

From "BIG L&D data" to useful management information

Business Intelligence @ your desk

Jos Straathof
CDS Learning & Development Program Manager
2014/11/27

Audience: AFSMi members

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Welcome

From "BIG L&D data" to useful management information

- Introduction CDS
- Introduction Aarde (afwezig)
- Background
 - Why a new way of reporting
- Reporting Method
 - Current way of working
- Strategic direction
- The Idea
 - Overall solution to handle big data sets
 - Solution of Aarde
- Report examples
 - Benefits
- Study progress
 - Demo PDP
- Take away



Introduction CDS

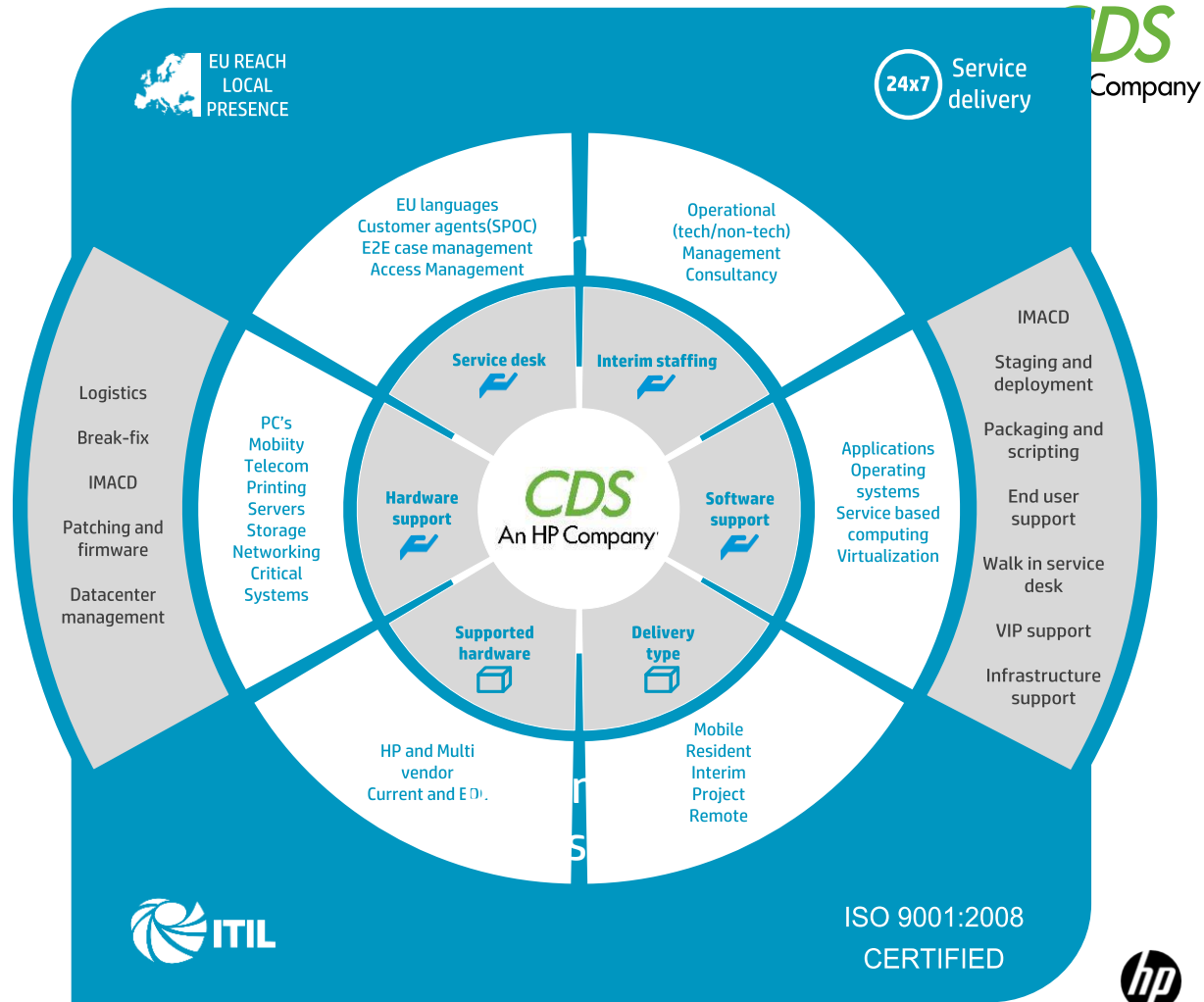
CDS Position & Delivery

CDS – Customer Delivery Service

- 100% daughter of HP
- 10 countries in Europe
- Approx. 6000 employees
- Preferred service supplier for HP in
 - Mobile Engineer delivery
 - Resident at Customer site
 - Customized solutions
 - Service Desks
- All HP & Multivendor products



Our expertise



We deliver the HP experience at:



Belastingdienst
Justitie
Politie



Rabobank



ROBECO



PHILIPS

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Introduction

Jos Straathof - CDS

Manager Operations NL

- Service Infrastructure NL
- Service Design & Costing
- Deal Implementation
- Event Center
- Resource Management
- Time Registration / Invoicing
- Procurement
- Overall reporting CDS performance

- 550 Employees

L&D program Manager CDS EMEA

- Design & building the L&D infrastructure
- One platform for managing
 - Skills
 - Training Course Catalogue, progress & history
 - Training Curriculum Catalogue , progress & history
 - Certificates
- Programs for Training readiness
- Program for expanding Certificates
- Reporting on all areas
 - Progress, readiness, investments (\$ & hours)
 - Learning Source & types used

- Approx. 6000 employees

Why?

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Background

History

- Since several years CDS improved their L&D systems
 - Concentrated in the Personal Development Platform (PDP)
