Competency Mapping

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Case Studies

Competency Mapping:

Competency mapping is a process of identifying key competencies for a particular position in an organization, and then using it for training and development, performance management, and succession planning.

Our competency mapping features include:

- Aggregation of individual roles within the organization.

- Skill set gap analysis.

- Scheduling and planning e-learning courses in correspondence with role and skill set demands.

Benefits:

- Key Competencies for a particular position in an organization

- It helps to identify the knowledge and skill that the employee requires in functioning in a job role, effectively and efficiently.

- It ensures that relevant training is provided.

KESDEE's e-learning courses have been mapped to training requirements of Job Roles and Skill Levels for several of KESDEE's Clients.

Some large companies have chosen to include sub-brands.

For example: They may have a Latin American Management Development program or European New graduate training program where they have separate portals to cater to target audiences for each program – each with its own Look & Feel & Welcome Page.

Some of the KESDEE's Clients – Implementation Details:

- US Federal Reserve Board
- Citibank
- Standard Chartered Bank
- Western Asset Management
- Indian Bank

1. U.S. Federal Reserve System (FRS)

KESDEE developed a branded / customized e-learning portal on Risk Management for FRS. The e-Learning portal includes prepared modules, case study, exercises, selected readings and quizzes. In addition, the e-Learning portal includes a knowledge assessment exam to be taken by participants. KESDEE developed a separate exam section for Federal Reserve Portal. The questions will be randomly generated from the database each time the student/candidate takes the exam. This initiative was completed a few months ago.

In addition to existing 600 e-learning courses, KESDEE developed following new 8 e-learning courses as a part of this project:

1. Commodity Markets
2. Energy Markets
3. Commodity Derivatives
4. Trade Life Cycle
5. Front Office Controls
6. Middle Office Controls
7. Back Office Controls
8. CS01

Competency Mapping:

We repackaged the courses to suit the requirements. We ensured that all our courses are available to the delegates through the following section:

• Mandatory Topics
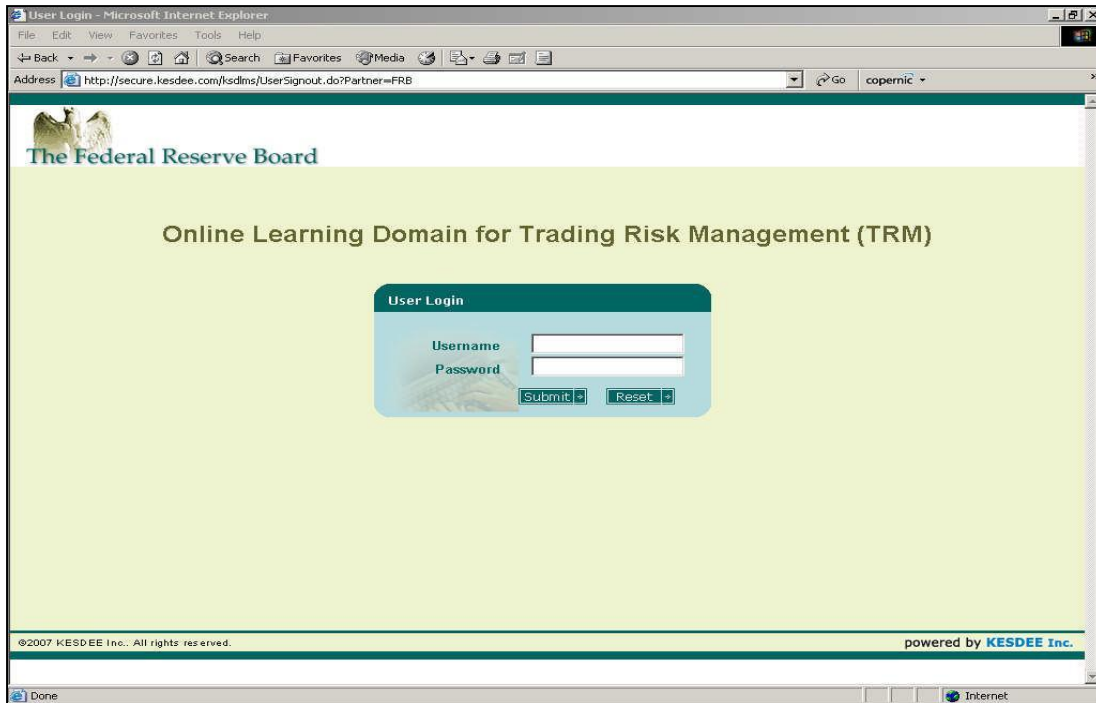• Recommended Topics
• Reference Materials

