Münchner Kreis
eLearning in Companies
New Methods for Training and Continuing Education
September 2002

Skills Analysis Online
Ashley Wheaton
Director, Global Learning Services
Microsoft Corporation
Session Summary

- Microsoft’s Learning Business
- The Business Requirements
- The Learning Portal Solution
- The Skills Assessment Process
- Skills Analysis
- The Business Advantages
Microsoft Learning Business

- **Audience Overview**
  - 11,000 Services Personnel Worldwide
  - Emphasis on early technology ramp

- **Global Learning Services**
  - ~100 Employees Worldwide
  - Internal, Services focused Training Group

- **Solution**
  - Skills-centric platform – ‘Learning Portal’
  - Build vs. Buy decision
The Business Requirements

- Accurate Training Needs Analysis (TNA)
- Global Skills Gap Analysis
- Increase Business Relevance of Training
- Faster Response to Organization Changes
- Flexible Training Delivery
- Single, Web-based Platform
The Solution

- Skills-centric solution
  - Skills Assessment and Analysis
  - Learning Management System
  - Enterprise Resource Planning
  - Knowledge Management platform
Training Needs Analysis

- Historical method used account manager
  - Large an organization
    - 11,000+ learners
    - 100+ countries
  - Data collected only every 6 or 12 months
  - Not responsive to changes in organization
  - Data from the wrong level
  - Data based on intuition not fact
  - Paper based data collection
  - Monolithic courses were only offering
Skills Gap Analysis

- Independent pockets of analysis occurred
- No central skills schema
- No standard method of data collection
  - Often used Excel spreadsheets
- Used solely for team’s purpose
  - Often to route phone calls
Training Relevance

- ILT could not be tailored
  - Monolithic, generic courses delivered
  - Slow delivery times, due to large organization
- Courses aimed at product level
- Courses did not target Business Skill Requirements
Organization Changes

- Training department was the last to know
- Lost touch with the customer
- No understanding of local language requirements
- Central systems never up to date
  - HR data delayed
  - Active Directory Organization did not show virtual teams
Skills Definition Process

- Dedicated team work with the business
  - Business involved through SME’s
  - Define and implement skills schema
  - Skills managed in the Learning Portal
- The skills data drives everything
  - Must be accurate and maintained
  - Must stay relevant to the business
The Core Data - Skills

Skill Set

Scenario

Scenario

Scenario

Skills

Proficiency
0 1 2 3 4
Skills Deployment Workflow

- Managers Populate Their Teams:
  - Teams configured
  - Skills profile for team created
- Individuals Self-Assess Skills
  - Assess Team Skills (Core Skills)
  - Assess Additional Skills
- Managers Confirm Skills
- Individual Learning Objectives are Set
The Skills Workflow

Tom Salerno

- Please set Objective Levels and time frames against Skills that Tom Salerno will be working to develop.
- Feel free to add Notes against any of the Skills listed.
Skills Analysis

- **Instantaneous Business Services:**
  - The Expert Finder
  - The Dashboard

- **Skills Gap Analysis**
  - Enterprise, Macro and Micro level

- **Training Needs Analysis**
  - Content Reporting against Skills
  - Personal Learning Roadmaps determine requirements
Expert Finder

Find an Expert

Regional Search | Localised Language Search | Multi Skill Search | Saved Searches

Search: EMEA with Developer Technical in the SQL Server who know Administration for persons, Skill Type, Skill Set, to level 1 or more

Mail 17 Experts

EMEA Region Search for SQL Server / Administration (1+)

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# Skills Gap Analysis

Team: Learning Portal Team  
Skill Type: All Skill Types  
Filter: Core Skills only  
Country: All countries

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The Impact

- Now fully understand the business
  - Human capital analysis
  - On-going TNA
- The delivery model changed
  - iLearn – complements ILT
  - Rapid response to demands
  - Local Language delivery
- We are Skills Consultants
  - Skills profiling
  - Highlight under and over skilled areas
Business Advantages

- Improved business agility
  - Example: Windows XP
- Business drives the learning agenda
- Provides non-learning business value
  - Embedded in daily business
- Strong foundation for ROI study
What We Have Learned

- It's on-going process
- This is not about the technology
- Build around the business
- Needs continuous marketing
- The on-line environment is complimentary and successful
- Provide the value proposition and e-learning comes for free
Questions and Answers