ICT Training Proposal South Africa

IIHT Technologies Ltd
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OBJECTIVE OF PROPOSAL

Product life cycle of an IT technology or product is very short. Hence knowledge and skills necessary to harness the technologies in relation to IT services Industry need a close association with the industry itself and constant change/up-gradation in pace with technology innovations and product arrivals into the markets.

Also, it is realized that IT Infrastructure Management Services is a potential field in IT and has huge requirement to develop professionals qualified both in the areas of technology and management and well augurs to become a separate vertical by itself to offer these programs in fast developing countries of BRICS nations.

IIHT being an education and services organization fits into this role of developing programs relevant to ICT requirements. Students across the world obtain IT skills as supplement to the university education which in most of the cases across the world is found to be inadequate to readily deploy to manage the services as mandated by the employers/global ITSM standards. With a view to cater to all the segments IIHT has designed professional courses mapped to job specific skills, enterprise courses tailor made to customer’s training needs and academic programs comprising of appropriate combination of IIHT’s technology/job specific programs to offer as UG and PG programs to the students to readily find jobs in IT services industry.

It is therefore, proposed that Rakwena & Assosiados (Pty) Ltd and IIHT to collaborate to start IIHT centers to offer across South Africa by concluding on the master franchise business model of IIHT India.

This proposal explains the business model, organization chart, HR requirements, Infrastructure requirements, Business Strategy, and opportunity in South Africa and the draft copy of MOU.
THE BROAD OBJECTIVES OF PROPOSAL:

- Enter into a Master Franchise relationship
- To cater to meet enterprise needs in South Africa
- To be the best education and training organization in South Africa
- To offer both academic and professional courses
- To work closely with IT Industry to make the above programs relevant to industry.
- Get accreditations from SETA and SAQA
Enhancing Intellect,
Enriching Lives
PRESIDENT NOTE:

The potential of the country is not just measured on its GDP or the natural resources it has, but on its workforce and its skills. India has thrived on this philosophy by developing skilled IT workforce which has fuelled the growth of IT outsourcing industry. Now many countries are emulating India’s success. It is indeed a pleasure to introduce IIHT Technologies, a global leader in education and training that is developing comprehensive and necessary skills in IT, mechanical, mechatronics, telecommunication and more.

IIHT Technologies offers diplomas and degree programs with accreditation from global bodies and affiliations from world renowned universities backed by third party quality audit by global expert. Converging the above two points, we offer diplomas and degrees which assure skills and a fruitful engagement in the industry. Our courses attempt to develop practical, in-depth, concurrent, and comprehensive and job specific skills. IIHT has developed I-Topology, a unique Cloud fabric meant to build Learning as a Service (LaaS) Cloud to support our global partners with Cloud based remote labs. The global best learner centric systems are adapted in developing instruction design and content circumventing around cognitive learning. That IIHT is a technology company and that IIHT is a partner company and that IIHT maps the skills to industry requirements are the key factors to its success – We are proud to say that we have commissioned IIHT education and training in more than 300 cities in India and in more than 25 countries across the world. We ensure that all the stake holders achieve the objective of the association with IIHT Technologies. As the president I and my team believe in building relationship, managing them and delivering the necessary goods with utmost commitment and ownership.

Neela Murali Mohan
President
IIHT Technologies
IIHT IN A GIST

Indian Institute of Hardware and Technology (IIHT) is a pioneer in hardware and networking - IT (Information Technology) IMS (Infrastructure Management Systems) education and training. It is the largest IT IMS education and training organization in Asia and Africa. IIHT is a premier IT consulting and training company providing learning interface with state-of-the-art infrastructure, offering cutting edge services and end-to-end solutions to individuals and businesses. Founded in 1993, IIHT has painstakingly built an industry specific, cost effective education ecosystem in IT IMS.

Vision

Empower with skills to remove insecurity and instill confidence among the youth Seeing a world of competence, skills and prosperity through meaningful training and learning To see a world free from unemployment and ensure fruitful engagement.

Mission

To offer world class IT education and training with cutting edge technology infrastructure across the globe and to foster a million IT IMS professional in the next 3 years
IIHT TECHNOLOGIES

IIHT has more than 300+ centers in India and presence in more than 20 countries worldwide. IIHT Technologies manages the overseas operations of IIHT (India). IIHT Technologies offers unparalleled training solutions through each of its franchises across the centres. The company is dedicated to providing enriched training solutions to businesses and individuals that enables lifelong learning. It has demonstrated high rate of success in countries such as China, Sri Lanka, Mauritius, Angola, Nigeria, Ivory Coast, Mozambique and Turkey but to name a few among over 20 countries.

IIHT’s PATH TO SUCCESS

◆ Founded in 1993
◆ Core Business – IMS Education & Training
◆ No. 1 IMS Education and Training organization in India
◆ Presence in over 20 countries with Corporate office in Bangalore
◆ 11 Regional Offices in India and 4 outside
◆ WOFE in China and 100% Subsidiary in South Africa
◆ Trained more than a million students
◆ BCCL, Times of India group is one of the stake holders
◆ 20 Years of experience in IT IMS related training

IIHT’s Domain Expertise

◆ Delivered 500 millions of man hours of training
◆ Over 4000 Instructors on cutting edge technologies
◆ Conducted over 1 million man hours of Corporate Training
◆ Developed high quality content on various Technologies and Skills
◆ Conducted regular TTT programs
◆ 6000+ employees in India
◆ 300+ training centers across India
SKILLED TRAINING IN KEY TECHNOLOGIES

