



eSQEP

**Competency Management &
Assurance**



Client	
Project	

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Version History

Version	Date	Notes
1.0	March 2024	Initial Issue

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High level description

eSQEP a Software as a Service (SaaS) competency management and assurance solution.

eSQEP is a competency management and assurance system. It enables organisations to:

-) understand the competency, skills and qualifications of its workforce;
-) supports allocation of roles to employees with the appropriate level of competency to undertake those roles;
-) provides an assurance process.

Service Type

Cloud-based, Software as a Service (SaaS).

As a SaaS service there are no software maintenance, and no network administration requirements.

Key Features

-) Competency management and assurance processes
-) Capability framework and alignment
-) Training events and post session assessment
-) Visualisation and management dashboards
-) Reporting and analytics
-) Can integrate with Core HR systems
-) Can integrate with Learning Management System
-) Workflow driven
-) Remote access (SaaS)

Key Benefits

-) See competency profiles of your workforce
-) Identify competency and skills gaps
-) Perform assessments on competency and track validity periods
-) Share a user's assessed competency records externally via report generation
-) Implement the organisation's capability framework to structure roles, competencies and training requirements
-) Help the organisation align employees with the best-fit role
-) Allow employees to review roles they have interest to move to
-) Management information aggregated at various organisational unit levels and summarized via graphic representation
-) Security user levels offer restriction and visibility of certain data within reporting areas
-) Encourage internal mobility and reduce recruiting and training costs
-) Seamless data from HR system when integrated
-) Match your team to multiple roles they have skills for

Stand-alone or Integrated

It can be integrated with HR and learning management systems, but can also be used as a standalone service.

Cloud-based access

Requires internet connectivity. The service is accessed via a browser.

Users can access the application at any time and from anywhere through the internet. In addition, SQEPtech has broad experience in developing highly stable single sign-on linkages with its clients. End users will be able to access the infrastructure seamlessly with one login and from a specified location on the client's network.

Supported browsers include:

-) Safari
-) Google Chrome
-) Firefox
-) IE11 and above

Reseller

eSQEP is a SQEPtech product (SQEPtech is not a reseller)

User Support

Email and online ticketing.

Business working hours Mon-Friday 9.00 - 17.00; slower response during the weekend. Typical support responses times:

-) Priority 1 - 1 working day
-) Priority 2 - 3 working days
-) Priority 3 - 10 working days

Users can manage the status and priority of their tickets.

Phone support is available 9am to 5pm, UK time, Monday to Friday excluding bank holidays.

Onsite support can be provided at extra cost.

Customers can contact the SQEPtech support team via support@sqeptech.com indicating issues and their estimated level of priority as follows:

-) Priority 1 - fail in operations
-) Priority 2 - reported bug or issue without a workaround in place
-) Priority 3 - reported bug or issue with a workaround in place

SQEPtech will endeavour to apply fixes to the reported issues in line with the reviewed priority level as follows:

-) Priority 1 - 1 working day
-) Priority 2 - 3 working days
-) Priority 3 - 10 working days

Account Manager and/or Business Solution Consulting Support available depending on type of contract.

Support can be provided to third parties.

Browsers

This product uses a browser interface.

Supported browsers are:

-) Internet Explorer 11
-) Microsoft Edge
-) Firefox
-) Chrome
-) Safari
-) Opera

Installation	As a SaaS product there is no application to install.
Use on Mobile Devices	This application is not designed for use on mobile devices.
Service Interface	There is a no service interface.
API	There are APIs
Customisation	The look and feel of the application can be customised with customer specific branding. Access to specific functions can be added/removed on a per customer basis. We undertake the customisation work.
Onboarding and Offboarding	Onboarding: eSQEP is designed to be intuitive to use. The following services are available: •) 1-2-1 user training and shadowing (at additional cost). End-of-contract data extraction: Data can be exported via excel files, csv files, or can provided directly from the database in html format or other formats required by individual clients. We work with the client to ensure a smooth off boarding process. Exact details will depend upon the client and the system or service provider they are moving onto, with data being provided in excel or csv formats. Dependent upon the detail of the off boarding required costs are typically 50% of last annual cost.
Data Exports and Data Imports	Exporting data: Standard reporting available in the portal; reports can be exported via csv, excel or pdf type files Import formats: Excel, csv.
Analytics	Competency analytics dashboards available to end uses based on permission sets.
Scaling	Information concerning future usage of key services is collected as part of the regular our SaaS service review process. SaaS customers are asked to highlight any known increases or decreases in the usage of existing services and any other business events likely to impact on the effective provision of service. Data regarding the current usage of technical resources is collected via several monitoring tools and is

analysed quarterly to identify trends. Currently the application resources are sized to support the existing customer base at peak times. Work is in progress to enable auto horizontal scaling.

Connection to Public Sector Networks	No
User Access Controls, Identity and Authentication	User authentication needed: Yes User authentication: •) 2-factor authentication •) Identity federation with existing provider (for example Google apps) •) Username or password Password and Authentication Policy: This policy describes the authentication requirements for accessing internal computers & networks and includes those working in-house as well as those connecting remotely. Every person, organisation, or device connecting to internal IT resources and networks must be authenticated as a valid user before gaining access to SQEPtech's computer systems, networks, and information resources. Access restrictions: There are various levels of user which controls what they have access to: •) Superuser-Full access •) Admin-Full access to a specific subset of data •) User-Limited ability to edit user data but below the level of the admin role Reader-Primarily read access, can't generally make changes. Users require a unique username and password to access the application. Authentication is typically performed against Active Directory. Management access authentication: •) 2-factor authentication •) Identity federation with existing provider (for example Google apps) •) Username or password
Additional Details	Please see G-Cloud entry.



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