SWFRTP

Southwest Florida Regional Technology Partnership

SOUTHWEST FLORIDA TECHNOLOGY CERTIFICATION GAP SURVEY

Prepared by:

Southwest Florida Regional Technology Partnership Foundation Inc.

December 12, 2018

Letter from the President

The Southwest Florida Regional Technology Partnership's (SWFRTP) mission is to encourage development and growth of technology companies, and resources, in Southwest Florida. A skilled and trained workforce is crucial to achieving this mission. To better understand the technology workforce needs of companies in Southwest Florida, CareerSource Southwest Florida contracted with the SWFRTP to conduct a study via a survey and interviews on technology certifications and report the findings.

Educators, companies and students will find the information in this report useful in understanding Southwest Florida's current technology workforce skills as well as technology employee certifications most in demand throughout the region.

Special Thank You to:

- CareerSource Southwest Florida for the opportunity to partner on this exciting project.
- Tina LaFreniere of the SWFRTP, for authoring this report, and driving the survey and data gathering which resulted in a successful survey and a valuable report.
- Nicole Kampmann of the SWFRTP, for acting as editor for the survey and report.
- Southwest Florida Regional Technology Partnership Board of Directors for their support, especially Vice President Linda Lyding, and Treasurer Kevin Barnhill.
- Christopher Westley, Ph.D., Director of the Regional Economic Research Institute at Florida Gulf Coast University for his guidance.
- All the company representatives who responded to the survey, without which this report would not have been possible.

Sincerely,

John LaFreniere

John LaFreniere, President
Southwest Florida Regional Technology Partnership

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CareerSource Southwest Florida Grant Survey Expectations Summary

The following is a synopsis of the purpose and parameters of the survey as dictated by the grant awarded to CareerSource Southwest Florida (CSSWF) and provided by the Southwest Florida Regional Technology Partnership.

The grant awarded by: The United States Department of Labor.

The Federal Award Name: WIOA Youth/Adult/Dislocated Workers Formula Combined.

The Award Identification Number (FAIN): AA-30737-17-55-A-12

Funding Source: WIOA Statewide Funds

With this grant CSSWF intended to address the needs of the IT industry in Southwest Florida. The grant provides funding for 50 individuals for short term training and testing towards the attainment of identified certifications from this survey.

Program participants will receive fast-pace training, which will lead to the indicated certification discerned by the survey.

We anticipated the targeted certifications would be in areas throughout the career pathways of high-demand technology occupations.

CareerSource Southwest Florida would partner with the Southwest Florida Regional Technology Partnership, and regional colleges and universities, to survey businesses in order to assess their certification needs. So CSSWF could prioritize training opportunities or identified certifications and credentials needed, the partnership would collect and analyze the survey data and provide a report.

Executive Summary

CareerSource Southwest Florida contracted with The Southwest Florida Regional Technology Partnership to develop and disseminate a survey to companies to document the need for technology certifications in Southwest Florida.

There were 128 responses received from at least 68 different companies. To better understand the responses, the survey questions included the size of the company, outsourcing practices, technology job classifications, and the type of certifications most in demand.

Survey results indicate companies in this region are not significantly dependent on outsourced information technology services. In fact, companies have robust technology departments. Fifty-two percent of companies have their own technology departments and hire their own talent. An additional forty-three percent of companies utilize both internal and external technology workers to accomplish their needs. Only five percent of companies completely outsource their technology functions.

The Occupational Information Network (O*NET), an occupational position classification system developed for the U.S. Department of Labor, was used to document and classify by occupation the need for current and future technology-related positions within the surveyed companies. This classification system may be a bit dated as new areas such as artificial intelligence and cloud computing are growing areas of employment. Some respondents found it difficult to categorize their employment needs using the O*NET classification system.

As surmised by the grant application, results showed that certification demand was in areas throughout the career pathways of high-demand Information Technology occupations.

Survey results indicated a broad variety of technology positions exist within Southwest Florida companies. Computer Network Support Specialists (52.68%), Network and Computer Administrators (51.79%), and Information Technology Project Managers (48.21%) are the top three technology occupations in the region. Only video game developers were excluded as being needed.

Once current occupations were identified, companies were asked to define future employment needs within the technology field. Security (57.14%) is predicted to be the greatest area of technology employment growth in our area, followed closely by Cloud Computing (53.57%) and Application Software (50.89%).

Companies were asked to provide information on specific technology training and certifications needed for their current and future workforce. Although the goal was to identify specific names of desired certifications, the majority of respondents preferred to reply with more generalized certification classifications. Results for both the current and future workforce certification needs nearly mirrored each other and are heavily weighted toward ten certification types: Microsoft, Cisco Systems, Amazon Web Services, VMware, Adobe, Apple, Six Sigma, health technology certifications, Dell and C++ Institute.

Given that most workers use technology in some way, the survey also collected information on technology certifications needed by current employees in occupations outside of technology departments. Project Management Certifications (PMP) (55.70%), followed by Microsoft Desktop Products (53.16%) and company process certifications (44.30%) are most in demand.

Finally, the survey asked companies to provide information on preferred technology training providers. Over ninety-percent (90.2%) of companies did not have a preferred trainer.

General Survey Information

Data Collection

Responses were collected through a third-party survey platform.

The survey was initially emailed to 1,257 individuals with companies of various sizes throughout the five counties of Southwest Florida.

The survey was posted on the Southwest Florida Regional Technology Partnership website from late March until the end of October 2018.

The SWFRTP also utilized iPartner Media to assist us with the dissemination of four press releases regarding the survey, and three events were held to educate interested persons about the survey and the services available from CareerSource Southwest Florida. The events were held in Collier, Charlotte and Lee counties.

Announcements about the survey and CareerSource's programs were also made at all SWFRTP events from April 1, 2018, through October 11, 2018.

Survey questions were open-ended and not mandatory. Company respondents were permitted to write in specific certifications as well as their level of interest: High, Medium or Low. They were also asked to skip certifications of no interest, yet the data indicates many respondents answered Low even when there was no interest. Those who answered Low, None or a negative response were not included in the certification count.

Data Finding and Limitations

The survey tool used recorded any response in the blank as an affirmative answer. This not being the case, negative responses were manually extracted and the results reflect only those responses truly interested in that type of certification. These rules have been applied to questions four, five and six.

Some respondents skipped the list of certifications. Instead, they wrote in desired certifications in the "Other" blank. After analysis, these answers were moved to the appropriate category.

Several respondents did make requests in the "Other" blank that were not offered in our selections and those answers have been added to our data and are noted with an asterisk (*).

Also, the "Other" blank was used to write comments not associated with the question. Those comments have been removed from the reported data.

More detailed data for questions 4 through 6 is included in the appendix.

Question Results and Summaries

Managing Information Technology Functions

This question was asked to determine the extent of companies that outsource their technology services. Companies retaining their technology services in-house have the highest need for certifications. Companies with both internal and outsourced technology functions (identified as hybrid) will most likely have more moderate technology departments. Currently, only five percent of companies outsource all of their technology services.

Question 1. *How does your company manage your Information Technology functions?*

This question was designed to identify companies with in-house IT departments verses outsourced IT departments. If a company outsources its IT department then its IT certification needs are expected to be lower than those with an internal IT department.

Companies with hybrid IT functions will most likely have more moderate IT certification demand, but may still need certifications for those IT employees they do have on staff.

