



case study



Keeping the Nation moving with Skills Management

Network Rail is one of the UK's best known national brands, their mission to run a safe, reliable and efficient railway, serving customers and communities across Britain. That means running, repairing and developing 20,000 miles of track, 30,000 bridges, tunnels and viaducts and the thousands of signals, level crossings and stations across England, Scotland and Wales. They also manage 20 of the country's largest stations.

We caught up with Tamarra Taylor (Tam), Discipline Manager in the CFO Directorate to understand why Network Rail have chosen to use comaea for their competency management and how they have found the experience. Network Rail's immediate need was to build skills frameworks for their Project Management community, enabling them to identify career steps and development areas. They quickly saw that it was useful for other functions to

do the same, enabling them to conduct workforce assessments and analytics. They have since continued to successfully expand the use of comaea across Finance, Controls, Sponsorship, Document & Information Management, Risk and Value Management, and Planning professions.

As well as incorporating the Project Delivery Capability Framework (PDCF) (which describes the job roles, capabilities and learning for Project Delivery Professionals across government) comaea is now the home to the competency suite for project professionals across Capital Investment & Delivery. Comaea's ability and flexibility to create and manage multiple frameworks complimented the various professions, allowing responsibilities to be assigned to users, enabling them to manage their own teams and to provide the right level of reporting. Incorporating learning into the system encouraged everyone to get on board with the journey and benefit from it.



'At the end of the day, as with any change, you are not going to please everyone, but the most important thing is you take people on the journey with you. Comaea were excellent in supporting us and sharing their experiences and we now have the likes of Technical Authority eager to get onto the system.'

'We chose comaea due to its reporting functionality and the really positive feedback we received from other organisations using the system.'



As with any transformation, Network Rail found that some professions took to the change very well, whilst others were more resistant. Their organisational structure across regions and routes made the roll-out more challenging for them but now, over 2-years into the original rollout to programme management and risk & value, they are realising some amazing benefits from the system. They have now over doubled the use of the system from an initial 1,100 to current

c.2,500 users, expanding its use to different parts of the Business (Technical Authority, Route Services, and Project Engineering). Network Rail had a positive pull from the business early on because they had a defined business question to answer and had Senior leadership involved from the outset. There was a definite need from the business, and they ensured that stakeholders were involved by setting up working groups for the professions.



'Time saving has been huge in so many areas, especially as the system is cloud based and saves as you go. Our Competence Assessment Tool (CAT) used to take around 2.5 hours to complete and with comaea this has now reduced to just 45-minutes. With the same level of saving for other processes, we are realising a huge financial benefit across the board for training, waiting times and a significant saving on the platform compared to our previous system'

Feedback has also shown that the reporting functionality (compliance report and team spider) has been the most utilised feature. The ability to create other frameworks aligned to awarding bodies has been valuable, and has included:

- Risk & Value being able to incorporate specific technical competence
- Document & Information Management have competence aligned to the public sector's best practice and ISO standards, and
- Sponsorship have access to industry leading CDM competence and training

Meanwhile, Network Rail are already getting value and experiencing a return on their investment. The biggest benefit realised so far, has been providing end users with access to a variety of learning offerings. This not only aligns to the competence and the Job Learning Requirements (JLR) for their role, but also incorporates with internal training offerings. Previously employees had no insight as to what the best opportunities were for them so would just apply for every course, irrespective of role or level suitability. The comaea learning functionality has greatly increased learning transfer and helped up-skill the workforce whilst cutting down waiting lists.



'Our experience with Comaea for both the platform and their support has been better than expected. I have already mentioned the benefits we are seeing from adopting the system and the excellent buy-in and growth we have experienced. The customer service received from the Comaea team has been nothing short of brilliant. Everyone is very responsive and provide clear and concise instructions on how to resolve all our queries. I cannot recommend Comaea highly enough and would go as far as to say from a client – consumer relationship, they are one of the best I have ever worked with.'



Reporting functionality has also allowed them to pinpoint teams, regions and professions that may need a little more support on competence management, meaning skills gaps can be identified too.

With the constant evolution of Comaea, Network Rail are looking forward to what development and exciting features the new C11 version will bring in the future.

For more information on how comaea can help your organisation, visit www.comaea.com and arrange a demonstration.