

CASE STUDY

# Fostering Independence, Developing Expertise

## Team Profile

**Bytes Computers**

**Team Members** 13

**End Users** 1600

**Industry** IT Consulting

**Location** Scottsbluff, Nebraska

Bytes Computers serves thousands of users with a dozen IT pros by using self-paced training to build a team of experts who work and learn independently.

## Challenge

Bytes' team of 12 manages 50 business clients over 231 servers and 1,600 workstations in a variety of industries with a broad spectrum of needs, from a rural hospital to a local autobody shop.

The company has also doubled in size in recent years. Clint Bergman, Chief Technology Officer, who oversees team development says the company's growth required, "a real change in methodology."

"In our business everyone on staff needs to know everything about everything. Our challenge has been to develop, in each team member, both [the] necessary foundation and the specific knowledge to be able to build an entire system for clients."

Using CBT Nuggets' library of on-demand training, as well as included services like coaching and reporting, Bytes has built a training infrastructure that prepares everyone on their team to deliver expert and efficient IT support. "We pride ourselves on the depth of our relationships with our customers," Bergman says. "Customers consistently praise our availability and the consistent quality of our work. And we are able to do that because clients don't have to call me to get excellent service, they can get that from anyone on staff."

## Best Practices for Nimble IT Teams

### FUNDAMENTAL CONCEPTS

Effective troubleshooting requires a foundation in core concepts.

### DIVERSE SPECIALTIES

Individual team members build specific expertise that allow the team to tackle more challenging projects, and help managers adapt to the changing needs of an expanding organization.

### TOOLS FOR SUCCESS

Teams that have quick and easy access to key information are more likely to develop independence and expand their skills through "on-the-job" learning.

## Building a Knowledge Base

Bytes requires every employee to complete the CompTIA Network+ training before moving into a specialization. Bergman says, “Understanding core concepts of networking is crucial. If you can learn how to follow the data, you know how things are supposed to work and see where they have gone astray.”

“I want the team to have functional knowledge. Bottom line, they should be able to get in the driver’s seat as a first-time system administrator.”

## Diverse Specialties

Beyond fundamental knowledge, Bergman encourages team members to follow their interests and develop deep knowledge within their specialties, so they have the capacity to address more challenging projects. And CBT Nuggets’ expansive library allows the team to train for a wide variety of certifications.

As a manager in a growing business, Bergman has begun to develop his project management skills using CBT Nuggets. He says, “The ‘Project Management in the Real World’ videos have helped me tremendously to understand how theory applies to our own project planning. In fact, we used the downloadable templates from that course – like budget spreadsheets, and project charters – and adapted them for the project proposals we send to clients.”

## Access to Expertise

In addition to certification training, the CBT Nuggets video library has become a consistent and quality reference resource for Bytes team members. The ability to quickly access thousands of videos on hundreds of topics saves time for team members who need a quick refresher on a topic they’ve learned in the past, or need new knowledge to complete a particular task. Bergman says, “Our back-end programmer, who does all our SharePoint and SQL, will often need a very specific bit of information, like how to set up service accounts, and he can quickly watch just that particular video.”

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**CLINT BERGMAN**

Chief Technology Officer  
Bytes Computers

## **Supporting Professional Development**

Bytes allows all team members an average of two hours per week for training, offers financial incentives for earning certifications, and encourages the team to take advantage of CBT Nuggets coaching - through which individual learners can request regular check-ins from CBT Nuggets coaches who help them stick to their learning goals.

As part of quarterly reviews, Bergman uses CBT Nuggets reporting features to assess each team member. Their training progress is included in their regular performance reviews, which are tied to compensation.

This investment in training has been well worth it for Bytes; Bergman says he answers a lot fewer requests for information from team members wrestling with new challenges, and being able to track training progress helps him identify employees who are ready and eager to take on new challenges.