 - Increased the number of reports for managing the workforce, progress and the state of readiness
 - Various detailed analyses on the usage, delivery method, spending, feedback and readiness
 - Supporting complex Certification and Readiness Programs
 - Excel driven analyses, time consuming
 - Resource related reporting
- Data sources
 - PDP data, for Skills, Training History, Certificates, Headcount and Curricula
 - PeopleSoft data only used for Certification program aligning Job roles
- Reporting and distribution
 - Based on structured data (Excel extracts)
 - Several excel analyses engines – producing data analyses and graphics
 - Connected to PowerPoint for professional presentation
 - Stored on SharePoint
 - Country details are separated and sent per country by email
 - Distributed when available (resource related)



Reporting Method

Current Reporting Method

- Reporting method is manually driven
 - No fixed reporting day's
 - Reports produced on monthly or quarterly bases
 - Since the complexity of data and reports, single employee driven
 - Labor intensive
 - Example, readiness reports will take up to 18 hours to produce
 - Is done on private PC
 - No online view of status
 - All reports and country details are distributed manually
 - Reports in PowerPoint are snapshots not interactive



Strategic Direction

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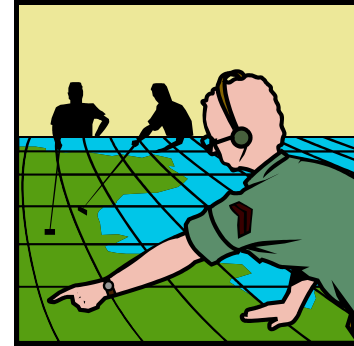


Strategic Direction

Establish professional reporting & information structure

- **Standardize, enhance and deliver the difference**
- Professional standardized solution for reporting
- Independent of specific employees
- Daily up to date information
- Data privacy protected solution
- Controlled data distribution
- “All device” state of the art solution (interactive data)
- EMEA and all CDS countries will see the same structure with their own data
- Sending and storing of spreadsheets and presentations is not needed anymore
- State of the art interactive presentation, business intelligence at your desktop

