

Münchner Kreis

eLearning in Companies

New Methods for Training and Continuing Education

September 2002

Skills Analysis Online

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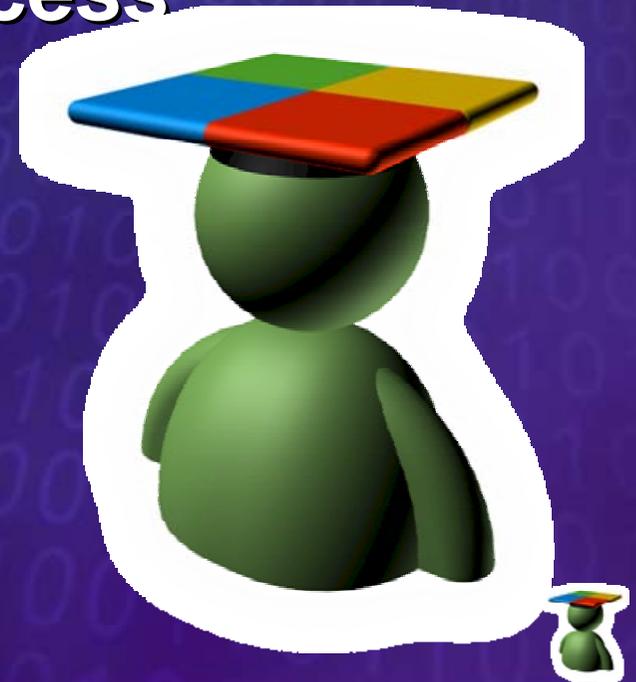
Director, Global Learning Services

