

Case Study

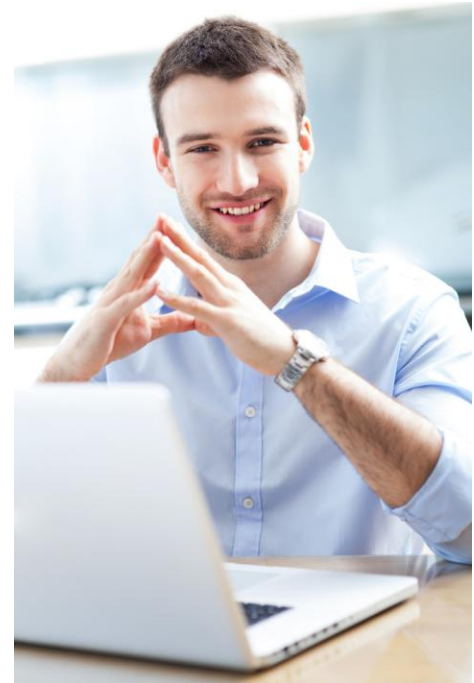
Sunset Learning Complete Training Management

SLI was contracted to provide a comprehensive customer assessment and custom curriculum roadmap in preparation for one of Cisco's largest Collaboration projects to date. This was not purely a technical evaluation and training recommendation, but also leveraged our capabilities as a BLP to address business processes and operational readiness.

SLI primarily worked the Voice Telecommunications Services (VTS) and Enterprise Voice Services (EVS) stakeholders at this large enterprise insurance company to gather requirements for the Cisco EUCP Platform Curriculum Design process.

The first phase of this project was to work collaboratively with the VTS and EVS teams to understand and confirm the desired objectives and success measures and clearly identify the gaps between the current and the desired state based on the Operations skills requirements. SLI provided an Operations Support Skills Review to help assess the level of preparedness and skills requirements for the Level 3 and Level 2 MAC team for the operational support of a Unified Contact Center (UCC) and UC environment. Curriculum recommendations were provided with capabilities to manage: Incident Management, Change Management, Problem Management, Service Level Management and Service/Helpdesk for the respective roles.

Our training design strategy includes a robust curriculum that integrates new/modified operational processes, job role processes and tasks, and correct alignment of Ops Level 3 and Level 2 processes, incorporating relevant support scenarios for on-the-job application of training concepts that can be used for on-boarding new resources to build skills and reinforce behaviors for existing resources.



The data gathering phase included conducting assessment interviews, as needed, to understand the specific process and role changes that can be expected with overall network management and support of the Cisco platform. Specifically, incident management for Cisco UC phone, voicemail, ICM and contact center provisioning of moves, adds and changes. We also provided a review of existing documentation and processes (technical documents, collaborative support tools, support processes, job roles/functions/task, and support case logs) to help identify requirements for training strategies and understand how to address the organizational and role impacts in order to adequately prepare impacted members of the related Operations team – Level 3 and Level 2 MAC.

Based on the comprehensive and unbiased analysis of the current environment, two Gap Analysis documents were provided to the customer, one for Level 3 Support Role and the second for the Level 2 MAC Support role. The Gap Analysis document clearly states existing functional capabilities and describes how the current state of functionality is meeting or not meeting the customer's requirement or Operations support strategy. The gaps identified were classified as being incremental functionality, process, and/or technology gaps.

The final phase was to provide an Operations Professional Development Roadmap. This roadmap outlines gaps and recommendations to support a UC and UCCM solution based upon the customer's desired operational environment. Each role has specific recommendation to include:

- **Training Solutions** –The UC Skills roadmap will eliminate 'choke points' and define skills requirements within service delivery and look to outline a plan for Operational Skills Readiness by role. Specific training modules are highlighted to address recommendations for both technical and support process requirements. Our recommendations have a balance of both Technical capabilities and IT Support process maturity.
- **Success metrics** (e.g. financial service Impact calculations, service performance targets, customer service, transaction speed, etc.) are recommended to improve service levels, IT to Business impact and the overall experience of the end user. For example, improve first contact resolution by 50%, or decrease incident management troubleshooting mean response time by 20% and reduce Operational cost by 10%. These targets will go a long way in ensuring operational excellence and staff service delivery focus.
- **Timeline Roadmap** – The time investment to attain certain competencies, certifications and overall mastery of capabilities are outlined to give the customer guidance on how much, when and the frequency of training and knowledge transfer sessions.
- **Role Mapping** – Outline of training recommendations for job roles and responsibilities and including internal standards for training and professional development
- **Delivery Alternatives** – Culture, team dynamics, rate of retention, severity of knowledge gap, ease of use/access, and training frequency requirements determine the best delivery option for the desired outcome. Instructor led, virtual class, eLearning, performance coaching, job shadowing, role cross-training, white boarding sessions, etc are examined and recommended to ensure optimal time and financial investment.