HOW COMPANIES IN SW FL MANAGE IT FUNCTIONS

Hybrid
43%

In-house
52%
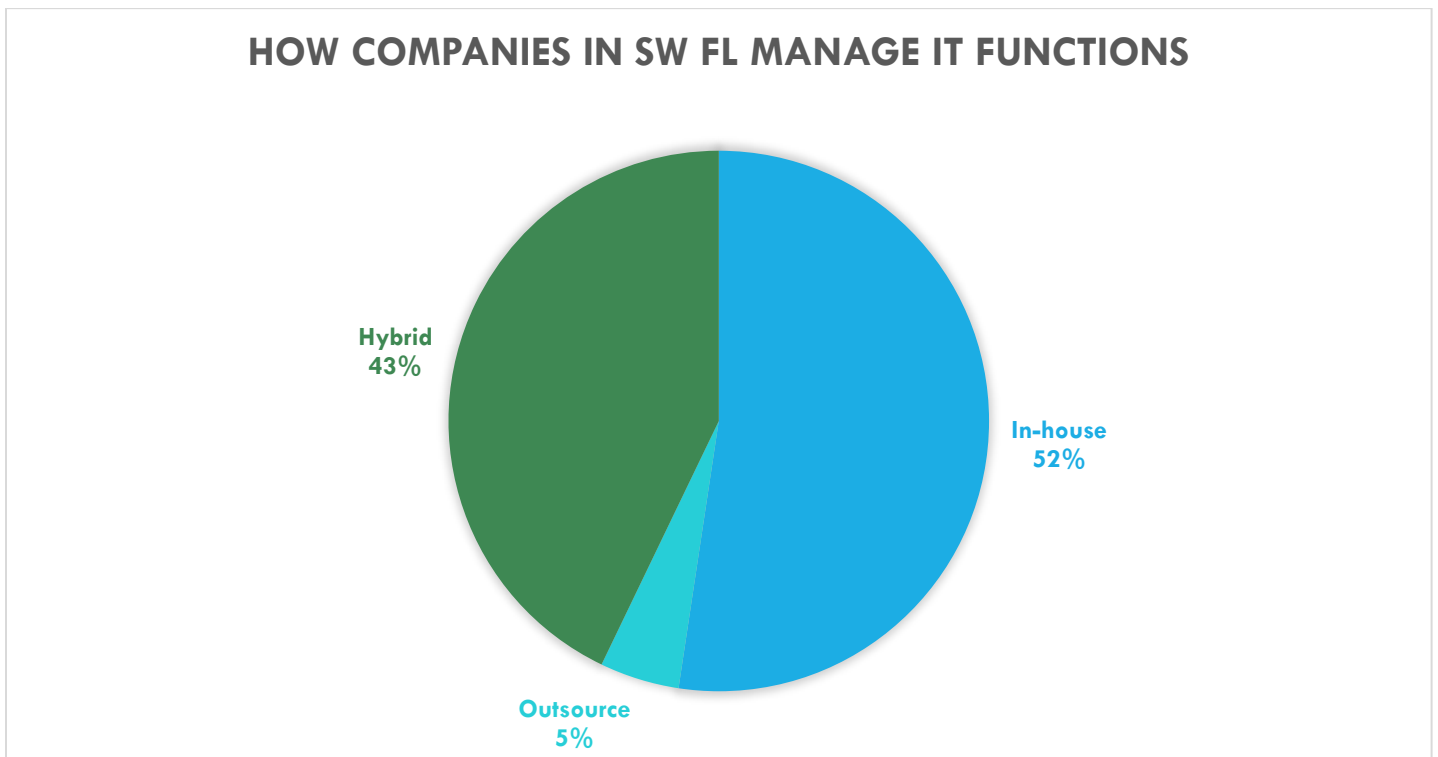
Outsource
5%

128 responses   Figure 1

In house   52%
Outsource   5%
Hybrid   43%
Note: 2 Respondents chose to write in comments and did not supply the requested information

Major IT Job Classifications

This question is designed to identify the classifications of IT jobs offered by companies in Southwest Florida as defined by the U.S. Government. The ultimate goal was to identify the IT job classifications with the greatest employment opportunity in SWFL.

Question 2. *What are the major IT job classifications or positions employed by your company in Southwest Florida? (Select all that apply)*

The data revealed a broad spectrum of IT job classifications utilized by businesses in SW Florida. These responses indicate there is a possible broadening of the types of companies offering IT jobs in Southwest Florida.

Major IT Job Classifications Currently Employed in SW FLorida
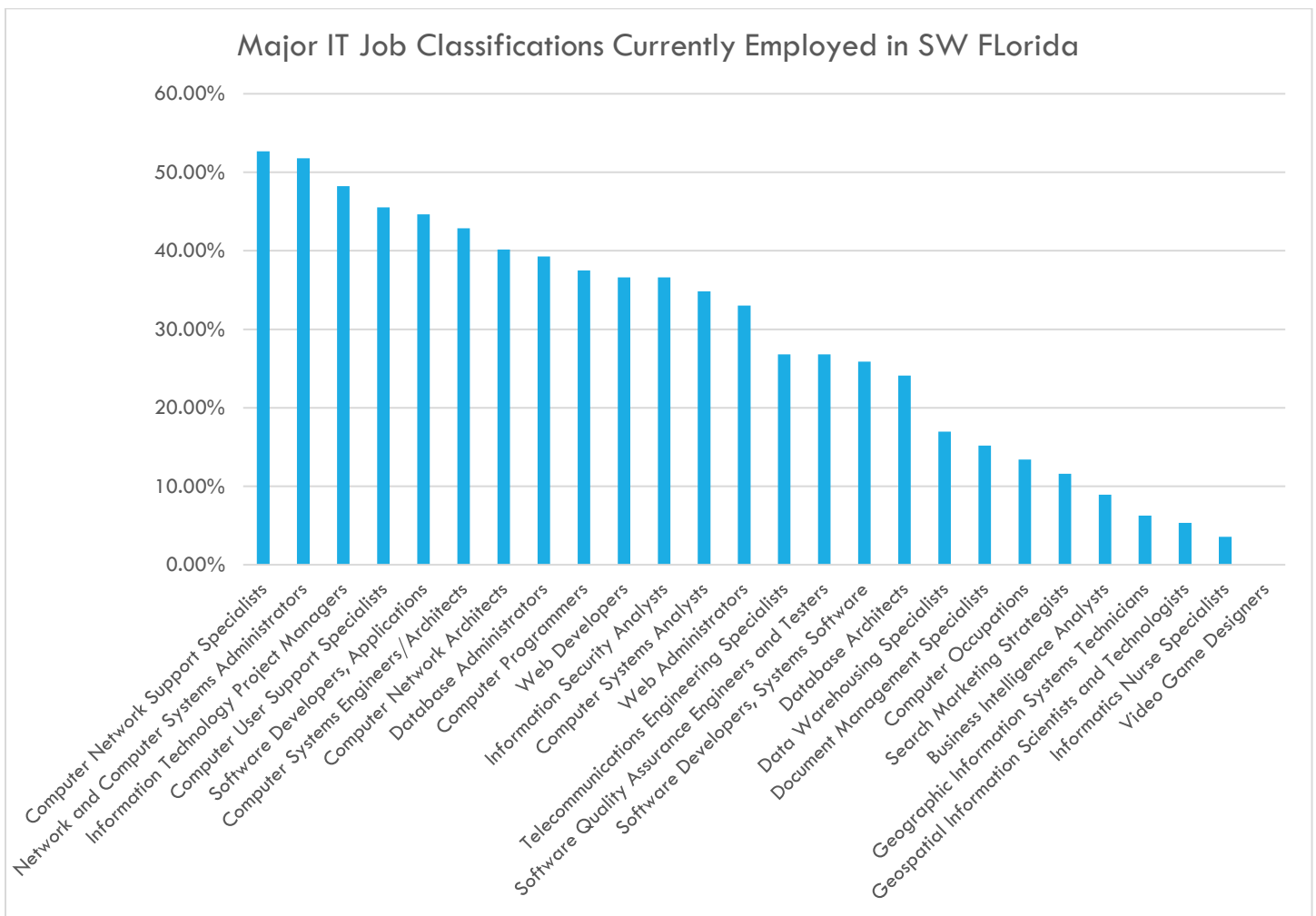
112 of survey respondents answered this question.   16 respondents skipped this question.   Figure 2
See Question 2 Data in the Appendix

Job Classifications Where Growth is Expected to Occur

The goal was to identify expected areas of growth and to identify job classifications where companies need workers with technology certifications.

Question 3. *In which of these areas does your company's current or future workforce need technology certifications. Select all that apply.*