- Desktop Support
- Network Management
- Server Management
- Storage & Backup
- Disaster recovery & Business continuity Management
- Database Management
- Data Mining and Business Intelligence
- Data Centre design and management
- Virtual Computing
- Data Centre
- Automation and Management
- Big Data
- Cloud Computing – IAAS, PAAS, SAAS
- Wireless Computing
- Telecommunication and Unified Communication
- Application Management
- IT Security Management
- Remote Infrastructure Management
- ITSM
- Software Testing

Microsoft Gold Certified Partner
Largest Training Partner for Red Hat
Exclusive Training Partner for Symantec
Partners of CITRIX, NETAPPS, EMC2
Partner of NTTF to offer Mechanical and Mechatronics courses
Partner of Catering college to offer courses on hotel management and catering
Partner of the Friedman group for retail training and consultancy
AT THE CUSP OF QUALITY

Education Partners
GLOBAL TIE UPS WITH LEADING UNIVERSITIES

- University of Wolverhampton, UK
- Wesley University of Science and Technology, Ondo, Nigeria
- United Methodist University, Liberia
- Sikkim Manipal University, India
- Rotterdam Business School, Netherlands
- Gujarat University, India

COURSE PACKAGING

- Good infrastructure and excellent learning environment supported by Cloud
- Industry relevant curriculum & job assured skills
- Third Party Quality Control
- Third party evaluation and authentication (certification)
- Professional courses with academic value
- Complement as well as supplement academic courses
- Deep skill development on each technology
- Curriculum as up market technology
The key concepts of IIHT packaging aid to many advantages for the students and all courses follow student centric approach in packaging. This ensure in acquisition and enhancement of many skills among IIHT students, with deliverables such as:

- Technical Skills
- Soft Skills
- Communication skills
- Academic qualification (Optional)
- CRM (Customer Relationship Management)
- ITSM (Information Technology Service Management)

Structure based approach of IIHT is skill centered and has conceptualized the following skill based analogy:

Skills on Current Technology
- English Fluency
- Team Work
- Presentation Skills

Deep Skills
Technologies/Job Specific Skills

Hands on Experience
Finishing School is part of only few IT
ENABLING PARTNERS WITH OWNED RESOURCES

IIHT Owned Cloud

IIHT is a pioneer in providing Cloud solutions, HPC, Scale-out storage, and in-place IT infrastructure management solutions. With hunger for innovation and technology, we recently gave the world, the first Virtual Data Centre on Cloud, a virtualized IT environment with the flexibility of in-place infrastructure and security.

How do our business partners benefit from it?

◆ Get Official Curriculum certified Lab infrastructure
◆ Learning at your own pace anytime, anywhere using Internet
◆ Learn in your own Virtual Data Centre
◆ Create your own Learning Scenario, preserve & share it instantaneously
◆ Access to wide set of hardware & software stacks for learning
◆ Pay for only what you use
◆ Use the knowledge bank to know the best solutions, or learn how the experts do it
◆ Get experts advice in the community
◆ Showcase your skills to the community with I-Topology
◆ Earn Cloud credits if community uses your I-Topology

IIHT proudly presents its own cloud built on Technology that powers “Learning-as-a-Service” Cloud

![Diagram of IIHT Owned Cloud infrastructure](image_url)
IIHT’s proprietary cloud fabric software built on 75+ man years of collective industry experience

I-Topology a patent pending component of cloud management fabric, gives you complete control of your “Virtual Data Centre”

Fabric built on Microsoft Hyper-V, System Centre Stack and Dell Servers

AN IDEAL PARTNER

Most reputed and preferred brand in the IMS education and training industry among students.

A well known brand among the corporate as a premier IMS education and training service provider.

Totality of solutions made available in computer hardware and networking education and training requirements.

Complete technical and business know-how is readily made available to the partners and individuals.

Affiliations with most of the world IT leaders such as MICROSOFT, REDHAT, COMPTIA, EDEXCEL, PROMETRIC, SMU etc.

International certification courses at reasonable prices.

A wide mix of courses in ACHNP, GIMS, GNetPro, HNC and HND, Big Data, Cloud, IT security Mobile Computing and complete IMS package. With options of short term courses, Diplomas, Graduation and post graduation courses.

Courses offered are cost effective suiting the existing markets and structured courses for apt career in IT IMS.

Excellent, comprehensive courseware coupled with blended learning solutions exposing students to various sources of learning – including audio, video, hands on and live simulations.

A business model that is proven. Well structured feasibility for running a centre.

Perfect organizational hierarchy and time tested systems and processes to effectively support the partners.
Centralized and regionalized marketing activities that is well planned and executed.

Effective training for partners and their employees. Continuous support throughout the lifetime of partnership.

Qualified Consultants (senior and successful professionals from the industry) on advisory board that guides the company to achieve goals.

