



**Questions
to ask
before
you invest
in DP
training...**

**...and one good answer
to each of them.**

What kind of training programs does the company provide?



Your needs are diverse. And you never know what will come up. You should choose a company that can provide a single source for all your DP training needs—current and future. Some firms, for example, provide training in only one or two specialized areas, such as structured development techniques or personal computing. And that's not what you want.

At Chubb Institute, we offer a broad selection of over 20 proven courses to meet your needs. Such as 370 assembler language coding. OS/VS linkage concepts and coding. MVS dump debugging. Structured ANS COBOL. OS/VS & DOS Job Control Language. TSO/ISPF. IMS data base access DL/1. CICS/VS command-level applications programming. VSAM in COBOL. And many more, including a constantly expanding microcomputer curriculum.

Plus, we can accommodate students of all levels. From advanced, intermediate, and novice DP staff to nontechnical management and end-users.



Where is the best place for training—in-house or off-site?

There's no right answer. Each alternative has its advantages and disadvantages. At Chubb, we give you the option of having our instructor come to your data center—or sending your students to one of our two convenient New Jersey locations in Parsippany and Jersey City. Parsippany is easily accessible by major highways. And Jersey City is a quick and easy commute for our New York City based clients.

Who in my organization should be trained?



Obviously, you can't train everyone at the same time in every subject. Deadline pressures and budget restrictions make it impossible. So you have to be selective about who gets training...and when.

Choosing those who should be trained depends on your goals. Let's say, for example, that you've selected a team to implement conversion from your current operating system to OS/MVS. A good investment would be to send the team leader and members through Chubb's OS/MVS Conversion Training Program...which can be tailored to accommodate your particular installation standards.

Importantly, the training firm you choose must provide the flexibility to fit your training budget and schedule. For example, if you need to train only a few people, a public seminar may be a more cost-effective choice than private or in-house training. Be sure your training company offers both public seminars as well as private courses.



How do I measure whether training pays off?

What do you want your training program to accomplish? Greater satisfaction among end-users? Easy integration of PC's into the corporate computer environment? A reduction in your applications development backlog? A smooth migration to new systems or environments? Or maybe you're seeking greater productivity among your programmers and systems analysts. Many firms, for example, use lines of code per programmer per month as a quantitative yardstick by which they measure productivity improvement in the data center.

Together, you and your training consultant should determine your objectives...and then plan a training program that addresses these needs.

Does the training company provide hands-on instruction?



At Chubb Institute, our courses combine classroom instruction with hands-on learning—either on your own system or ours. Students who come to our training centers have direct access to our company's mainframe—an IBM 3090 running MVS/XA. Importantly, each student has his or her own terminal. Many smaller training firms, unable to afford their own mainframe, cannot provide this type of hands-on instruction at their facilities.



What kinds of course materials will my people receive?

In addition to enhancing classroom instruction, course materials should serve as a permanent reference and reminder of what was learned during training. A seminar is useless if your people cannot successfully apply the information to their day-to-day tasks.

Where appropriate, we supplement our own extensive course notes with official product guides and manuals published by IBM. This take-home material provides your people with an authoritative reference set covering all aspects of the IBM products they use.

What kind of track record does the training firm have?



How long has the company been in business? What kind of reputation does it have? With whom are they affiliated? What clients do they serve? Answers to these questions tell you a lot about the quality of the training and the ability of the instructors.

At Chubb Institute, we've been providing computer training to students in the New Jersey/New York area for over 17 years. Our instructors have an average of over 6 years of programming and teaching, experience in large mainframe computer environments, bringing to the classroom a rich combination of technical, teaching, and business experience.

The Chubb Institute's client list reads like a "Who's Who" of Fortune 500 businesses and includes such companies as AT&T Communications, Blue Cross/Blue Shield, Crum & Forster, Englehard Corporation, Exxon, Lockheed, Nabisco, Chemical Bank and United Parcel Service. (Phone for complete list.) The Chubb Institute is an independent subsidiary of the Chubb Corporation—a \$3 billion financial services firm.

But of all our credentials, the one we're proudest of is this: 90 percent of our business comes from repeat clients. That means our training works.

The next step For a free portfolio describing The Chubb Institute's full curriculum of DP training programs...or a free, no-obligation consultation with one of our DP Training Consultants...call or write us today.



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How to evaluate and choose the right company to handle your DP training needs.

Training your DP staff is one of the most important investments you will ever make. This booklet discusses some of the questions you should ask before you decide which firm will handle your DP training needs. It also gives you some background on The Chubb Institute and why more than 150 local firms have sent thousands of their DP and end-user staff through our data processing curriculum.