As anticipated in the initial grant application, we found that certification demand was in areas throughout the career pathways of high-demand Information Technology occupations. Question 2 indicated companies currently employ a significant number of Computer Network Support Specialists and Network Administrators, yet their needs for current and future workers, with certifications, appear to be more heavily weighted toward Security and Cloud Computing. Artificial Intelligence was a write-in, which in hindsight should have been included as an option in the survey.
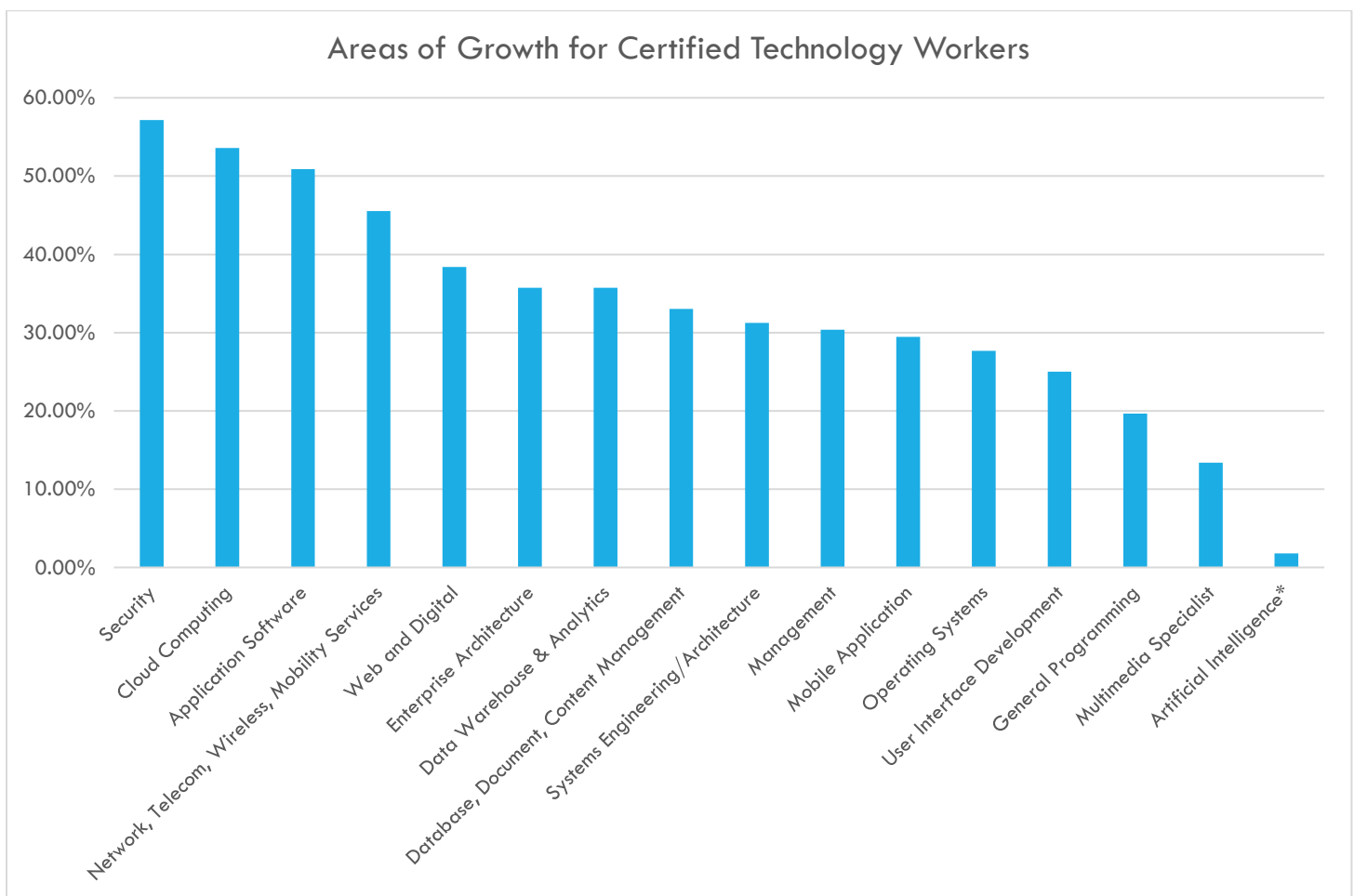
112 Answered; 16 Skipped   Figure 3
(*) Indicates a certificate type write-in response
See Question 3 Data in the Appendix

Certification Demand for Current IT Workforce

This question was designed to identify the specific certifications most desired for existing employees at companies in Southwest Florida. Given the vast number of technology certifications available, the survey was designed to provide flexibility for the respondent. The results were primarily High, Medium or Low rather than specific certifications.

Question 4. *What specific technology certifications would you like to offer your existing IT employees? Please respond with the specific certifications you are interested in for your employees. Separate multiple certificates with a comma. If no specific certificate is known, please answer with your level of interest such as high, medium or low. Skip those that do not apply.*

From the 62 certification areas, there were four dominant areas of certification: Microsoft, Cisco Systems, Amazon Web Services (AWS) and VMware. In addition to these four certifications, the next ten certifications chosen by at least 10 percent of respondents were Apple, health information technology certifications, Six Sigma, Dell, C++ Institute, Salesforce, Adobe, Google, Linux Foundation and Citrix Systems.

Specific Certification Requested for Current Employees Selections
(at least 10% of respondents requesting)
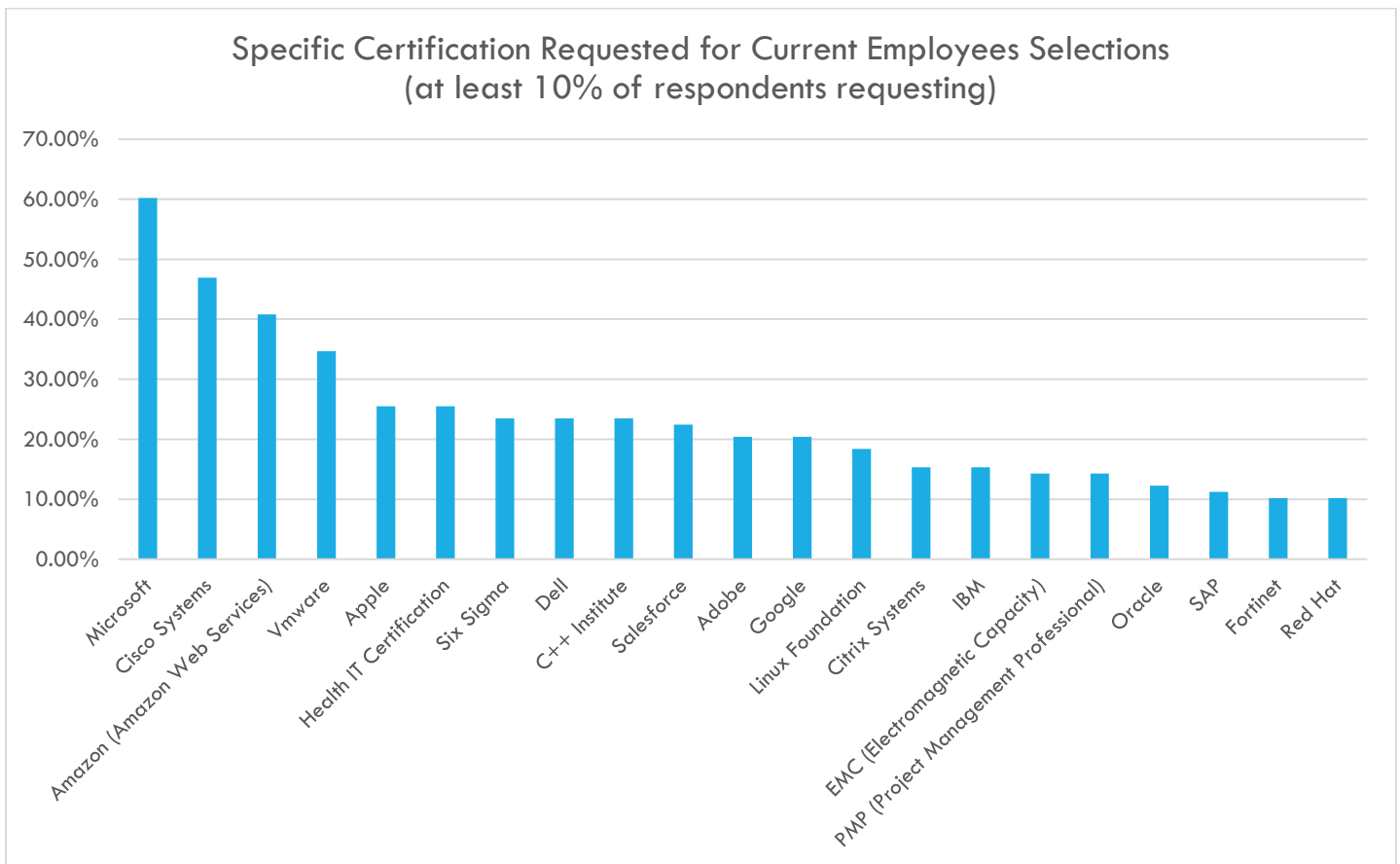
98 Answered; 30 Skipped
8 responses were comments that did not answer the question
See Question 4 Data without Low/None and Extraneous Answers in the Appendix

Figure 4

Certification Demand for Future IT Workforce

This question was included to determine which certifications projected new hires would need. In reporting, the same rules as to Question Four were applied. We also added write-in responses and denoted them with an asterisk.

Question 5. *What specific technology certifications do you look for in your Information Technology new hires? Please respond with the specific certifications you are interested in for your employees. Separate multiple certificates with a comma. If no specific certificate is known, please answer with your level of interest such as high, medium or low. Skip those that do not apply to your company.*

Results indicate companies will hire future workers with similar skill sets as their current workforce. Microsoft and Cisco certifications are in high demand, but Amazon Web Services also ranks highly and indicates many of our area companies are moving to cloud services.

There were 21 areas of certification chosen by over 10 percent of the respondents in Question 4 in regard to existing employees. Question 5 focused on the needs of future hires and only four certifications were requested by over 20 percent of the respondents. Microsoft, Cisco Systems, Amazon Web Services and VMware. Apple came in close at 19.77 percent. When looking at the data to 10 percent of the respondents requesting specific certification categories, the list increases to 18 certifications requested by survey respondent.