- Supporting monthly / quarterly reviews
- Supporting Certification and Readiness Programs



The Idea

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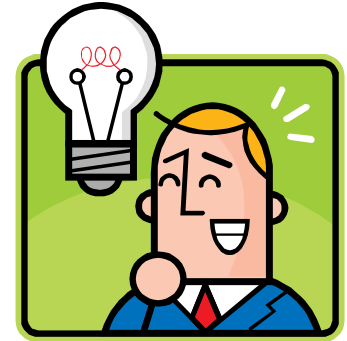
The idea

How to handle big data sets

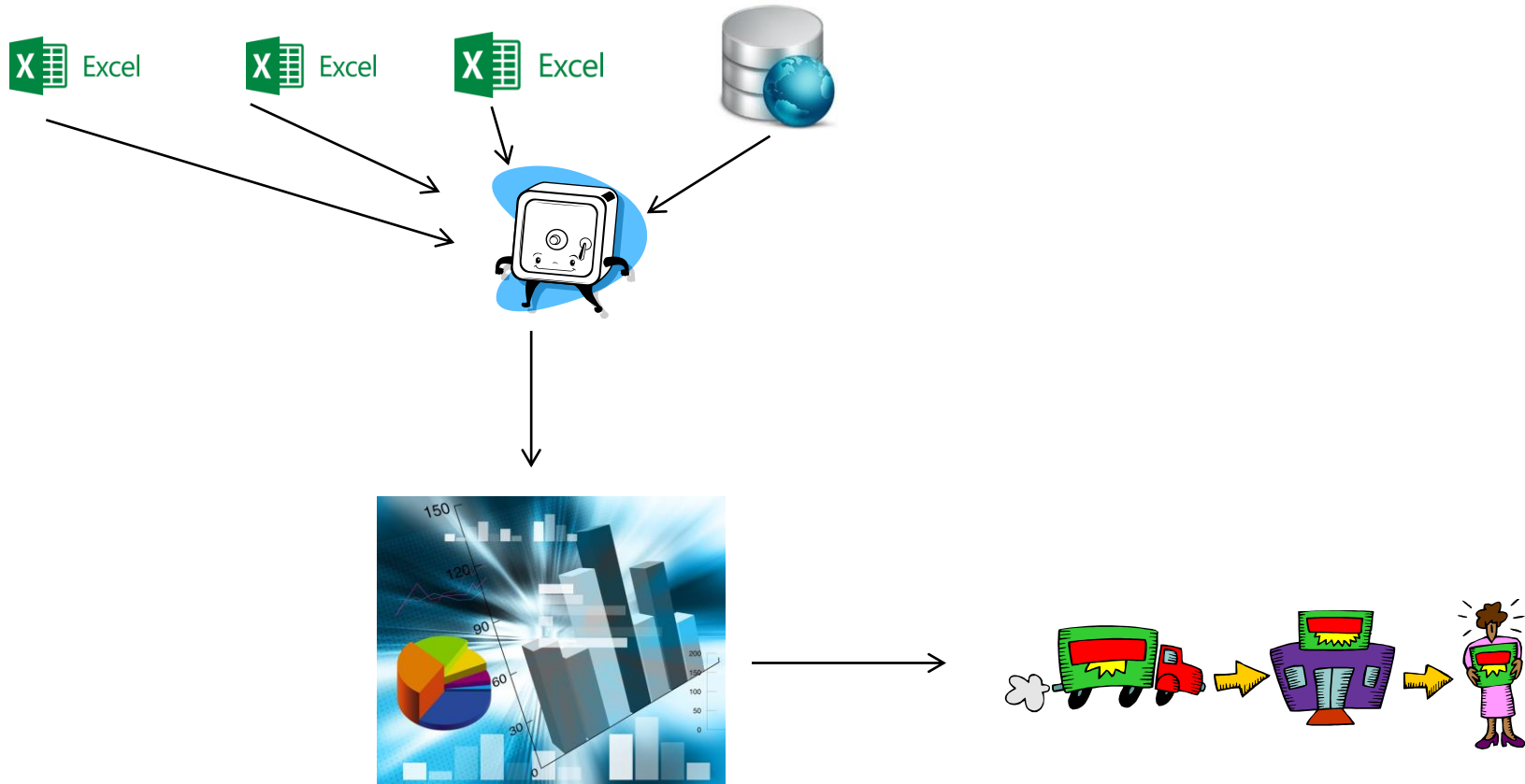
- Using Business Intelligence as a Service
- Data stored on secure server, secure data extraction
- Data consolidation and distribution
- Analyses and visualization tools

