

# DOTS LMS Case Study: Engineering Services Company



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## Customer Profile

This DOTS client is part of a diversified engineering and construction company. This business unit delivers water, environmental, energy and infrastructure management. The parent company commenced over 75 years ago and now has over 17,000 employees.

## Business Situation

This organisation operates in a highly technical environment that includes a high risk profile for their employees and contractors working on a diverse range of projects and in many locations.

The information resources presented a number of challenges to the learning and development team. The company utilises a number of payroll and information systems that restricted access to real time information critical for resource allocation and planning.

With a diverse range of professional and trades employees and contractors, the company could not verify the competencies or qualifications held by individuals. The risk associated with this situation was enormous. The transient nature of some elements of the workforce presented even more risk. If information was accessed in the head office it was not easily transferred to the sites.

The critical employee information was not accessible by all stakeholders due to it being recorded in multiple databases, spreadsheets and all having centralised limited access. The company suffered from the commonly loathed 'Excel hell' scenario with multiple sources of information throughout the business and no means of ensuring the accuracy of information.

This presented severe operational deficiencies. It also severely restricted the ability to provide key employee information to senior management to facilitate improved risk management, tactical and strategic planning.

## Technical Situation

The company used a number of different payroll systems. In most cases the payroll system was used to record training records, although the scope of information captured was deficient and reporting was limited.

In response to the deficiencies of the software systems operating in the business, people implemented their 'own' systems and databases. There was little if any option of re-configuring or customising the existing software systems to accurately perform the competency modeling and tracking that a purpose designed system like DOTS LMS offers.

## The Solution

There was a range of options researched including a number of LMS options, custom developed applications or use of an existing application with significant configuration or customisation. There was a primary requirement that the solution be a centralised real time information management tool. The tool needed to permit a full range of users access to the information as well as include comprehensive real time reporting.

After assessing the identified business requirements for both this business unit and other business units that may utilise DOTS LMS in the future we prepared a proposal document that included the system specification, functional capabilities and service level agreements.

The client explored hosting the DOTS LMS internally on their servers. After weighing this option in contrast to a fully hosted solution, the information technology team and senior management opted for the latter. The DOTS hosting partner, our client and the DOTS technical project manager collaborated to determine an ideal hosting specification.

The client has a dedicated, highly secure hosting environment. There is both a test and production instance of DOTS LMS. Both instances are full versions of DOTS LMS and dedicated only to this client.

## The Benefits

At the time of writing this case study (version 1), the client has successfully rolled out the DOTS LMS solution to one key engineering practice area. This practice area included employees with both professional and vocational qualifications. The DOTS LMS permits end user access to all training options available that includes both mandatory and elective courses based on position and job title.

Managers and/or supervisors are able to access DOTS LMS to gain real time information on competency and skills status for individuals and groups of employees. These managers now have accountability for reporting this information and ensuring employees and contractors are not engaged in work for which they are not qualified.

Every employee is able to access their training history, qualification and competency status online. They are also able to see their current and pending enrollments and other relevant information such as surveys and news items. All of this is available on each person's individualised home page.

## Technical & Consulting Services

DOTS LMS was supplied as a fully hosted solution. The following table is an overview of this client's installation.

<b>DOTS LMS Hosting</b>
Multi-core processor
80 GB Fibre Channel RAID
4 GB RAM
110 GB Bandwidth
MS SQL 2008
Windows Server
SLA 99.995%

The consulting services delivered by DOTS Talent Solutions was limited. The client had pre-allocated a highly skilled human

resources team to implement and configure the DOTS LMS. Our consultants assisted in the following areas:

- ▶ Identified business requirements
- ▶ Mapped business requirements to the DOTS LMS
- ▶ Scoped the information capture and reporting requirements
- ▶ Mapped the organisation structure to the DOTS LMS
- ▶ Created user permissions and templates for end users

The client received two days of training in the live installation. They also had a day of specialty training for the system administrators approximately four weeks after the initial training sessions.

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