DoubleClue: Skills Module

White Paper

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1. Introduction

The DoubleClue Skills module is a skills management tool that runs in the DoubleClue framework. It allows you to keep track of the skills and certificates of the employees in your company and to plan their further development. In conjunction with the recruiting module, it is also possible to create skill profiles for vacancies and applicants.

Main Features:
- Create skills and arrange them hierarchically
- Assign skills to users and define experience levels
- Manage certificates acquired by users
- Receive alerts for certificates that are about to expire
- Define skills and certificates that a user should achieve to promote employee development and training
- Assign predefined skill profiles to users and match them with their skills and certificates
- Search for people with specific skills, profiles, and certificates in your organization
- Send automatic notifications to administrators, Heads of Departments (HoDs) and users

Skills further takes advantage of several DoubleClue features like:

- Active Directory and Azure Integration
- Multi-Factor Authentication
- Department and Head of Department Management
- Access Right Management
- Table Filtering
- E-Mail Notifications

1.1. In the Cloud or on Premises

The Skills module is a plugin for the DoubleClue Framework and can be implemented into a DoubleClue Enterprise Management (DCEM) that runs either as Software as a Servie (SaaS) in the cloud or in a DCEM installed on premises. If you are using the DoubleClue cloud, you only need to update your license key and the Skills module will become available in your DCEM. If you use a DCEM on premises, you need to copy the skills.jar into the plugin directory of the installed DoubleClue and then update the license to include the Skills module.

2. Skills
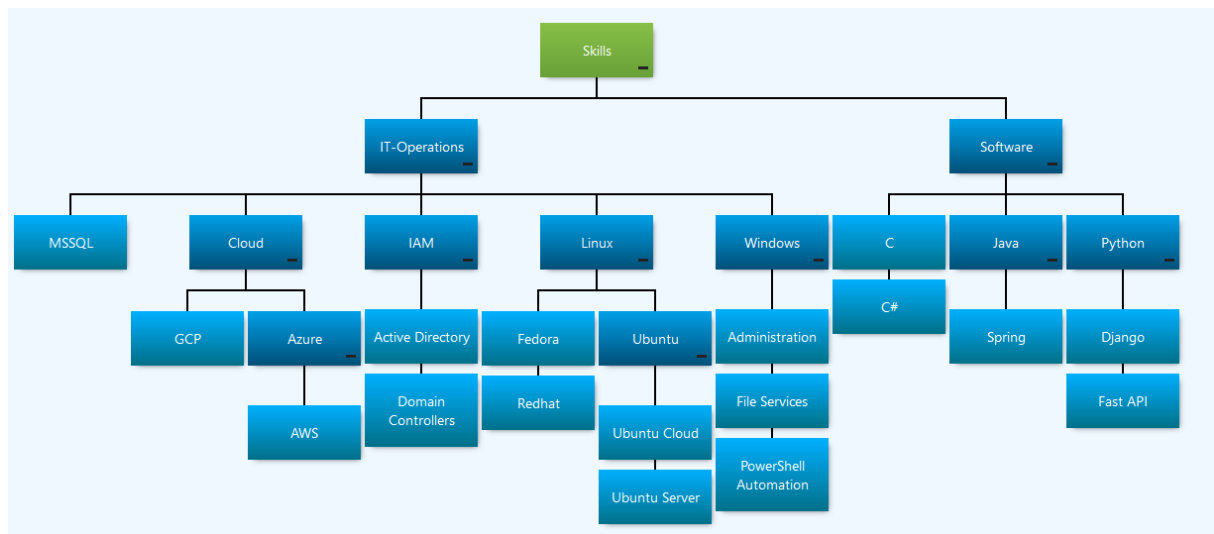
Skills are organized in a hierarchy in which child skills are added to parent skills.

Every skill has the following properties:

- Name
- Parent Skill
- Abbreviation
- Description

You can then assign the skills to users and skill profiles. When a skill is added to a user or skill profile, a skill level must also be selected that reflects the experience in the skill. The available skill levels are:

- Beginner
- Normal
- Advanced
- Expert

3. Certificates

The Skills certificate management allows you to create certificates and then assign them to users and skill profiles. Certificates have the following properties:

- Name
- Description
- Issuer
- Expert

As soon as a certificate is assigned to a user, you also have the option of entering the issue date and an expiry date if the certificate needs to be renewed regularly. If an expiry date is specified, the user receives an automatic e-mail notification a few days before the expiry date, reminding them that the certificate needs to be renewed. You can specify the time frame in which the reminder is sent in the settings, to ensure that the user has enough time to renew the certificate.

Issuers for certificates can be managed in a separate area.

4. Skill Profiles

To better assess whether your employees' skills meet the requirements for certain roles and positions, you can create Skill Profiles. Skill profiles consist of a collection of skills (with skill levels) and certificates that reflect the requirements for a specific role. You can then assign skill profiles to users. Skills automatically compares the skills and certificates of the skill profile with those of the user and calculates a match value. This match value indicates the percentage to which the user fulfills the skill profile. If a user has a skill specified in the profile at a lower level, this is included proportionally in the match value. If the user fulfills all the conditions specified in the skill profile or even exceeds them, the match is given as 100%.

If you consider certain skills and certificates within the skill profile to be more important than others, you can give them additional priority. Skills and certificates with a high priority are weighted more heavily when calculating the match value.

5. User Profiles

Skills with levels, certificates and skill profiles can be assigned to a user in the user profile. This allows you to create an overview of which user in the company has which skills.

Who can edit user profiles is defined by the privileges in DCEM. By default, each user can manage their own skills and certificates. When a user makes changes to their profile, an automatic e-mail notification is sent to their head of department and/or direct superior. The position of the head of department is taken directly from DCEM or the Active Directory, the role of the direct supervisor can be defined in the skill profile for the user. Users can only add skills and certificates to their profile. Supervisors and HoDs can also assign skill profiles and availability.

5.1. Employee Training and Development

In addition to the skills and certificates that a user already has, you can also use Skills to manage skills and certificates that a user is yet to acquire. In this way, Skills helps employees and managers to define a training strategy together and determine the skills in which the user should continue to develop.

5.2. User Search

The user search of Skills shows you a list of employees who own certain skills, certificates or skill profiles. You can use a filter to set whether you only want to search for skills from a certain level, certificates or skill profiles with a certain match value or whether you want to see all results that contain the keyword you are looking for. It is also possible to search for several keywords if you want to find out about employees who have a certain combination of skills.

5.3. Employee availability

In addition to the skills, supervisors and HoDs can also enter the employee's availability in Skills. This allows you to see at a glance when an employee will be available for new projects. If an availability has been set for an employee, this is also displayed in the search.