

# Training Management Solution For MetricStream

## Client Overview:

MetricStream is one of the leaders in Risks and Compliance Management product companies. Compliance is the key area for all enterprises and it ranges from ISO process audit compliance to part number 11 compliance to SOX compliance. Every instance of non-compliance needs to be tracked and be taken to closure. MetricStream provides one single product that can solve the compliance problems of enterprises.

## Training Module Developed :

Training is an integral part of every standard viz. ISO, CMM, etc. Every organization requires training to ensure the knowledge capital of the organization is improved and spread across the organization in a consistent manner. To achieve this, Softsmith developed the Training Module in MetricStream's Enterprise Compliance Platform (ECP). The module has the following features:

1. Training request and approval
2. Maintaining training batches and schedule
3. Training attendance and waiver management
4. Training effectiveness tracking
5. Training Metrics management

Case Study

## Engagement Model and Process:

Softsmith Infotech executed the development project using total offsite model. The development team consisting of development lead and programmers carried out the activities from Softsmith office, Chennai, India. Actual servers were located in Bangalore, India at MetricStream's data centers.

Softsmith team understood the product specifications as provided by MetricStream. Softsmith team arrived at class design, database design and API design to exchange data with ECP. Oracle PL/SQL and Java technology was used to develop the module. All email notifications and dashboards are coded using ECP APIs. The product underwent functional testing and performance testing.

## Focus Areas:

The following list describes the key areas, the team focused to ensure the best quality.

- Optimization of the database design to ensure scalability for thousands of training requests and multi-tenancy in database
- Providing configuration switches to provide flexibility in work-flow rules
- Provide tuning suggestions for database queries and web server settings for the best performance
- Calculating key metrics that reflect the effectiveness of training programs

## Key Benefits:

- Softsmith's offsite model worked well for quick roll-over of the module and cost effectiveness
- MetricStream is able to customize this further to suit its end client requirements
- The automatic notifications play a major role in the module and it provides the best collaboration across the enterprise

## Challenges Faced:

- Notifications across the organization on every training program with clashing schedules
- Calculation of metrics on the effectiveness of programs based on different parameters involved variable parameters from time to time