

# Organisational Function Improvement :Using knowledge management Systems (KMS)

Sr	Function	Benefit	%
1	<b>Migration/ Transition</b>	Transition time reduced by: Cost of transition reduced by:	20 % 60 %
2	<b>Operation</b>	Reduction in Ramp up cost Transaction Entry Speed	50 % 22 %
3	<b>Training</b>	Time to train reduced by	18.2 %
4	<b>Hiring</b>	Type I Error in hiring Screen Modification Attrition Reduction	Low Hi 13.3 %
5	<b>Quality</b>	Process Measurement Defect Identification	Hi Medium
6	<b>Business Development and Presales</b>	Competitiveness perception improvement	Hi

Following table shows improvement in various BPO functions using properly designed and configured KMS using Epiplex toolset.

# Migration Challenges

- Process identification and analysis
- Agreement on Inscope – Outscope activities / processes
- Creation of adapted or outsourced process steps
- Process documentation
- Documentation sign off
- Knowledge transfer and training plan
- Skill mapping and job description development
- Agreement on volume of work, in terms of Full Time Equivalent (FTE)
- SLA agreement on process performance from outsourced location
- Ramp up processing volume requirement
- Calling/ Non calling ratio
- Extracting knowledge directly from the application systems
- Automatically codifying the knowledge in the form of contextual information
  - Desktop Procedures
  - User Manuals
  - Simulations and demonstration videos
  - Automatic assessment modules

# Process Continuum

	<i>Transactional</i>	<i>Contextual</i>
<b><i>Attribute</i></b>	Repeatable processes with low contextual knowledge.	High Technical & Domain Knowledge and experience
<b><i>Example</i></b>	Accounts Payable, Cash Applications; Receivables	Statutory and Management Reporting
<b><i>Learning Curve</i></b>	4-8 weeks	8-12 weeks
<b><i>Training and competency building aids</i></b>	<ul style="list-style-type: none"> <li>➤ User Manuals, documented desktop procedures</li> <li>➤ Simulated navigational practice environment</li> </ul>	<ul style="list-style-type: none"> <li>➤ Video recording of actual process demonstration</li> <li>➤ Cue cards</li> </ul>

# Hiring Challenges

- Creation of proper hiring screens
- Reduction of assessment cost
- Quick hiring and on boarding
- Quick alignment to projects according to job roles
- The operation teams to help with development of question bank based on client specifications
- Hiring team to sift through from hiring locations and administer them.
- The KMS can be used as a collaboration environment where versions of assessment kits can be maintained and be accessed over web.
- Assessment kits to be made job role specific and hiring indent aligned to resourcing requirements

