



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

IT-VETS Inc.

Organization URL:

IT-VETS.ORG

Project Name:


Hire Our Heroes

Please select the category in which you are submitting your entry:

Sustainability

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

IT-VETS hires returning Veterans to work with experienced IT staff to accomplish client IT support work that provides the Vets with the hands-on training to help the Veterans achieve a job in the IT field while helping the community businesses and organizations with their IT support needs. This affords the Veterans the opportunity to learn while they earn, and re-acclimate to life and work as a civilian. They are given the training and experience to apply for and achieve IT industry certifications as well to build a credible work history and recommendations with which to secure a great IT position with an employer.



When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

IT-VETS was formed and incorporated as a non-profit organization in the State of Idaho in September 2012, and has filed for IRS 501c3 status.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

IT-VETS is in its initial year with limited staffing and budget. We are growing and supporting more Veterans as the client IT support opportunities afford. We are expecting to expand to several IT teams consisting of one experienced and certified IT tech team lead and one or more Veteran IT Field support techs. The service is currently available in North Idaho and expected to expand into eastern Washington and western Montana in the near future. IT-VETS five-year plan targets providing these services to many other veterans and communities around the country.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

IT support technology and services has provided veterans with training, income and promising career opportunities while supporting community businesses and organizations by providing professional IT support at very reasonable rates, much lower than other service providers in the community. We expect to be able to use IT remote service tools to allow disabled veterans who may not be able to make regular on-site IT service calls to address client IT work requests, thus helping veterans with disabilities also achieve the training and experience to work in the IT field.

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

This program could easily be reproduced in any other community to support veterans around the country.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

IT-VETS founders, the Board and Administrators are also U.S. Veterans, as are many of our IT Team leaders. All of IT-VETS staff have the heart of educators and the devotion to our country's veterans.