- Providing reports on all levels:
 - EMEA / Country / Manager and when need to know
 - Equivalent setup as PDP due to data privacy
 - Independent of specific employees

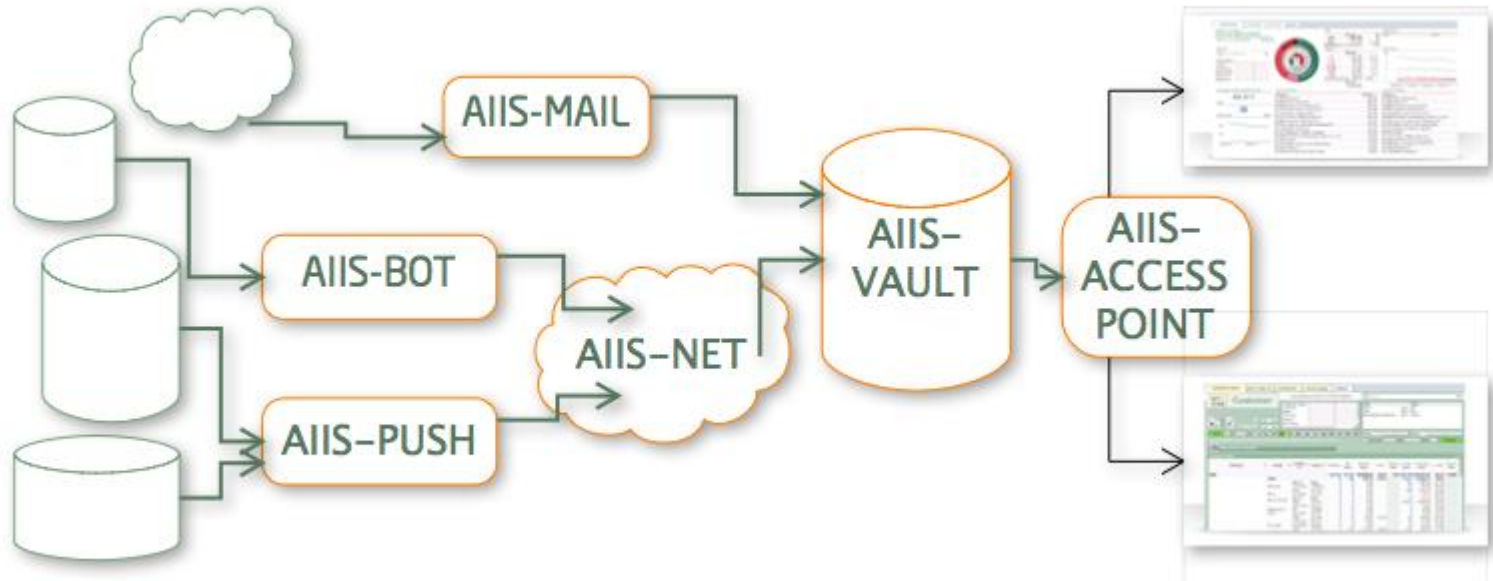
- Solution works with data in the same way as you think
- Using Qlikview building the User Interface
- Using AIIIS for secure storage and distribution (DataEngine by Aarde b.v.)