Specific Certification Requested for Future Employees Selections
(at least 10% of respondents requesting)

86 Answered; 42 Skipped
6 responses were comments that did not answer the question
See Question 5 Data without Low/None and Extraneous Answers in the Appendix
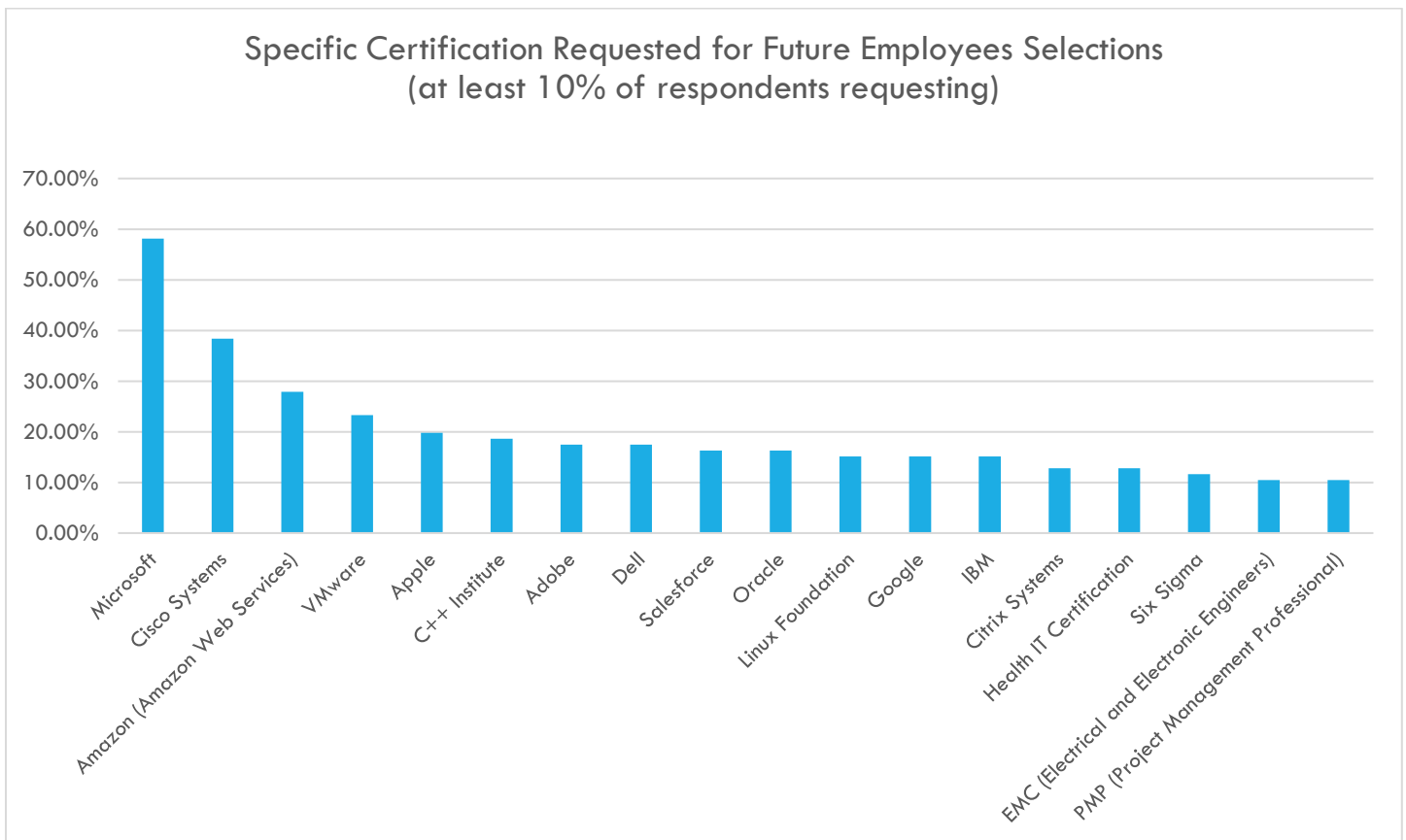
Figure 5

Certification Demand for Non-IT Workforce

In today's world finding a job that does not require technology skills is difficult. This question was designed to document which certifications are needed for those employees who utilize technology but are not necessarily part of a technology department. These areas might include sales and marketing, human resources, accounting, and more.

Question 6. *What types of technology centric certifications do your non-IT employees, current or new hires, need for their jobs? Please respond with the specific certifications you are interested in for your employees. Separate multiple certificates with a comma.* **If no specific certificate is known, please answer with your level of interest such as high, medium or low. Skip those that do not apply to your company.**

Project Management Certification (PMP) is not limited to technology workers but is utilized throughout companies. PMP was included in Questions Four and Five's selections because technology professionals hold the majority of PMP certifications. In Question Four and Five, PMP received a demand level of about 15 percent and 11percent, respectively. Question Six focuses on non-technology workers and therefore demand for PMP certification was substantially greater, as would be expected.

The certifications receiving at least 20 percent of the selections are Project Management, Microsoft Desktop Products, Business Processes, Data Analytics, Accounting/Finance, Graphic Design, Adobe Products, Customer Records Management Software, and Data Processing.

Again, the same rules were applied to this question as to Questions Four and Five.
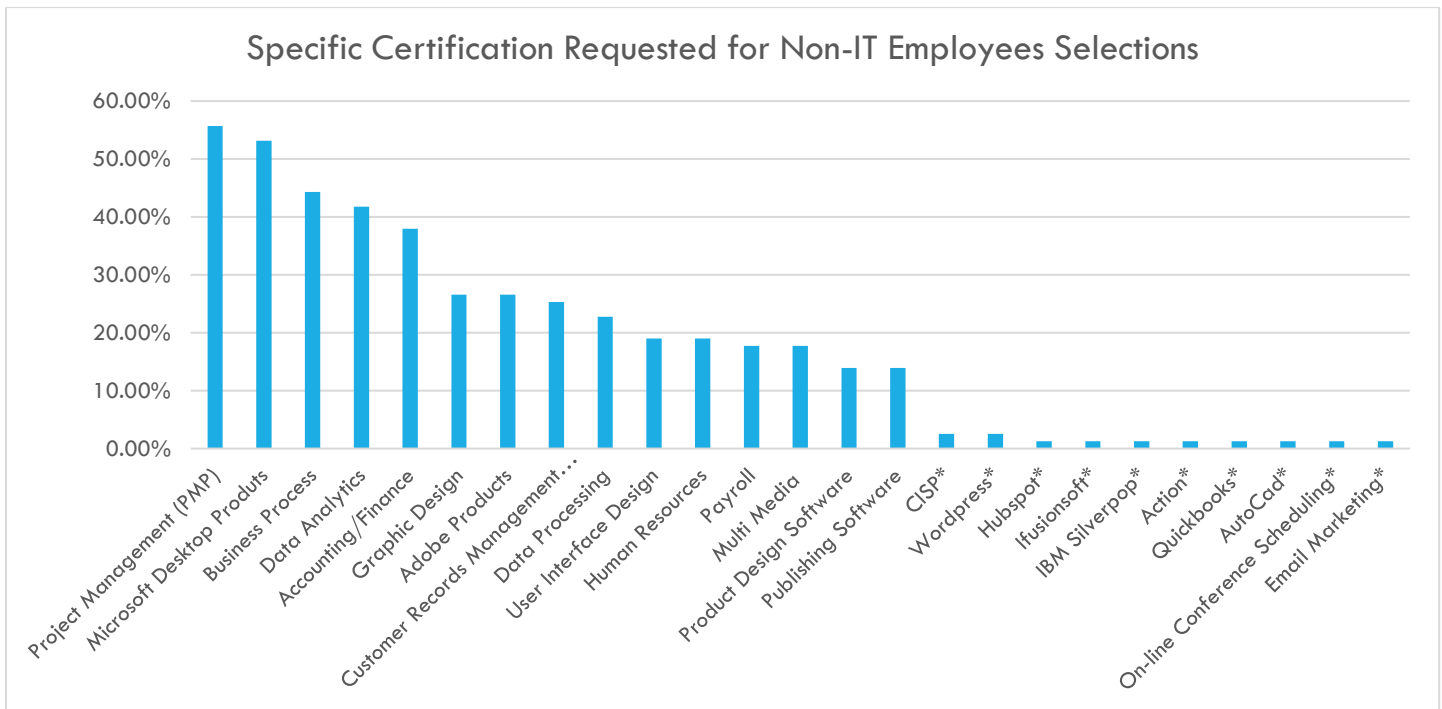
83 Answered; 45 Skipped

6 responses were comments that did not answer the question

See Question 6 Data without Low/None and Extraneous Answers in the Appendix

Figure 6

Training Provider Utilization

This question's purpose was to identify existing training providers utilized by Southwest Florida companies

Question 7. Does your company use a particular technology training provider?

