

2008 FISSEA EDUCATOR OF THE YEAR AWARD

Name of Nominee: Luke Andersen

Employing Organization: Global Knowledge

Position and/or Title: Director of Federal Programs and Solutions

Please note: There was 11 nomination letters for Luke Andersen – they all are included below separated by Nomination Letter #1, etc.

Qualifications Statement: (What has the nominee done to warrant this nomination?)

Nomination Letter #1:

With a keen eye for detail, masterful ability to multitasking and dedication to serving students all over the world, Luke Andersen is an excellent candidate to receive FISSEA's Educator of the Year Award. Luke Andersen joined Global Knowledge in 2007 as Federal Director of Programs and Solutions. Global Knowledge is the leading IT Training provider with solutions focused on providing high quality training in the areas of cyber security and IA for the Federal Government. His position requires him to support all Federal Sales Directors, who have a combined 65 years of training experience working with federal organizations which under his guidance has provided training to over 20,000 military personnel in 110 countries, while building a bridge to internal operations, partners, and external relationships to maintain the high level of service our customers expect.

In his role he focuses on the development and delivery of enterprise training solutions to our worldwide customers in the Federal sector. Although Global Knowledge offered the required standard certification courses that were needed for compliancy to the DoD 8570.1 Directive- that was not enough for Luke. He proceeded to develop new customized courses with components that added value for the customer and ensured a higher success rate upon completion. He successfully built a learning continuum for 8570.1 which many customer use today for their training. The new courses he built in support of this program incorporated in-class testing options, pre and post course mentoring, custom study methodologies, tracking and reporting capabilities, as well as voucher, program management and testing. Luke's approach to serving customers is relentless- in the last year alone he has managed custom programs for Army Europe, Air Force, Navy, Department of Defense, and the US Army and is now responsible for 3000+ personnel achieving 8570 compliant training and certifications every year.

Luke is no stranger to Information Technology. Before joining Global Knowledge, Luke worked for 18 years for a diverse range of organizations, including various tactical commands in the U.S. Army, BAE Systems, and Innovative E-Commerce. His clients included various national intelligence agencies, government CIO's and program mangers. In his leadership roles as an intelligence officer in the US Army, Federal contractor and government IT project manager, Luke learned the importance of having a skilled workforce to ensure the safety and security of government personnel and information systems. He holds the PMP (Project Management Professional) certification and graduated from Elon University with a degree in Education.

Building relationships is perhaps Luke's greatest asset. He has bridged the gap between numerous vendors and Global Knowledge, enabling our customers to have access to other industry leaders in addition to their training, including Global Mentoring, CompTIA, The Training Associates, Knowledge Advisors, Genuine Genius, Soft Skills, EADS, Regan Systems, and Kaplan. Recognizing that certification compliancy was the goal for most customers, Luke negotiated with CompTIA and Pearson Vue to allow mobile testing and instructor proctoring, conveniently eliminating the need for customers to find a third party exam proctor. As a direct result, our customers have achieved an extremely successful pass rate of 71% on the first attempt and 90% on the second attempt. Luke also utilizes this attribute when building relationships with the customers by being aggressively involved in pre-sales support, scoping each requirement and guiding the customer to the most innovative solutions to meet their needs. In the last year he created several innovative solutions including; a virtual SMS solution for Microsoft training that was implemented worldwide for the NAVY NMIMC. Second, is the successful delivery of an international 8570 program for the Navy in Italy. Lastly, Luke lead a team through the development of prerecorded sessions, virtual training, and instructor lead classroom learning modules which enabled the ARMY to complete a requirement six months ahead of schedule.

Aside from exceeding external needs of customers, Luke has implemented many internal procedures such as a Quality Assurance Program, mentoring other Program Managers he has added to his team, and quality control measures that affect the entire operational team. He has developed creative solutions internally that allow us to minimize our costs without cutting corners, allowing us to extend the savings along to our customers while upholding the highest standards. His attention to detail, ability to make quick decisions, and vast knowledge make him a leader within our company.

Professional accomplishments aside, Luke is someone who inspires you to come to work everyday and give it 110%. With his unfailing contribution to providing solutions for our customers, he has no doubt been the force behind our team's success this past year. I have attached 10 other nominations from customers, partners, and individuals who have had the pleasure to work with Luke on a personal level who all share the same enthusiasm in acknowledging and rewarding Luke for his significant contributions in education and training programs for information systems security. Luke's passion is infectious, his work ethic is unmatched, and his relentless dedication to excellent service and high standards makes him the perfect candidate for the award.

2008 FISSEA EDUCATOR OF THE YEAR AWARD

Name of Nominee: Luke Andersen

Employing Organization: Global Knowledge

Position and/or Title: Director of Federal Programs and Solutions

Qualifications Statement: (What has the nominee done to warrant this nomination?)

