

METHOD AND SYSTEM FOR PROVIDING A MULTI-DIMENSIONAL HUMAN RESOURCE ALLOCATION ADVISER

BACKGROUND

[0001] One of the major challenges facing businesses, and particularly businesses that provide professional services to clients, is effective and efficient allocation of human resources, e.g., the matching of employees' skill sets to the needs and requirements of particular tasks and projects to be performed on behalf of clients of the business, and the allocation of employees and associates to those tasks and projects. This is a particularly challenging and important issue when the business employs highly skilled and/or specialized personnel, such as engineers, technicians, or other professionals.

[0002] As a specific illustrative example, consider a business employing engineers to support various Enterprise Resource Planning (ERP) related software systems for the clients of the business and provide various engineering and support services to those clients. In this specific illustrative example, each engineer employee potentially has numerous specialized skills, and experience with numerous specific products, modules, and the features and capabilities associated with those products and modules. Given that each engineer employee can have potentially hundreds of skills associated with potentially hundreds of products and modules, it is often the case that a single engineer employee's skill set can include hundreds, or even thousands, of individual skills. Consequently, ensuring the efficient and effective allocation of the engineer employees best suited, i.e., most qualified, to support a given project, or case, can rapidly become a complicated and daunting task.

[0003] Indeed, the problem can be so complex that it is not practical, and in most cases not possible, for a human being to accurately identify and comprehend the interaction and relationships between the skill sets of multiple, even hundreds, of employees, each having potentially hundreds, or even thousands, of individual skills, and the requirements of multiple, even hundreds, of projects/cases for potentially hundreds of clients of the business, each having