

VASSIT | **UK**

The value of making things simple

Invenio

People & Expertise Search Center

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Social Technologies and web collaboration have already transformed the ways customers, employees, partners, and suppliers communicate and stay informed.

Creating an organisation of people is about the sum being more than the parts – taking advantage of the fact that people working together can achieve more than people working alone. In any organisation bigger than 100 people, there will be colleagues who have not met, meaning the organisation is not making the best use of its collective workforce or perhaps searching for knowledge that, in most cases, can be found just around the next corner.

*"The main source of competitive advantage of an organization is its knowledge and learning capacity."*¹

Technology can help achieve a model in which everyone can collaborate regardless of their location but, at the end of the day, the key to people achieving their goals is human interaction. Systems that help us with our day to day work have been evolving for many years and the requirements to manage information have been growing in number and complexity. Today a medium-large organization employs no less than 10 to 15 different applications that hold and manage data on databases or file systems which are, on many occasions, un-structured. **It is therefore difficult to unify and expose.**

¹ Argyris C. and Schon C. "Organizational Learning: a theory of action Perspectives". Reading Massachusetts, Addison Wesley, 1978.

Invenio - People & Expertise Search takes the mantra of communication and collaboration to provide a platform which enhances the opportunities of both enabling users to find people and expertise, collectively engages and collaborates in order to execute business goals.

People & Expertise Search, a tool for finding people in an organisation, based on their name, location, contact details, company, skills or any other data retained or linked to their profile. From personal information to location or experience the forms allow the user to define one or more filters that will be used by the engine to find the best results. It is also built with an animated interface using the latest technologies providing the best user experience.



The needs vs. the challenges

In the corporate world, the need for finding people and collaboration spans many levels including:

- The ability for day to day colleagues to find contact details
- Being able to track down a person, or get hold of their details
- To be able to contact and collaborate instantly
- For workers to identify people to ask for expert opinions and perhaps collaboration
- To be able to get a clear picture of capabilities and areas of expertise
- To be able to identify the appropriate people to build teams

But we also have lots of challenges

- Multiple data sources (HR systems, LDAP, AD, transactional data...)
- Un-structured information
- Lack of or out of date information
- No processes or procedures that capture data
- Multiple strategies between operating companies or divisions makes difficult to select and integrate a unified platform

Rich profiles, where everything begins

Each user profile is formed from data coming from different sources (which

are not editable) and data which is manually input by the user.

The screenshot shows a user profile for Alex Canadas, Operations Manager at VASSIT. The profile includes a profile picture, a bio, and several sections: 'Contact information' with details like presence (Online), mobile number, and email; 'About me' with a bio and 'Follow'/'Remove' buttons; 'Personal interests' with a bio and 'Edit' button; and 'Skills and qualifications' with a table for work-related skills and qualifications. The table has columns for Category, Subject, Level, Date awarded, and Date of renewal.

The "self service" user interface allow users to update the details at any time

- Status
- Things to contact me about
- About me
- Personal Interest
- Skills and qualifications
- Work experience
- Location base and Current location
- Content I've authored
- Alternative contact
- Company information

How does Alex – based in London and interested in engine technology find Peter – just joined the Indianapolis office with experience in building aircraft engines?

User data sources that come from different sources are synchronized using Oracle Virtual Directory, into a unified data source. The "PES Engine" then encapsulates the complexity of all sources (including transactional data) in order to provide a unique search experience bringing back the most relevant results.

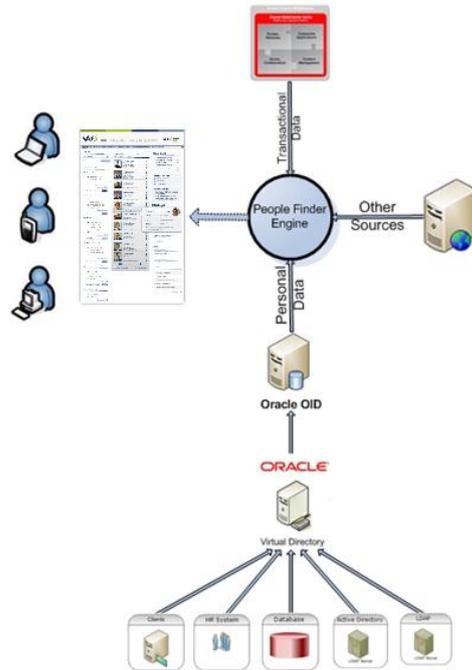
The PES engine implements a sophisticated algorithm that sorts the results by the "PES Rank". This rank is based on the importance that the different fields have been given ensuring that the most relevant results always appear at the top.

Soundex, filters and export capabilities

When the keyword cannot be found, the engine searches for words that "sounds like" the keyword. So if you do not know how to spell someone's name... you can still find them.

When too many results clutter the relevant information "Invenio" can narrow these down and get more specific results by using the People & Expertise Search advanced filters. Some of the filter criteria include, but are not limited to, company, location, experience, skills or job title amongst others.

Search results can also be saved or exported into a vCard or csv file for later use.



Simple search "searches" for all data fields and, in most cases, returns the results we are looking for. It is the easiest and quickest way to run a search and the results can be redefined using the filters. When there is a need for more sophisticated searches however, the **advance search** provides us all the options required.

Finally WebCenter² capabilities are used, allowing for real-time contact and collaboration with people found in the search results.

² ORACLE Webcenter & Webcenter Spaces, ORACLE Internet Directory (OID), ORACLE Virtual Directory (OVD) and ORACLE DataBase 11g are employed to implement the "People and Expertise Finder".