

Wednesday, May 4th 2022



Pacxa

Workforce Development Program

Kelly J. Ueoka, Pacxa



Company Overview



Business Description



History: Pacxa was founded in 2011. The company was formed under the Island Holdings umbrella as a dba of Ho'ike Networks



Customers: 350+; mixture of small, midmarket, enterprise, commercial, state and local government, and Department of Defense



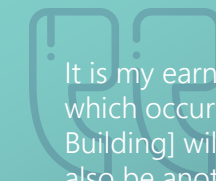
Description: Pacxa provides Cloud and Hosting services, Consulting services focused on Microsoft and Oracle Technologies, Value-added hardware and software resell, and Managed Services focused on Outsourced IT



Employees: 80+ total employees, including nine sales and marketing personnel, with the remaining staff comprised of management, technical staff, and back-office resources



Island Holdings, Inc.



It is my earnest hope and desire that every transaction which occurs in the new [International Savings Building] will be more than a mere transaction, but will also be another step forward in community growth and well-being. This is basic belief on which our companies have grown over the years, and is the same principle on which our future growth will be based."

- Masayuki Tokioka, 1960

Mission & Vision



Mission

We are a dedicated, professional team of problem solvers, helping local organizations leverage technology to reach their full potential



Vision

We enable the success of Hawai'i's people and businesses by making technology work.

Mantra: We make technology work for Hawai'i



Background Information | Hawai'i Employment

- ✓ **Post-2008 Recession:**
Lack of a clear talent strategy for Hawai'i led to an economy built largely on low-wage jobs
- ✓ **Between 2007 and 2018:**
 - Low-wage jobs increased by 29%
 - Middle- and high-wage jobs decreased by 4% and 28%, respectively
- ✓ **Pre-COVID:**
42% of households in the state were classified as "asset limited, income constrained, and employed" (ALICE)



Currently **59%** of households classified as ALICE due to the pandemic-induced recession

- ✓ **August 2020 Employment Statistics:**
 - 575K employed and 80K still unemployed
 - Unemployment Rate: 12.5% vs. 2.7% (Aug 2019)
- ✓ **Other Considerations**
 - Federal unemployment assistance ended July 31, 2020
 - PPP employer funding ended June 30, 2020
 - Open positions are at an all-time high – <https://www.hirenethawaii.com>
 - Total job openings on Oahu: 17,400+
 - Technology sector openings: 500+



Talent Development Roadmap Opportunity

Our Collective Opportunity



Partner in Education

Higher levels of education are tied to lower unemployment, higher wages, and stronger economic growth



Invest in Hawai'i's Growth

With every % increase of Hawai'i's population with at least a bachelor's degree, the State's real gross domestic product (GDP) growth rate increases by about 0.08%



Invest In Hawai'i's Future

If for the past decade, Hawai'i had increased the rate at which people received bachelor's degrees by 1 p.p., that would equate to nearly a \$464M increase in the State's real GDP

Hawai'i Based Organizations Are Behind

Example To-Be state of an organization's technology environment



Cost Effective

- "Pay-per-use" has become the new way of acquisition for technology platforms (hardware and software)
- Technology investment is critical to post-pandemic operation, return-on-investment is paramount
- Large hardware-based technology providers are accommodating new financing models



Manageable

- Set up, deployment, and management needs to have a quick time-to-implementation
- Doing more with less, lower personnel quantity, but high efficiency (DevOps)
- Flexibly manage multiple workstreams, projects, and Cyber-Security posture
- Provide "simple" business applications and solutions (Consumerization of IT)



Cutting Edge

- "Cloud" Evaluation and Technical Capabilities
- Preparing the technology workforce for the jobs of today and tomorrow
- Exciting opportunities to be involved with from a technology capability perspective
- Create high productivity environments, allowing for driving core business goals, as opposed to legacy technology management



Highly Secure

- Cyber-Security has become a "top-of-mind" business risk for C-level executives
- The pandemic has imposed a wider range of Cyber-Security threats that could bring down businesses and citizen facing systems
- IT professionals are all tasked with implementing the "most-secure" solution, which is NOT realistic
- Investment into Cyber-Security personnel has become a must-have

Ready for Digital Transformation Opportunities?

Drives supply of Digital Skills

Education System

Are we teaching these skills?