**SALIENT FEATURES!**

- IIHT Technologies has developed programs, processes, business models, and resources to cater to global requirements.
- IIHT has made inroads into 25 countries of the developing markets.
- While focus is on IT, stress is to increase employability making individuals job ready!
- Works closely with Global IT leaders and enterprises to stay on foot.
- Pioneer and Unique Indian Company to offer comprehensive IMS program!
- Provides international accreditations from recognized bodies of examining and certifying.
- Synchronizes with the industry by constant upgrading with new products and new versions.
- Strong vision with regards to technologies.
- Significant expertise on enterprise technologies.
- Offers UG and PG academic programs and career programs for K-12 pass-outs to professionals.
## SEEKING PERFECTION

<table>
<thead>
<tr>
<th>Year</th>
<th>Company</th>
<th>Technology</th>
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<tbody>
<tr>
<td>1994</td>
<td>Dept of Electronics, GOI</td>
<td>‘A’ and ‘O’ Levels</td>
</tr>
<tr>
<td>1995</td>
<td>Apple</td>
<td>Mac OS &amp; H/W</td>
</tr>
<tr>
<td>1996</td>
<td>Novel Inc.</td>
<td>Netware-CNE/CNA</td>
</tr>
<tr>
<td>1997</td>
<td>Microsoft</td>
<td>Windows NT MCSE</td>
</tr>
<tr>
<td>1998</td>
<td>SCO</td>
<td>Unix</td>
</tr>
<tr>
<td>1999</td>
<td>Sun Microsystems</td>
<td>Solaris</td>
</tr>
<tr>
<td>2000</td>
<td>HP</td>
<td>HP UX/NNM/OV</td>
</tr>
<tr>
<td>2001</td>
<td>Novel</td>
<td>Suse Linux</td>
</tr>
<tr>
<td>2002</td>
<td>IBM</td>
<td>AIX TIVOLI Websphere</td>
</tr>
<tr>
<td>2003</td>
<td>RedHat</td>
<td>RedHat Linux</td>
</tr>
<tr>
<td>2004</td>
<td>Oracle</td>
<td>DBA</td>
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<tr>
<td>2005</td>
<td>CISCO</td>
<td>Routing and Switching CCNA/CCNP/CCIE</td>
</tr>
<tr>
<td>2006</td>
<td>Symantec</td>
<td>Veritas Netbackup</td>
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<tr>
<td>2007</td>
<td>NetApp</td>
<td>Storage</td>
</tr>
<tr>
<td></td>
<td>1. SMU</td>
<td>BSC IMS</td>
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<tr>
<td>2008</td>
<td>Citrix</td>
<td>Virtualization – Desktop/Server</td>
</tr>
<tr>
<td>2009</td>
<td>EMC</td>
<td>Storage Admin</td>
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<tr>
<td>2010</td>
<td>Edexcel</td>
<td>HND / HNC</td>
</tr>
<tr>
<td>2011</td>
<td>VMWare</td>
<td>Server Virtualization</td>
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<tr>
<td>2012</td>
<td>Exim</td>
<td>ITIL/ITSM</td>
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# IIHT TEAM & THE ADVISORY PANEL

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<tr>
<th>Name</th>
<th>Role/Position</th>
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<tr>
<td>Keshav Raju</td>
<td>Group CEO IIHT</td>
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<tr>
<td>Murali Mohan</td>
<td>President</td>
</tr>
<tr>
<td>Mike Shah</td>
<td>Ex. Chairman &amp; MD Digital India</td>
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<tr>
<td>Sevim Gor</td>
<td>Director Marketing -EU</td>
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<tr>
<td>Rajan Sadanand</td>
<td>GM, Marketing</td>
</tr>
<tr>
<td>Shivajee</td>
<td>President IIHT Cloud Solutions</td>
</tr>
<tr>
<td>Titus</td>
<td>Country Head IIHT, ILS</td>
</tr>
<tr>
<td>Dr. Lakshmi</td>
<td>Group Head, LSG</td>
</tr>
<tr>
<td>Srinivas Kishan</td>
<td>MD, Software Projects</td>
</tr>
<tr>
<td>Sanjay</td>
<td>Director IMS Inknowtech</td>
</tr>
<tr>
<td>TC Awagu</td>
<td>Director of IIHT Nigeria</td>
</tr>
<tr>
<td>Roy Chermena</td>
<td>Ex Country Head, HP Education</td>
</tr>
<tr>
<td>Guijiuan</td>
<td>Director China Entity</td>
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<tr>
<td>Maruthi Gowda</td>
<td>International Expert</td>
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ABOUT IMS

IT Infrastructure Management Services (IMS) is a broad term that includes comprehensive day-to-day management of IT infrastructure needs of any organization. It covers the entire spectrum including network, server, desktop, databases, application as well as administration and security.

IMS can be offered as onsite or offshore, or as a hybrid model with partly offshore and partly on-site management. IT Infrastructure Management plays a vital role in solving the growing business needs of medium and large enterprises. When business demands expand horizontally, also a responsibility of maintaining these component needs comes along with it. This increase is directly proportional to the growth of an organization. Thus IT IMS can create millions of job opportunity to the students. However it is important that to fuel the growth of such manpower intensive services industry, high-end IT technical skills in English is essential.

GLOBAL MARKET SIZE OF IMS

- According to McKinsey & Company report for NASSCOM, the infrastructure management services (IMS) industry is worth $524 billion.
- Infrastructure Management Services (IMS) is currently estimated to grow at a compounded annual rate of 4% over the next four years.
- According to Gartner, IT management, which refers to day-to-day management of IT assets and processes and would represent IMS, presents a market opportunity of US$ 150 billion.
- Developing countries are well positioned to capture a share of this growth.
- 70-75 percent of infrastructure management roles can be off shored by 2013.
ORGANIZATION CHART EXPLAINED:

**Executive Council:** A governing Council established for decision making and to overlook the operations of IIHT-South Africa comprising of senior members of the South Africa enterprise and IIHT Ltd.