Nomination Letter #2:

I nominate Luke Anderson of Global Knowledge (GK) for FISSEA Educator of the Year: Luke Andersen as the Director of Federal Services and Solutions at GK was responsible for the development and delivery of enterprise training services to us as Department of Navy customers in Naples Italy. He created a mentoring program for my students for pre and post class assistance via email and phone. This allowed our students to be better prepared for the classroom start and ensured us a very high rate of certification after the classroom time was complete. The management of vouchers that he provided was superb. Our personnel were able to complete the course work in the classroom and immediately test for their certification without excessive travel involved and additional expenditures of critical travel and training dollars. All the instructors that were provided for our GK training have been superb and we have requested many of them return to do follow on classes that we have requested via GK. The blending of self-paced, virtual, and classroom training that he has put together with GK has ensured success at all levels of the training hierarchy. We have had tremendous success with his proven design plan. We have requested and received training solutions that fit our organization at all levels from management to the onsite IT professionals that work daily on the systems integration issues that are unique to the IT world. The certifications we have attained and the knowledge we have been able to apply to our daily workload has been excellent and could not have been accomplished without his dedication to planning and coordination. Luke is a great candidate for this prestigious award.

Nomination Letter #3:

I nominate Luke Andersen of Global Knowledge for FISSEA Educator of the Year. Mr. Andersen has provided training, in support of DoD 8570, to over 3000 US Air Force members. This training has proven to be the key to the success of the Air Force in meeting our certification goals set by DoD. Not only has Mr. Andersen provided the required training, he has done so in a manner that all but guarantees student success. The Air Force knows when we send a student to one of Mr. Andersen's classes, they will receive the best possible training available. Mr. Andersen has also provided pre-course preparation materials as well as live mentoring, both before and after course, to our students. That preparation and mentoring has played a key role in making sure our students are confident and prepared when testing for their industry certification.

Nomination Letter #4:

I nominate Luke Anderson of Global Knowledge (GK) for FISSEA Educator of the Year: Luke Anderson approached an overwhelming task with outstanding commitment. To effectively assist the Federal agencies in achieving their mandates through the 8570.1 directive is monumental. Luke's creativity, determination and excellent corporate relationships assisted him to be effective in creating a solution that has broad reach and laser-focus results.

Luke's background and understanding of Security issues facing our nation was a key driver for his passion about achieving high pass rates and successful completion of the goals of the program. I believe it was this passion that drove him to find, source or create the 'perfect storm' solution for these mandates. By combining content/support/mentoring/ease of use/testing into a 'one-click' solution, made his programs competitive, attractive and most importantly, successful.

I personally enjoyed working with Luke as his professionalism and approach was unmatched by any other vendor in this space. He understood his objective, focused on a balance, yet cost-effective offering, and executed impeccably.

Having worked with other vendors and managers of similarly-scoped offerings in the past, I can say without a doubt that Luke Andersen far exceeded my expectations of a partner and vendor of this nature. I strongly endorse his nomination.

Nomination Letter #5:

I nominate Luke Anderson of Global Knowledge (GK) for FISSEA Educator of the Year: Luke has an understanding of the importance of certification to verify a student's competency to work on the DoD's government networks and meet DoD 8570-1 mandate. He manages an end to end solution with offerings of Pearson VUE on-site testing to complete the cycle. He has facilitated setting up on-site testing through GKN trainers or utilizing the existing on-base Pearson VUE testing channel to ensure all students complete the cycle of learning with obtaining certification following training. He has many responsibilities with certification testing being an important component of the offering and he proves to be a strong supporter and contributor to finding solutions to meet the all of needs for government personnel.

Nomination Letter #6:

I nominate Luke Andersen of Global Knowledge for FISSEA Educator of the Year: Luke Andersen has been instrumental in helping Global Knowledge train over 2000 Federal Personnel in 2008 with his ability and tenacity in always looking for and ensuring delivery of the best solution. Luke Andersen has created and developed a program that is unparalleled to any other program in achieving the needs and expectations of the DoD

8570 Directive. His duties have included creating 8570 specific courses to ensure that they are built for certification compliancy, establishing a mentoring program for students both pre and post course, organizing a group of over 60 CompTIA certified instructors that are the most experienced in the training business and ensuring the availability of exam vouchers and mobile testing to increase the percentage of training to testing ratios. Overall, his solution has been implemented by the many of the major branches of the Federal Government. Proving an outstanding first round pass rate of 71% and a second round pass rate of 90% on CompTIA Certification testing. Overall, Luke, has created the most comprehensive global turnkey solution available today encompassing assessments, training, certification, tracking and reporting, while utilizing and leveraging the best of breed third party vendors and resource pools. Luke's commitment and perseverance to this market is witnessed by his unmatched work ethic, and countless hours spent on the ensuring that the solution he is providing matches exactly what the customer needs. One would be hard pressed to find someone who could match Luke's efforts in providing a solution that was as innovative, manageable, and effective in meeting the strict requirements that his customers are faced with, all while maintaining the highest level of enthusiasm, passion and dedication to excellent service and high standards.

