

About Tata Consultancy Services Ltd (TCS)

TCS is a global company with over 150 offices, spread across 46 countries, and employing more than 290,000 of the world's best-trained IT/ITES consultants. TCS over the years has successfully leveraged various global knowledge resources and has ensured that its workforce gets the best training and development opportunities. Today learning has become a way of life in TCS. The company has invested heavily in research and development and has played a critical role in helping develop a skilled resource pool for the technology industry. TCS has a diverse range of global CSR initiatives in the areas of education, health and environment, and over the years has successfully transformed lives through various educational and skills development programs.

Training Programs Aimed at new TCS Recruits (Examples)

TCS Initial Learning Program

The Initial Learning Programme (ILP), the strongest and the best-assured grooming platform for all new recruits of TCS. The ILP aims to transform fresh engineering graduates from diverse disciplines into software professionals and to initiate them into the TCS way of life. With TCS Thiruvananthapuram as its hub, the ILP has successfully initiated the value of learning and sharing. The ILP model has continuously evolved along with the changing needs of the business. Trainees are not only introduced to various technologies, they are also provided with project delivery, project management, and business or life skills. The trainees are expected to maintain a log of their daily learning, and this is periodically reviewed by their respective assessors. The trainees are required to attain a pre-defined readiness level for being deployable to projects. Remedial Programs are also offered to slow-learners so that they can catch up with the expectations. ILP is now no longer confined to the Corporate Learning Centre at Thiruvananthapuram in Kerala, but has spread to different parts of the country – Ahmedabad, Hyderabad, Chennai, Guwahati, Kolkata and even overseas – China, USA and South Africa.

TCS Ignite

Research suggests that only about 2% of all graduating science students in the country are employable, and usually lack the basic skills required to survive and progress in the technology industry. The TCS Ignite program aims to address this issue, and create a skilled resource pool for the IT industry. TCS Ignite is an intense learning program for young science graduates who join Tata Consultancy Services (TCS). Today, TCS is the largest recruiter of fresh science graduates in the country, and each year, thousand of the best and brightest graduates join the TCS Ignite program. Candidates are selected through an open learning platform, called Open Ignite. This online platform attracts over a 100,000 users from the science community from across 6000 colleges across 700 towns all over the country. Selected candidates are made part of a six month, state-of-the-art learning program, where they are taught through various technology enabled learning tools, that makes learning fun. Students are exposed to various real world projects, which ensure that they are job ready by the end of the program. On completion of the training, associates are deployed in TCS client projects. Out of the 4,000 Ignite alumni, about 10% are deployed onsite and about 5% are project leaders. Several are named inventors in patent applications.

Aspire – An E-learning module for students

TCS has created an e-learning module called Aspire to be used by the fresh recruits of TCS. The course contains 4 modules of IT Foundation skills Introduction to Computers, Programming Fundamentals, Problem Solving and Databases. It also has one module on soft skills required by the IT professionals. The module is used by 35 000 fresh recruits of TCS in FY13 for enhancing their skills. The modules are available to them in their final semester in their Undergraduate Program in Engineering. Since it is an e-learning module they could use it at their own pace of learning.

Training Programs Aimed at Experienced Professionals (Examples)

TCS has over the years introduced various continuous learning programs for its experienced professionals. This spans issues like business strategies, project needs, technology and business directions. Aside from meeting individual aspirations, it also addresses the long term, short term and medium term needs of the organization.

Building Enterprise Architects

TCS Learning & Development team in collaboration with Technology Excellence Group has designed the EA Star program that is aimed at building Enterprise Architects. The program was created to cater to the increasing demand for Enterprise Architects, and the demand for TOGAF certified professionals in various project assignments. So far, over 700 employees have gone through the program, enabling career progression for the associates and creating a strong architect community in TCS.

Ambassador Corp

TCS Ambassador Corp is a leadership development program, that prepares experienced employees for global sales roles. TCS's Ambassador Corps Program focuses on critical business and communication skills and also equips managers to tackle challenges posed by cultural diversity. It offers an accelerated learning curve and trains managers to take their place on the global stage from the day they land in the international marketplace.

Self Learning/ Competency Management Tools (Examples)

iCALMS

iCALMS is a Competency Management tool which helps to integrate the skills set required & manpower available at a point of time. It bridges the gap between the existing competency & expected competency required for the associates. These gaps are then addressed by learning modules designed to fulfill the needs of the organization.

Books 24X7

An extensive, fully searchable Web-based reference tool targeted to meet the information needs of TCS employees. Offers a variety of ready-access titles that cover a broad selection of subjects and topics

Knowledge Management

Knowledge Management is concerned with creating organizational environments for people to share, create and leverage knowledge for innovation and competitive advantage.

