Frequently Asked Questions – EmPower

General Questions:

1. **What is EmPower?**

   EmPower, "Employee Power", is a web-based employee engagement platform designed to leverage power of Gamification to enhance user engagement at the workplace. EmPower in inception phase seeks to bring in an engaging experience for IDO employees (Data Specialist/Map Modeler) eventually planned to expand and scale in near future.

2. **Why EmPower? What's the objective of deploying such platform?**

   The objective of EmPower is to meaningfully engage people and motivate them to drive key business objectives in line with HERE ways of working. EmPower enables to recognize, socialize & celebrate every small/incremental success of individuals using an open & transparent platform.

3. **Why leverage Gamification to power EmPower Platform?**

   The power of gamification has universally proven to tap into top three employee motivators (Recognition, sense of accomplishment, reward) to improve overall engagement. EmPower, a gamified platform, helps employee to own their everyday work-related decisions/actions and provides a strong platform to manage their work and share their accomplishments.

4. **What is Gamification?**

   Gamification is integration of game mechanics (viz. Point, Badges, Leaderboard) into a non-game-based environment viz. workplace. It deploys the data-driven techniques based on user behavior and engages people to perform their tasks, in more fun-filled way.

5. **What are the key features of EmPower Platform?**

   An integrated Rule-based engine that creates gamified experience (Points, Badges, Leaderboard) is a core feature of EmPower. There are other features viz. Quiz & Events built-in to engage people. Additional features are planned for deployment in future, stay tuned!

6. **Why EmPower is positioned as platform?**

   EmPower is a plug-and-play 'system aggregator' that allows multiple parties to connect & integrate their systems (Bearing, MyWorkAnalyzer, How-To, HERE University, LinkedIn Learnings etc) to co-create & generate business value. The architecture is designed to onboard, curate new business imperatives in a seamless manner.

7. **What does 'Imperatives' mean in context of EmPower?**

   Imperatives in context of EmPower platform implies to outcome-based, business critical indicators that positively impacts customer value & employee engagement. The first set of business imperative is derived from Bearing, MyWorkAnalyzer, HERE University, LinkedIn Learnings, How-To, CI systems. This may evolve and expand in future.

8. **Will my operational KPI's (i.e. Quality, Efficiency, Speed, etc.) linked to EmPower Platform?**

   EmPower is ONLY focused towards driving outcome-based individual traits that inspires positive behavior, values and culture alignment in HERE Way. Output based KPI's (i.e. Quality, Efficiency, Speed, etc.) are already driven and managed through our well established, robust performance management system (PMS).

9. **What is the source of the data to reflect my progress on these imperatives?**

The data is fetched from multiple data reporting systems; streamed through a GCO managed Business Intelligence data repository; displayed on EmPower dashboards by means of APIs in automated mode.

10. **Will there be program specific Imperatives?**

At this point of time there are no program specific Imperatives.

11. **Where can I find Rules of the Game?**

You can find Rules of the Game under 'Rules of the Road' section on EmPower landing page.

12. **Can the Rules of the Game change at later point of time?**

Yes, the Rules of the Game may change as the set benchmark evolves. Game administrator will share advance notifications before any change.

13. **Would the change in the rules potentially reset the existing earned points/badges?**

Any change in rules will not impact the existing earned points and badges. These earned points/badges would be carried forwarded even if the rules are modified based on new set benchmarks. However, points earned during soft launch will get reset before official launch.

14. **Do we have any theme-based Game concept deployed on EmPower?**

Yes, for first version, we have a Car Race concept in line with Grand Prix theme (Laps Progression) along with SEA Level of Autonomous car (Levels Change). The user progression in the game is based on the rules indicated as per 'Rules of the Road'.

15. **Are we micro-managing work through EmPower?**

EmPower enables people to self-manage and govern their work-related decisions/actions in more smart and transparent manner. The platform instantly recognizes positive actions of people based on well-defined, preset triggers. The users are not bound to follow the triggers as there are no compulsions or negative markings for non-compliant actions.

16. **Will this platform replace our existing Performance Evaluation System in any way?**

No, the performance evaluation process will continue to be functional and governed the way it is happening now.

17. **Can managers/PLs see statistics for their team in EMPOWER platform?**

Currently this is not available. At later stage, we will have visualization tools/dashboards to present anonymous/aggregated information to managers/leaders with certain access restrictions.

18. **How to refer to latest Rules of the Road/EmPower Tool Guidelines**

The latest and most updated Rules of the road is available on EmPower landing page in header section. Also, it would be shared via other Communication channels too as and when rules changes.

19. **How the rules are defined & governed for Soft Launch period?**
Keeping flexibility of people in mind in a Work from home setup, current rules are relaxed a bit for soft launch period. Soft launch is a beta release for select users operating from home and this Launch is meant for experimentation & engagement purpose. The points, badges & levels will get reset with a prior intimation.

