cid:image003.png@01D3227F.64D1FA30

**Streamlining management of consultant resources.**

**Introduction**

Micro Focus is a large pure play software company which provides various enterprise level software solutions, Professional services is a component of the company which provides services for these products. Since there is a large variety of required core skillsets to support the various product lines, it is sometimes unknown if specific consultants can support other products in the product line as usually consultants only support a single product.

Building a skill set tracker which allows the consultants to list their skillsets and capabilities will allow the team to highlight where they can assist other teams. This will also enable sales teams to understand what each resource is capable of when developing new services contracts.

Following this, sometimes work packages are created and due to the previously siloed nature of the organisation the knowledge of other teams’ skillsets are unknown, this causes the company to make a new temporary hire instead of utilising existing resources.

This piece would be incomplete without some sort of data visualisation which can be created from a view of either resources or projects to highlight white space in the calendar which can then be used to further enhance the sales team’s capabilities to utilise currently un-utilised resources.

**Project Outcomes**

The developed tool will enable the professional services team to better manage resource utilisation across the organisation.

**Project Methodology**

Due to the large geographical separation of the team members the tool should be usable from anywhere, so a web-based tool would work best. This will allow the tool to be access from anywhere. As a stretch goal it would be best if the tool could take inputs from existing business systems such as Oracle OpenAir.

**Project milestones and objectives**

Fully documented milestones are to be developed at the initiation of the project. Final deliverable is demonstration of a functional web-based toolkit which meets the outlined requirements.

**Deployment**

If possible, the final system is to be accessible from an online web-based platform.