- Digital platforms for distance learning & remote collaboration
- **Educators** – are our educators prepared and proficient in technology utilization?
- **Tech skills** – “Cloud”, entry level coding, and software development
- **Data analytics** – IoT, data science, sensor technology, artificial intelligence

Opportunity to create more effective workforce development pathways

Drives demand for Digital Skills

Industry Modernization

Are we providing “digital-ready” places to work?

- Are our larger businesses and institutions digitally modernized?
 - Core Business Systems: accounting/operating systems/employee interface/mobility
 - Customer experiences, “cloud” ready, driving top-line revenue/mission impact
- Do we have robust and secure distance-working/training platforms, long-term remote work policies?

Opportunities in technology modernization

Government Modernization

Is our digital infrastructure reliable and secure?

- Are we executing a coordinated IT strategic plan at the statewide level?

Opportunity to modernize government services while catalyzing job is resilient sector of the economy for the long term.

Strategic Opportunities to Invest and Scale



Technology Sector Strategy for Hawai'i

- ✓ Drive IT industry solutions with State leaders to help Hawai'i bounce back from economic downturn
- ✓ Create Work-Based Learning Program(s)

✓ In the Near-Term

Identify the recommended possible targeted support (e.g. funding, incentives, etc.) for small business

✓ Long-Term Action Items

Design and share short-term reskilling and upskilling programs

- Strengthen relationships with educational institutions
- Ensure new graduates meet industry needs
- Help new graduates seamlessly transition into the workforce

Strategic Opportunities to Invest and Scale



Technology Sector Strategy for Hawai'i

- ✓ Drive IT industry solutions with State leaders to help Hawai'i bounce back from economic downturn
- ✓ Create Work-Based Learning Program(s)

✓ Short-Term Actions

- Provide virtual work-based learning and career exploration
- Establish funding source for local people to build employability skills while working for community benefit

✓ Long-Term Action Items

Design and share short-term reskilling and upskilling programs

- Strengthen relationships with educational institutions
- Ensure new graduates meet industry needs
- Help new graduates seamlessly transition into the workforce



Technology Sector Strategy for Hawai'i

Rapidly Reskill and Credential

Create opportunities for workers to quickly reskill and upskill through short-term credentialing that develop in-demand, marketable, transferable skills

✓ Short-Term Actions items

- Identify short-term credentials that develop transferable, high-demand skills
- Clearly define targeted transferable skills

✓ Long-Term Actions Items

- Help align K-12 CTE programs to in-demand credentials for IT
- Partner with UH to develop clearly outlined IT career ladders
- Invest in and seek funding for tuition reimbursement, career advancement, and “earn-and-learn strategies”



Why Pacxa?

Founded on Island Holdings' Core Values



Aloha

We treat others with kindness, compassion, and respect. We are relationship-focused.



Patience

We look to the future as we make decisions, recognizing the value of the long view and vision.



Community-Focused

We make decisions that are in the best interest of Hawai'i, recognizing that our success is interconnected with the well-being and growth of our local community.



Innovation

We foster a creative, entrepreneurial environment. Recognizing that the world is constantly changing, we think differently, take calculated risks, and challenge the status-quo.



Laulima

We are many hands working together. We actively collaborate for the benefit of the whole, taking advantage of our diversity and then coming together to move forward.



Accountability

We always take responsibility for our actions.



Integrity

We are honest and we always do the right thing.



Excellence

We set expectations for a high standard of performance and we deliver on it.

Why Pacxa?



Vision

We enable the success of Hawai'i's people and businesses by making technology work



Our workforce development program aligns with our vision and goals to:

- ✓ **Serve** as Community Leaders bridging education, industry, and government as experts in the Tech sector
- ✓ **Provide** skilled job opportunities in a resilient sector that promotes income equity in our community
- ✓ **Invest** in the people and technologies to help build a resilient tech workforce providing exportable services that can support Hawai'i's economy into the future
- ✓ **Foster** prosperity and well-being in our community

Why Pacxa?



Pacxa is uniquely positioned to help Hawai'i build a skilled talent pipeline in technology

Addressing Top technology challenges for Hawai'i:

- ✓ Managing digital estates and assisting with ever-evolving Cyber-Security concerns
- ✓ Building value as new technologies grow in sophistication (e.g. – Cloud)
- ✓ Rapidly filling a skills gap, helping overcome the barrier for adopting modern IT architectures



Significant Growth:

Is Hawai'i's leading systems integrator and has been a source for growing technology employment over the past decade



Technology is our passion:

Purely focused on technology services delivery by leveraging many other business-related disciplines and bleeding-edge technology tools



Building Organizational Resilience

Highly focused on modernizing technology infrastructure that contributes directly to business resilience and continuity



Marketplace Competitiveness

Market leader in a key recession-resilient sector that offers high-wage, maximum flexibility, high-growth career pathways, and advanced learning opportunities



Building Local Industry Synergies

Other industries that require technical knowledge, such as energy (including clean energy) and biotech have also demonstrated growth, with a heavy emphasis on technology utilization

Why Pacxa?