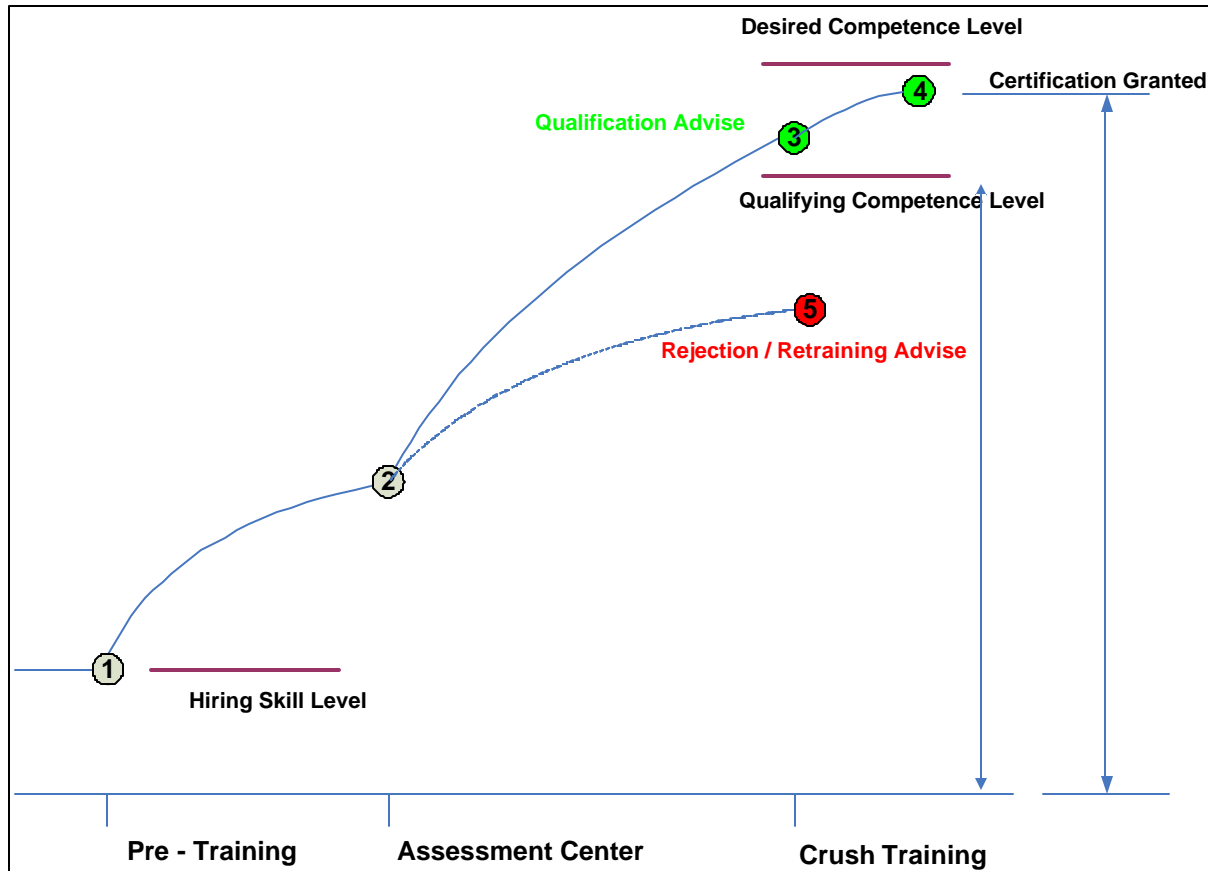
# Training Challenges

- Assessment preparation and administration
- continuous outpour of knowledge artifact
- limited number of trainers and more and more trainings to be conducted
- Coordination with Subject Matter Experts (SME) to conduct client system specific training
- Creation/ modification of tracks for right skilling
- Creation/ modification of training material
- The KMS should present feature to create “Assessment Centers”
- “Skill Tracks”, according to the job descriptions.
- expose trainees to appropriate tracks with least intervention of trainers.
- Once a trainee goes through the track, assessment center should generate competency report, either giving Certification for the role, or a hint for repeat walk through the Skill Track.
- KMS should lock tightly with learning management systems (LMS), compliant with standards of information interchange (SCROM1, AICC)

Understanding is not just a word. It's an attitude, a skill and a process.

# Learning Path Movement:

With Assessment center



# Production Center/ Operations Function

- **Transition Defects:** Insufficient knowledge capture shows up as
  - unknown exceptions
  - requires referring back to the client..
- **Hiring Defects:** If the role alignment not appropriate with the skills
  - expectation mismatch or
  - lower motivation to work
- **Training Defects:** If the associate has not been trained properly,
  - substandard performance
  - low productivity.
  - associate dissatisfaction and
  - disengagement
  - attrition
- Job- aids The operators on shop floor able to reference the desktop procedures or other training material relevant to context
- Newly identified exceptions to the process feeding back into the knowledge management systems.
- Process SLA performance and visibility to the client
- Identify Best Practitioner Performance
- communicate the best practices back to the shop floor
- Statistical reporting to get a sense of process behaviour and maturity.

# Business Development Challenges

- Quick turnaround on RFPS
- Finding Relevant domain contributors
- Especially difficult to put together Multi Pole, multi language multiple tower opportunities
- Creating collateral for client presentations
- Proving operating capability
- Proving people capability
- Reference window: for matching projects similar to the opportunity in the organization.
- Knowledge management System giving current top level view of capabilities
- Finding relevant domain experts
- KMS providing a robust mechanism for Pre Sales referencing within the organisation
- Projecting Knowledge Management Maturity: Showcasing capability to organize specific knowledge embedded in different client engagements
- Showcasing depth of knowledge in specific domains

# Feature Matching

<i>Sr.</i>	<i>KMS ELEMENT</i>	<i>EPIPLEX SUPPORT ELEMENT</i>
1.	Component Generation Engines	Capture Engine
2.	Update Engine	Process Editor
3.	Context Level Help	Intelligent Dialogue Technology (IDT)
4.	Desktop Procedure	EpiSimdoc Editor
5.	Video Content	Epilearn – Show Mode
6.	Simulations	Epilearn – Guide Mode
7.	Assessment Center developer	
8.	Automatic Test Development/ Delivery	Epilearn – Test Mode
9.	Change Management and Source Safe	Enterprise Repository Management System (ERMS)
10.	Ground Feed Engine	Analyser
11.	Quality Monitoring -Continuous Analysis of process control functions	Analyst Work Bench
12.	Presentation of Quality Control/ Assurance report	Analyser Report Engine
13.	Updates and Change management of generated artifacts	Process Editor EpiSimdoc Editor
14.	Training track generation	Workflow modeler Presentation editor

# Contact

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