**Country Head:** Head of operations, responsible for strategic decision making to achieve the objectives and business goals set by the Executive Council, chiefly responsible for driving all the SBUs as profit centers while Reviewing performances of SBU Heads. Main responsibility is to oversee the overall operations of the SBU's.

**SBU Head:** Strategic Business Unit Head responsible for penetration and performance of the defined SBU in the South African Market.

**ALS:** Academic Learning Solutions, an SBU catering to the Student segment aspiring to acquire the university/tertiary educational body alliance, affiliated qualifications and skills.

**ELS:** Enterprise Learning Solutions, an SBU catering to corporate, government bodies and large institutions, on various technology training solutions requirements. Specialized in Vendor Oriented Training solutions & Certification programs.

**ILS:** Individual Learning Solutions, An SBU catering to various segments of individuals intending to earn skills and certification in the field of IT, focusing on blended learning methodology and offering various career and short term courses.

**OWN Centers:** Centers which are owned by South African enterprise and franchised directly to IIHT LTD. Operating from strategic locations in the country, hosting above detailed SBU’s and functioning as model centers for the sub franchised centers, also functioning as regional offices for hub and spoke model.

**UQ:** U.Q. is an IIHT initiative, is primarily a SKILL SCHOOL with the objective to build a convergence between the conventional University education system and the dynamic &
global skill-set required by the industry. UQ offers customized training on cutting edge technologies to the students within the college premises & alongside their college curriculum. Enabling the beneficiaries get the best of both university and technical training. This department is responsible to integrate the courses in the curriculum in the colleges and universities in South Africa.

**SMU:** IIHT in collaboration with Sikkim Manipal University which is the first government-private initiative in India. SMU is recognized by the University Grants Commission and approved by the Government of India offers Diploma, graduate and post graduate degree courses in the field of IT IMS. This Department is responsible for marketing and delivery of the SMU courses in South Africa.

**Wolverhampton University:** IIHT in collaboration with Wolverhampton University offers 1 Year post HND program leading to B.sc from Wolverhampton University

**Rotterdam Business School:** IIHT in collaboration with Rotterdam Business School offers MBA in IT IMS. This course is attempt to include a right blend of technical and management skills apt to the industry requirement.

**Edexcel:** IIHT in collaboration with Edexcel offers BTEC HNC/HND in IT IMS. Edexcel is UK’s largest awarding body offering academic and vocational qualifications and testing to schools, colleges, employers and other places of learning in UK and across the world. The course content developed by this partnership is tailor made to international standards and covers latest technologies. The resulting global diploma/degree is recognized in over 100 countries leading to global career possibilities.

**Key Account Manager:** KAM is responsible for acquiring key accounts in the corporate space, development of relationship and to retain the accounts with the enterprise by constant high quality delivery of the training solutions by performing Training Need Analysis, implementing procedures to ensure that they receive premium customer service and to increase customer satisfaction. Key accounts are those held by customers who
produce most profit for a company or have the potential to do so, or those who are of strategic importance.

**Franchise development Team**: FDT having its core objective in identifying potential business partners to set up IIHT sub franchise centers under IIHT South Africa.

**Relationship Management**: A dedicated team to establish and assist to set up franchise centers, the team ensures infrastructure setup and also ensures smooth take off of operations. This team works hand in hand with franchise and the principal.
## SKILL SEGMENT

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<tr>
<td>ICHNP</td>
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<td>ICDST</td>
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<tr>
<td>ICWD</td>
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<td>ICFS</td>
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<tr>
<td>ACHNP</td>
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<tr>
<td>G-Net Pro</td>
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<tr>
<td>Telecom Technician</td>
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<tr>
<td>ICSE</td>
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<tr>
<td>ICNE</td>
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<tr>
<td>ICCE</td>
</tr>
<tr>
<td>ICSD</td>
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<tr>
<td>ICSA</td>
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<tr>
<td>ICDBA</td>
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<tr>
<td>ICMCE</td>
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<td>Other non-IT IIHT Stack</td>
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ACADEMIC

1 Year Bridge Course
HNC
HND
BSc IT (IMS)
BSc IT (SE)
MSc
MBA
1 Year PGD (IMS)
Integrated MSc IT (IMS)

ENTERPRISE SEGMENT

Education and training deliverables of IIHT Technologies is the magnum opus that has made it the most sought after trainer in IT And IMS across industries. It has over the years, fostered intense knowledge, and excellence in delivery in all disciplines of IT and IMS. IIHT Technologies has provided enterprise solutions through education and training and consultation across private, public, and social sectors. With structure accretion of deep functional and industrial expertise IIHT proffers most exclusive and highly cost effective learning solutions to enterprises.
ENTERPRISE LEARNING SOLUTIONS:

ELS is extended arm of IIHT to offer cutting edge platform and technology courses to professionals and corporate. Over the past 10 years, IIHT, ELS division has been committed to helping the world’s most prestigious companies improve their business with learning and development.

All the programs mentioned right are offered as:

- **Public Training Programs**
- **Customized / Exclusive Training programs**
- **Induction Training Programs**

**Public Training programs**

- Open house training programs are certified programs announced at regular intervals.
- These programs are conducted at our training facilities across different locations.
- On successful completion, participant receives participation certificate.

