

Skillset Matrix



Change Driver

A telecommunications company has grown rapidly over the last few years and has hired many new employees in the Service, Support and Implementation functions. It has now become increasingly difficult to identify gaps in competence at an early stage and to initiate appropriate training in good time.

In order to obtain more transparency about the qualifications of the employees, the operations manager wants to have an easily accessible and up-to-date overview where the competencies and certifications are displayed.

DAMOVO





Damovo Approach

An internal website has been developed where each employee can enter their certifications and qualifications themselves. Employees can only see their own data – they don't have access to the data of others.

The information entered is then evaluated with a reporting tool and made available in several graphical formats.

A role permission setup ensures that only authorized persons in the company have access to the complete overview.



Customer Value

DAMOVO

How the **operations manager** benefits

The operations manager no longer has to track and maintain the capability details of his employees at great administrative effort.

The individual employee qualifications are now available at the touch of a button, making resource planning for upcoming projects much easier.

The results can be displayed by department and location to quickly identify where competence gaps occur in the company and whether there is a need for training.

How the **company** benefits

In order to obtain the vendor certification level, qualifications must be maintained and, if necessary, updated. Rapid access to the current qualification status enables the company to see at a glance whether the required level of knowledge/qualifications for vendor and partner certifications have been met. If necessary, retraining measures can be activated in a timely manner.