Basic Principle



Detailed data flow



© AARDE b.v.

Report examples

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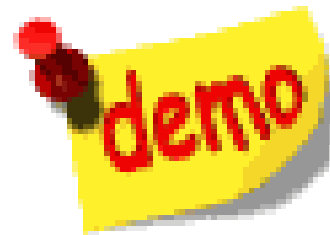


Data sets

Daily information

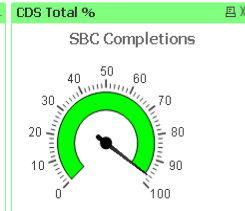
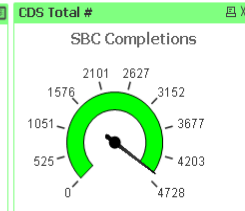
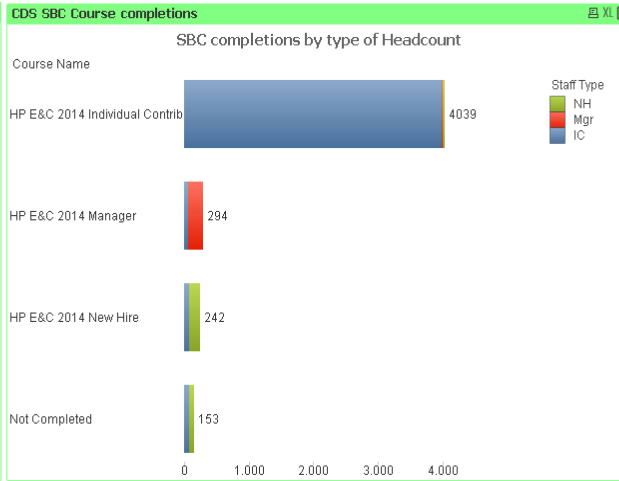
- Data sets used
 - 450.000 rows of data
 - Containing 5 – 40 columns of data
 - 13.500.000 cells with data

Reporting Demo

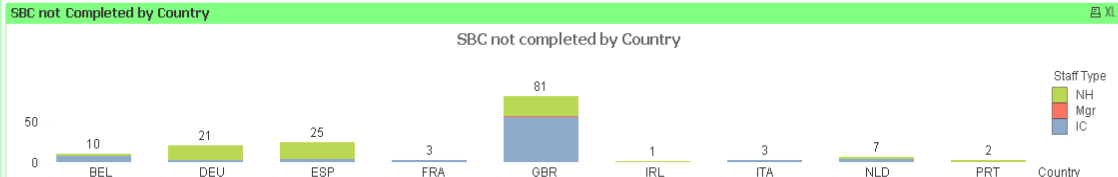
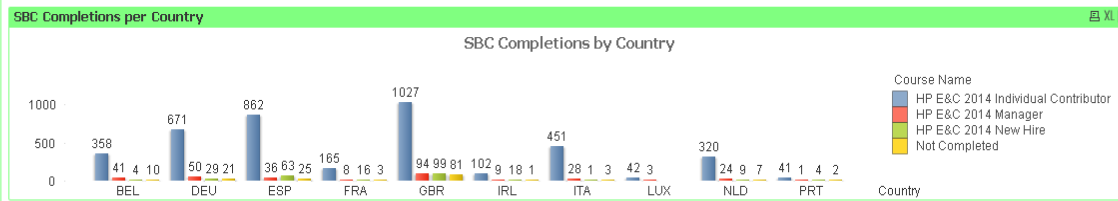
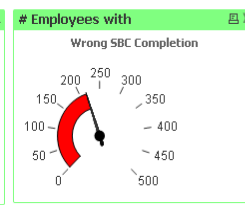
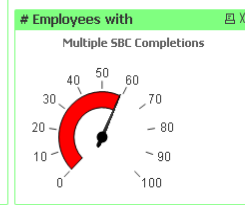