**Customized/Exclusive Training programs**

IIHT’s classes focus on special subjects that are critical and specific to the industry standards. We specialize in tailoring our curriculum to suit the company’s circumstances, goals, and requirements. Our trainers shall conduct on site trainings at company’s premises and are proficient to train all areas like specialized technology training, workshop designs, standard courses etc.
• Program offered either onsite or offsite based on customer requirements.
• Course contents are designed that is more pertinent to the project specification.
• Through our courses employees reach the level of performance expected from the employer/customer.
• We implement real-time case study, which will give them a chance to put their knowledge into practice.
• End-to-End training management.
• Preparation of customize training manual.
• Designing on the test process & monitoring on the same.

**Induction Training programs**

• Focused on providing skills required for new employees/trainees to reach the level of performance expected from an experienced worker.
• Customized trainings as per the work/client's requirements.
• Hands-on training programs with real-time case studies, to provide participants a chance to put their knowledge into practice.

**We also provide,**

• End-to-End training management with Onsite and Offsite models.
• Training Plan & Schedule.
• Customized training manual.
• Designing and monitoring of the Test processes.
• Continuous feedback on the performance of each participant involved in the training.
RECOMMENDED BUSINESS MODELS IN RSA

IIHT has a commendable presence in Asia, Middle East and Africa and through its principal partners like HP, Microsoft, and IBM has executed training in various countries across the globe. The company has maintained steady growth rate from its Inception and has recorded exponential growth. IIHT has been a consistently making profit year after year. The company with its zero debt exposure has successfully managed to run the business with promoter funding and internal accruals alone.

Started in 1993, within a few years IIHT was a successful business. In order to replicate and expand, IIHT adopted Franchise model for business, ever since IIHT has only met new horizons. IIHT envisions empowering the youth with skills to remove the insecurity among them and instill confidence among the youth.

In order to realize its vision of seeing the world of competence skills and prosperity through meaningful training and learning, IIHT now follows various models of business to reach out to more young people. The following, sheds light on the models:

**IIHT has adopted a Trilogistic model**

- Franchise Model
- University Model
- Centre of Excellence (COE)

**FRANCHISE MODEL**

Through Franchise Model, IIHT aims at building partnerships with individuals across the globe and expanding. Through this model IIHT can reach out Millions of students across the world, equipping the students with skill sets and making them Job ready.

Franchise Model provides opportunities to thousand of thought leaders to not only become educationists, but also entrepreneurs. This model again can be classified further on the basis of their entities

- **Single Tier**: Wherein, there are one or more independent franchises that have direct guidance and support from IIHT (franchisor).
- **Two Tiers**: Wherein, there one or more franchises and are guided and supported by respective Master franchise, and the master franchises are in turn guided and supported by IIHT.
Three Tiers: Wherein, there are one or more franchises that are guided by regional franchise which are in turn guided by master franchises and the master franchises are guided and supported by IIHT Head Quarters in Bangalore.

The entities and tier mechanism are subjected to number of franchises in the chain in particular region.

Master Franchises

A Business Partner could purchase a Master Franchise if IIHT finds the specific market in a country to have potential for same. Factors like population, ICT Penetration, unemployment, cost of living, affordability, Availability of university academic programs, Competition and the like are considered by IIHT before making a Master Franchise available in a Market. The reason for same being, Master Franchises have to fulfill roles and responsibilities over and above what franchises do.

Master franchises at IIHT have greater responsibilities. They not only set up and run the institution but also take up responsibility of smooth functioning of the sub franchises in their respective region. The responsibilities may also include regional marketing and advertising, building business network and establishing more franchises by identifying competitive business partners in the Region/City/Country.

A Master franchise of a country are also responsible for establishing partnerships with universities, IT companies, placement agencies and so on to ensure support to the other franchisees and students. They may also assume responsibility of operating Centre of Excellence and tying up with franchises.

UNIVERSITY MODEL

IIHT creates strategic partnerships with universities across nations to reach out to students in universities who would wish to pursue a full time graduation with IIHT. The courses makes them job ready and further provides 100% placement assistance. This gives IIHT as well as the University partner an opportunity to offer students courses like BSc in IT IMS. For instance, the students will have a choice between taking up a regular BSc offered by the college or BSc in IT IMS course that covers higher level, Up-to-date technology course that is both recognized and gives an employability advantage. IIHT would further train students in clearing international certificates in their courses making them qualified to work anywhere in the world.

The course cost a little high for the students as highly qualified trainers/faculty are deployed by IIHT and students get access to higher technical infra, latest licensed software. In addition to this courses on Cloud Computing and Virtualization may require access to
Data Centre Servers and high End Servers which is obtained by local Data Centre or through connectivity enabled from Bangalore (at IIHT Head Quarters).

IIHT similarly has synergized with universities in India and China. Sikkim Manipal University is one among the most reputed Universities in India, which has partnered with IIHT and has given the students the benefit of securing dual certification. IIHT has also partnered with EdExcel. With this alliance, EDEXCEL has recognized the 2 year IIHT diploma course as BTEC Higher National Diploma in IT (IMS).

CENTRE OF EXCELLENCE

COE is a facility offered by IIHT that provides leadership, best practices, research, and support training on a focus area of enterprises, related to IT IMS. With advancing technology and accelerating innovations in IT, enterprises face huge challenge of keeping up. IIHT offers highly cost effective model of training for enterprises. The training solutions are customized and tailor made to meet overall training needs of the enterprises with respect to individual and team KRAs in the business and the deliverables of the clients.