Features:

1. **Who is SAM?**

   SAM is system automated messages which provides information related to your earned points, earned badges and team members activities. Sam also displays/Nudges you regarding the imperatives that you should do to earn badge.

2. **Who is Emmy?**
   Emmy Is engagement manager who will broadcast messages, post events and quizzes for users.

3. **What is Happiness meter?**
   Happiness meter checks on a user how do they feel on the given day ranging from ok to very awesome.

4. **Can you upload your desired avatar?**
   Yes you have option to select your own personal avatar and upload it.

5. **Can we add your own personal comment on my feed?**
   As of now you have pre-defined responses that you can use for commenting.

6. **What things you can see in MyFeed?**
   All messages by SAM and Emmy will be displayed in MyFeed Section.

7. **What does Carousel/Slider display?**
   It displays the ongoing events and updates of the application as well as company.

8. **Which Notifications does notification bar displays?**
   It gives you information regarding the points you earned for the respective imperative, gives you information if someone tagged you in information and also keeps you updated on the upcoming quizzes.

9. **What does the coin signify?**
   It shows the cumulative points earned by different imperatives.

Journey

1. **What does Levels mean?**
   It describes the level of automation achieved from L0 to L5 (i.e. from No automation to full automation). The sequence of levels are as follows:
   o L0: No Automation
   o L1: Driver Assistance
   o L2: Partial Automation
   o L3: Conditional Automation
   o L4: High Automation
   o L5: Full Automation

2. **What information does the cluster provide?**

   It Gives you information Regarding your overall points, Lap count, Current Level and points to next landmark.

3. **What is Lap?**
   It is a kind of dashboard representing the visual of Laps with landmark and its progress.

4. **What does current progress showcase you?**
It visualizes the level of automation, no. of laps & Next landmark which are currently achieved or completed under level section.

5. **How can you unlock next level?**
You can unlock next level on completing the overall laps.

6. **What is circuit Details?**
It visualizes the below content such as Total Circuit Length/Lap in km, Total Lap Points Number of Pits and Number of Landmark.

Achievements

1. **When can you earn a badge?**
When you achieve an imperative successfully for consecutive days and time you can earn a badge.

2. **What does Progress section display?**
It tracks the progress in terms of total points and badges earned in different KPI/Imperative which are merged in Empower.

3. **What does Timeline display?**
Timeline shows the history of points earned by imperative in a sorted manner.

4. **Will there be more Imperative/KPI added?**
Yes as goes we will be adding more Imperatives by which you can earn points.

5. **How can you Earn points by different imperatives?**
Refer to rules of the game on top bar section where you can find the rules and how to earn the points.

6. **What does HERE Core values signify here?**
THE HERE core value acts as an appreciation factor. If any user achieves something or performs up to the mark, then a manager can appreciate him/her with the corresponding HERE value badge

Learning

1. **Why there is a slider/Carousel in learning as well?**
This slider/Carousel displays information about the trainings available.

2. **Can we take trainings outside the website and earn points?**
No, only trainings available in learning section can be taken to earn points. The trainings are posted by the admin.

3. **Can we take multiple trainings and earn points?**
Yes you can take all the trainings that are available on learning section.

4. **How can we earn points by taking trainings?**
Once you complete the training you shall be awarded points that are mentioned.

Leaderboard

1. **What is leaderboard section display?**
   Displays the current standing of top 10 users with highest points in your Team, Entire company department and location.

2. **I cannot see my name in leaderboard?**
   Only top 10 users who have earned maximum points will be displayed in leaderboard.

3. **Can I see points of earned last month and also points based on different imperatives?**
   Yes you have Filter Option which displays varies filters such as selection of time period in which user got points, KPI wise filter like Timesheet, MyWorkAnalzyer etc.

4. **Where can we see badges earned by my or other team members/ Can we see badges earned by others?**
   Yes you can see how many badges have been earned by team as well as other users in the dropdown section besides filter.

Events

1. **Which events are posted in this section/ What does event section display?**
   This is the section where users can see all the events (like Company Events, Festival, Events etc), whether they are upcoming event, ongoing or past event.

2. **Can I get more detailed information of the upcoming event?**
   Yes, all the information regarding the date, time and place of event will be available.

Quiz

1. **Can I attempt all the quizzes that are available?**
   Yes, all the quizzes that are displayed in this section can be attempted by user.

2. **Can I check if I have missed any quiz?**
   Yes, you can check all the quiz that you have missed in the past quizzes.

3. **Will I be available to see the quizzes that I have attempted?**
   Yes, all the quizzes which you have attempted and the details of it will be seen in the past quizzes.

4. **Can I attempt the quiz anytime?**
   NO, there is a specific date and time when the quiz starts. At that given time and date you can only attempt the quiz.

5. **Can I earn points for answering the right question?**
   No, you do not earn points for attempting the quiz. But if you attempt the quiz and answer it right you can see your name in the leaderboard for the rightest questions answered.

