

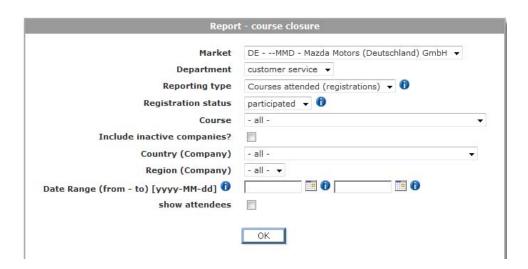
Reporting

1. Course overview / course planning



Course closure Report / open registrations

This report gives you an overview of specific courses (which can be selected) and provides you with the participants and further statistical details. You are also able to search for dealers who have not attended the selected course yet.



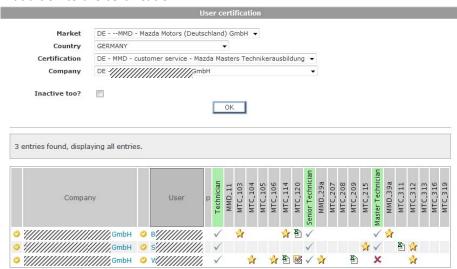
NOTE:

- An additional selection of regions may lead to better results.
- Attendees from other markets will be shown as well. But if you search for not attended courses of course only the selected market (your market) will be considered. Therefore the numbers between "attended courses" and "not attended courses" might be inconsistent.
- Inactive users are those who
 - a) have no portal account but have been assigned to eTAS before the provisioning of the market
 - b) have been set "inactive" in MUM, either by the MUM dealer administrator or by reaching the end date of the account's validity
- Users whose portal accounts have been locked because of using a wrong password or inactivity (no login for more than three months) are still active in eTAS!
- A dealer in eTAS is every company that has at least one portal account (also test dealers and suppliers!). Filtering of contents via Excel is in this case highly recommended.
- Courses must be closed otherwise the report will be wrong.



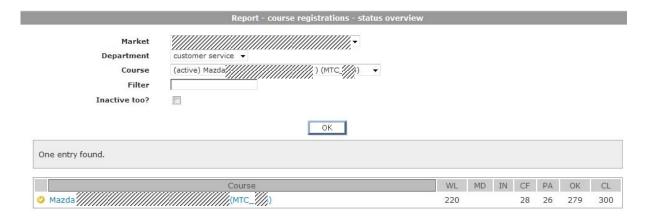
User certification

This report shows the state of all courses allocated to the given qualification path. An overview of all companies is only useful in small markets. In larger markets we'd suggest to use the filter "company" in addition to the certification.



<u>Course registrations – Status overview</u>

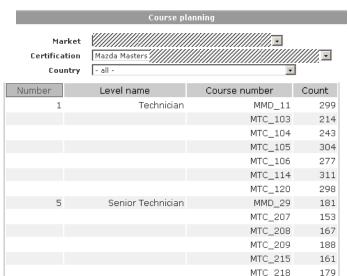
This report gives you an overview of the course registration status for a specific provider or a specific course. May be helpful for the planning of courses on the basis of waiting lists or as a decision support for managers whether a course with a lot of cancellations shall still be offered in the future.





Course planning

This report shows how many users need the course of the given qualification path. These are the courses eTAS proposes on basis of a user's qualification path. Only helpful in markets where the dealers themselves care for the education of their staff (e.g. MCSEE) and where the levels are clearly allocated to the users.



Master Technician

MMD_39

MTC_311

MTC_312

319

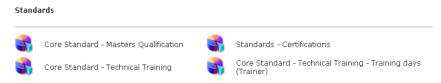
299

313

NOTE:

If a user has the Senior or Master Technician as target level AND if he has not to participate in the courses of the lower levels anymore we'd suggest to define the lower levels as "obtained certifications". Then this report will give you a useful result for your course planning.

2. Standards



Core Standard - Masters Qualification Under construction

This report gives you an overview showing which companies have already reached the required standard (defined in the qualification details) (e.g. which companies have already achieved the "Masters" Standard). The required standard has to be defined for every market and implemented by the developers.



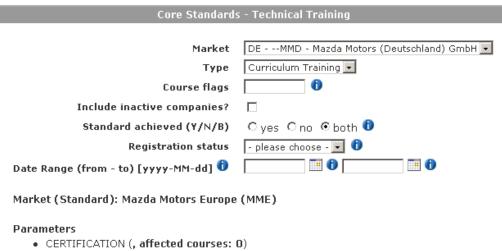
<u>Core Standard – Technical Training</u> <u>Under construction</u>

This report shows companies who achieve the standard; do not achieve the standard; or both. If they achieve the standard or not is shown by the icon in the left column.

NOTE:

The "minimum training days" are counted per dealer, not per technician. Therefore the usefulness is very limited at the moment.