Enterprises are faced with various needs for training from a institute like IIHT. Needs may rise due to up-gradation of technology or technologies within the enterprise that creates need for training the existing professional resources. Enterprises also outsource training of new executives in new technologies to IIHT, due to its cost effectiveness, high quality training, and access to state-of-the-art-infrastructure.

The real benefit is the ideal mix of low cost and high quality training that is specific to and integrated with workplace application. The master franchise or the franchise would have a class room dedicated to COE in order to cater to the enterprise training need.

The modus operandi could be categorized in to three sections

- An enterprise’ talent resources get trained at IIHT COE
- A trainer is deployed at the enterprise at a said time for training the professionals or newly hired executives
- IT professionals from various enterprises attend short-term courses, workshops and the like designed by IIHT on the basis of market requirement and latest developments.
BUSINESS PROPOSAL:

MAIN OBJECTIVE OF PARTNERSHIP:

It is proposed to set up multiple IIHT Franchise Centers in South Africa through the Master Franchise, which would engage inter alia in educational activities in various sectors in South Africa relating to information technology education.

PROPOSED STEPS TO EXECUTE:

- Enter into an MF relation with Salvador
- Set up goals and plans for Project ICT – South Africa
- Get statutory approvals for IIHT courses
- Get the approvals of Industrial Development Corporation for funding the project
- To identify potential entrepreneurs for becoming IIHT franchisees across the 9 states of South Africa
- Get the partners so identified funded by the industrial development corporation of Republic of South Africa
- Set up IIHT education centers across South Africa.
- To conduct the wide portfolio of courses offered by IIHT Ltd.
- To execute business plans and achieve goals
- To become No. 1 South African IT education provider
- To become the most preferred vendor and training solution provider in IT to the enterprise
- To become Knowledge Partner to the Universities/Academic Institutions

ROLES AND RESPONSIBILITIES

Role of IIHT

To

- Provide Technical know-how
- Provide Business know-how
- Provide Tailor Make Education Solutions
- Provide Trainer Kits
- Provide Student Kits
Design and development of courses, curricula and courseware
Upgrade courses, curricula and courseware
Enable the partnership to use IIHT IP through TMS
Provide remote labs through IIHT Cloud
Provide Quality process and standards as mandated by the global and local bodies
Provide delivery systems and processes through TMS (training Management system)
Conduct Training the trainers Programs
Provide Creative and artworks for market communication materials
Provide Standard Operations Procedure for centers (Centre SOP)
Provide Tech Train ERP (Student Management System)
Provide Assignments to students and Question banks for exams
Facilitate Degrees and Diplomas through UGC accredited Indian Universities
Facilitate E-learning through IIHT's LMS
Provide ERP for centre management (Tech Train) and resource management (Prodigy)
Facilitate Affiliations international accreditation bodies and universities
Provide Promotional support to Partner
Provide certificate to successful students.
Provide placement assistance to Partner placement office.
Provide latest IT IMS course curriculum
Extend Technical support to the Partner to maintain quality of education delivery
Provide Trained and experienced manpower as when needed or requested by the franchisee
Assist recruitment

Role of South African Enterprise

Provisioning of necessary investments
Provide Premises
Procuring Visas and work permits as and necessary to foreign trainers
Adhere to the spirit of Agreement
Get approval of Industrial Development Corporation of South for Project ICT South Africa
To procure all statutory approvals from the relevant authorities in the Govt.
Get SETA and SAQA approvals as mandated
Execution of business plan and strategies as discussed with IIHT
Setup highly talented local team to execution of business plan
Achieve business and professional goals, revenue targets and gross margins as planned
Tie up support with govt, polytechnic and labor ministry and companies as deemed necessary
Placement assistance to successful pass-outs

**IIHT Center process of inception**

1. Sign up MOU/Franchisee Agreement
2. Identification of site
3. Plan the layout
4. Make Interiors
5. Recruit and train staff
6. Install equipment
7. Launch
8. Run IIHT center
Running of IIHT center

Benefit of Tie up

IIHT Tie up brings great benefit to both Partner and students.

For Partner

It opens up opportunities to improve international communications and cooperation on IT education with India, a country recognized for its IT services globally.

It gives Partner an access to World class technology know how & latest and most updated IT curriculum of IIHT.

- IIHT name and Trade Marks
- Courses
  - Enterprise courses
  - Career Courses
  - Academic Courses
Curriculum
Courseware
Blended Learning through LMS
Examination through AMS
Certification
Training Aides
Deskilled delivery system through TMS
Tech Train (ERP for running retail (students) training)
Prodigy (Resource Planning for Enterprise Solutions)
IIHT Certified Trainers
Sales processes
Collaterals and Marcom Material
Course Upgradation

Partner avails the benefit of unique training methodology of IIHT which is designed after extensive research.

Partner gets regular support (Technical, Marketing and administrative) from IIHT to improve the quality of course delivery.

**For Student:**

Students learns latest and relevant IT skills through a curriculum developed under Bloom’s taxonomy and ADDIE which prepares him on skills those are required in the industry when he passes out IIHT course.

Student acquires strong foundation in IC T skills as well as other soft skills like communication, teamwork, and awareness of Industry which helps to get a promising career in IT and non IT industry.

Students get two qualifications at the end of the program: A Partner degree, SMU Degree and IIHT Global certificate.

**Thanking you**
ANNEXURE-I

INTERIOR SPECIFICATIONS

Specific Point and Examples

Centres Entrance

1. At the entrance of the center, put an OD(Out Door) advertisement:

2. At the entrance of the center, put an advertisement poster:

3. At the center’s building, put an advertisement board:
Reception Room

Reception room plays a key role for clients getting their first sight. Consultees and students make their first and last impression on their mind as seeing our reception room, so such place should always keep clean and tidy.