Rules of the Game (Soft Launch):

Refer 'Rules of the Road' link mentioned below link for details:

https://empower.in.here.com/static/Rules_of_the_Road_WFH1.pdf

- Keeping work from home flexibility in mind, current rules are relaxed a bit
- The points, badges & levels will get reset with a prior intimation in near future

1. **How Points and Badges are earned?**
   Points are earned on basis of preset rules programmed in Game engine for select business imperatives. Badges are earned on basis of consistency demonstrated for set number of repetitive actions as defined in rule engine.

   Refer 'Rules of the Road' link mentioned below link for details:
   https://empower.in.here.com/static/Rules_of_the_Road_WFH1.pdf

2. **What is ideal time to save Timesheet to get the points**
   Keeping WFH working hours flexibility in mind, exiting rule allows Timesheet to be saved any time between 7am to 11:59pm and still earn points. However, it is advisable to save Timesheets towards the end of working hours every day to ensure accurate tracking as per the activities performed during the day.

   Refer 'Rules of the Road' link mentioned below link for more details:
   https://empower.in.here.com/static/Rules_of_the_Road_WFH1.pdf

3. **The rule recommends Weekly Timesheet Submission every Friday - 7am to 11:59pm, what if Friday is a holiday?**
   In case of Friday being a holiday, the rule engine is programmed to allow Timesheet submission a day in advance. Thus, in this scenario, submitting TS on Thursday will still fetch you points.

4. **If I am on Planned Leave on Friday, can I submit Timesheet a day in advance?**
   Unfortunately, at this point of time, point does not get credited in such scenarios. EmPower is transparent and unbiased platform driven by preset or programmed rules. The rule applies same for all in such scenarios. Any update in this rule will be notified in future.

5. **Will a Planned Leave break my streak to earn a Badge?**
   Yes, It will. The badge earning streak will automatically get reset to null. Once you resume work, the streak opportunity restarts post earning fresh points that qualifies for badge.

   Refer 'Rules of the Road' link mentioned below link for more details:
   https://empower.in.here.com/static/Rules_of_the_Road_WFH1.pdf

6. **How Public Holiday or Weekend Holidays impacts my points or badge earning opportunity?**
   Public Holidays and Weekend Holidays are already programmed in backend rule engine. This will have 'NO' impact on points or badge streaks.

7. **When A3 Submit and Approved points are credited into my account?**

As soon as A3 submission and Approval record gets validated & updated in Continual Improvement Team's database, EmPower system will publish points next business day.

8. **Would I receive any points or badges for any old Video uploaded on How-To?**
    No. You will earn points/badges for any video uploaded post 13th May,2020.

9. **Would I receive points for view old videos available on How-To?**
    Yes, you will earn points for viewing any old videos post launch date.

10. **How would I receive points for trainings available on Learning section on EmPower?**
    You will be awarded points basis of pre-defined points shown on Learning page catalogue. Game Administrator selects trainings & defines points on basis of certain criteria derived on basis of business & employee developmental needs.

11. **Would I receive any points or badges for any trainings attended in past that is now available on Learning Page Catalogue?**
    In case any posted training available on Learning page catalogue was fully completed after 1st April 2020, you will receive preassigned training points by default. Retraining is not required.

12. **In case I face a long power outage in my area, would that impact my points or badge?**
    The game rules are preset and universally applicable to all. If such situation impacts your work and the set game triggers, you will miss out on those occasions. However, being empathetic to WFH dynamics, we have allowed quite a few flexibilities in the rules.

13. **How stack ranking is reflected on Leaderboard?**
    The Leaderboard shows ONLY Top 10 role models at Team, Department, Location and IDO level.
    There are multiple filter options available on Leaderboard on basis of individual imperatives and quiz. The points and badge are also stacked separately and can be viewed using filter options.

14. **How Laps work on EmPower Platform?**
    The entire game experience is designed on Car Race Concept 'Mumbai – Grand Prix'. The race circuit connects all HERE Mumbai offices in a circular loop referred as 'Lap'. Accumulated points drive your car to subsequent landmark. Once user achieves 2300 points the lap is treated as complete. Lap starts from Gigaplex connects to SEEPZ, Nesco and finishes back to Gigaplex office.

    Refer 'Rules of the Road' link mentioned below link for more details:
    https://empower.in.here.com/static/Rules_of_the_Road_WFH1.pdf

15. **How Levels are defined on EmPower Platform?**
    Level configurations on EmPower is inspired from SEA Level of Autonomous car. Level progression occurs (L0-L1-L2-L3-L4-L5) on completion of 10 Laps for each Level. Achieving 2300 points on every instance will conclude a single Lap.

    Refer 'Rules of the Road' link mentioned below link for more details:
    https://empower.in.here.com/static/Rules_of_the_Road_WFH1.pdf