Per default the standard of MME (3 days) is set. Changes required by markets must be implemented by developers. Please send a Service Call.



MINIMUM TRAINING DAYS: 3





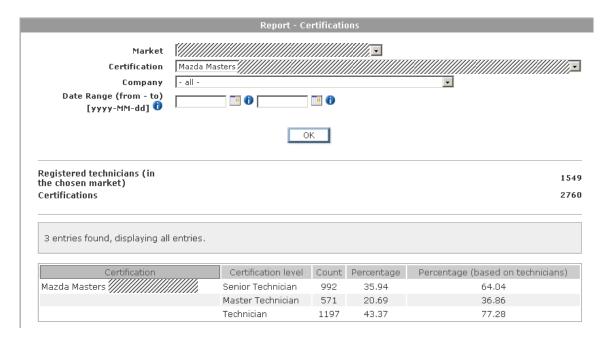
<u>Standards – Certifications</u>

This report gives an overview of the certificates obtained in the defined market/country.

Attention: Usefulness may be limited depending on the obtained / assigned certifications.

NOTE:

Depending on the achieved certification levels technicians may be counted more than once. In the example below: there are 1549 technicians in this market (checkbox "technician" on user page ticked), but there are 2760 certifications. Furthermore these certifications can belong to non-technicians (in case the administrator has forgotten to tick the checkbox). A proper assignment of the obtained certifications will probably lead to better results (see also NOTE on page 3 – course planning).

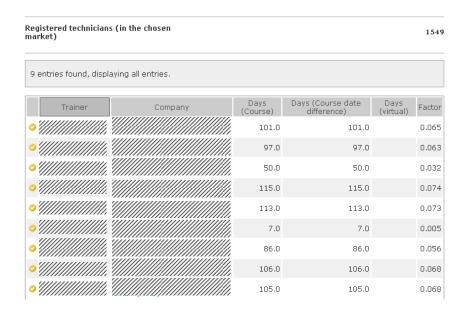




<u>Core Standard – Technical Training – Training days (Trainer)</u>

This report counts the training days of the trainers in a market. The factor lets you compare the efficiency of a trainer (based on the amount of registered technicians in the market).

Attention: usefulness of the column "factor" is limited because it is not considered whether a person is full-time or part-time trainer.



3. Online Test

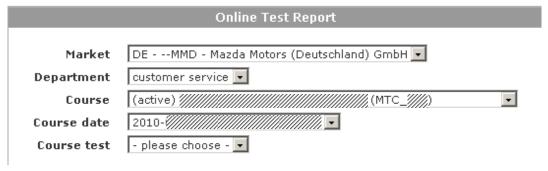
Online Test



Online-Test Report

This report shows the results of the online test(s). In this report all users appear which are registered on a course date <u>and</u> have participated in "real" online tests.

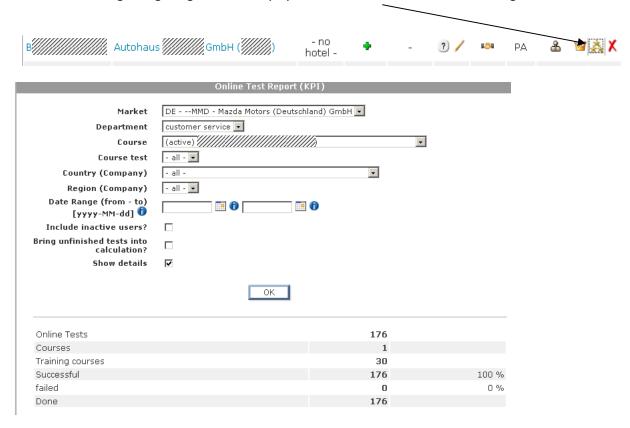
Online test ≠ test at the end of an eLearning. Creation of online tests was part of the first training session.



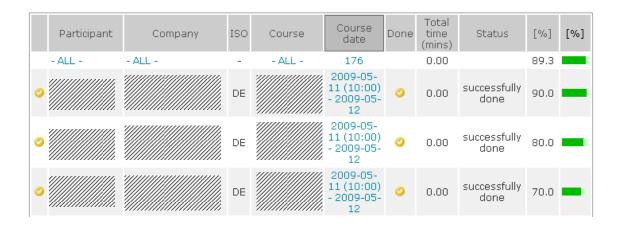


Online-Test Report (KPI)

In the result, all the user tests are considered. Some further constraints could be made for the search. Also tests will be considered that do not have a course date. "Online Test KPI" counts also test results / test grading assigned manually by administrator at the end of a training.



"- ALL —" = Average of all results over all course dates.





