[performance]

training development and managment software

Skill training, testing and competency management software built for, and tested in Fortune 500 programs

Low-cost, extremely efficient skill training development and verification tools for grass-roots operations

SkillForge™ software is a comprehensive knowledge management package companies use to rapidly develop procedures, training, skill tests and on-the-job skill verification tools. SkillForge also manages document versioning, training inventory distribution and test production and scoring.

SkillForge is designed for and tested in production environments where knowledge management systems are measured by the real-world criteria of efficiency and effectiveness.

SkillForge was developed explicitly to support enterprise-scale initiatives such as multiskilling and still be simple and economical for use in individual facilities. (*See examples on following page*).

Intelligent information model, simple development, greater information utility

SkillForge employs a simple, proven information model and collects and manages all information in a relational system (*see diagram on following page*). Some of the benefits this confers include:

- **Reduced cost of development**—SkillForge provides a work structure to simplify the collection of information. Input screens guide data collection and report-based document production eliminates the time and expense of writing and formatting text-based documents. Operations personnel and developers supply key pieces of information and the software does the rest.

- **Much greater information utility and accessibility**—Because information is captured in a relational system, it can be easily output as needed, in the most useful form. Changes to a piece of data need to be input only once, and then flow automatically to all component documents. With document-based systems, a single change may mean opening and altering numerous documents.
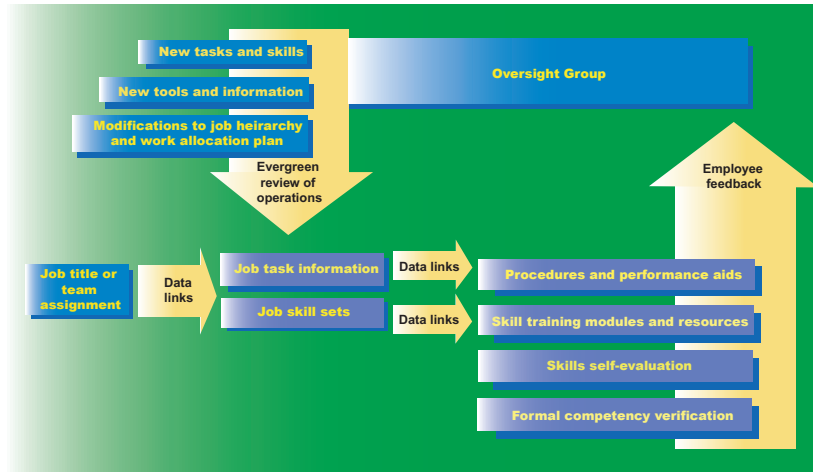

- **Improved performance reliability**—When operations are guided by current procedures and performed by employees with verified competence, reliability increases.

- **Much simpler administration of training, competency and procedures programs**—SkillForge provides all the necessary management tools in a single package. The relational database structure make changes much simpler than with document-based systems.

- **Reduced training load and training costs**—The SkillForge information model reduces the volume and cost of training delivery through self-evaluation, on-demand delivery of self study materials and very focused on-the-job instruction. With SkillForge, companies can use documents and references commonly found on site as training tools.

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Comprehensive development and management modules

The following SkillForge modules are available:

Work analysis — definition of job tasks and supporting skills; work allocation analysis; task-based job descriptions; skill guides and assessment tools.

Skill certification materials from Shell Offshore, Inc.'s Skill Performance Based Pay program built with SkillForge. Daniel Follette, Inc. also built a training facility scheduling, accommodations management and billing module for Shell's Robert Training Facility.

SkillForge software is designed to support the Strategic Repertoire Analysis™ knowledge management model developed by the firm. The model defines the core competency of a company in terms of explicit tasks and observable, measurable skill descriptions. It collects all relevant information for each job task and delivers it as it is needed, in the most convenient format. It explicitly defines skills and training requirements for each job category. It helps allocate work to personnel in a way that promotes safety and efficiency.

Procedures authoring and management

— simple, templated development; multi-level development; manual publishing; multiple formats from full procedures and pre-procedure preparation guides to checklists and other documents; change management/version control.

Additional Information

- For more information about defining critical enterprise competencies, request the white paper, *Strategic Repertoire Analysis*.
- To see SkillForge software in more detail request the white paper, *SkillForge Performance Information System: Input/Output*. You can also request PowerPoint presentations that provide a system overview and more detailed information about each module.
- For an enterprise view of E&P operations competencies and training, request *How strategic personnel development can reduce operations costs*, a white paper by Daniel Follette that originally appeared in the *Oil & Gas Journal*, November 12, 2001.

Training development — training resource cataloging and assessment; resource-to-skill linking; training module development including self-study and structured on-the-job exercises.

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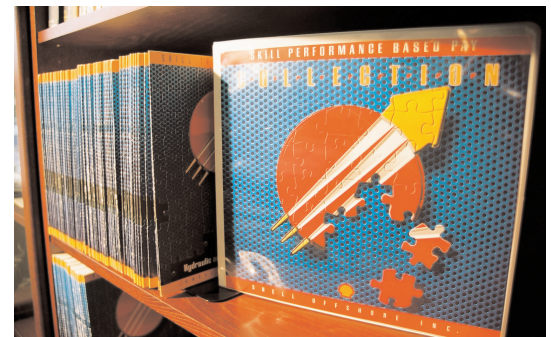
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Materials from Conoco's PSM program built with SkillForge. The program also included approximately 120 operations procedures built with the Procedures Authoring and Management Module.

Training inventory management — ordering, inventory, lending and distribution of modules and resources.

Training and certification — employee completion information; evaluation of certification quality.

Testing — authoring of skill-specific test questions; randomized test publication; test scoring and recording.

A small section of the training and skill certification library built for Enron's skill-based pay program. In approximately six months, developers produced Skill Qualification Manuals for 84 skill families and over 750 Training Modules. These covered the 16,000-plus skills that defined the core competencies for the entire company's field operations.

DANIEL FOLLETTE *Inc.*