

May 23, 2019

Examples of DXC Dandelion Program Trainee Talent and Value

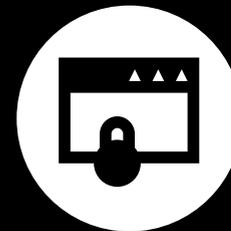


Background

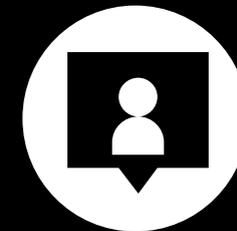


The DXC Dandelion Program was piloted five years ago as an initiative to help establish careers for people on the autism spectrum. Supported by ongoing evidence based research, in conjunction with our experiences and learnings, the program has been focused and designed on a sustainable model, to create the right environment with the right support structure for people on the autism spectrum.

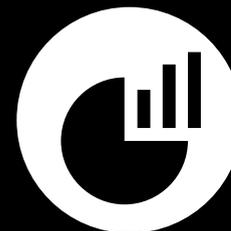
We have now established ten Dandelion teams across Australia, employing over 90 people on the autism spectrum delivering key services to clients:



Cyber Security



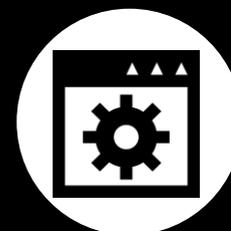
Infrastructure Monitoring



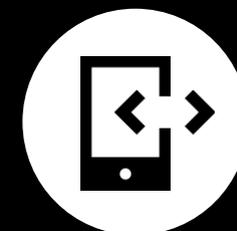
Data Analytics



3rd Level Support



Software Testing



Software Development

Background (cont'd)



Over the last five years, the Dandelion Program initiated independent research studies to review the performance and benefits of the program, across all our teams. Key results from the research:



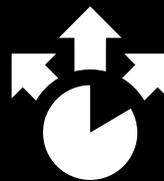
92% Retention rate



75% Job satisfaction



80% co-workers says the program does not add any additional overhead



30-40% Improved productivity



All Dandelion Program customers have expanded their programs by adding **60-100%** additional resources from the spectrum



All customers have retained the autistic resources on their programs of work when they have completed the program



There have also been some amazing individual and team success stories, some are outlined below:



- ▶ One of the candidates who did not have a technical background/experience, participated in a DXC Dandelion Assessment. During the assessment, the candidates were asked to demonstrate how they could develop a program or methods to analyse large data sets as part of a cyber security. Given that she had no technical background, over a weekend she decided to research and teach herself to code in Python – she was not only able to complete the assessment but was able to demonstrate her ability to code and successfully complete all the exercises. She was offered a role in the program and continues to excel within the Dandelion program.



- ▶ Within a week of commencing in the Dandelion Program one of the new cyber team members was able to memorise and recite a watch list of over 100 IP addresses. This ability makes him exceptionally productive in identifying incidents, he is highly regarded by his colleagues and client team members.



- ▶ Implementing a second team into one of the DXC Dandelion customer sites, complex elements of their technical training were provided by the DXC Dandelion team members that have recently graduated from the program.



- ▶ One of the Dandelion team members who worked in software testing but was able to expand the scope of his work due to his capability, won a national challenge – customer Secure Coding Challenge. The client arranged for him to fly from Brisbane to Canberra to receive the award.



- ▶ A cyber security incident queue that had an 18 month backlog was cleared within three months when a new Dandelion team was implemented. This is despite them being new trainees without prior cyber security skills.



- ▶ A number of Dandelion trainees involved in testing have been able to pass the testing industry standard certification (ISTQB) exams within eight weeks of starting as new trainees without prior testing skills. More than 80% of the testers in the program have taken and passed ISTQB at one or more levels.



- ▶ A data modeller who had no prior skills in this area is achieving greater output and capability than people in the same role with 15 years of experience.



- ▶ A Dandelion Program trainee tester who was performing well, advised the customer that she would like to undertake a role in User Experience design which is an area where she became very quickly skilled in. This led to her advocating to apply to an external company for a role that she won and is now solely responsible for the packaging design for all of their nationally sold baby health and nutrition products. We see people advocating for themselves to move to other roles as being successful outcomes for the DXC Dandelion Program.



- ▶ A number of Dandelion trainees have applied for and won permanent roles within the public service departments and commercial customers where they were delivering services. We see such outcomes as great successes for the program as trainees have gained skills and been able to advocate for their own career path.



- ▶ One of the new Dandelion cyber trainees who had less than two months experience overheard a conversation about a problem that had not been able to be resolved for many months. He advised that he knew how to resolve it and provided the solution the same day.



There have also been some amazing individual and team success stories, some are detailed below: (Cont'd)



- ▶ One of the Dandelion test teams had been able to deliver a package of work within five days – where the customer estimated six weeks work.



- ▶ Within two months of starting as untrained resources several Dandelion trainees became technically competent and productive to a level that enabled them to be placed into independent customer projects/teams under customer management. Within two years the entire team of 11 Dandelion trainees were outplaced and recognized by the customer as providing the highest quality of work, output and performance.



- ▶ Innovation and tools designed and developed by Dandelion trainees have been implemented across customer departments to streamline how the department works. Some of these innovations were developed and adopted within three months of commencement as untrained resources.



- ▶ The program has provided independence to many Dandelion team members. They have had the confidence and financial ability to move out of home (some renting, some buying homes, some have built new homes). A number have got married and have also started families.



- ▶ All customers have reported high levels of productivity, performance, quality and innovation from their Dandelion teams.



- ▶ Programs that have graduated at the end of their three year tenure have had the team members renewed under contracts from DXC to continue to deliver important services for their organisations.



- ▶ A Dandelion team member was asked by the customer he works for to create a checklist which would further improve the quality of testing practices. He recognised a need to take this task to the next level and created a Testing Standards Procedure document which is has been adopted by the customer and rolled out across the organisation as standard practice for Quality Assurance.



- ▶ Within 12 months in the cyber space trainees have gained GIAC Reverse Engineering Malware certification (GREM), GIAC Certified Forensic Examiner (GCFE), certification as GIAC certified professionals (Cyber security certification body). GIAC Certifications are highly regarded certifications within the cyber security field globally and are aligned with SANS.

