

Livelihood for Skills Management

Effectively monitor, analyze, and develop employees' corporate knowledge and comprehension

The business challenge

Depending on the industry, an average employee spends two percent of his or her time learning new skills and keeping-up-to-date amidst rapidly changing conditions. When you consider that, on average, employees change jobs every three years and that labor costs constitute a sizable percentage of overall company costs, the motivation behind effectively measuring and managing employee skill levels becomes apparent.

Skills Management is a component of Knowledge Management. Knowledge Management consists of the processes that organizations use to capture and leverage intellectual capital. Intellectual capital is the collection of skills and knowledge within the human resources in an organization. Every organization has a wealth of investment stored up in these intangible assets. To deploy these resources effectively to address business objectives, an accurate and easily accessible record of the skills and competencies of the employees in your organization is essential.

The Open Text solution

Livelihood for Skills Management™ is an optional module that integrates with Livelihood Enterprise Server, the leading collaboration and content management software for global organizations that brings together people, processes, and information. Livelihood for Skills Management enables an organization to sort and manage its skills and competencies in order to find skill gaps and determine training needs. Using Livelihood for Skills Management, you can leverage your intellectual assets by effectively monitoring, analyzing, and developing each employee's corporate knowledge and understanding.

Livelihood for Skills Management is a powerful tool that enables managers in Human Resources and Training departments to:

- Discover training gaps in specific areas
- Devise an internal, inclusive training offer
- Assess the need for skilled personnel for specific projects or for new company processes
- Redistribute and organize Human Resources in times of restructuring and internal change.

Managing skills for effective recruitment

Human capital is the collection of skills, knowledge, and experience that is developed throughout an employee's career. Organizations need to be able to identify the human capital that is required to achieve corporate objectives and quickly assess whether the existing human capital within the organization is sufficient. If there is a shortfall, the gaps must be addressed with training and recruitment.

The time that it takes an organization to bring its products and services to market is key to its success. Identifying and applying the right set of skills to achieve requirements is critical for speedy time-to-market. Livelihood for Skills Management enables organizations to identify the human capital that already exists within the organization so that it can identify inadequacies that can be addressed with training or targeted recruitment strategies.

Livelihood for Skills Management provides the ability to catalog, maintain, and assess levels of expertise possessed by employees. It enables an organization to determine where required knowledge exists within the organization so that it can be leveraged to solve business problems.

Benefits

- Facilitate secure intra- and extra-agency collaboration.
- Streamline processes, program, and policy management.
- Reduce costs for programs and information management infrastructure.
- Capture and learn from best practices more easily.
- Integrate structured and unstructured information for a complete GPEA solution.
- Improve decision-making capability at all agency levels.

The screenshot shows the 'Skills and Competencies' interface. At the top, it displays the user's name 'Carl Anderson', title 'Technical Account', department 'Administration', and email 'anderson@abc.com'. Below this, there are search and edit options for the user and courses. A dropdown menu shows 'Choose Role: Computer Hardware Engineers' with an 'Analyze' button. Below the dropdown, there are radio buttons for 'Find Most Qualified' (selected), 'Approximate', and 'Exact'. The main part of the screenshot is a table with the following columns: Skill Name, Level Required In Role, User's Level, Gap, and Importance Level.

Skill Name	Level Required In Role	User's Level	Gap	Importance Level
Active Learning	4	4	0	4
Active Listening	3	3	0	3
Arm-Hand Steadiness	3	3	0	1
Auditory Attention	2	2	0	2
Category Flexibility	3	3	0	3
Control Precision	4	4	0	1
Coordination	3	3	0	3
Critical Thinking	4	4	0	4

Livelihood for Skills Management enables you to effectively recruit according to the analysis of skill gaps and the identification of required talent.

Improved efficiencies and reduces costs

The failure to quickly identify competencies required to meet business objectives can be costly for an organization. With Livelink for Skills Management, the ability to effectively recruit according to the analysis of skill gaps and required talent is streamlined. As a result, you can more effectively design recruitment and training strategies to meet the needs of your organization.

