



Industry: Service Industry, Oil and Natural Gas

Technology: SharePoint Online

Country: USA

Client Profile:

AmSpec is a leading petroleum and petrochemical service based company located in the USA. It can perform a wide range of analyses on a multitude of products including biofuel, petroleum, petrochemical, and agricultural commodities. To manage the training process of a huge workforce of almost 5000 staff across the globe, the company approached KCS to develop a training module.

Challenges:

Organizations across the globe using the eDOC for better communication with internal and external team. The client wanted to scale the current eDOC on office 365 for training to the users at various locations. Here are the challenges that we found while introspecting the project needs.

- The training module was highly manual.
- Training question template was available physical form.
- There was a physical pen and paper exam for which keeping record was a challenging task.
- While taking the internal exams of employees it was difficult to maintain the random exam sets.
- Result of the exam was to be published from department head's side which was unnecessarily increasing the burden.
- There was a time limit to take the test.

Solution:

Purpose of this module is to facilitate the online training to the end users. Trainer will manage the content and tests at eDOC. Trainee will take the test at eDOC. So all training related operations and unified at eDOC.

- We integrated the new training module in the eDoc. Hence, the current eDOC permission mechanism was applicable to the training module users.
- We created training material library where trainer can upload the training document. Trainers have full rights on this library.
- View Only Rights for this library was provided to all employees through "HSE Read Only" Permission Template.
- All Training documents were visible to every user regardless of the tests taken. However user will be able to take up the test only if he has passed previous related test.
- We developed one relationship between training document and test for the document. This means that the test questions were specific to one document only.
- We removed the time limit for taking the test. Users will be able to submit partial test answers and can also come back and resume the test later.
- Test will be only available if test status is set to "Active" and the training material has number of questions required for the Test based on the configuration.

KCS Approach

Upon understanding the client's need, we suggested to go for SharePoint Online services for the requirement. We developed training and testing module for the client that made it easy both for the management and staff to collaborate for training session, give the test hassle-free at own comfort level and eradicated the paper load of the department.

Outcome

As the client did not have any previous system for testing management, our automated solution helped the client to streamline the training and testing work. It is more than two years the client is using the module successfully and has successfully adapted the change in the system.

Tech Stack



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