Example SBC monitor Page

Employee Name	Staff No	SBC Type	Course Name
Aaron Miles	50033772	IC	HP E&C 2014 Individ
Aaron Smith	50037530	NH	Not Completed
Abdel Aziz Bacha	50035062	IC	HP E&C 2014 Individ
Abdel Kader Kamara	50033452	IC	HP E&C 2014 Individ
Abdelkader Berkat	50027094	IC	HP E&C 2014 Individ
Abdelkader Gourari	50027160	IC	HP E&C 2014 Individ
Abdessamad Stitou	50034222	IC	HP E&C 2014 Individ
Abdul Azim	50031293	IC	HP E&C 2014 Individ
Abdul Muhith	50027112	IC	HP E&C 2014 Individ
Abdul Remane Ali	50029565	IC	HP E&C 2014 Individ
Abdullahi Mutshiaudi Baningela	50029041	IC	HP E&C 2014 Individ
Achim Kosztovtis	50022561	IC	HP E&C 2014 Individ
Achim Wilde	50027020	IC	HP E&C 2014 Individ
Ad Vogelaar	50020569	IC	HP E&C 2014 Individ
Adam Ball	50000501	Mgr	HP E&C 2014 Managi
Adam Bell	50020099	Mgr	HP E&C 2014 Individ
Adam Grudzinski	50035797	IC	HP E&C 2014 Individ
Adam Payne	50004270	IC	HP E&C 2014 Individ
Adam Reece	50026216	IC	HP E&C 2014 Individ
Adam Watson	50035793	IC	HP E&C 2014 Individ
Adam Younger	50037112	NH	HP E&C 2014 New Hi
Aday Reina	50026791	IC	HP E&C 2014 Individ
Adele Moretti	50032942	IC	HP E&C 2014 Individ
Adil El Mesnaoui	50035061	IC	HP E&C 2014 Individ
Adnilson Semedo Varela	50036638	IC	HP E&C 2014 Individ
Adolfo Sanz	50025481	IC	HP E&C 2014 Individ
Adria Rodriguez	50037458	NH	HP E&C 2014 New Hi
Adrian Casimiro	50036121	IC	HP E&C 2014 Individ



Total of SBC Completions
Total count: 4576



Search

Country Group Selection
Country Group

Country Selection
Country

Employee Type & Status S...
Employee Type
Employee Status A
LooS

Employee SBC Type
SBC Type

SBC Course Selection
Course Name

SBC Course Validation
Valid SBC
Non Valid SBC

Current Selections
Employee Typ R, T
Employee Sta A

SBC Monitor Page

Did all employees do the right course?

- One SBC monitor page, one structure, one place
- Identify employee / right course type
- Local Out of Scope included in report (external excel sheet)
- EMEA and country level
- Online available (daily updates of SBC completions)
- Indicating SBC done, not completed, valid and invalid completions and employees with multiple completions

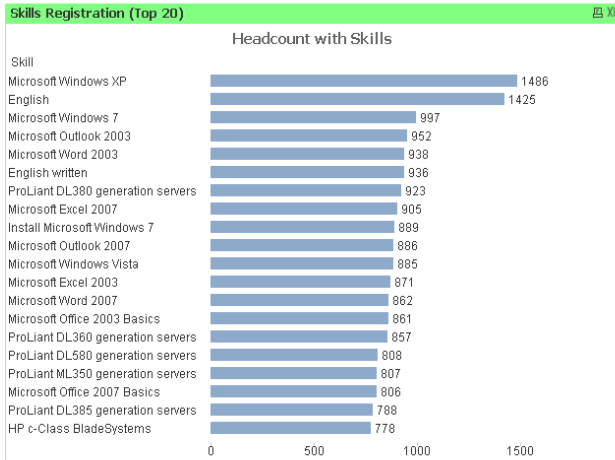
- All countries / departments are looking at the same data structure and information
- Did employee do the right Training?
- Easy search for outstanding completions

