



Why FuseExpertise is the Best Choice for Conducting Assessments

Traditional methods of capturing expertise are stale and outdated once they are written. The content can be read, but the relevance of the material deteriorates over time. This creates a problem for companies trying to educate employees or channel partners, especially since after a period of one week most of the material is forgotten.

Typically, companies publish their expertise, maybe create a PowerPoint presentation and conduct a seminar. The discussions and feedback around the topics are not stored with the content; they show up in emails, blogs, Word documents, and Power Point presentations. Unearthing a summary or audit trail of the content and associated feedback is awkward, at best.

Why wouldn't you use a spreadsheet to accomplish some of this? Spreadsheets are useful tools for stand-alone applications where the user is the author and is responsible for ensuring the integrity of the data and the results. However, there are several reasons why they are not practical beyond that. There's no audit trail of changes, no version control, and no content control. There's no collaboration capability or security control. Adding new items requires changing the logic. Spreadsheets are useful tools for stand-alone applications where the user is the author and is responsible for ensuring the integrity of the data and the results.

FuseExpertise has published an IT Health assessment library but the real power of the system is the ability to publish your own expertise.

So why is FuseExpertise a better platform than simply a written document?

The system is far more engaging. The system captures not just the expertise, but also the feedback from all participants.

There are several action sections which can be deployed including:

Assessments – the topic could be assessed against best practices; new ideas can be captured

Scorecard – assessment could be measured against a set of questions or conditions, or a checklist in the event of a process; there are several varieties of custom score cards that can be deployed.

Priorities – can be set as required

Improvement plan – could be included in the assessment

Budget – could be assigned

Task – could be assigned

Discussions – could be included from multiple participants to get the appropriate feedback

Adding New Items – this could include, for example, adding a new alternative for consideration which would automatically create and record additional questions and responses

In addition, when the author updates the content, these revisions can be immediately available to users of the expertise.

It is easy to review all topics that were successfully completed; all topics requiring action, all of the tasks that were assigned and, if required, the budgets set to fix the deficiencies. Further, important feedback from team members can be captured through discussions, references and attachments to other documents and materials if required. All the information is stored in one place for easy reference and updates.

There are a variety of other ways that you can conduct an assessment. This comparison chart (below) shows the key capabilities and functionality.

It is immediately obvious that traditional tools fall short if the assessments you are conducting need all of the above-listed functions, and if you need to quickly conduct and record assessments and to be able to produce custom reports in minutes.

There are no other tools as complete as FuseExpertise for creating, managing, deploying and sharing subject matter expertise internally or externally.

About FuseExpertise

FuseExpertise is a patented Software-As-A-Service (SaaS) platform for assessing, creating, sharing and managing subject matter expertise and intellectual property. The technology is unique in that it transforms simple text into a framework that dramatically improves retention, execution and accountability.

The FuseExpertise IT Health for SMB allows VARs and IT managers to conduct their own IT assessments, plus capture and share their own expertise. The content in this library allows companies to benchmark against over 150 IT topics. They can score, assess, budget, set priorities and improvement plans. Users can also capture their own expertise with checklists, procedures, processes and guides - and make them operational and reviewable by establishing employee, date, asset, and event routines.

For more information visit www.fuseexpertise.com or contact Keith Taylor ktaylor@fuseexpertise.com

Function	FuseExpertise	Traditional Methods
Publish subject matter expertise	Included – supports attachments if necessary	Different tools - Word, Excel, PDF, PowerPoint
Subject matter updates	Included – automatically makes changes to all shared content to all users	Manual version control, notification and distribution to all users
Assessment capability	Included	Different tools - Word, Excel, PDF, PowerPoint
Optionally include topics	Included	Limited; requires deleting sections and/or hiding rows and columns
Ability to set priorities	Included	Limited; only Excel would allow sorting
Ability to assign tasks	Included	Limited with external tools, email, Outlook
Ability to create budgets	Included	Different tools - Word, Excel, PDF, PowerPoint
Feedback and discussion capability	Included in assessments, improvement plans and general discussions by user	Separate tools – Limited with Excel, Word, Blogs, forum software, email systems
Compliance capability	Included; tracks when a process, checklist, etc. is complete by, whom and when	None; if required, input manually
Review History	Included – all information is in one location for easy review	Onerous - history must be reviewed by each tool that could easily have multiple files, emails, blog posts or discussions
Reporting	Included - Complete reporting for all components of the assessment, including filters for selection and fields for printing in minutes	Reporting done separately for each tool; time consuming to write and collate from each tool - may take hours or days to complete