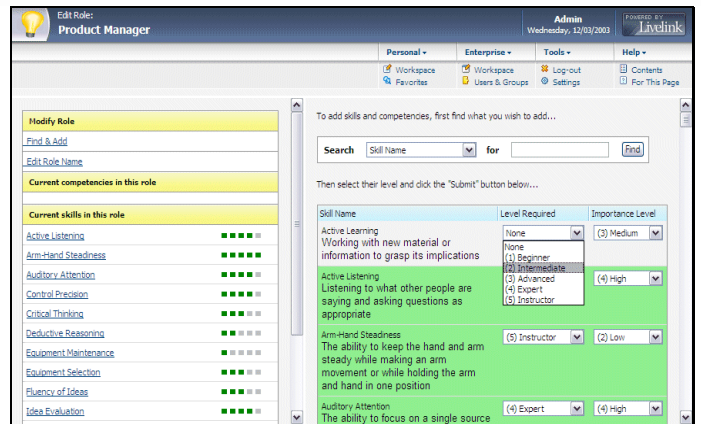
Most, if not all, companies are dependent on their people for success. Today, there are immense difficulties with attracting, hiring, and retaining qualified employees. Effective policies, procedures, compensation, benefits, and rewards must be in place. Most important, challenging work, increased opportunity for training, and meaningful career and professional development must be provided. Only Livelink for Skills Management offers a comprehensive solution for the effective management of an organization's skills and competencies.

Managing talent in times of change

In today's world, organizations are being downsized on a regular basis. Reductions in staff cause shortfalls in skills and knowledge that need to be filled. In the event of mergers and acquisitions, skills and knowledge are also acquired and effective identification and use of these skills is advantageous. In both cases, analyzing the skills that an organization contains is key to meeting corporate objectives.

Within an organization, the Human Resources department has the primary responsibility of managing employee-related information and maintaining employee records. If you have little insight into the employee skill set within your organization, or if productivity levels are falling below industry average, then managing the human capital within your organization could benefit from the use of Livelink for Skills Management. Once skills are identified, skill deficits can be addressed with targeted training programs.

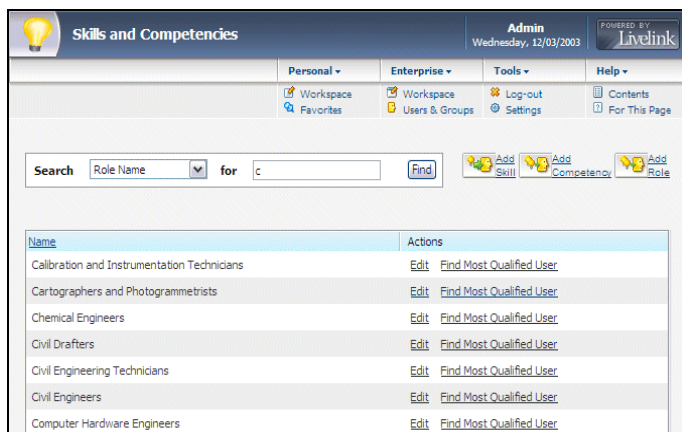
Livelink for Skills Management facilitates the effective organization of a database containing your company's skills and competencies, divided by roles and assigned to each employee. You can search by skills associated with a certain role. To assess skill gaps, skills analysis provides a comparison between the skills expected of a certain role and the skill held by the individual.



You can easily organize and maintain a database containing profiles based on skills and competencies.

A comprehensive learning management system

Livelink for Skills Management integrates with Livelink for Learning Management™ to provide a powerful tool for the management and implementation of training programs—from the identification of skill gaps to the creation of appropriate training to fill those gaps and the measurement of the impact of training within the organization. Together, the two applications deliver a comprehensive system that effectively addresses the major components of Learning Management.



Livelink for Skills Management enables you to quickly search for role types and find the user most qualified to fill that role.

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ID_TECHNOLOGY

ID Technology è affinity partner di Open Text Corp. dal 1998.

Nell'ambito della partnership ID Technology ha sviluppato le applicazioni **Livelink Learning Management** e **Livelink Skill Management** utilizzate oggi da importanti realtà internazionali (Shell, Vodafone, Visa,...).

Forte di un'esperienza ampiamente consolidata non solo sugli aspetti tecnologici, ma anche progettuali e strategici, ID Technology offre servizi di consulenza, distribuzione, sviluppo, supporto tecnico e formazione sull'intera gamma di prodotti Open Text attraverso i suoi Professional & Technical Services.

I Professional Services operano a fianco dei clienti per identificare le esigenze a breve e a lungo termine, disegnare ed implementare le soluzioni più idonee a soddisfare tali esigenze e gestire le infrastrutture in modo ottimale.

I Technical Services offrono un programma di manutenzione e supporto tecnico solitamente regolamentato da appositi Service Level Agreement concordati con il cliente.

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