Ninety percent of companies did not have a preferred training provider. The names of the ones provided by the ten percent who do are listed in the appendix.

DOES COMPANY USE SPECIFIC TRAINING PROVIDER? RESPONSES
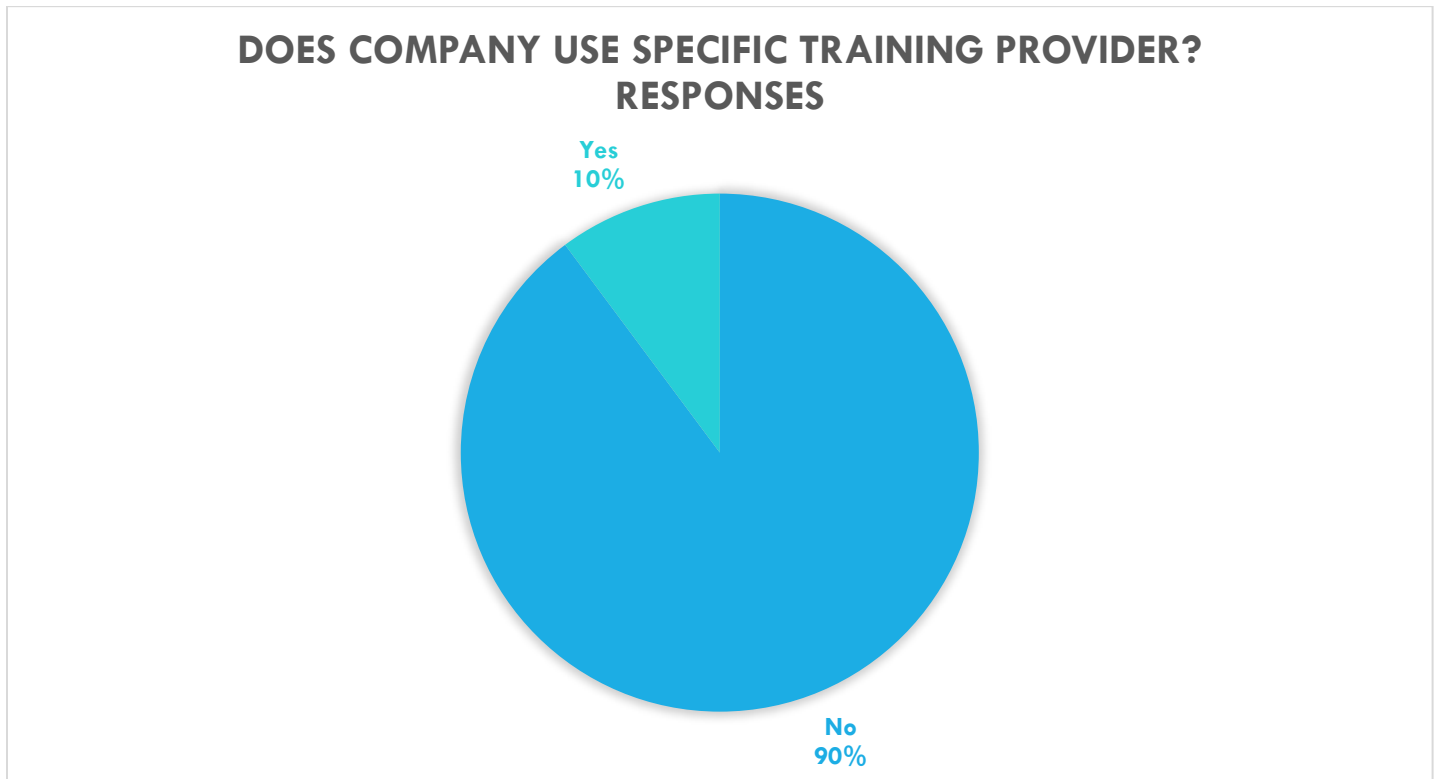
108 Answered; 20 skipped   Figure 7

Responses

No	90%
Yes	10%

Training Companies noted:

Udemy.com	New Horizon	Amazon
CBT Nuggets	Plural Sight	CBT Nuggets
Med Trainer		

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Respondent Company Size

This question was designed to ensure survey results reflect companies of all sizes.

Question 8. *How many employees are in your organization?*
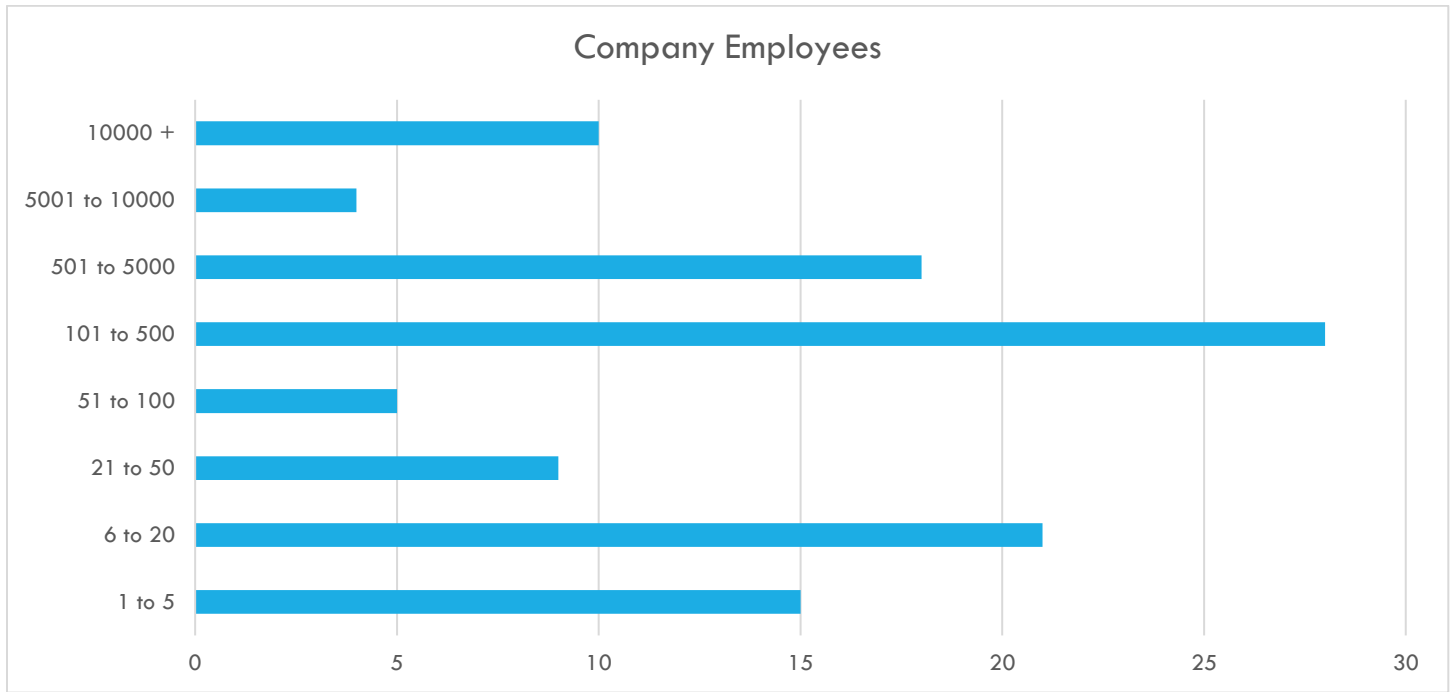
110 Answered   18 Skipped   Figure 8

Company Size	Responses
1 to 5	15
6 to 20	21
21 to 50	9
51 to 100	5
101 to 500	28
501 to 5000	18
5001 to 10000	4
10000 +	10

Appendix

Companies Participating

Providing contact and company information was voluntary. Ninety respondents provided some contact information, and indicated they work for the following sixty-eight companies.

