

READINESS MANAGEMENT SYSTEM (RMS) SOFTWARE DEVELOPMENT

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The Sales, Marketing, Services Group Readiness (SMSGR) team at Microsoft® is responsible for the readiness and career development of over 40,000 Microsoft employees in over 400 different roles. SMSGR faced challenges with creating, managing and deploying employee training; tools to manage this were cumbersome, unorganized and inaccurate. The Readiness Management System was developed in response for a more efficient and well-rounded tool.

BUSINESS CHALLENGE

The SMSGR team faced poorly designed, disparate tools and processes used for developing and managing course targeting; components were slow from initial load through productivity time. Tasks often required multiple approvals which lengthened the process, adding additional user frustration.

Within the multiple tools themselves, users faced challenges finding courses, and due to the existing development cycle tools often remained status quo. When users wanted to add or revise training courses, they had to use nearly a dozen Excel spreadsheets. This gave almost no visibility into downstream impact, resulting in multiple instances of re-work and delays.

What should have been a very connected process was instead a series of separate tools working in silos; the tool for course management didn't share a common database with the tool for course targeting, which didn't share a common database with Publishing. Since all information had to be manually entered into the existing publishing system, human error caused additional time delays and frustration.

Users were put in a position of having to manage their business around their existing tools, instead of the tools complimenting and helping them.

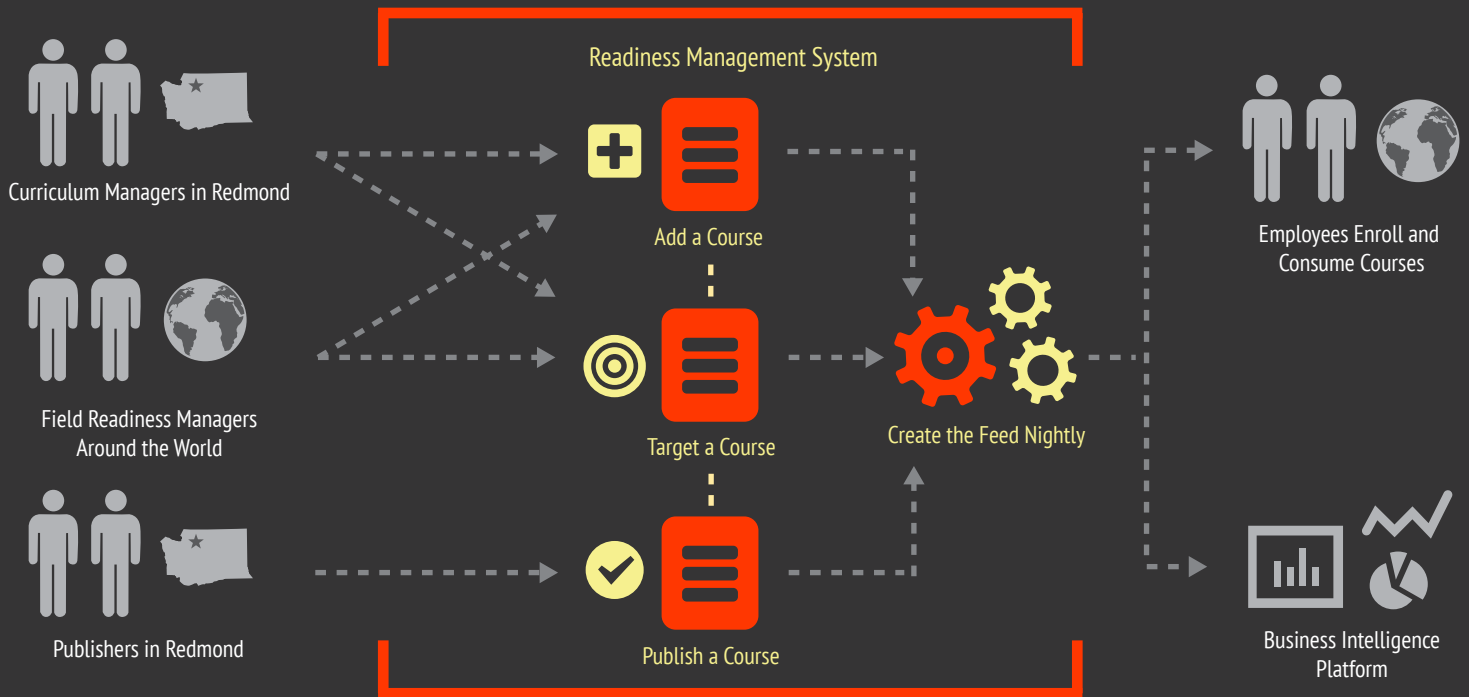
SOLUTION

The RMS version 1.0 was delivered in April 2009. The Readiness Management System was developed to bring together the various aspects of course development, targeting and publishing. It was built on the principle of a single version of the truth regarding course information. The RMS provides a single database of information, a single security model across processes, deep integration with other Microsoft systems and a flexible, scalable platform. The RMS enables users to make changes quickly and, while exposing downstream impact immediately. The RMS is web based so users can access the system from both in and out of the corporate network. The RMS is tightly integrated with the group's Business Intelligence platform via hourly downstream feeds.

“ We felt good about how collaborative and reactive Exsilio was within the challenging environment. [Exsilio] had to quickly ramp up on organizational structure and key priorities, and work with us to be flexible and adjust the plan accordingly when new requirements or real time process changes happened. ”

Jeremy Nelson, Group Manager, Microsoft

Exsilio's Software Development Team Designed the Readiness Management System (RMS) to incorporate with other required Microsoft systems and deliver content to end users and analytics systems.



RESULTS

The Readiness Management System enables the leadership and employee's access and use of training tools much more efficiently than in the past.

The time it takes users to enter courses can now be measured in terms of minutes instead of days. Once a course is entered by a user, targeting can be completed immediately, which provides a clear and visual way for users to see the effects of their changes.

Once a course is modified or completed, publishing immediately follows, and every piece of the course is packaged up together as a single unit. Any course can now go from development through to the end user within hours (something which would previously be measured in weeks), while stepping up quality and accuracy throughout the process.

After the launch of version 1.0, version 2.0 was immediately in development. In February 2010, version 2.0 was delivered. Version 2.0 included a forecasting system and delivery management capabilities, enabling detailed cost planning of each training session.

PROJECT DETAILS

Timeline:
August 2008 - February 2010

Exsilio Services Leveraged:

- Enterprise System Architecture
- Exsilio Development Cycle
- Project Management

Benefits:

- User Productivity and Efficiency
- Streamlined Content
- Single, Scalable Platform

Client:
Sales, Marketing, Services Group
Readiness, Microsoft

Location:
Redmond, WA

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