



NYSCIO EDUCATION SERVICES
BRAINSTORM CAFÉ EXECUTIVE SUMMARY
JUNE 2025
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Contents

Overview	3
Purpose of the Session	3
What We Explored	3
Top Findings by Category	4
Training Topics by Priority	5
Conclusion	7



WELCOME

Help us design the *Menu of Learning* for our community

🍴 What's on the Menu?

🔒 Security Specials
What certifications or frameworks do your teams need support pursuing?

🌐 Networking Staples
Where are your team's technical skill gaps? What fundamentals need strengthening?

🌟 Leadership & Growth Bites
What leadership or soft skills would support career growth at your institution?

💡 Tech Tastings/Other
What tools, trends, or unique training would you love to see offered?

🍷 Training Depth Guide

Appetizer	Introductory – for those just getting started
Main Course	Intermediate – build on foundational knowledge
Dessert	Advanced – deep dives and expert-level content

☕ Espresso Your Thoughts

What's one training that transformed your work?

What skill would your team benefit from tomorrow?

What's something no vendor is teaching—but you wish they were?

What training format has been most effective for your team? (Rank 1-6)

Live Virtual ____ Hands-On/Lab-Based ____
 On-Demand ____ Peer Cohorts ____
 In-Person ____ Microlearning ____
 Other/Comments: _____

Thanks for helping co-create
NYSERNet's next generation of
training offerings.

Color while you cook up ideas!

Turn in your placemat to a Barista!
Name: _____

Overview

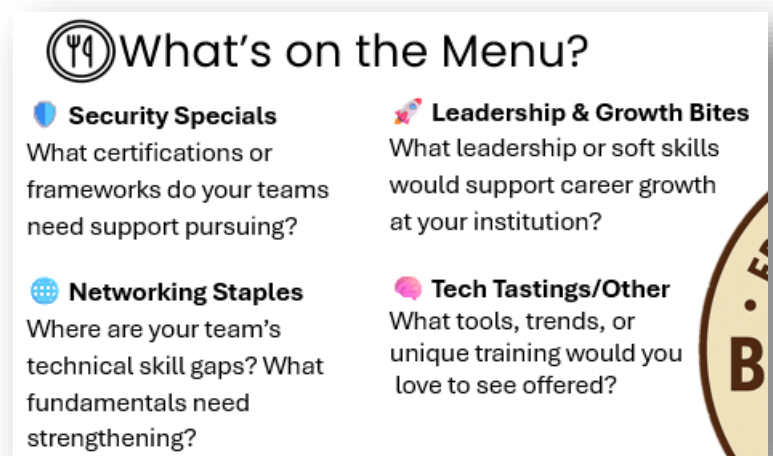
At NYSCIO 2025, NYSERNet hosted an Education Services Brainstorm Café to gather direct member input on professional development needs. Through an interactive, collaborative session, participants identified and prioritized the training topics they believe would deliver the most immediate value to their institutions and personal growth. Members used "dots" to indicate broad interest and "stars" to signal urgency—highlighting both widespread demand and critical needs.

Purpose of the Session

- Gather direct member feedback on professional development needs across leadership, cybersecurity, and technical areas.
- Create a collaborative environment for members to share ideas, challenges, and opportunities.
- Prioritize training topics using an interactive voting process to surface both broad interest (dots) and immediate demand (stars).
- Identify opportunities for NYSERNet to enhance its education services by offering collaborative, cohort-based learning experiences.
- Lay the groundwork for a strategic, member-driven training roadmap informed by community input.

What We Explored

The session was designed as an interactive café experience where participants became the "chefs" of their own professional development menu. Attendees rotated through four themed "menu" stations—Leadership & Growth Bites, Security Specials, Tech Tastings, and Networking Staples, contributing their ideas and engaging in lively discussions. This collaborative format encouraged open sharing, cross-pollination of ideas, and allowed members to co-create a development menu that reflects the collective voice and evolving needs of the NYSERNet community.



