a Red Hat Certified System Administrator (RHCSA) certification by completing a hands-on performance-based exam to demonstrate you're ready for a Linux administration role.

Open Source Software learning channel

https://skills.yourlearning.ibm.com/channel/CNL_LCB_1590778379043

Eight video-based digital courses to learn the fundamentals of Red Hat's open source products.

Exploratory learning channels



Exploratory learning channels

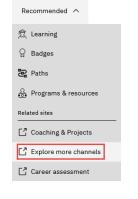
NPO learner offerings: <u>https://bundles.yourlearning.ibm.com/skills/learn/#page/MKPYMVQVMPDW53J8</u> All leaner offerings: <u>https://bundles.yourlearning.ibm.com/skills/learn/#page/VQMMDRZZVEZX255J</u>

SkillsBuild offers numerous **"core" learning channels** of curated digital learning activities so learners can **explore** a variety of topics, aligned to these themes:

- 1. Job-role skills
- 2. Essential skills
- 3. Professional skills
- 4. Job readiness skills

Learners can **access** an online resource that lists all channels in SkillsBuild from **Recommended > Explore more channels** on the top navigation bar.

Learners can **subscribe** to the channels they are most interested in to boost their knowledge.



68 subscribers

Subscribed

These learning channels serve as a **model** for DSMs to use to **curate localized learning activities into channels** in their languages.

Note: SkillsBuild translates the channel names and descriptions into French, German, Spanish, and Japanese.

	channel Problem Solving				
You have com	Subscribe 42 subscriber	8			
	eLearning	Learning Plan	eLearning		eLearning
	Problem solving: crack complex problems wit	Course 3: Problem Solving	Getting to Problem	the Root of a	Defining Alternative Solutions to a Problem
	50 mins	in queue	17 mins		10 mins

List of "core" learning channels ... and they're growing!

NPO learner offerings: <u>https://bundles.yourlearning.ibm.com/skills/learn/#page/MKPYMVQVMPDW53J8</u> All leaner offerings: <u>https://bundles.yourlearning.ibm.com/skills/learn/#page/VQMMDRZZVEZX255J</u>

Security – Advanced

Working in a Digital World: Essential Skills

Legend: Opportunity to earn a SkillsBuild badge *or* a third-party certification.

Role-based skills	Essential skills	Professional skills	Job readiness skills
Customer service representative Network Security Analyst Cybersecurity professional Data analyst Red Hat Certified System Administrator	Agile Methodology - Foundations Agile Methodology - Advanced Agile Explorer - Powered by Agile at IBM Artificial Intelligence - Foundations Artificial Intelligence - Advanced Blockchain - Foundations Blockchain - Advanced	Career Planning Collaboration Communication Skills Critical Thinking Decision Making Digital Literacy Entrepreneurial Mindset	Develop a LinkedIn Profile Write a Good Resume Build Interview Skills Job Application Essentials Succeed at Work Search for Work in Difficult Times Work from Home
Essential skills for small business owners	<u>Cloud Computing - Foundations</u> <u>Cloud Computing - Advanced</u> <u>Data and Analytics - Foundations</u>	Explorations into Mindfulness Interpersonal Skills Leadership and What Leaders Are Looking	SkillsBuild Presents: Job Exploration Webinars
Be an Entrepreneur Business Fundamentals Finance Fundamentals Grow Your Business Manage Your Business Virtual Business Management	Data and Analytics - Advanced Design Thinking - Foundations Design Thinking - Advanced Digital Marketing Digital Strategy for Small Business How it Works: Emerging Technology Innovative Ways of Working Internet of Things (IoT) - Foundations Internet of Things (IoT) - Advanced Open Source Software Quantum Computing - Foundations	For Mindfulness Problem Solving Professionalism at Work Project management Resilience Virtual Teaming Working in a Digital World: Professional Skills	