1. Receptionist’s desk and chair
2. Telephone
3. Computer
4. Telephone used only by visitors
5. Air condition environment
6. Desk/tea table for receiving guests
7. Chairs/Sofa
8. Computer/LCD screen displaying our courses
9. High quality carpet
10. Course material corner
11. IIHT background wall
12. High quality advertising posters on the wall
13. Water trough

1. Receptionist desk and chair

Desk is made of high quality wood with height of 1.5 meters. Chair should have wheels and the main color of the chair should be dark blue.

2. Telephone

The receptionist should know about our courses and answer any queries. Besides, he/she is also capable of using computer very well.

3. Computer

The receptionist’s computer should have good enough deployment to load all course information and contact information. In the reception place, CRT or LCD display is required, and keyboard cable, mouse cable, internet cable and other cable is properly fixed.
4. **Telephone used only by visitors**
In the reception room, telephone should be available for visitors and ensured to be used in priority.

5. **Air condition environment**
Air condition reception room makes visitors to be comfortable.

6. **Desk/tea table for receiving guests**
A tea table is needed in reception room (the table top is better made of glass). At the same time, some local newspapers and technological magazines are provided.

7. **Chairs/Sofa**
Compared with chairs, we prefer to use sofa for visitors. The color of sofa must be harmonious with that of metope (wall color), some bright color is suggested.

8. **Computer/ LCD displaying our courses**
In reception room, we should fully use the computer or LCD display to demonstrate our company and products, including some good speeches, seminar videos, feedback from students etc.

9. **High quality carpet**
Choose high quality carpet covering total floor and keep clean. Once using carpet, the receptionist should ensure that the administrate department would always keep clean. The carpet is dark blue and waterproof.

10. **Course material’s corner**
Course material could transmit some valuable information to visitors and do market promoting for centers. All these course material should be kept in reception room, in order to be easier for visitors to get information directly.
11. IIHT background wall
Behind of the receptionist, we could see IIHT Logo, and the color and size of IIHT logo is strictly regulated. The height is about 30-60 cm, color should be dark blue or stainless steel.

12. High quality advertising posters on the wall
In the reception room, high quality advertising posters is necessary. Nice posters will display IIHT courses and future very well. We would best fix some lights on the top of posters.

13. Water trough
Water trough is put in some place which is conveniently for visitors to get water.
Classroom/Laboratory

This is the key part of the training centers, it include:

1. Desks
2. Chairs
3. Computers
4. Projection instrument
5. White board (Pen and Eraser)
6. Air conditions
7. Carpet
8. Wall and door
9. Internet and circuit

1. Desks

All desks are woody and in offwhite color. On top of desks, fix display, keyboard and mouse. Students could put their arms in the keyboard desks, so the desks should be firm.
2. **Chairs**

Chairs in classrooms should use dark blue color, making students comfortable sitting. The back of chairs should firm enough. Wheels in chairs is preferred if space allow.

3. **Computers**

All deployment of classrooms/labs computers are accorded with teaching requirements. (Details of deployment is written in the hardware and equipment list.)

4. **Projection instrument**

It should be the LCD projection instrument fixed on the ceiling, and connected with teachers’ computer. The machine should be high quality and can work in long time. It is also work together with projection screen. (The screen can rise and drop automatically.)

5. **White board**

White board can fixed on the wall or on the bracket. Magnetic white board is best choice. White board should have various color pens (black, blue, red), together with erasers.
6. **Air-conditioned environment**

In the classroom, white air condition and central air condition is fixed. It could ensure students to be comfortable and cool computers and projection instrument.

7. **Carpet**

Use dark blue color carpet to cover the whole floor of classrooms and labs. The carpet should be fixed, because it may move or break carpet when pulling and pushing chairs.

8. **Wall and doors**

Wall and door's surface need using woody material as decoration. Glass windows in the wall and door is preferred (attached Persian blinds or frosted sticker). If required, any person could see the on-site class delivery through transparent windows.

9. **Internet and circuit**

The internet and circuit should be covered very well, in order that it does not block people movement and looks well.

**Library**

It is necessary to have good technical books in library. IIHT provide the books list. All books should put in the window cabinet neatly. Desks and chairs are given for students reading.

**Teachers' Office**

1. Appropriate room for teachers work and rest
2. Office’s desk and chair does not have the same style, but it should apply with center’s style
3. Drawer for teachers files and books
4. Telephone, power supply, internet
Counselor’s Room

1. **Air condition**
   Air condition is needed in counselors’ room, in order to be comfortable in the room.

2. **Chairs**
   Chairs are in dark blue color, the back of the chair is firm enough and the wheels can turn around freely.

3. **Counselors desk**
   Desks are necessary in counselors’ room, and drawers can be put all materials and other information file about the consulting service.

4. **Advertising posters**
   In counselors’ room should put advertising posters, showing products, courses etc.

5. **Counselors computer/telephone**
   Computer and telephone is necessary for students’ consult.

6. **Appropriate draught**
   Since the room is small, so need good draught and air condition. Enough space is also required to put more chair whenever needed.