Pacxa is uniquely positioned to implement a paid workforce training development program to provide opportunities for a career change or job opportunities, in sustainable economic sectors, for local job seekers with the interest and aptitude through a combination of on-the-job training and valuable (nationally recognized) certification skills training programs.

Example Participant Timeline:



INTRODUCTION

Month 1

To all fundamental practice areas of IT



FOCUS AREA

Month 1-6

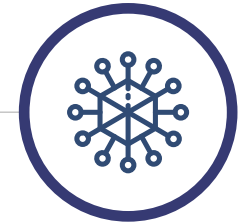
On-the-Job Training, mentoring, and certification preparation



CERTIFICATION

Month 6 and beyond

Exams, job placement/referral



LONG-TERM

Evaluate viability and adjust program; leverage education orgs; business partnerships



Pacxa Workforce Development Program (WDP)

Workforce Development Program

Key Components of our Workforce Development Program:



Recruiting



Mentoring



Training



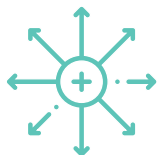
Evaluating



Placement/Referral



Up to one-year paid training program that provides mentorship, real project hands-on training, preparation for nationally recognized vendor certifications, and job referral



Scalable program starting with 5-10 positions in the first year

Four Technology Focused Areas:

- ✓ Project Management/Business Analysis
- ✓ Cloud & Infrastructure
- ✓ Networking
- ✓ Cyber-Security

Workforce Development Program

Recruitment



Our program team will invest in identifying candidates that have the desire, aptitude, and commitment to successfully complete our IT training and development program



Identify displaced workers and recent graduates within the local community



Invite potential candidates to a company open-house/ program and practice-area overview

**subject to timing, may be virtual*



Conduct interviews with the program and practice area team



Select candidates to form a "cohort"



Provide a mutually agreed upon training plan along with clearly defined roles, responsibilities, and expectations

Workforce Development Program

Mentoring



Pacxa mentors will help the candidates navigate their individual program training plan, serve as a knowledge resource, and share insights into the company/corporate culture and environment

Work with a Pacxa Mentor* to chart your technology career path

- 01 Collaborate:** Mentor to participate in orientation and collaborate w/ candidate to develop learning and certification plan/goals
- 02 Check-in:** Mentor to conduct regular check-ins and serve as a sounding board for intern
- 03 Coordinate:** Mentor to coordinate the assignment of specific technical activities, small projects, knowledge sharing, and other on the job training opportunities
- 04 Involve:** Mentor to involve and encourage participation in company social and/or volunteer activities/outings, as available
- 05 Evaluate:** Mentor to evaluate performance and provide critical feedback for permanent placement or referral

Pacxa Mentor Core responsibilities:

- Provide Advice and Guidance for career development opportunities
- Positively encourage all mentees to develop to the fullest of their abilities
- Assist mentee with a career mapping path
- Share personal insights and offer suggestions to help with growth in difficult situations
- Offer access to technology roadmaps for more in-depth subject matter learning

*Mentor to provide valuable feedback on the success of the program

Mentorship vs. Coaching:

	Mentor	Coach
Focus	The Individual	Performance
Role	Facilitator with no agenda	Specific agenda
Relationship	Self selecting	Comes with the job
Source of Influence	Perceived value	Position
Personal returns	Affirmation/learning	Teamwork/performance
Arena	Life	Task-related

Workforce Development Program

Training



Pacxa has a long-standing commitment to workforce training to develop and deepen the skill sets of our employees and will extend that commitment to our community

Pacxa will offer a state-of-the-art innovation and training facility for program participants to learn and skill on cutting-edge technologies, applicable for the marketplace

Rapid Training & Program Participation



On-the-Job Participation

Discovery phase of training track



Accelerated Learning Path

Guided hands-on labs, virtual classes, self-paced learning



Multiple Funded Certification Attempts


Pacxa to cover the cost of certification exams




Secure Access to all Existing Work Products and Certification Materials

Dependent on timing of certification achievement

Certification



Knowledge Sharing
Mentor to provide assistance and guidance



Remotely Access all Required Material
Continue to perform on-the-job duties, while evaluating status