Fig.1: Login Page of FRS Portal

The entire Federal Reserve System, including all twelve Federal Reserve Banks, uses this special e-learning portal on Risk Management.
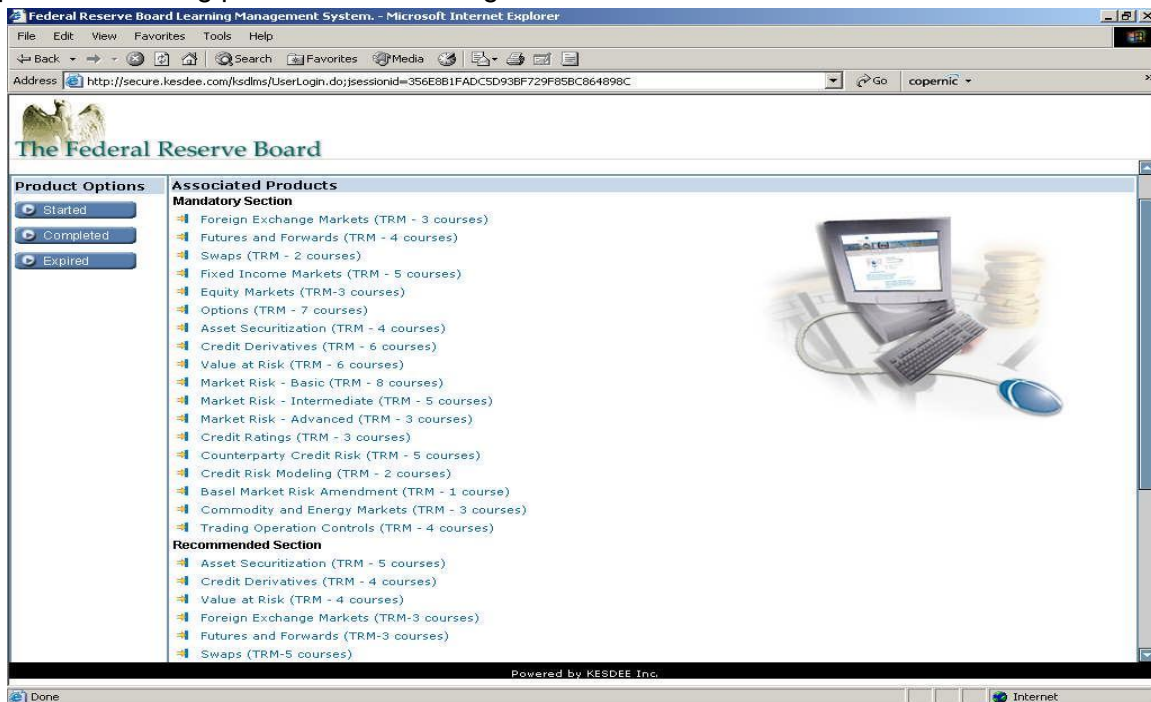

Fig.2: Postlogin Page of FRS Portal

2. CitiGroup

KESDEE's e-learning & reference solutions have been deployed at CitiGroup globally through Internet and Intranet.

Scope of Services:

These courses are repackaged as required for the different user groups and categorized as

a) Mandatory Topics

b) Recommended Topics, and

c) Reference Materials

Mandatory Topics: Understanding of important concepts underlying certain topics is expected from the selected group to whom the e-Learning & Reference Solutions are provided. Certain courses from the course libraries are classified as mandatory and associated to all the users within the group.

Recommended Topics: Other topics can be used as needed.

Reference Materials: As a general reference for use, if and when needed.

Fig.3: Course display page of Citi Portal

Citi - Spanish Translation

For the past four years, KESDEE's e-learning courses are deployed at Citibank.

Recently, as part of a new project, KESDEE has started translating all 600 e-learning courses into Spanish. Currently, we have more than 15o e-learning courses available in Spanish.

By the end of 2008, we will complete translation of the entire e-learning catalog.

Fig.4: Spanish version of course display page

3. Standard Chartered Bank (SCB):

- All 600 e-learning courses were made available to Standard Chartered Bank for the training of its staff.

- The e-learning courses are deployed on multiple Intranets and Internet of Standard Chartered Bank.