21st Century Oncology	Abreon	Accurate Pavers
Architectural Metal Flashings	AXI International	B2 Solutions, Inc.
B&I Contractors	Baxter Technology	Bob Dean Supply, Inc.
CallMiner	Canterbury School	CareerSource Southwest Florida
Chico's FAS	Clear Resource Solutions	Client Server of U.S., Inc, The
Computer and Telephony Experts, The	Conditioned Air	CorreLog, Inc.
CSI	Culinary Accelerator, The	D & A LLC
David Lawrence Center	DOH	Energid Technologies
EnSiter	Entech	Family Health Centers of SW FL
Fibernet Direct	Flightdocs	Florida Gulf Coast University
Glades County Economic Development Council	GlobalVCard, LLC	Get Efficient
Hanalex Corp.	Healthcare Network of SW FL	HERC Rentals, Inc.
Hertz Global, Inc.	IBM	IMAG History & Science Center
Intelli-Health Services, Inc.	Intevations LLC	KIP & Associates
Lee County Economic Council	Lee County School District	LexisNexis
Neuroscience and Spine Associates, P.L.	NextGen Healthcare	Objective paradigm
Office of the Public Defender, 20th Circuit	Paradise Coast Consulting LLC	Paradox Technology Resources
Patriot Promotions, LLC.	Pauli Systems	Pham Consulting LLC
Quality Life Center of SW FL, Inc.	Rocket Lounge LLC, The	Salus Care
Shaw Development, Inc.	Shell Point Retirement Community	SolveLyst
Soukup Strategic Solutions	Spiro & Associates	St. Jude Medical Inc.
TeamLogic IT	Testimonial Tree	ToolBox TidBits
Total Technical Solutions	TRSNYC	VeraData
Waterman Broadcasting		

Question 2 Data

(Figure 2 Data)

Classification	Selections
Computer Network Support Specialist	52.68%
Network and computer Systems Administrators	51.79%
Information Technology Project Managers	48.21%
Computer User Support Specialists	45.54%
Software Developers, Applications	44.64%
Computer Systems Engineers/Architects	42.86%
Computer Network Architects	40.18%
Database Administrators	39.29%
Computer Programmers	37.50%
Web Developers	36.61%
Information Security Analysts	36.61%
Computer Systems Analysts	34.82%
Web Administrators	33.04%
Telecommunications engineering Specialists	26.79%
Software Quality Assurance Engineers and Testers	26.79%
Software Developers, Systems Software	25.89%
Database Architects	24.11%
Data Warehousing Specialists	16.96%
Document Management Specialists	15.18%
Computer Occupations	13.39%
Search Marketing Strategists	11.61%
Business Intelligence Analysts	8.93%
Geospatial Information Systems Technicians	6.25%
Geospatial Information Scientists and Technologists	5.36%
Information Nurse Specialist	3.57%
Video Game Designers	0.00%

Question 3 Data

(Figure 3 Data)

Classifications	Selections
Security	57.14%
Cloud Computing	53.57%
Application Software	50.89%
Network, Telecom, Wireless, Mobility Services	45.54%
Web and Digital	38.39%
Enterprise Architecture	35.71%
Data Warehouse and Analytics	35.71%
Database, Document, Content Management	33.04%
Systems Engineering/Architecture	31.25%
Management	30.36%
Mobile Application	29.46%
Operating Systems	27.68%
User Interface Development	25.00%
General Programming	19.64%
Multimedia Specialist	13.39%
Artificial Intelligence*	1.79%

(*) Indicates a certificate type write-in response

Question 4 Data without Low/None and Extraneous Answers

(Figure 4 Data)

Certification Type	Selections
Microsoft	60.20%
Cisco Systems	46.94%
Amazon (Amazon Web Services)	40.82%
VMware	34.69%
Apple	25.51%
Health IT Certification	25.51%
Six Sigma	23.47%
Dell	23.47%
C++ Institute	23.47%
Salesforce	22.45%
Adobe	20.41%
Google	20.41%
Linux Foundation	18.37%
Citrix Systems	15.31%
IBM	15.31%
EMC (Electromagnetic Capacity, Purchased by Dell in 2016)	14.29%
PMP (Project Management Professional)	14.29%
Oracle	12.24%
SAP (Systems, Applications and Products)	11.22%
Fortinet	10.20%
Red Hat	10.20%
HP	8.16%
IEEE (Institute of Electrical and Electronic Engineers)	6.12%
Avaya	6.12%
Checkpoint Software Technologies	6.12%
SAS Institute	6.12%
F5 Networks	5.10%
Symantec	5.10%
Qlik	4.08%
NetApp	4.08%
Juniper Networks	3.06%
Autodesk	3.06%
CISSP or CISP* (Certified Information Systems Security Professional)	3.06%
Riverbend	2.04%
Sybase	2.04%
VEEAM Software*	2.04%
SOA (Service Oriented Architecture)*	2.04%
Cloudera	2.04%
CompTIA*	2.04%
PTC*	2.04%
BMC Software	1.02%
Kaspersky Internet Security	1.02%

Hitachi Data Systems	1.02%
Huawei	1.02%
Puppet Labs	1.02%
ITIL (IT Infrastructure Library)*	1.02%
ArcGIS*	1.02%
Domo*	1.02%
ISO (International Organization for Standardization)*	1.02%
Sophos*	1.02%
Python*	1.02%
Apache*	1.02%
Solarwinds*	1.02%
WordPress*	1.02%
SonicWall*	1.02%
SANS Institute*	1.02%
Solidworks*	1.02%
Alcatel-Lucent	0.00%
Allied Telesis	0.00%
BCS (British Computer Society)	0.00%
Blue Coat Systems	0.00%
CA Technologies	0.00%
Infoblox	0.00%
Teradata	0.00%

(*) Indicates a certificate type write-in response

Question 4 Responses Including High, Medium and Low/None Responses

Current Employee Certification Demand Data by High, Medium and Low Demand
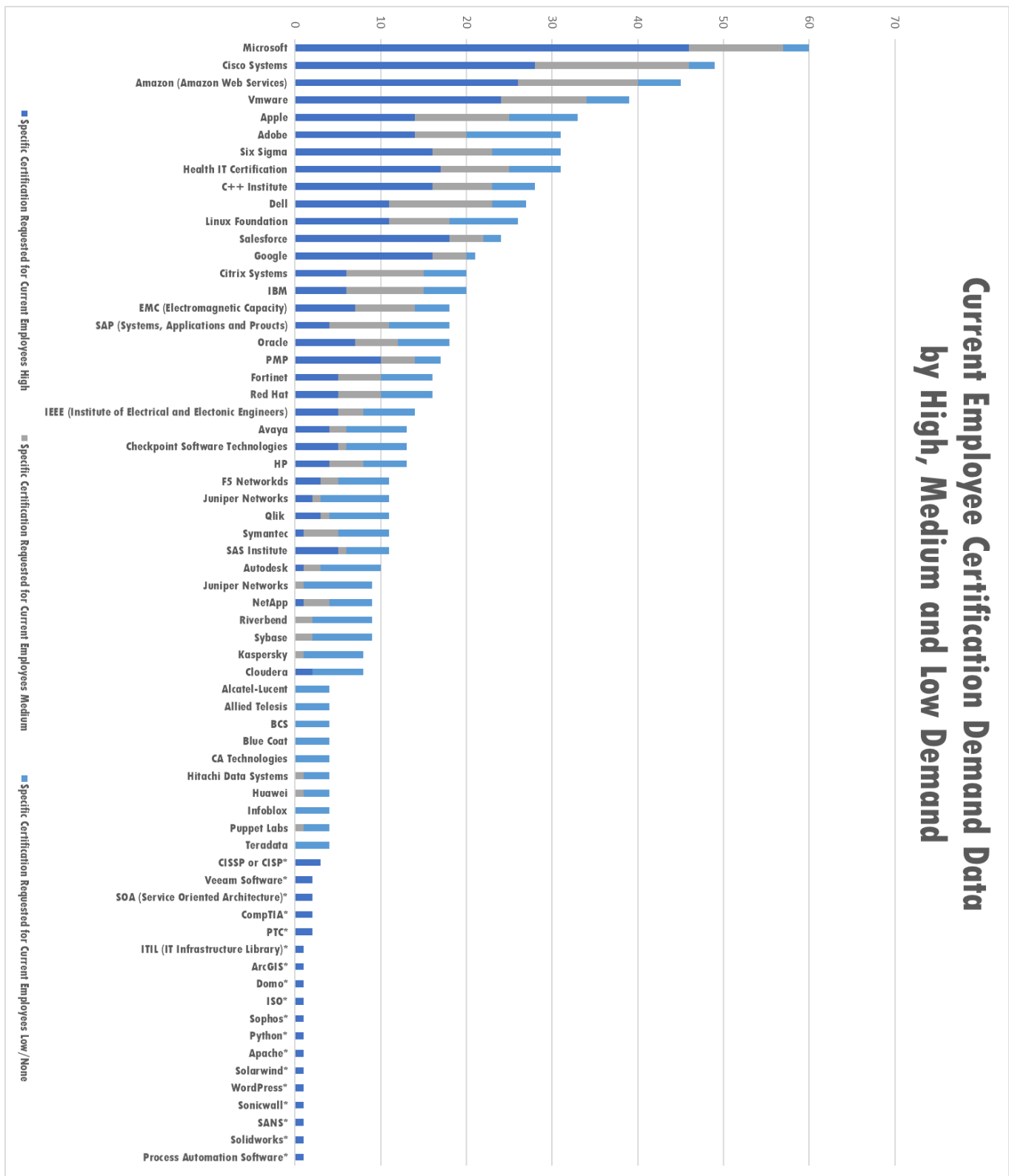
Figure 9

