



Challenge Labs for MSSQL

A Case Study

Business Problem

A midsize IT services company is specializing in developing ERP solutions for end customers would like to roll out a certification program in MSSQL for its employees. The employees number around 15000 growing at 10% annually. The certification is expected to cover about 20% of the employee strength every year. The certification is to be based on problems solved in a real-world lab environment. The problems will be categorized into three levels of difficulty. Based on the category of the problem cleared, the employee will be awarded the equivalent certification.

Existing Solution

Though the certification is one of the criteria in promotions, the HR / L&D teams haven't been able to do this in scale. The problems are being set by in house SMEs and the evaluation is manual. Based on the time available with the SMEs, the problems are updated, and there has been cases where the same problems have been repeated for at least 2 or more promotion cycles. Since, the evaluations happen during the promotion cycles, they tend to pile up all at once. This leads to undue pressure on the SMEs to complete the evaluations in time, leading to quality issues.

Our Solution

- Nuvepro worked with a network of external SMEs with good knowledge of MSSQL. Each of these SMEs created multiple problem statements of varying degrees of difficulty
- Nuvepro worked with the customer SMEs to classify these problem statements into Simple, Medium and Complex
- Each of these external SMEs solved the problems and provided the test code to evaluate the submissions
- The problems were then uploaded into a problem database on the Nuvepro Challenge Labs platform

Our Solution

- A self-service login to a the Nuvepro Challenge Labs powered platform for each employee.
- Based on the recommendation of the L&D team, the employees are presented the challenge when they login to the Challenge Labs platform
- The employee understands the problem statement and then launches the accompanying lab
- The lab is a real-world environment with a Windows Server and MSSQL installed and configured
- The lab is time limited to 3 hours and the employee is expected to solve the problem in one sitting
- At any time during the 3 hours after starting the lab, the employee can submit the solution
- The submitted solution is auto evaluated and a score is published that is visible to the employee and the L&D admin
- The score determines whether the employee has successfully completed the evaluation
- Proctoring is available at an option in the platform that can be deployed

Benefits

Nuvepro enabled the client to achieve the following benefits:

- The evaluations can now be done at scale
- The employees can opt for an evaluation at any time during the day
- Since the evaluations are automated, the L&D team can administer them multiple times a year without having to check on the availability of an SME to do the evaluation
- The problem statements are refreshed every 3 months, so the chance of a repetition is reduced to a large extent
- Plagiarism detection may also be rolled out soon

Going forward

Nuvepro is in the process of adding further value by executing the following activities: :

- Watch and fine tune the entire end-to-end process with in 3 months of the roll out
- Extend the auto evaluation feature to other technologies in use by the customer