Microsoft Corporation



Session Summary

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



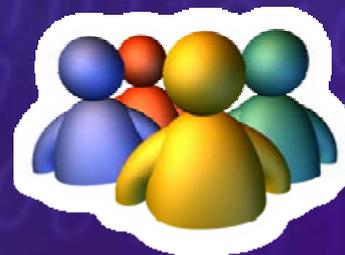
Microsoft Learning Business

- **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



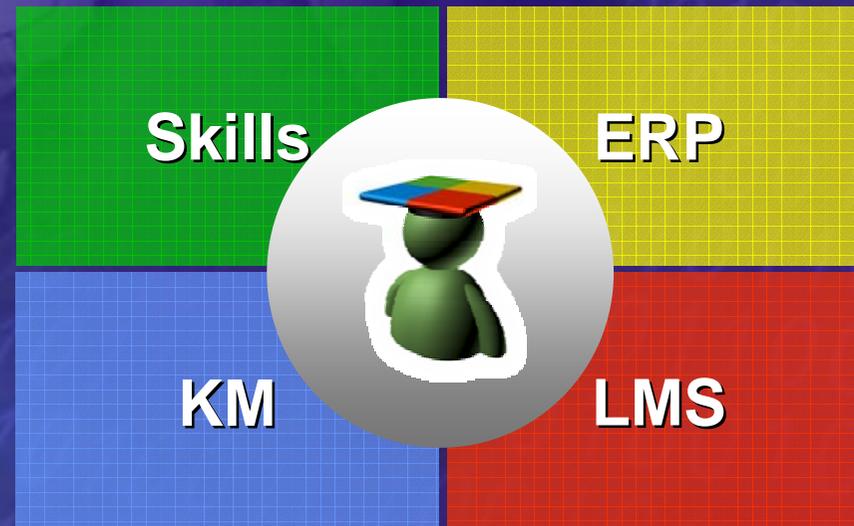
The Business Requirements

- 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



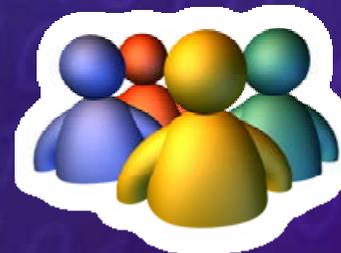
Training Relevance

- **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**

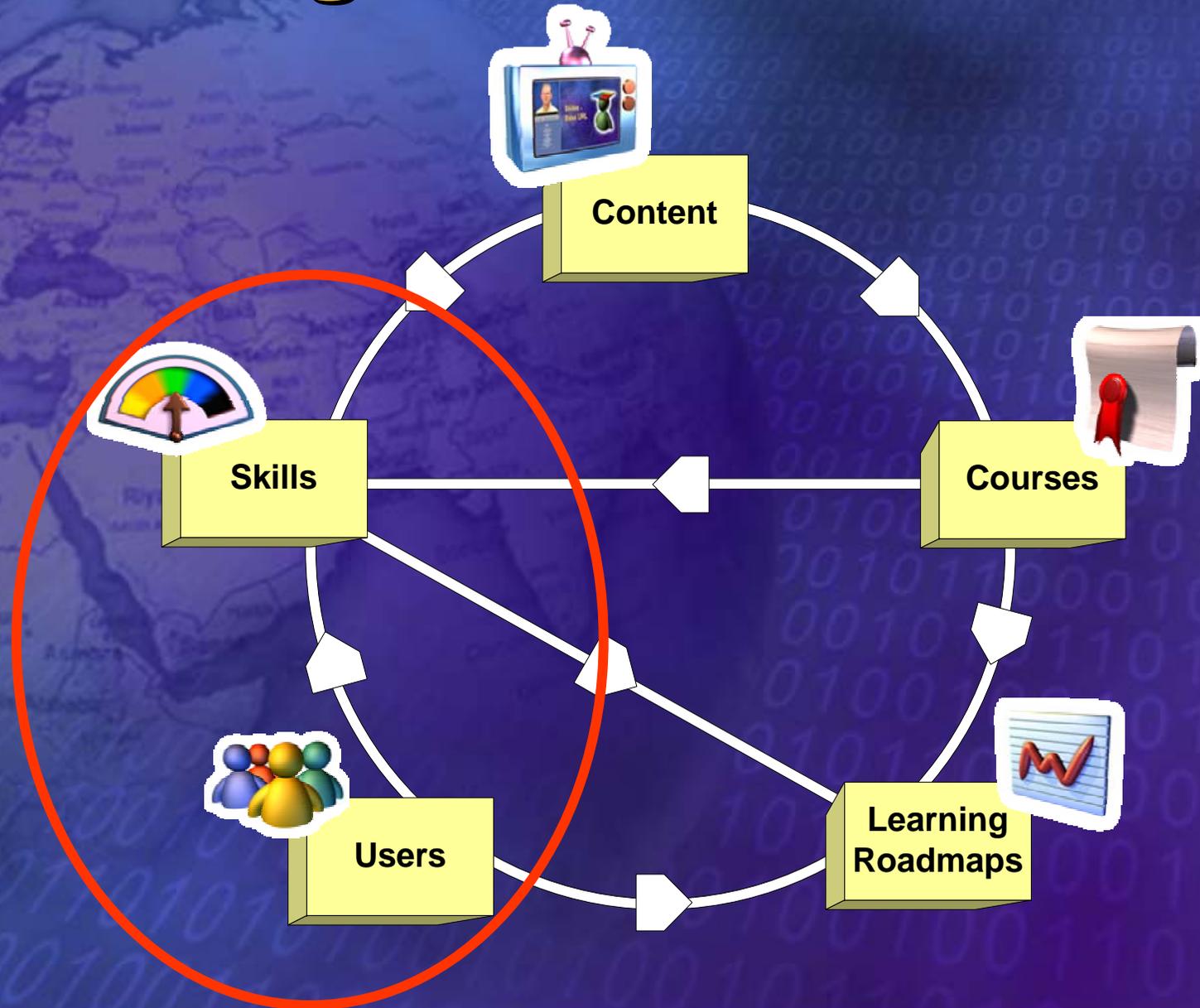


Organization Changes

- 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



Learning Portal Overview



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

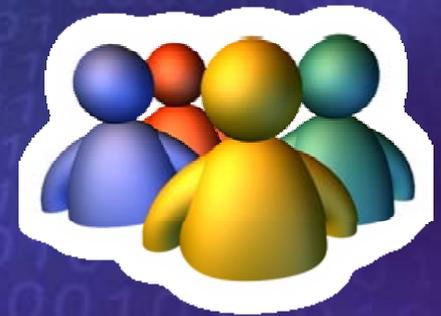


The Core Data - Skills



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

Team Manager
thelearningportal

Initialise Team
Review Team
Skills Analysis

Dashboard
My Details
Course List
Expert Find
Register Co
Manage Co
Object Sea
Manage La
Manage La

Sample Me
New Sample

Review your T
Skill

Step 1 c

- First ensure th
has **self asse**
Skills.
- To help review
the first progr
row indicates v
of the Core Sk
currently been
each person.

Media Det

Set Objectives -- Web Page Dialog
? X

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.