Specific Certification Requested for Current Employees Data (Figure 9 Data)				
Certification Type	High	Medium	Low/None	Responses
Microsoft	46	11	3	60
Cisco Systems	28	18	3	49
Amazon (Amazon Web Services)	26	14	5	45
VMware	24	10	5	39
Apple	14	11	8	33
Adobe	14	6	11	31
Six Sigma	16	7	8	31
Health IT Certification	17	8	6	31
C++ Institute	16	7	5	28
Dell	11	12	4	27
Linux Foundation	11	7	8	26
Salesforce	18	4	2	24
Google	16	4	1	21
Citrix Systems	6	9	5	20
IBM	6	9	5	20
EMC (Electromagnetic Capacity)	7	7	4	18
SAP (Systems, Applications and Products)	4	7	7	18
Oracle	7	5	6	18
PMP	10	4	3	17
Fortinet	5	5	6	16
Red Hat	5	5	6	16
IEEE (Institute of Electrical and Electronic Engineers)	5	3	6	14
Avaya	4	2	7	13
Checkpoint Software Technologies	5	1	7	13
HP	4	4	5	13
F5 Networks	3	2	6	11
Juniper Networks	2	1	8	11
Qlik	3	1	7	11
Symantec	1	4	6	11
SAS Institute	5	1	5	11
Autodesk	1	2	7	10
Juniper Networks	0	1	8	9
NetApp	1	3	5	9
Riverbend	0	2	7	9
Sybase	0	2	7	9
Kaspersky	0	1	7	8
Cloudera	2	0	6	8
Alcatel-Lucent	0	0	4	4
Allied Telesis	0	0	4	4
BCS	0	0	4	4
Blue Coat	0	0	4	4

CA Technologies	0	0	4	4
Hitachi Data Systems	0	1	3	4
Huawei	0	1	3	4
Infoblox	0	0	4	4
Puppet Labs	0	1	3	4
Teradata	0	0	4	4
CISSP or CISP*	3	0	0	3
Veeam Software*	2	0	0	2
SOA (Service Oriented Architecture)*	2	0	0	2
CompTIA*	2	0	0	2
PTC*	2	0	0	2
ITIL (IT Infrastructure Library)*	1	0	0	1
ArcGIS*	1	0	0	1
Domo*	1	0	0	1
ISO*	1	0	0	1
Sophos*	1	0	0	1
Python*	1	0	0	1
Apache*	1	0	0	1
Solarwind*	1	0	0	1
WordPress*	1	0	0	1
Sonicwall*	1	0	0	1
SANS*	1	0	0	1
Solidworks*	1	0	0	1
Process Automation Software*	1	0	0	1

(*) Indicates a certificate type write-in response

Question 5 Data without Low/None and Extraneous Answers

(Figure 5 Data)

Certification Type	Selections
Microsoft	58.14%
Cisco Systems	38.37%
Amazon (Amazon Web Services)	27.91%
VMware	23.26%
Apple	19.77%
C++ Institute	18.60%
Dell	17.44%
Adobe	17.44%
Salesforce	16.28%
Oracle	16.28%
Linux Foundation	15.12%
Google	15.12%
IBM	12.12%
Citrix Systems	12.79%
Health IT Certification	12.79%
Six Sigma	11.63%
EMC (Electromagnetic Capacity, Purchased by Dell in 2016)	10.47%
PMP (Project Management Professional)	10.47%
Fortinet	8.14%
SAS Institute	6.98%
HP	5.81%
SAP	5.81%
Red Hat	5.81%
Avaya	4.65%
Symantec	4.65%
Juniper Networks	4.65%
IEEE (Institute of Electrical and Electronic Engineers)	4.65%
NetApp	4.65%
CISSP or CISP*(Certified Information Systems Security Professional)	4.65%
Riverbend	3.49%
F5 Networks	3.49%
CompTIA*	3.49%
Qlik	2.33%
Checkpoint Software Technologies	2.33%
Cloudera	2.33%
ERP (Enterprise Resource Planning)*	2.33%
Teradata	2.33%
Autodesk	1.16%
BMC Software	1.16%
Kaspersky Internet Security	1.16%
CA Technologies	1.16%
Infoblox	1.16%
Puppet Labs	1.16%
SOA (Service Oriented Architecture)	1.16%
ITIL (IT Infrastructure Library)	1.16%

Python*	1.16%
Apache*	1.16%
WordPress*	1.16%
SANS Institute*	1.16%
Solid Works / CAD*	1.16%
SCRUM*	1.16%
SC2*	1.16%
Automation Process Software*	1.16%
Sybase	0.00%
Alcatel-Lucent	0.00%
Allied Telesis	0.00%
BCS (British Computer Society)	0.00%
Blue Coat	0.00%
Hitachi Data Systems	0.00%
Huawei	0.00%

(*) Indicates a certificate type write-in response

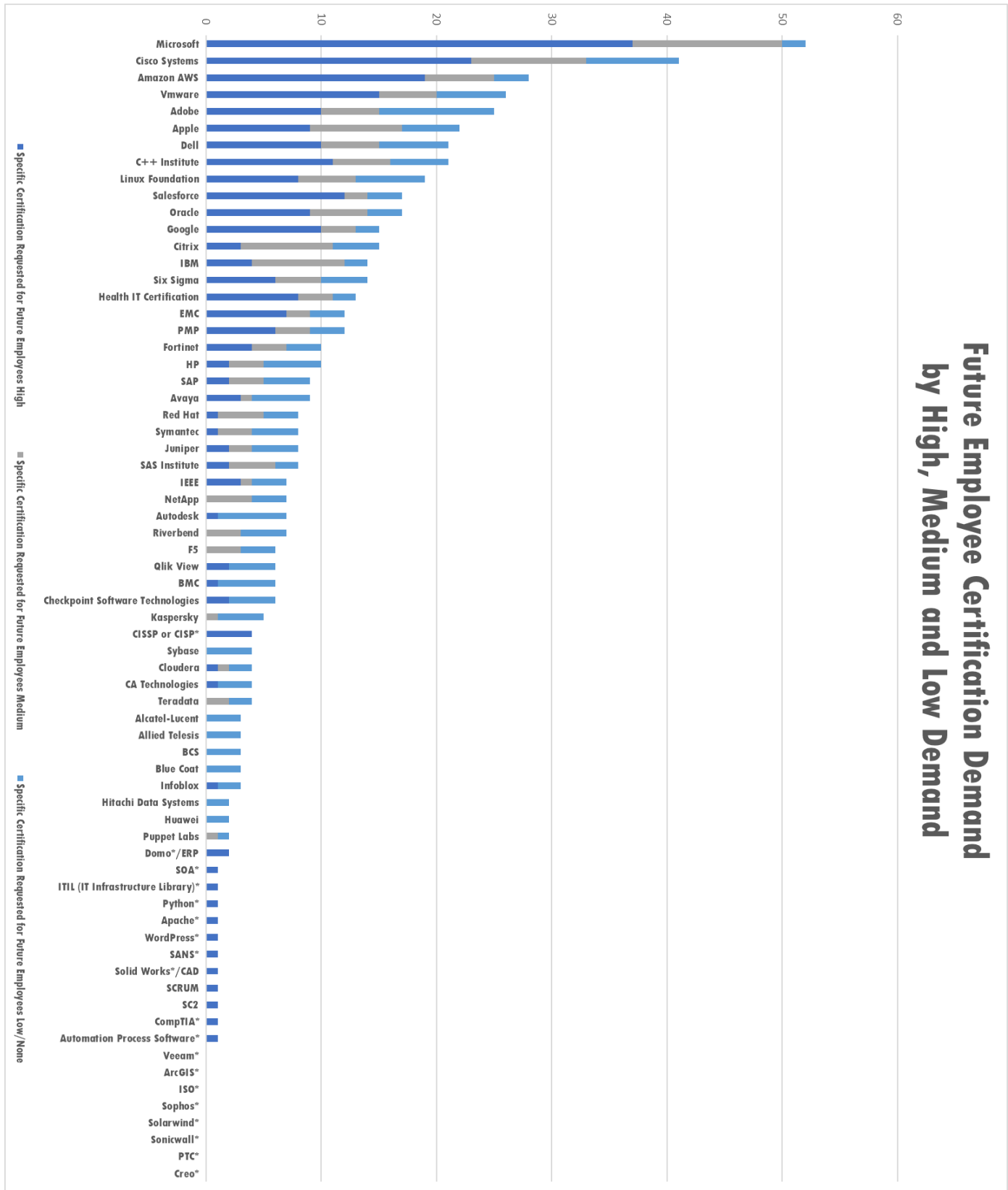## Question 5 Responses Including High, Medium and Low/None Responses