KNOWMAX

TCS has developed a web based Enterprise wide Knowledge Management system known as KNOWMAX, which is available globally to all TCS consultants. This platform encompasses focus on deriving reusable assets. KNOWMAX acts as a central knowledge bank for all projects being executed by TCS and reduces cycle time. Apart from global assets in KNOWMAX which are available to all authorized users, KNOWMAX holds assets that are customer specific which can be accessed only by the project teams working for that customer.

In addition to KNOWMAX, all key accounts maintain relationship specific portals that provide an effective knowledge management mechanism and repository for all relationship assets.

TCS – Academia Learning Collaboration

1. Jadavpur University ME Program in Software Engineering: This program was launched in 2004 as an area of collaboration between TCS and Jadavpur University, Kolkata, West Bengal, exemplifying an effective industry-academia relationship and has been successfully running 10 batches since then. TCS-JU jointly developed the curriculum for this program. 198 TCSers admitted since the inception.
2. Amrita-SUNY Twin PG Program - MBA & MS in Management of IT Services: This collaborative program jointly offered by Amrita University and SUNY Buffalo University will fetch two Master's degrees. One is an EXECUTIVE-MBA (EMBA) degree from AMRITA University in the area of General Management and other is a MASTER of SCIENCE (MS) in Management of IT Services from SUNY Buffalo . 39 TCSers admitted since 2011
3. IIT Madras M.Tech Program in Mechanical, Engineering Design, Aerospace, and Applied Mechanics departments: Lack of courses for specialized skills in High End Engineering Design & Computational Engineering prompted TCS to collaborate with IIT Madras to start this program in 2005. TCS sponsored Infrastructure for the “Center for Finite Element Analysis and Design (CFEAD)” Lab. This program created talent pool and provided strong foundation in areas like Strength of Materials, Thermal Engg, Mechanics of Solids, and High Performance Computing. 92 TCSers admitted since 2005.
4. Curriculum Development in Engineering & Industrial Services: TCS EIS vertical designed a module “Foundation Skills in Integrated Product Development” for different branches of engineering, as part of overall curriculum revamping effort. The same is being deployed in eighteen institutes across India, on pilot basis.
5. TCS Faculty Development Programs: TCS Faculty Development Programs (FDPs) are well respected in Academia. In FY12-13, 276 Programs were conducted covering 10228 Faculty from 254 institutes. Few typical FDPs are: Adopting Cloud Computing - Impact on Service Management Process, Advanced Techniques in Computational Intelligence, Analytics for

intelligent Infrastructure - Signal Processing & Data Processing, Business Intelligence and Cloud Computing, High Performance Computing (HPC) and IT Infrastructure for Automobile Industry, Mobility - Introduction, Android / iOS / Windows etc.

Training as part of CSR – Supporting Inclusive Growth (Examples)

Just off the Mumbai-Pune highway, an hour's drive from Panvel, lies the village of Wazapur in the Raigad district of Maharashtra. The village till recently was devoid of even basic amenities. Today, however, it has witnessed a transformation largely owing to the tireless effort of hundreds of TCS volunteers working under the "TCS-Maitree" banner. The volunteers in the last three years have helped to sustain holistic development in Wazapur based on partnerships. A sustainable model has been built to improve education, healthcare and environment in the area.

The guiding principle of TCS' CSR programmes is "Impact through Empowerment." More than 25 women from three villages in the area were taught to perform basic calculations and were made aware of issues like health and hygiene.

TCS Affirmative Action Program

TCS Affirmative Action endeavors to "Improve the employability of graduates' from socially disadvantaged sections and other underprivileged categories across India who are unable to get jobs due to lack of communication skills, low confidence levels or other barriers unrelated to their educational qualifications. A powerful, imaginative and interactive training program has been devised by experienced trainers at TCS BPO which lasts for a total of 80 – 100 hours over a period of around 15 - 20 days. Apart from providing education and making youth more employable, the program also aims to provide employment opportunities to those trained in TCS BPO. More than 30,000 underprivileged young graduates have been made employable under the program, since its launch in 2010.

TCS Udaan

Project "Udaan", is a joint and novel initiative by National Skill Development Corporation (NSDC) – Government of India and Special Industry Initiative (SII) to help Kashmiri youth join the mainstream of corporate India. TCS has been associated with the program since its inception and aims to train and create employment opportunities for at least 850 youth from J&K, over a 5 year period. The training intervention provides the youth with the requisite knowledge, skills and competencies required in the corporate world over a period of 3.5 months. The program covers the entire gamut of business skills like Business English, Presentation Skills and builds competence in domain and process areas while leveraging from innovative learning methodologies like games and movies. In addition to this, the curriculum also includes life skills and performing arts like dance, music and drama to enhance and enrich the overall personality of the participants.