

Abstract 024 – London Offshore Consultants

From: bolshoy.b@gmail.com
First Name: Bolshoy
Last Name: Bhattacharya
Presenter (if different):
Other Authors:
Company: London Offshore Consultants Ltd.
Address: Dee Bridge House, Leggart Terrace
Address Continued:
City: Aberdeen
State/Province: Aberdeen City
Postal Code: AB12 5TX
Country: United Kingdom
Email: bolshoy.b@gmail.com
Telephone: +44(0)7766039704
Fax:

Presentation Title: Competency Assurance Framework: First Year In Review

Abstract:

This paper discusses the trials and tribulations of setting up a companywide competency assurance framework (CAF) for a small to medium sized consulting firm. What began as a small idea to differentiate ourselves from the competition and provide transparency to our clients quickly evolved into something more comprehensive. As more and more guidance was becoming available, the internal program focused on adapting and adopting them, transforming and evolving into a scheme that could provide a backbone for the company's technical infrastructure for decades to come. The reasons for developing a competency assurance framework are many but the two most important ones are competition and value. The DP industry is bursting with various experts who can all supposedly provide the same level of service at lower and lower price points. This race to the bottom leads to an influx of sub-standard DP Failure Modes and Effects Analyses and other DP assurance documentation. The CAF can be utilised to match the right competencies with the job at hand and also ensure that the right training can be provided. This, in turn, provides value to the clients as they are not paying for the wrong competencies and allows healthy competition to thrive in a transparent client driven economy. The presentation will go through the application process of the CAF, how it was designed to maximise efficient utilisation of resources and how it lead to a change in mindset within the company and its DP practitioners. Finally, the tangible results of creating the CAF will be discussed, how it influenced both the company and its clients and its pros and cons. The results will be presented without bias to help the audience be the judge of whether it is the right way forward, or not.