

The DE&I Workgroup was established in 2022 as a project of the ITCC to:

1. **Engage** the ITCC member community around the topic of DE&I and what it means for IT certification programs.
2. **Learn** what different sponsors/vendors are doing to improve DE&I for their programs/offerings.
3. **Share** ideas, recommendations/principles, and lessons learned to support and encourage sponsors/vendors in their DE&I journey.

This InfoBrief, sponsored by ITCC, shares the key learning and co-created resources that resulted from this 2-year effort.

Key Takeaways

- Within the tech industry, there remains a lack of representative diversity within the workforce despite IT being one of the fastest growing job markets.
- Unless certification programs make it more practical for a diverse range of people to earn IT certifications, the lack of diversity in IT credentialing will continue to be reinforced.
- Addressing diversity gaps and related equity and inclusion in the IT industry calls for:
 - o Taking measurable steps to reach a diverse candidate population
 - o Ensuring fair and inclusive pathways to certification that meet the diverse needs and contexts for test takers
 - o Making DE&I a key consideration for program decisions
- Surveys conducted by the workgroup in 2022 and 2023 suggest that most member programs focus their DE&I efforts on improving the accessibility of their program and journey.
- At the same time, programs report that defining and implementing measurable DE&I goals has been difficult and that programs will benefit from resources and assistance in this area.
- The DE&I Workgroup produced several resources to help ITCC members and the wider credentialing community consider how to measure and improve the inclusivity of their certification programs.

Resources to help programs with their DE&I objectives

- [DE&I Maturity Model](#) (published May 30, 2023) + [Blog](#)
- [DE&I Maturity Model Presentation](#) (Education Session on July 20, 2023)
- [ITCC Inclusive Item Writing Resource](#) (November 2023) + [Blog](#)
- [DE&I Maturity Model for Certification Resource Toolkit](#) (November 2023)

How to Use this Information

- Use the [DE&I Maturity Model](#) framework to:
 - o Identify which level of maturity best describes your organization's DE&I journey
 - o Determine a focus and goals for your DE&I efforts
 - o Define metrics to use in measuring progress toward those goals
 - o Develop a DE&I action plan to reach those goals
 - o Continuously evaluate your organization's DE&I maturity level and action plan progress
- Leverage the [DE&I Maturity Model for Certification Resource Toolkit](#) and [ITCC Inclusive Item Writing Resource](#) for guidance to help programs implement the maturity model framework and improve exam inclusivity and fairness.

- Share these resources with your team, leaders, and network to help advance DE&I within your organization, the IT certification industry, and overall credentialing industry.

Tell us about your experience

We'd love to hear from you! Share your experience with these resources and any other learning from your efforts to improve DE&I by reaching out to us in Slack, our members-only community, at in-person meetings, or via info@itcertcouncil.org.

**As ITCC continues to invest in workgroup activities and resource development efforts, we need your ideas for what would benefit you the most. Your feedback is vital to ensure we are providing the most valuable assets to you and your team.*