- No distribution of Excel sheets with completions
 - Improved data privacy
 - Always up to date info

Example Skills Search Page

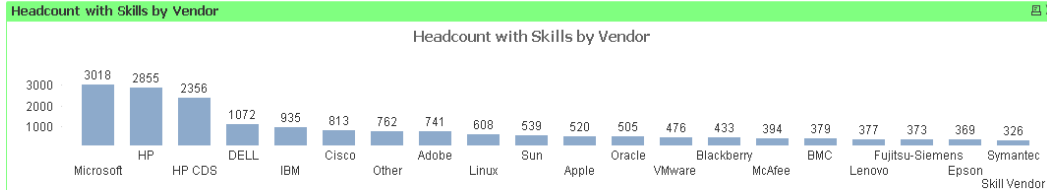
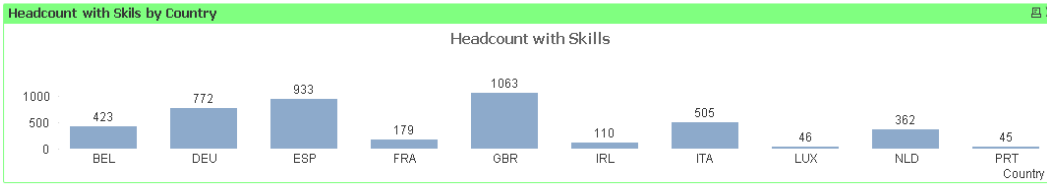
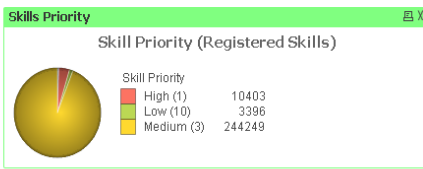
Skills detailed view (Employee details)

Skill...	Skill Group	Skill F...	Skill	Employee Full Name
.Net	Application Development	Programming	C# NET	Alejandro Ronda
.Net	Application Development	Programming	C# NET	Angel del Moral
.Net	Application Development	Programming	C# NET	Angel Luis Lopez
.Net	Application Development	Programming	C# NET	Antonio Cerone
.Net	Application Development	Programming	C# NET	Antonio Primor Correia
.Net	Application Development	Programming	C# NET	Arjan Smit
.Net	Application Development	Programming	C# NET	Arseni Del Rio
.Net	Application Development	Programming	C# NET	Aswin DeJafve
.Net	Application Development	Programming	C# NET	Bartosz Stolzenburg
.Net	Application Development	Programming	C# NET	Benjami Fuentes
.Net	Application Development	Programming	C# NET	Blanca Roa
.Net	Application Development	Programming	C# NET	Carla Avila
.Net	Application Development	Programming	C# NET	Daiana Cristina Heinrich
.Net	Application Development	Programming	C# NET	David Campo
.Net	Application Development	Programming	C# NET	Diego Garcia
.Net	Application Development	Programming	C# NET	Diego Ibanez
.Net	Application Development	Programming	C# NET	Diego Valdivieso
.Net	Application Development	Programming	C# NET	Esteve Blanch
.Net	Application Development	Programming	C# NET	Eva Barril
.Net	Application Development	Programming	C# NET	Fernando Gonzalez
.Net	Application Development	Programming	C# NET	Fernando Rodriguez
.Net	Application Development	Programming	C# NET	Francisco Badalo
.Net	Application Development	Programming	C# NET	Frank Keilhold
.Net	Application Development	Programming	C# NET	Ignacio Rodriguez
.Net	Application Development	Programming	C# NET	Jaime Vargas
.Net	Application Development	Programming	C# NET	Jarko Blauwet
.Net	Application Development	Programming	C# NET	Javier Castellanos
.Net	Application Development	Programming	C# NET	Joao Ferreira