Training Paths



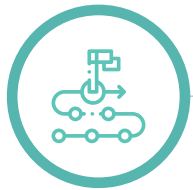
	Project Management/ Business Analysis	Cloud & Infrastructure	Networking	Cyber-Security
Skills	<ul style="list-style-type: none"> Project Management Methodologies Business Requirements and Process Analysis Managing cross-functional teams 	<ul style="list-style-type: none"> Infrastructure management Cloud Infrastructure-as-a-Service "IT Infrastructure Library" knowledge 	<ul style="list-style-type: none"> Systems Internetworking Wireless Advanced networking applications 	<ul style="list-style-type: none"> Infrastructure, Cloud, and Network Interoperability and Security Cloud Access Security Program Security
Certification Opportunities	<p>PMI Project Management Basics</p> <p>Certified Associate in Project Management - CAPM</p> <p>International Institute of Business Analysis (IIBA) - Entry Certificate in Business Analysis (ECBA)</p> <p>Information Technology Infrastructure Library ITIL 4 Certification</p>	<p>CompTIA A+</p> <p>Oracle Cloud Infrastructure Foundations Associate</p> <p>Oracle Cloud Infrastructure Architect Professional</p> <p>Microsoft Certified: Azure Fundamentals</p> <p>Microsoft Certified: Azure Administrator Associate</p> <p>ServiceNow Certifications</p>	<p>HPE/Aruba Networking</p> <p>Cisco Certifications</p> <p>CompTIA Network+</p>	<p>Microsoft Certified: Azure Security Engineer Associate</p> <p>CompTIA Security+</p> <p>GIAC Security Essentials (GSEC)</p> <p>ISC² Systems Security Certified Practitioner (SSCP)</p> <p>ISC² Certified Information Systems Security Professional (CISSP)</p>
Entry-Level Careers	<ul style="list-style-type: none"> IT Project Coordinator Jr. Business Analyst Associate Consultant 	<ul style="list-style-type: none"> Jr. Systems Administrator Jr. Cloud Administrator 	<ul style="list-style-type: none"> Helpdesk Technician Computer Operator Network Support Technician 	<ul style="list-style-type: none"> Information Security Specialist

Workforce Development Program

Evaluation



Regular performance reviews and feedback between the candidate and the program manager and/or designated mentor, will help ensure that the program and training plan are meeting the objectives and expectations for the candidate and Pacxa



TRACK PROGRESS

Track Learning Progress

- Training Plans
- Virtual Classes
- Certification Timeline
- Hands-on lab performance

Track On-the-Job Progress

- Day-to-day tasks
- Other project-based work



OUTLINE STRENGTHS

Outline Strengths

- Communication
- Technical Proficiency

Outline Weaknesses

- Focus on areas of improvement



PEER REVIEWS

Peer Review

- Shared reviews for performance feedback

Candidate assessment

- Review all feedback from staff and mentor



OBTAIN FEEDBACK (SELF-REVIEW)

Obtain Program Feedback

- Perform Self - Review
- Provide Program Feedback
- Prepare Results and Recommendations

