O2 Slovakia:
O2 University application

O2 University application
as a Tool of Employee Trainigns

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> "Education for our company is one of the basic pillars, which we could not provide quality services without. The applications used for trainings until today were technologically outdated. We needed to move them up a level higher. We are thrilled that in cooperation with the company Millennium we found a solution, which met our expectations.

Juraj Masaryk
O2 Slovakia, s.r.o.
Senior project specialist

O2 University

Microsoft Azure

End User

O2 Slovakia

Solution

The O2 University education system is built on the SharePoint 2013 platform.

With respect to the great potential of the cloud and the positive experience of O2 World project, the company O2 Slovakia opted for Microsoft Azure for the entire project.

Client Profile

O2 Slovakia is a mobile operator, which has been present in Slovakia since 2007. It offers mobile network and internet services not only for companies, but also for individuals.

It has over 1.7 million clients and belongs to the fastest growing mobile operators in Slovakia. Since January 2014 it belons to the PPF investment group. In 2014 the company became the operator of the year for the sixth time in an independent customer survey.

O2 Slovakia has been our client since 2013, when we implemented their project titled O2 World (Knowledge Management).

Background

Education is an inseparable part of a life of every growing company. In order for the sales representatives to provide quality services, they must be trained and tested regularly.

O2 Slovakia has a network of internal trainers, who secure trainings for individual branches, part of which is employee testing.

For effective preparation and test management the company was using various applications, which were outdated and technologically failed to address the current needs.

Equally the company O2 Slovakia searched for a solution for the trainings themselves. The objective was to achieve a tool, which could integrate the possibility to plan a training depending on the options of career growth.

With respect to the fast growth of the company this complex application had to be supplied in the shortest time possible. Therefore O2 Slovakia began looking for a reliable partner, who would transform the requirements into a concrete solution.

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Project goals

Development and implementation of the training and testing module, which:

- Would be complex – include roles of administrators (trainers), as well as end users;

- Could combine various questions, create different types of tests and evaluate answers;

- Would be user friendly and intuitive;

- Could create reports and proces results of tests coming from different branches;

- Would be supplied in ambitious time plan;

- Would be technologically actual and flexible for potential further development;

- Would increase use comfort for end users.

Technologies

The company O2 Slovakia since the O2 World project has been using the Microsoft SharePoint 2013, and therefore we decided to base our solution for trainings and testing on this platform.

As a database solution we used the Microsoft SQL Server 2012. With respect to the great cloud potential and positive experience from the O2 World project, O2 Slovakia chose Microsoft Azure to cover the entire project.

Basic information Exchange on users takes place through Active Directory, where we integrated the O2 University.

Solution

Based on the requirements of the client we created two modules – testing module and training module.

The testing module is composed of two parts – administrative and presentation.

The administrative part can be based on specific roles accessed by the trainers, so they can create test. They can define categories, question themes, tests applicability, groups, which they are intended for, as well as their validity.

Administrators can also create a database of questions with correct answers, while different types of questions may be concerned – from closed through open to so called drag&drop questions.

In creating the test itself they define the number of questions, types of questions, indicate whether they are novelties or standard questions.
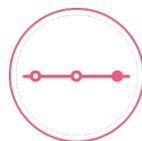
The tests are then automatically distributed based on the selected criteria to end users, who get information on allocation and deadline, in which the test should be taken.

Administrators have a possibility to view statistics, which they can filter by various parameters, export into .csv formats and subsequently analyse.

The training module closely relates with the first module, while it is also very flexible and open.

In addition to the mentioned roles there are also so called career types of roles present within the solution. They are four types of career processes. For each such type there is a sequence of steps set in order to achieve them – what type of trainings must the applicant participate in and what tests he/she must take. When these steps are made, he/she automatically continues on a higher level.

Following the definition of career roles and necessary trainings, an invitation comes to a specific employee to participate in the given training. Training organizers report results and training details, and these are centrally reported and portrayed later into the original O2 World system – into the profile of the given employee.

What were the benefits achieved?

1. We achieved a much greater flexibility for trainers in creating questions and tests, at the same time we extended the contents of the applicability of the tests, so the trainers can use plenty of the questions for various types of tests with different validity.

2. Simple access without using applications of third parties, when common users and trainers can automatically enter the application.

3. Trainers have immediate reports and feedback available, which they can filter and evaluate analytically.

4. Intuitive navigation through the application without the need of detailed trainings of end users.

5. More effective and higher quality services, because employees are forced to train themselves continuously through the tests.

Project Course

One of the biggest challenges of the project was the time planning and promptness of the implementation – in the course of four months proposal had to be prepared and implementation of both modules realized.

In November 2014 analytical meetings with the client took place and we prepared a functional specification.

Subsequently in January 2015 we began to create a solution and in February with module testing we got into the phase of acceptance tests. With the training module the acceptance tests were realized together with the client in March and April 2015.

The rollout into the production system of the client was done in April 2015.

Following the project completion we will provide the client services according to the service contract.

SharePoint

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