Assembly Room

Assembly room should have good woody desk and nice chairs. Small size projection instrument is fixed which could be used in discussing with clients. Good lights are also required avoiding to be sleepy.
Market, Sales Team Offices

The room is used for market/sales team. Each room should have drawers, desks, chairs and telephones. Each market and sales person should be access to internet connection. Enough space is needed for storing materials and other file.

Washroom (Men/Women)

Washroom should have Men/Women washroom. It should be better at the both ends of the same floor. Washroom should keep clean. There are many students in center, so it is important to keep clean.

Test Room

Students could get certification in the test center. Test center should have high quality software/hardware system and high-speed internet connection. Air condition and good draught is necessary.

Chief Executive and Center Manager’s Office

Office should have high quality desks and wheel chairs, carpet, LCD display, network system and telephone.

Server Room

Server room is the network center. For getting fresh air, there must be air equipment on the top of room. Machine ark and servers, switches, routers are put inside. Servers can't put inside of the classroom. All these equipment have UPS.
Tea Room
Tea room is not the place for having food. It is the place for coffee and tea. In this room, all related equipment should be prepared.
ANNEXURE II: INFRASTRUCTURE

**Lab Set up Requirements: CISCO:**

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>MODEL</th>
<th>NUMBER OF UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Router</td>
<td>2811</td>
<td>6</td>
</tr>
<tr>
<td>Router</td>
<td>1841</td>
<td>3</td>
</tr>
<tr>
<td>Frame Relay</td>
<td>2522</td>
<td>1</td>
</tr>
<tr>
<td>Access Server</td>
<td>2511</td>
<td>1</td>
</tr>
<tr>
<td>Switch</td>
<td>3560</td>
<td>2</td>
</tr>
<tr>
<td>Switch</td>
<td>3750</td>
<td>2</td>
</tr>
</tbody>
</table>

**Lab Set up Requirements: Microsoft**

<table>
<thead>
<tr>
<th>COURSE</th>
<th>SOFTWARE</th>
<th>HARDWARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCSE 2008/2012</td>
<td>MS Windows 2008/2012</td>
<td>Core i3/Quad Core with 4 GB RAM</td>
</tr>
<tr>
<td>Windows 7/Windows 8</td>
<td>Windows 7/Windows 8</td>
<td>Core i3/Quad Core with 4 GB RAM</td>
</tr>
<tr>
<td>Microsoft .NET</td>
<td>MS .Net frame work 2.0 and above</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>Microsoft C#</td>
<td>C# Application to install</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>System centre configuration</td>
<td>SCCM 2012 Software</td>
<td>Core i3/Quad Core with 8 GB RAM</td>
</tr>
<tr>
<td>Manager 2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System management server</td>
<td>SMS2008 Software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>2008</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software</td>
<td>Version</td>
<td>Minimum RAM Requirements</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Office Communication Server(OCS)</td>
<td>OCS 2007 Software</td>
<td>Any Standard PC with 4 GB RAM</td>
</tr>
<tr>
<td>Microsoft Windows Clustering 2008</td>
<td>Operating system 2008</td>
<td>Any Standard PC with 8 GB RAM</td>
</tr>
<tr>
<td>Microsoft operation Manager2007</td>
<td>MOM2007 Software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>System Center operation Manager2007</td>
<td>SCOM2007 Software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>Internet Security Administration 2008</td>
<td>ISA2008 Software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>Microsoft Exchange Server 2007</td>
<td>Exchange 2007 Software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>Microsoft SQL 2008</td>
<td>SQL 2008 Software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>Microsoft Visual Basic 6.0</td>
<td>Visual Studio software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>Microsoft Visual C++</td>
<td>Visual Studio software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>XML</td>
<td>Visual Studio software</td>
<td>Any Standard PC with 2 GB RAM</td>
</tr>
<tr>
<td>Salesforce CRM</td>
<td>Cloud Computing</td>
<td>High Speed Internet</td>
</tr>
<tr>
<td>Hadoop Big Data</td>
<td>Apache Hadoop 2.0</td>
<td>Any Standard PC with 4 GB RAM with Linux/Unix/Ubuntu</td>
</tr>
</tbody>
</table>
ANNEXURE III: HARDWARE LAB

Configuration---25No.s

1. Processor: - Intel core i7 Processor (latest available)
2. RAM: - 8 GB DDR
3. HDD: - 1 TGB [(SATA) Samsung/Seagate]
4. Mother Board: - Intel Chipset(latest)
5. DVD ROM: - R/W [Samsung]
6. Monitor: - 19” Color
7. Keyboard: - Multimedia Keyboard
8. Mouse: - Scroll Mouse
9. Cabinet: - ATX

* PC Modules depend on the availability of the latest Configuration in Market.

Modules: - Modem
CDR: CR Writer/DVD
Printer: Dot Matrix, Ink Jet & Laser Printer
Scanner

CD’S for A+

1. Dos 6.22
2. Windows 7/ Windows 8
3. Windows 2008 Server/Professional/Advance Server
4. Windows 2003 Server/Professional/Advance Server
5. Windows XP Professional
6. Red Hat Linux 6.0
7. DM 9.5/10.0
8. Drivers for all the components
9. Anti Virus Software-McAfee/Dr.Solomon’s/Norton
• It is proposed to have 6 labs in the pilot center each with 20 computers to be set up MF.
• Every Lab should be fitted with a projector.
• The style of sitting would be studio style.

**Out of the 5 labs: 1 CISCO lab, 1 Microsoft lab, 1 Hardware Lab, 2 classrooms with computers (1 pc per student) for Academic and career courses.**