Future Employee Certification Demand by High, Medium and Low Demand

Figure 10

Specific Certification Requested for Future Employees Data (Figure 10 Data)				
Certification Type	High	Medium	Low/None	Responses
Microsoft	37	13	2	52
Cisco Systems	23	10	8	41
Amazon AWS	19	6	3	28
Vmware	15	5	6	26
Adobe	10	5	10	25
Apple	9	8	5	22
Dell	10	5	6	21
C++ Institute	11	5	5	21
Linux Foundation	8	5	6	19
Salesforce	12	2	3	17
Oracle	9	5	3	17
Google	10	3	2	15
Citrix	3	8	4	15
IBM	4	8	2	14
Six Sigma	6	4	4	14
Health IT Certification	8	3	2	13
EMC	7	2	3	12
PMP	6	3	3	12
Fortinet	4	3	3	10
HP	2	3	5	10
SAP	2	3	4	9
Avaya	3	1	5	9
Red Hat	1	4	3	8
Symantec	1	3	4	8
Juniper	2	2	4	8
SAS Institute	2	4	2	8
IEEE	3	1	3	7
NetApp	0	4	3	7
Autodesk	1	0	6	7
Riverbend	0	3	4	7
F5	0	3	3	6
Qlik View	2	0	4	6
BMC	1	0	5	6
Checkpoint Software Technologies	2	0	4	6
Kaspersky	0	1	4	5
CISSP or CISP*	4	0	0	4
Sybase	0	0	4	4
Cloudera	1	1	2	4
CA Technologies	1	0	3	4
Teradata	0	2	2	4
Alcatel-Lucent	0	0	3	3
Allied Telesis	0	0	3	3

BCS	0	0	3	3
Blue Coat	0	0	3	3
Infoblox	1	0	2	3
Hitachi Data Systems	0	0	2	2
Huawei	0	0	2	2
Puppet Labs	0	1	1	2
Domo*/ERP	2	0	0	2
SOA*	1	0	0	1
ITIL (IT Infrastructure Library)*	1	0	0	1
Python*	1	0	0	1
Apache*	1	0	0	1
WordPress*	1	0	0	1
SANS*	1	0	0	1
Solid Works*/CAD	1	0	0	1
SCRUM	1	0	0	1
SC2	1	0	0	1
CompTIA*	1	0	0	1
Automation Process Software*	1	0	0	1
Veeam*	0	0	0	0
ArcGIS*	0	0	0	0
ISO*	0	0	0	0
Sophos*	0	0	0	0
Solarwind*	0	0	0	0
Sonicwall*	0	0	0	0
PTC*	0	0	0	0
Creo*	0	0	0	0

(*) Indicates a certificate type write-in response

Question 6 Data without Low/None and Extraneous Answers

(Figure 6 Data)

Certification Type	Selections
Project Management Professional (PMP)	55.70%
Microsoft Desktop Products	53.16%
Business Process	44.30%
Data Analytics	41.77%
Accounting/Finance	37.97%
Graphic Design	26.58%
Adobe Products	26.58%
Customer Records Management Software	25.32%
Data Processing	22.48%
User Interface Design	18.99%
Human Resources	18.99%
Payroll	17.72%
Multi Media	17.72%
Product Design Software	13.92%
Publishing Software	13.92%
CISP*	2.53%
WordPress*	2.53%
Hubspot*	1.27%
Ifusionsoft*	1.27%
IBM Silverpop*	1.27%
Action*	1.27%
Quickbooks*	1.27%
AutoCAD*	1.27%
On-line Conference Scheduling*	1.27%
Email Marketing*	1.27%

(*) Indicates a certificate type write-in response

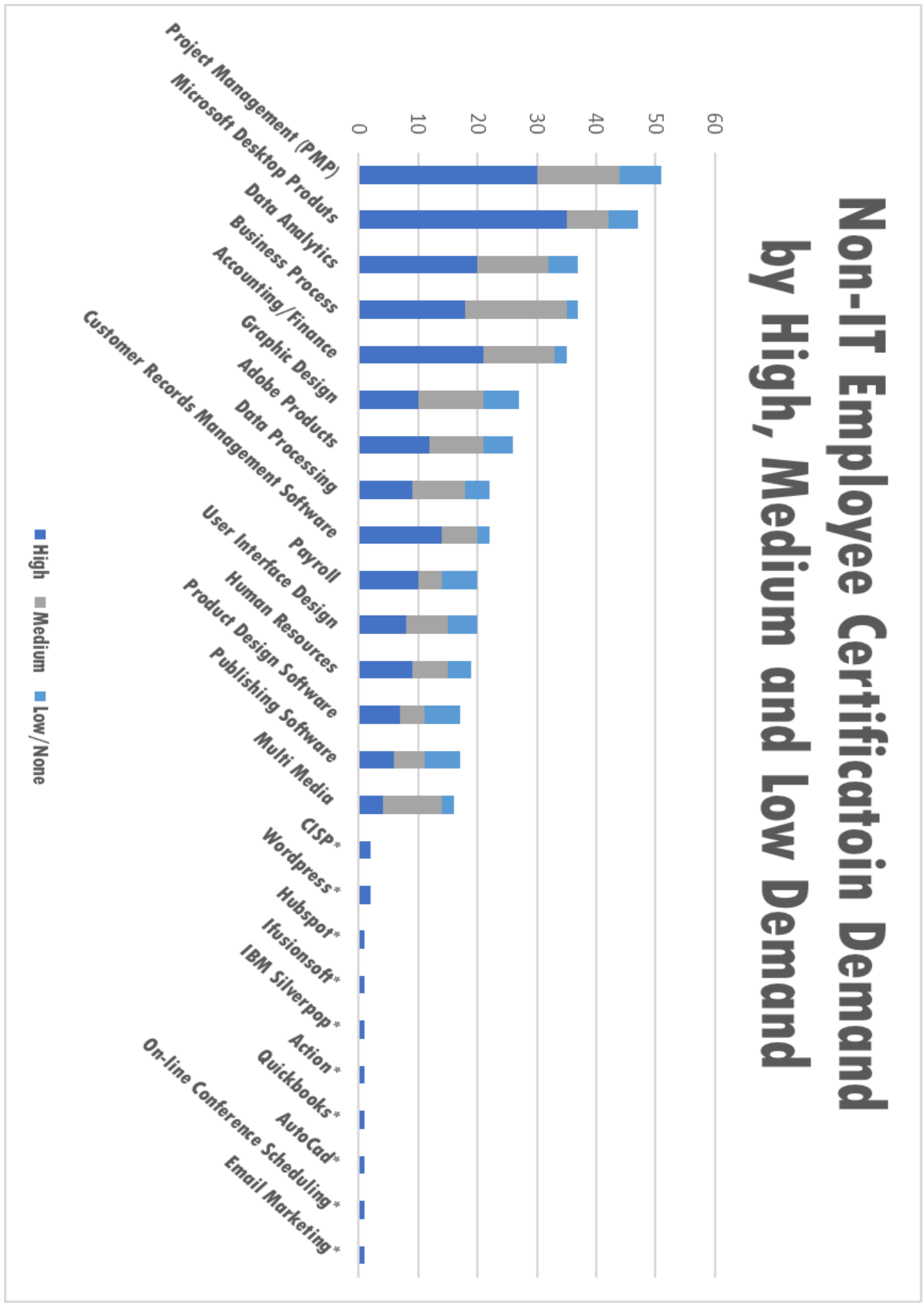## Question 6 Responses Including High, Medium and Low/None Responses

Non-IT Employee Certificatoin Demand by High, Medium and Low Demand

Figure 11

Specific Certification Requested for Non-IT Employees Data (Figure 11 Data)				
Certification Type	**High**	**Medium**	**Low/None**	**Responses**
Project Management (PMP)	30	14	7	51
Microsoft Desktop Products	35	7	5	47
Data Analytics	20	12	5	37
Business Process	18	17	2	37
Accounting/Finance	21	12	2	35
Graphic Design	10	11	6	27
Adobe Products	12	9	5	26
Data Processing	9	9	4	22
Customer Records Management Software	14	6	2	22
Payroll	10	4	6	20
User Interface Design	8	7	5	20
Human Resources	9	6	4	19
Product Design Software	7	4	6	17
Publishing Software	6	5	6	17
Multi Media	4	10	2	16
CISP*	2	0	0	2
Wordpress*	2	0	0	2
Hubspot*	1	0	0	1
Ifusionsoft*	1	0	0	1
IBM Silverpop*	1	0	0	1
Action*	1	0	0	1
Quickbooks*	1	0	0	1
AutoCad*	1	0	0	1
On-line Conference Scheduling*	1	0	0	1
Email Marketing*	1	0	0	1

(*) Indicates a certificate type write-in response