Help

SkillSet	Scenario	Notes		0	1	2	3	4	S	O	N	D	J	F	M	A	M	J	J	A
Step 1/Process	TSO Expertise process	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												
Step 1/Process	PSFIB contract deliverables	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>												
Step 1/People	Clarify labor	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												
Step 1/People	Customer and SP same action plan	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												
Step 1/People	Drive regular customer meetings	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												
Step 1/People	Get the complete story	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												
Step 1/People	Hercules labor	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												
Step 1/People	Manage email	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												
Step	Manage opp	<input type="text"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>												

Close



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

thelearningportal

Team Manager

Initialise Team
Review Team
Skills Analysis

Dashboard
My Details
Course List

Expert Finder

Register Content NEW
Manage Content
Object Search
Manage Labs Online
Manage Labs OnOffline

Sample Media
New Sample Media

Find an Expert

- Use **Regional Search** to find Experts for a Skill globally or within a region.
- Use **Localised Language Search** to locate Experts with specific language skills.
- Use **Multi Skill Search** to search for Experts with a combination of skills.
- Use **Saved Searches** to save multiple query definitions and select one as your default.
- Note that you can **Sort / Filter** and **Export** data to Excel!



Find an Expert

Regional Search

Localised Language Search

Multi Skill Search

Saved Searches

Search for persons
with Skill Type,
in the Skill Set,
who know to

Email 17 Experts

EMEA Region Search for SQL Server / Administration (1+)						
Level	Name	Status	Team	Manager	Country	
1	Philip Duran	Offline			United Kingdom	
1	Carlos Sánchez	Online			Spain	
1	Juliet Ehimuan	Offline			United Kingdom	
1	Christian Welter	Offline			Germany	
1	Lester Madden	Offline			United Kingdom	
2	Markus Lifka	Offline			Germany	
2	Guillaume Randon	Offline	Access Team (FR)	Alain Marie-Sainte	France	
2	David Allen	Offline			United Kingdom	
2	Michael Dillon	Unknown			United Kingdom	
3	Anne Zorner	Offline			United Kingdom	
3	Clive Challinor	Offline			United Kingdom	
3	Lionel Gomes	Offline	SQL Team (FR)	Virginie Aumont	France	
3	StThphanie Baroux	Unknown			France	
3	Matthew Stephen	Offline			United Kingdom	
3	Raphael Mastier	Offline			France	



Dashboard

Team Manager | thelearningportal

Initialise Team
Review Team
Skills Analysis

Dashboard
My Details
Course List
Expert Finder
Register Content NEW
Manage Content
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Manage Labs OnOffline

Sample Media
New Sample Media



Learner | Actions

Active Courses

- Outlook 2002 Security Modi
- Outlook 2002 Security Settings
- VS .NET Core ADO .NET
- VS .NET Core Enterprise Services
- VS .NET Core Windows Forms
- VS .NET Introduction to Visual Basic .NET
- VS .NET Languages Introduction to Visual C++ .NET
- VS .NET Resource Topic Base Class Libraries
- VS .NET Resource Topic Installation

Demonstration Team | 12% Skills Assessed

Learning Portal Team | 62% Skills Assessed

Team Manager

Learning Portal Team | 4 | 15% Assessed | 13% Confirmed

Group Administrator

News
Click Here to Sign up for Online Courses in the Learning Portal.

Asia
Demonstration



Skills Gap Reporting

thelearningportal

Team Manager

- Initialise Team
- Initialise Team (NEW)
- Review Team
- Skills Analysis**

- Dashboard
- My Details
- Course List
- Expert Finder
- Register Content
- Register Content NEW
- Manage Content
- Object Search
- Manage Labs Online
- Manage Labs OnOffline

- Sample Media
- New Sample Media



Skills Gap Analysis

Team : Learning Portal Team

Country : All countries

Skill Type : All Skill Types

Filter : Core Skills only

Export to Excel

SkillSet(s)/Scenario(s)	Now	3 mth	6 mth	9 mth
Access				
Excel				
Excel Data Access	1	1	1	1
	2		1	1
	3	2	2	2
	4			
Excel Data Presentation	1			
	2	2	2	3
	3			
	4			
Excel Function and Data Analysis	1			
	2			
	3	2	2	2
	4			
Excel HTML/XML	1			
	2	1	1	1
	3	1	1	2
	4			
Excel Interoperability	1	1	1	1
	2	1	1	1
	3	1	2	2
	4			



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

- Its 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