Total of Skills Registered

Total count: 259268



Search

Year / month selection

Year:

Month:

Country Group Selection

Country Group:

Country Selection

Country:

Current Selections



Advantage on Skill Search

- One Skills Search methodology (>> 255.000 skills registered)
- From country, vendor to easy search
- EMEA and country level
- Online available (daily updates of skills)

- Benefit all employees, managers that need this information
- CSC centers of HP to have visibility on all skills
- Quick check on skills “not approved”
- Skills progress analyses, improved speed (excel 1 hour, Qlickview 60 seconds)

- No distribution of Excel sheets with skills
 - Improved data privacy
 - Always up to date info

Study Progress

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How to monitor Study Progress

Assigned curriculum to Employee

Curriculum status in % and details of progress

My Teams Training Curriculum Progress

Here you can view your or your employees training curriculums(s) progress details

Training Curriculum

Export to Excel 2007

Drag a column header here to group by that column

Status	Full Name	Staff No	Curriculum	Progress	Completed	Required by Date	Completed Date
In Progress	Rien Wesselink	50005391	MV COE - Technical Remote Specialist_01	36%		06 February 2015	

Export to Excel 2007

Status	Training Course Name	Course Type	Course Code	Completed	Required by Date	Completed Date
Successful	Cyber Security - Safe Social Networks	Web Based (WBT)	00720118	✓	08 January 2015	15 October 2014
Successful	Cyber Security - Phishing Awareness	Web Based (WBT)	00679396	✓	08 January 2015	15 October 2014
Successful	Cyber Security - Email Security	Web Based (WBT)	00720117	✓	08 January 2015	08 October 2014
Assigned	Cyber Security - Password Security	Web Based (WBT)	00720115		09 October 2014	
Assigned	HIPAA Privacy and Security Awareness	Web Based (WBT)	00192120		08 January 2015	
Successful	Communication Skills	Web Based (WBT)	cust_07_a02_bs_enus	✓	08 January 2015	08 October 2014
Assigned	Gaining User Agreement for Remote Diagnosis (GUARD)	Computer Based (CBT)	00097724		08 January 2015	
Assigned	Troubleshooting for Resolution Posttest	Web Based (WBT)	01243285		08 January 2015	
Assigned	Introduction to HP Support Center	Computer Based (CBT)	00113178		08 January 2015	
In Progress	Monitoring & Notification	Computer Based (CBT)	00109778		08 January 2015	

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Recap

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Big Data

In general

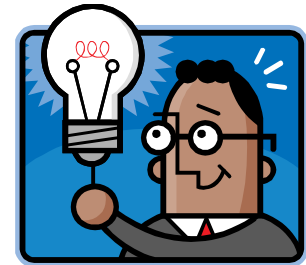
- 3 Important factors:
 - The volume of the data
 - Incoming speed of data and speed of data requested
 - Diversity of the data
- But also important the possibility to do statistical analyses

- Finding new information what you did not see with traditional Excel analyses



Take away

- One report on Company (EMEA/WW) level
 - Same report for all countries / departments in organization - one build report
 - No distribution of PowerPoint presentations or Excel sheets - reports always online
 - Looking at the same data and structure – no misunderstanding of data
 - Interactive drill down to details - extracts to excel from the report
- Secured data and distribution on one place
- Sharing information inside Company and external (when needed)
- Solution not depending on (specific) resource
- Do you need a data center? No
-
- Building your E2E process, include the data structure
 - Same Header names for same information
 - Think about what you want to know at the end



Information

- Jos Straathof (CDS) email: jos.straathof@hpcds.com
- Jeroen Vorstman (Aarde B.V.) email: jvn@aarde.com
- Solution name: Data Engine (changed during the last months)
- Website: <http://www.dataengine.nl/>

- Reporting product: Qlikview
- <http://www.qlik.com/>
- Note: Qlikview Sence a light version for desktop/tablet