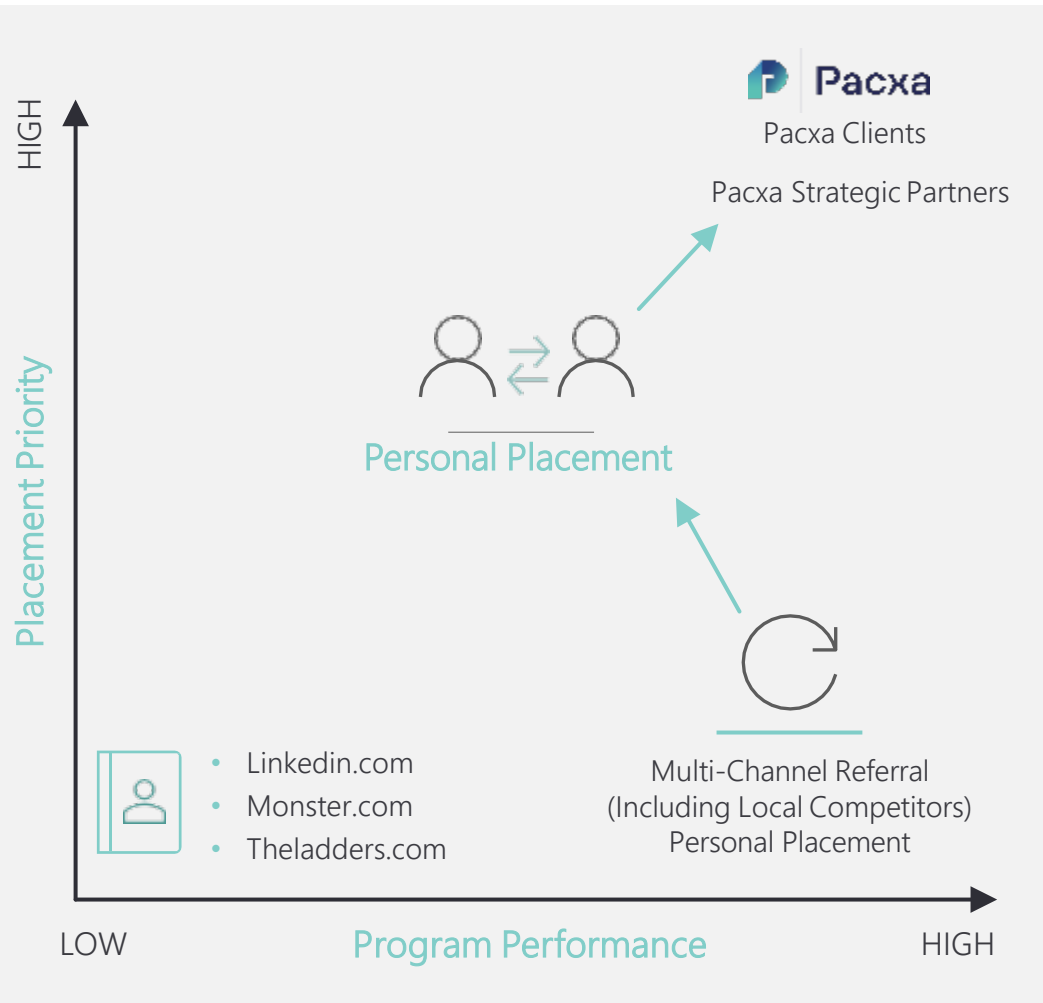


NEXT STEPS

Placement/Referral

Workforce Development Program

Placement and Referral



Candidates may be offered a permanent job placement or referral once they have successfully completed their training plan, certification(s), and our overall workforce training internship program

- ✓ Well planned and implemented intern-to-hire programs often result in job offers once the program has been completed
- ✓ 59% of employers make a full-time job offer to interns, and 77% of students accept said offer resulting in approximately 45% of interns landing a full-time job from the internship
Internship & Co-op Report 2018. National Association of Colleges and Employers.
- ✓ Pacxa will aim for job placement, subject to its needs, or placement referrals for qualified candidates



Thank you!

WDP Scalability

Talent Development Roadmap

Tech Workforce Development Leaders



Partner with workforce development leaders to develop systems that work

[Chamber of Commerce – HawaiiIsHiring.com](#)

Work Base Learning (WBL) Champion group that supports workforce development and college/career readiness. HawaiiIsHiring is a one-stop resource for jobseekers and the latest employment training program.

[Hawai'i Executive Collaborative – Talent Roadmap](#)

Designed as a guide to accelerate economic recovery by taking bold action to address the mismatch between educational attainment and labor-market needs.

[Hawai'i Career Pathways – Promising Credentials](#)

Provides an industry validated list of non-degree high value credentials to inform school curriculum design, CTE programs of study, and career pathways.

[Hana Career Pathways](#)

3-year \$13M USDOE federal grant led by UH. Short-term training and apprenticeships in health care, IT, clean energy, and skilled trades.

[Purple Mai'a – Hiapo Program](#)

14-week workforce development cohort and initiative that takes students through vigorous studies, coursework, hands-on experience with Salesforce program.

[Transform Hawaii Government](#)

Advocates improving government business practices through technology to ensure convenient and secure access to reliable information and data on demand.

Education Leaders



Partner with education
to develop systems
that work

UH CC
Network
HPU

● [Honolulu CC](#) AS, Computing Security and Networking Technology (CSNT)

● [Leeward CC](#) AS, Information and Computer Science (ICS)

Specialization

- Network Support
 - Information Security
 - Software Development
-

● [Kapiolani CC](#) AS, Information Technology

● [HPU](#) AS, Cybersecurity