- KESDEE customized the courses by adding policies/procedures/case studies, relevant to Standard Chartered Bank.
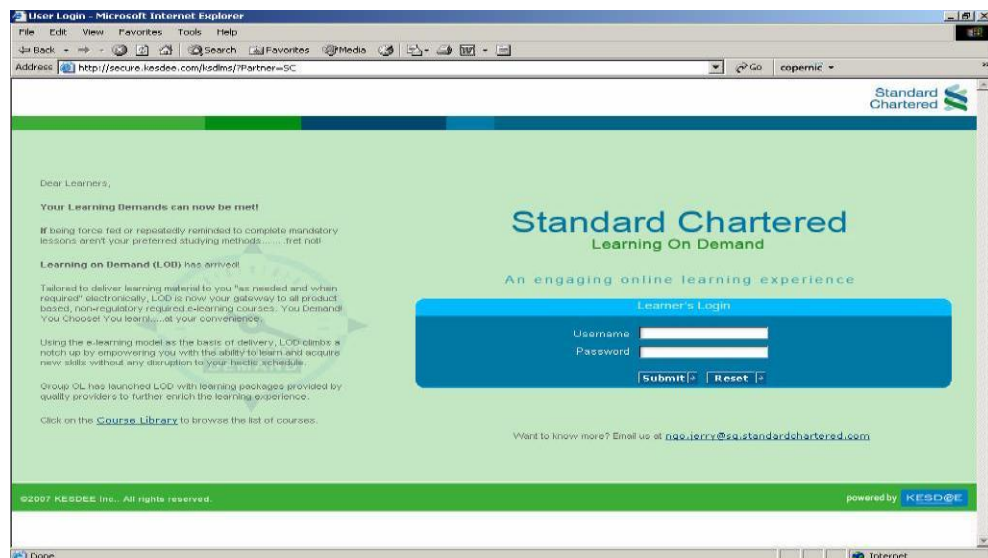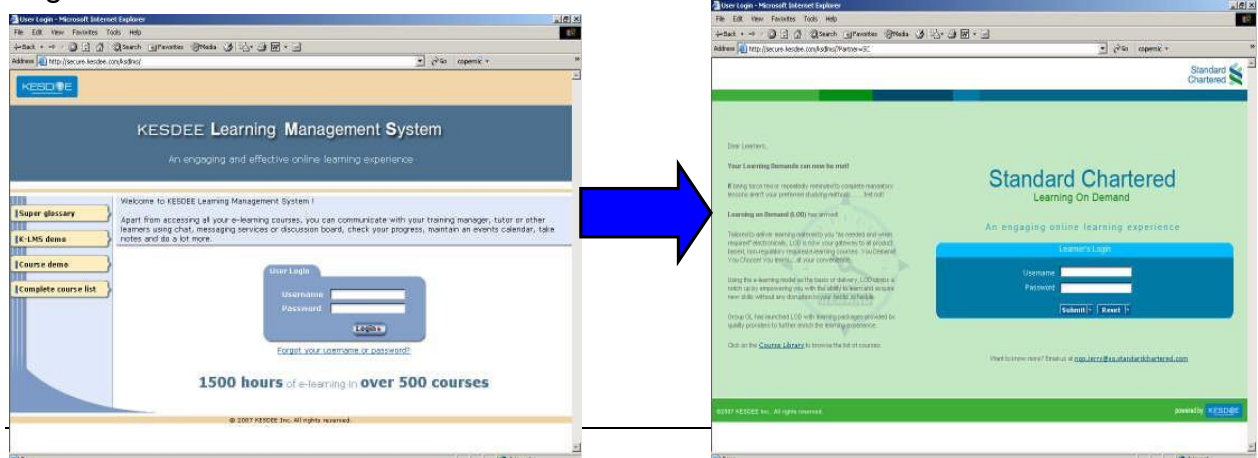

Fig.5: Login Page of SCB Portal

- A customized Private Label e-learning Portal was developed with Look & Feel, and Logo of Standard Chartered Bank (as shown above)

First, KESDEE's Learning Management System was customized to the Look & Feel, Logo of Standard Chartered Bank.

The Login Page was incorporated with Welcome Text given by Standard Chartered Bank. A Link to KESDEE's Library of Courses was incorporated to enable the viewing of the list of courses that would be available to the user on logging in.