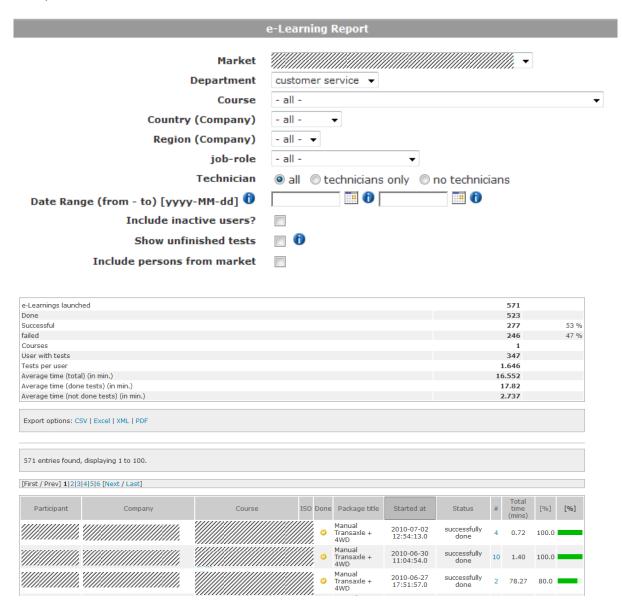
4. eLearning

e-Learning



e-Learning Report (details)

Shows the summarized results of the online test(s) with several details (e.g. "started at" or "Total time").





NOTE:

There can be duplicates in the results because the Change Request "best result counts" has not been implemented yet (estimated date: March 2011).

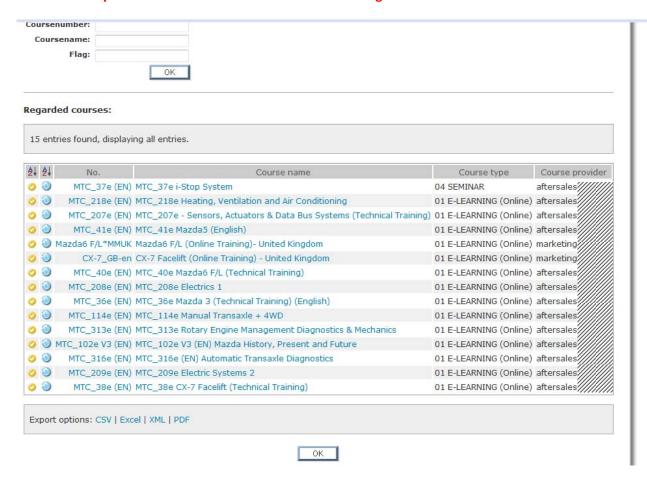
Please be also aware that the results will be different when you include persons from your market. Unfortunately it is not possible to show only results of persons from your market.

Market comparison

This report gives you an overview of the different markets. In detail, a comparison of the accomplished tests between the companies will be shown. The wildcard star (*) can be used for the search. To narrow the results try to fill out more than one field.

Press the "OK" button on top to get the course list, then press the "OK" button at the bottom to see the details!

Attention: Only useful for MME or for NSCs who are in charge of more than one market.



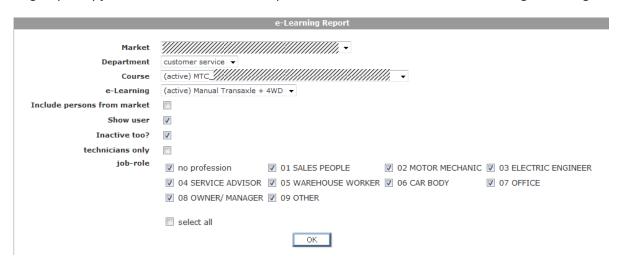


Penetration statistic

This report is similar to "eLearning report details". This report gives an overview about the test results of the companies of the selected market. Useful for managers, especially when being in charge of more than one market.

e-Learning Report (grouped)

This report shows clearly arranged the summarized results of the online test(s). This report can also be grouped by job-roles. We consider this report to be the most useful one concerning eLearnings.







5. Feedback

Feedback



Feedback Evaluation

For this report the developers assign a feedback form created by the NSCs. It is not possible to upload the form by yourself. This form can be assigned to participants on the course dates.

The other Feedback report (concerning eFeedback) is still under construction.

6. Other

Other



Course room Report



Resource Allocation



Trainer/Technician Relation

Course room report

This report gives you an overview of the course rooms (when they are assigned, when they are free, for which course they are used ...).

NOTE: It does NOT show the degree of capacity utilization!

Trainer / Technician Relation

Shows the relationship of technicians/trainer for the selected market.

Useful for managers who are in charge of more than one market or for NSCs with several trainers. Be careful with the interpretation of / drawing of conclusions out of these results!

Resource Allocation

This report gives you an overview of allocated resources.

Only useful if resources are clearly defined and consistently well maintained.