



Call for Partner Interest  
Learnovate Y3  
Core Funded Projects

Business Competence  
Analytics



Corporate



Learning Innovation

AN ENTERPRISE IRELAND  
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# Business Competence Analytics

Call for Partner Interest - Learnovate Y3 Core Funded Projects

## Motivation (General Problem Addressed)

Current practice in corporate training analytics has been based on monitoring the behaviour of learners across various learning platforms. However, this type of monitoring has been challenging for organisations for a number of reasons.

These include the multitude and diversity of learning platforms, and the measurement of statistical behaviours that don't translate into actionable metrics. Interoperability issues aside, diversity in platforms can mean diversity in analytics. Moreover, monitoring statistical measures such as clicks per page or quiz completion rate has not necessarily mapped back to useful business competence analytics.

Thus, there is a need for technology which will consider type of competencies such as critical thinking or task-specific skills and deliver a mapping of such competencies to actionable analytics.

## Project Overview

This project will research a web-based, flexible and agile demonstrator to assist the dynamic mapping of core desired competencies within an organisation to observed behaviours/tacit knowledge of employees (implicitly or informally gathered)

It will focus on the areas of Learning Data Analytics and Visualisation that are mapped to core competencies within an organisation.

## Business Challenges

This project involves a range of analytic and visualisation challenges. However, it will not focus on storage issues, but rather on agile identification, tracking, analysis and visualisation of behaviour/tacit employee knowledge and its mapping of business competencies.

A snapshot of the challenges that were presented by the industry partners includes:

- Learning Analytics (and links to retention)
- Education meaning - Competency Based - unbundle credential, community, competency - ability not score or time
- On the job training and monitoring
- Skill/Competency Profile
- Capture of learning where it actually happens (on the job), interpret (recognise) it and add value to it
- Task-specific skills and behaviour - Higher order skills
- Measure, analyse, and predict to assess - most systems offer just stats - want less formal 'actionable' - metrics

Summary: We need integrated systems that enable businesses to measure on the job performance – something that maps activity to existing competencies.

## Specific Project Objectives

- Create a learning service in which day to day learning and on-the-job activity is recognised and translated into near real-time or real-time meaningful visualisations of core competences.
- Provide L&D managers with learning analytic visualisation services to quickly and easily visualise and interpret information that is aligned to business metrics.
- To assist 360° assessment of staff through mapping on-the-job activities to required competencies

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## Project Outcomes

- The project is expected to evaluate the aggregation of learning analytics from multiple sources and its translation into actionable metrics.
- Secondly, the project will produce results with regard to evaluating, through user trials, a demonstrator which will incorporate the project objectives.

## Key Innovations

Recognising and interpreting learning activity & performance from multiple sources such as:

- Learning content – formal and informal
- Social interaction – wiki, forums etc.
- Collaborative interaction
- Recording method and path taken to solve problems etc.

Aligning learning activity and performance with business metrics to produce business intelligence.

It is expected the project would also output an industry white paper on Mapping between Business Intelligence and Learning Analytics as well as a least one research paper (for approved publications)

## Potential Commercial Opportunities

Enabling industry partners who currently provide content and/or platforms to align their offering to customers' needs in the area of talent management.

This technology has application in Irish and Global markets.

## Links to Previous Projects

This project would leverage technologies, outputs and trial data from two Learnovate Y2 Core Funded Projects

- EVADE - A web-based, flexible and agile configuration of dynamic learning analytics
- Corporate Portal – we propose plugging this adaption of EVADE into the existing Corporate Portal

## Technical Approach

2 Phases:

- Phase 1: Identification of target competencies, employee roles, data & behaviour capture opportunities, reporting targets (mgrs, peers, self), capture and analysis of example raw data (actionable-data), generation of exemplar data triangulation and visualisation
- Phase 2: Iterative research and development of target competencies, actionable-data capture, analysis and visualisation

## Project Structure and Duration

12 months      Phase 1: 3 Month followed by Review  
Phase 2: 9 Months

## Resources (People, Data Business Partners, Trial Partners)

TBC