On logging in to Standard Chartered Bank's Portal, Users are able to see the courses listed in Alphabetic Order and also according to Job Roles & Skill Levels through a "Curriculum" Link.
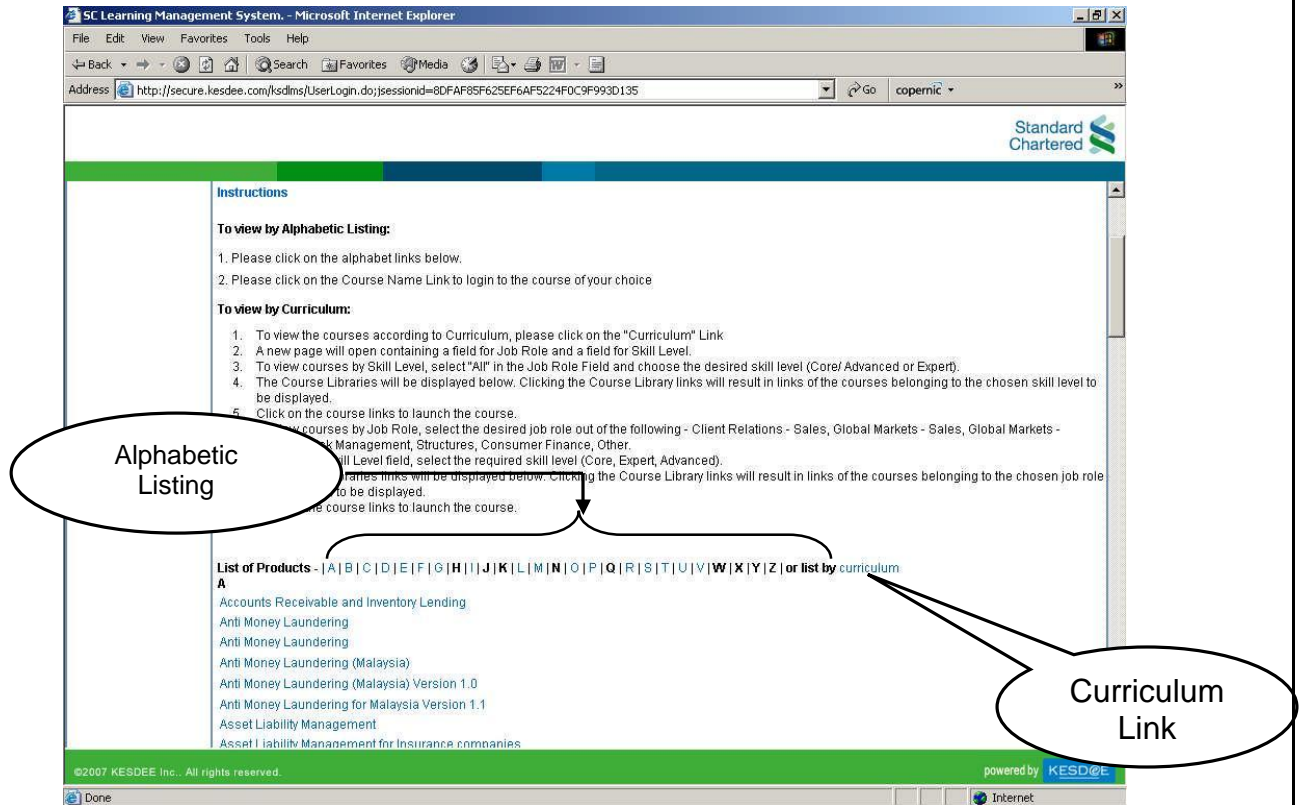

Fig.6: Postlogin page of SCB Portal

600 off-the-shelf courses spanning about 1800 hours of e-learning on various topics in Banking, Finance, Accounting, Insurance and Risk Management were mapped to the Job Roles of the staff of Standard Chartered Bank, accordingly 3 different skill levels.

The **Job Roles** are as follows (a few examples):

- Client Relations – Sales
- Global Markets – Sales
- Risk Management
- Structurers
- Consumer Finance
- Compliance

The Skill Levels are:

- Core
- Advanced
- Expert

On clicking the Curriculum Link shown in the previous screen, the learners get to a screen where they can select a Job Role and Skill Level of their Choice. On clicking the "Submit" Button, the courses corresponding to this query are listed, as shown in the screen shot below. The users can launch the course of their choice by clicking on the Course Library Name and then, the Course Name.
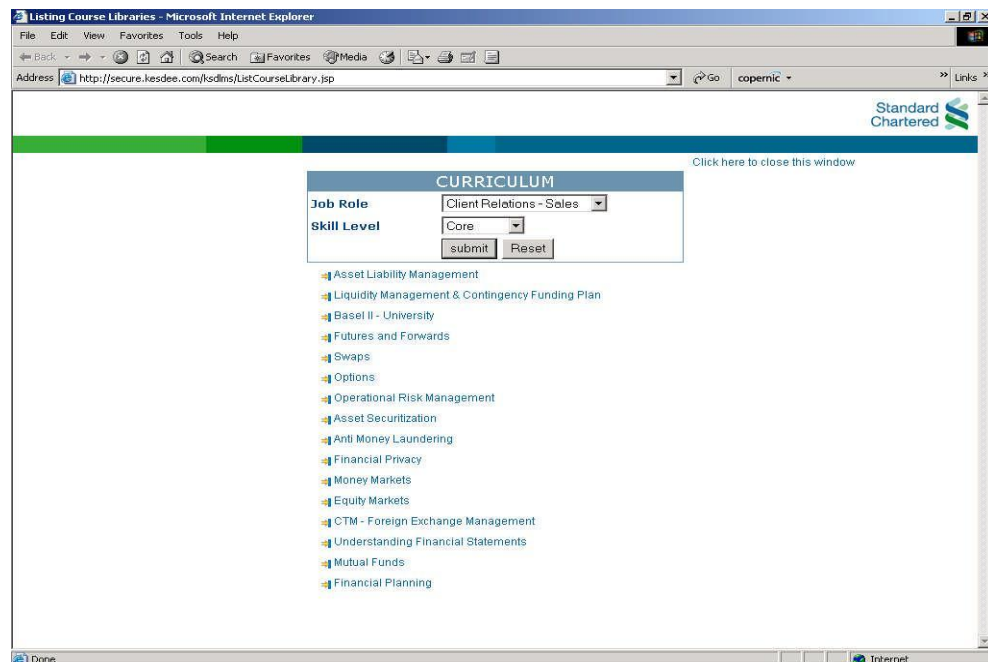

Fig.7: Page showing Job Roles from SCB Portal

4. Western Asset Management (WAM)

* Western Asset Management's rapid international business expansion created the need for comprehensive and rapid employee development opportunities.

* Faced with this challenge, Western Asset Management turned to GeoLearning's GeoExpress LMS and KESDEE's financial learning content to deliver and administer training programs for its international team.

* In a press release, Western Asset Management said, "GeoLearning and KESDEE have a lock-solid integration that enabled Western Asset Management to assemble a best-of-breed solution. Their strong partnership helped make the new company-wide learning initiative a real success"

* KESDEE's e-learning Courses were mapped to different job roles, as indicated in the schematic below

KESDEE e-learning Courses	Analytics	Client Service	Enterprise Risk	Finance	Information Technology	Investment Management	Investment Support	Legal/Compliance
Asset Liability Management (28 courses)								
1. Scope of ALM								
2. Objectives of ALM								
3. Growing Relevance of ALM								
. . . .								
28. Audit of ALM								
Liquidity Management & Contingency Funding Plan (14 courses)								
1. Role of Liquidity in ALM								
2. Liquidity Crises - Case studies								
3. Liquidity Measurement Systems -1								
4. Liquidity Measurement Systems - 2								
5. Liquidity Measurement Systems - 3								
: : : : :								
14. Contingency Funding - 2								

Fig.8: Screenshot showing competency mapping to WAM

5. Indian Bank

- Indian Bank has licensed 600 KESDEE's e-Learning courses to provide training to its   employees.
- All our courses were deployed on the Intranet Servers of Indian Bank.
- Employees at Indian Bank access the courses through the Private Label Portal developed by KESDEE, which incorporates Indian Bank's Logo, Look & Feel on every screen.

Fig.9: Login Page of Indian Bank Portal

Content Customization:

KESDEE has customized all off-the-shelf courses according to the regulations and guidelines of Indian regulatory bodies like RBI, SEBI, etc.

A new e-Learning course library on *'Indian Bank Policies* has been developed which is exclusively available to Indian Bank employees only.

Fig.1: Screenshot showing Indian Bank Polices

Exhibit 2

1. The Federal Reserve Board
2. Fannie Mae
3. CitiGroup
4. Standard Chartered Bank
5. Federal Deposit Insurance Corporation
6. Canadian Imperial Bank of Commerce
7. IBM
8. CLICO Investment Bank Ltd
9. RBTT Financial Bank
10. Royal Bank of Canada
11. ABSA Bank
12. JPMorgan Chase
13. Royal Bank of Scotland
14. CAF
15. Comptroller of the Currency Administrator of National Banks
16. John Deere Credit Worldwide
17. World Bank
18. Genworth Financial
19. FirstCaribbean International Bank
20. Maybank
21. SAS
22. CLAVEX
23. Pricewaterhouse Coopers
24. Indian Bank
25. BearingPoint

To see a detailed list of our clients, please use the link:

http://www.kesdee.com/pdf/Clientlist.pdf