



A life-sciences company with 90 locations across the globe focusing on Pharma and BioPharma Solutions

2,100 Employees globally



“We’re worried
we’re over-training.”

So... what’s
the problem?

“We don’t want to waste
people’s valuable time.”

“We don’t want to train you
on things you already know;
but we don’t know what you
don’t know.”



Our Approach

- If we can track the **experiences** a service tech has, we can derive a level of **proficiency**. (Fixing something, selling something, etc.)
- “Assessment” -- or more data entry -- is out of the question.
- Find data in the organization that tells us what people are doing.



myTeams Experience: A Quick Reference to Service Activities & Training History

Trained Status					Service Activities			
P	T	CT	CP	CE	<6	6-11	>12	No Data Available

Search:

					Mass Specs						
FSE Name ▲	Employee ID	Manager	Job Title	Country	4700	Blue line	Legacy API & QTRAP	MALDI	OSTAR Family	SelextION	Tr
Apple, Steven	2769419	Chapman, Devin	Field Service Engineer III			CT					
Johnson, Mary	2414620	Chapman, Devin	Field Service Application Specialist I			CT	CT				
Markus, King	2349133	Chapman, Devin	Field Service Engineer III			CT	CT		T		
Levy, Jane	2349230	Chapman, Devin	Territory Service Specialist		T	CT	CT	CP	CP	P	
Livermore, George	2349571	Chapman, Devin	Field Service Engineer III			CT	CP	T	CT		
Peters, Larry	2349143	Chapman, Devin	Field Service Engineer III			CT	CP				



myDashboard: Supporting the growth of our Associates, our Business, our Customers



Less experienced in this area.
Development opportunity identified



Meets expectations for current job role.
May want to continue to develop skills to
allow you to take on stretched assignments



Identified Strength

% to Skill Profile:

1% - 59%

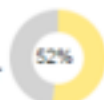
60% - 79%

80% - 100%

Team Member Summary



Team Summary
Devin Chapman
Senior Regional Field Service Manager



Options

Person

Latest
Results



Apple, Steven
Senior Regional Field Service Manager



Johnson, Mary
Field Service Engineer III



King, Markus
Field Service Application Specialist I



Lewy, Jane
Field Service Engineer III



Livermore, George
Territory Service Specialist



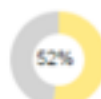
Peters, Larry
Field Service Engineer III



Summary by Skill Set



Team Category Summary
Devin Chapman
Senior Regional Field Service Manager



Options



My Results

Category

Latest
Results

Business Acumen



Leadership Anchors



Service Activities Data



Dude, where's my data?

- Service Calls - ServiceMax, Oracle, Salesforce
- Revenue - Oracle
- Performance - SuccessFactors
- Training - LMS/LRS
- Competency Assessment - LMS/LRS



It was easier than we thought...

No, really!

- It was fairly simple to work with the various IT teams to receive an extract text file (a simple CSV file) from each.
- We created import processes to insert the information as xAPI statements.



Why xAPI?

- The ultimate destination of the information is training systems, so it makes sense to use standards available in the training environment.
- Client can build ad-hoc reports within the LMS to do further extracts and analysis.
- But more importantly...



All that real world data ... makes the learning world smarter

- We can leverage the data to create custom paths for learners **inside the e-learning**.
- We can add other sources in the future: from surveys and other tools used in the field to measure the quality of the visit.