Top Findings by Category

1) Leadership & Growth Bites

a) Top Priorities:

- Conflict Resolution Training (9 stars, 8 dots)
- Team Building Fun (6 stars, 9 dots)
- Change Management & Navigating Change (5 stars, 10 dots)

b) *Key Insight:* A strong appetite exists for interpersonal skills, leadership fundamentals, and workplace relationship management.

2) Security Specials

a) Top Priorities:

- AI Governance (8 stars, 9 dots)
- Media Training for Incident Response (4 stars, 7 dots)

b) *Key Insight:* Members want more than traditional security certifications—they're asking for sessions that tie technology to policy and ethics.

3) Tech Tastings

a) Top Priorities:

- Digital Accessibility / Title 11 (8 stars, 3 dots)
- ITIL Simulation & Cert (combined 6 stars, 6+ dots)

b) *Key Insight:* Demand is high for hands-on, applicable technical content tied to compliance and service management.



4) Networking Staples



a) Top Priorities:

- PowerShell Scripting (4 stars, 5 dots)
- Assessment Tools to Identify Gaps (2 stars, 3 dots)

b) *Key Insight:* There is continued interest in practical skills to manage infrastructure and security maturity.

Training Topics by Priority

Training Topic	Category	 Dots	 Stars
Conflict Resolution Training	Leadership & Growth Bites	8	9
AI Governance	Security Specials	9	8
Digital Accessibility Title 11	Tech Tastings	3	8
Team Building Fun	Leadership & Growth Bites	9	6
Change Management & Navigating change	Leadership & Growth Bites	10	5
AI	Tech Tastings	8	4
Media Training for Incident Response	Security Specials	7	4
Emotional Intelligence Awareness Training	Leadership & Growth Bites	3	4
Strategic Planning	Leadership & Growth Bites	3	4
ITIL Simulation	Tech Tastings	0	4
CISCO CCNA	Networking Staples	6	3
Automation Systems	Networking Staples	6	3
Navigating Change	Tech Tastings	1	3
Change Management	Tech Tastings	10	2
How to provide feedback	Tech Tastings	10	2
ITIL Cert	Tech Tastings	6	2
GRC Compliance/Plan Audit	Security Specials	5	2
Tabletop Exercise	Security Specials	5	2
Difficult Conversation Training/not expected to read crucial conversations/hands on	Leadership & Growth Bites	5	2
Board Presentations	Security Specials	4	2
Self-Awareness/DISC	Leadership & Growth Bites	0	2

Training Topic	Category	 Dots	 Stars
Scoping Projects	Networking Staples	6	1
Project management Professional	Tech Tastings	4	1
Interpersonal collaboration for new leaders emerging from the ranks of highly technical individual contributions	Leadership & Growth Bites	4	1
Leaders program for new and upcoming leaders	Leadership & Growth Bites	4	1
Emotional Intelligence Awareness & Training	Tech Tastings	2	1
Interpersonal skills training (i.e. conflict mgmt.)	Leadership & Growth Bites	2	1
Planning tools: road mapping, SWOT/PESTLE, Budgeting	Leadership & Growth Bites	2	1
Succession Planning	Leadership & Growth Bites	2	1
Security Framework Overviews	Networking Staples	2	1
Communication talent management culture building	Leadership & Growth Bites	0	1
CMDB Config Manager	Networking Staples	0	1



Conclusion

NYSERNet members are seeking highly practical, immediately applicable learning opportunities across leadership, cybersecurity, and technology. While many campuses already offer some of these trainings internally or via on-demand platforms, the continued demand suggests members are looking for something more: opportunities to learn together, collaborate across institutions, and participate in structured cohort-based experiences. The cohort model, paired with bite-sized, interactive formats, can be a key differentiator that elevates NYSERNet's value and impact in the professional development space. These offerings will be thoughtfully customized and tailored to meet the unique needs of educational institutions, ensuring relevance, accessibility, and direct applicability to the challenges and goals of our diverse member community.

**Your NYSERNet,
Your Voice: Shaping
the Future Together**