Nomination Letter #7:

I nominate Luke Andersen of Global Knowledge for FISSEA Educator of the Year.

I have had the distinct pleasure to have worked with Luke in his role as Director of Federal Operations and witnessed the evolution of a hybrid learning solution that has been used by major branches of the Federal Government. This "mentored" solution has been instrumental in ensuring the success of the students enrolled in the 8570 program throughout the US military. Today more than ever, information technologies security is a top of mind concern in all aspects of our lives. To recognize Luke for his contribution in creating a program which considers the knowledge transfer of computing securities through out the armed forces is indeed warranted.

Luke has demonstrated to me, time and time again, that his ability to be highly organized and professional directly results in a profound educational experience for all participants. Luke has the unique ability to blend the stringent military goals and requirements with the needs of the "learners" and the results are focused on knowledge transfer. The proof lies in the certification results themselves. I would highly recommend Luke as a person you will want to consider as a viable candidate for the "Educator of the Year award.

Nomination Letter #8:

I nominate Luke Andersen of Global Knowledge for FISSEA Educator of the Year.

I have had the distinct pleasure to have worked with Luke in his role as Director of Federal Operations and witnessed the evolution of a hybrid learning solution that has been used by major branches of the Federal Government. This “mentored” solution has been instrumental in ensuring the success of the students enrolled in the 8570 program throughout the US military. Today more than ever, information technologies security is a top of mind concern in all aspects of our lives. To recognize Luke for his contribution in creating a program which considers the knowledge transfer of computing securities through out the armed forces is indeed warranted. Today, due to Luke’s tenacity and dedication to excellence, the military can boast a 90% successful certification pass rate.

During the 8570 program creation, Luke spent endless hours building study guides, pre and post test, study methodologies, and surrounded his program with certification coaches that are rated #1 in the industry. The 8570 program itself, provides a best of breed student management methodology to ensure the success of the learners. Countless hours were spent on pre-sales support with the customer and vendors making sure that he had scoped a project which provides the military with a solution that a) fits their needs and b) can be successfully deployed and replicated across military lines. Luke has all of the fine qualities you would expect from an exceptional project manager and facilitator and I honestly feel that Luke Andersen should be awarded the Educator of the Year award.

Nomination Letter #9:

I nominate Luke Andersen of Global Knowledge for FISSEA Educator of the Year.

I have had the distinct pleasure to have worked side by side with Luke in his role as Director of Federal Operations and witnessed the creation of a “mentored” solution designed to ensure the success of the students enrolled in 8570 programs throughout the US military. The 8570 program is a collaboration which blends the knowledge of 8570 experts world wide. The 8570 program created offers security specific courses to an end user learner population with vast and diverse entry level skills.

The 8570 program is specific to vendor mandated certification compliancy. Recognizing the needs of his student base, Luke was able to create a mentoring program for students which offered Pre and Post class assistance to guide the learner to certification attainment. In addition, a voucher management system and available mobile testing were provided to the learners as value add-ons.

In addition to his organizational abilities, Luke displays integrity and fairness in dealing with program participants; their peers and the military chain of command. He possesses a genuine willingness to put the needs of his students first and provide them with an avenue to adapt to change with a positive and enthusiastic attitude. He always presents a professional and collaborative approach to the program putting student needs first, and has been tireless in his pursuit of a solution that works for all stakeholders. I would enthusiastically support Luke’s nomination as Educator of the Year.

Nomination Letter #10:

I nominate Luke Andersen of Global Knowledge for FISSEA Educator of the Year. Luke worked tirelessly to develop and deliver an effective program of courses and learning materials to meet the requirements of the DOD 8570.1 directive. The programs that Luke developed effectively equipped individuals from AFCA, Navy, Army, and other Federal Agencies for success on CompTIA certification exams specific to 8570.1. The end-to-end solution he developed included leveraging both Global Knowledge resources and best-of-breed third-party resources and included over 60 CompTIA certified instructors, study guides, study methodology, practice exams, management tools, and a certification prep program. Luke was dedicated to insuring success and customer satisfaction.

Nomination Letter #11:

We have been working with Luke Andersen for the better part of the past two years in his current role. Luke's breadth of experience with the military has really enabled Global Knowledge to be the front runner in the federal training space. Luke's desire to provide best-in-breed solutions for his clients has driven his team and subsequently Global Knowledge to think outside of the box to identify key partners in order to satisfy his client's needs.

Congratulations Luke Andersen!!