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COURSE BROCHURE

Advanced Expert Locator and Expertise Directories Course

29 November – 10 December 2026
Kuala Lumpur

Advanced Expert Locator and Expertise Directories Course

Ref: 347_12043 **Date:** 29 November – 10 December 2026 **Location:** Kuala Lumpur **Fees:** 8000 GBP

Expert Locator and Expertise Directories is a 2-week training course for knowledge managers, intranet owners and HR information system leads, who design an Expertise Directory Blueprint for their organisation. When staff cannot find the colleague who already solved their problem, bids stall, incidents run longer and work is duplicated across sites. Jupiter Prime Training presents this course for teams building expert-finder services that people actually trust and use.

Why Expert Locator and Expertise Directories Matter Now

Three forces shape expert finding today: dispersed and hybrid workforces that hide specialists from one another, AI-assisted search that can infer skills from documents and tickets, and growing employee expectations about how personal data is used. Organisations with a trusted directory connect a question to the right person in minutes, reuse past solutions and staff projects with proven expertise; those without one rely on personal networks, overload the same few people and miss talent already on the payroll. The course draws on ISO 30401 Knowledge Management Systems Requirements, taxonomy and metadata practice, and privacy impact assessment.

Who Gains Most from Expert Locator and Expertise Directories

- Knowledge leads accountable for connecting questions to people across functions and sites
- Intranet and digital workplace owners who configure people-search and connectors
- HR information system leads who hold authoritative employee and skills data
- Talent and workforce planning heads who need a reliable view of available expertise
- Data protection and information security leads who set rules for profile visibility

Organisations gain most when a knowledge lead, an intranet owner and an HR systems lead attend together, since the directory depends on all three data sources.

Expert Locator and Expertise Directories Capabilities

Participants leave able to build a directory whose skills language, profile data and search experience earn the confidence of both experts and seekers.

- Design a skills taxonomy with proficiency levels — HR and business owners agreeing one skills language
- Specify expertise profiles and validation rules — seekers judging whom to contact
- Assess work-signal inference and AI skill extraction — accuracy and fairness decisions
- Build people-search ranking and HR system integration — intranet and IT owners
- Apply privacy impact assessment and consent options — employees and data protection leads
- Calculate time-to-expert and search success measures — sponsors funding the directory

Key Expert Locator and Expertise Directories Terms

- Expert locator — A search service that returns people, rather than documents, ranked by how well their expertise matches a query.
- Expertise directory — A maintained collection of staff profiles describing skills, experience and availability, used to find the right person.
- Skills taxonomy — An agreed hierarchy of skill terms and synonyms that lets profiles and searches use the same language.
- Proficiency scale — A defined set of levels that distinguishes someone familiar with a skill from a recognised authority.
- Expertise inference — Deriving likely skills from work signals such as authored documents, resolved cases and project histories.
- Time to expert — The elapsed time between a staff member needing expertise and reaching a person able to help.

Expert Locator and Expertise Directories Day by Day

Day 1: Why People Cannot Find Experts

- Expert-Finding Failure Patterns — Duplicated Effort and Slow Answers
- Distributed and Hybrid Workforces — Visibility of Hidden Specialists
- Expert Locator Use Cases — Bids, Incidents, Research and Onboarding
- ISO 30401 Knowledge Management System Context — Directory Scope Decisions
- Directory Stakeholder Map — HR, IT, Legal and Business Owners

Day 2: Skills Taxonomies

- Skills Taxonomy Design — Granularity of Expertise Categories
- Proficiency Scales and Levels — Practitioners Versus Recognised Authorities
- Synonym Rings and Controlled Terms — Matching How Staff Search
- Alignment With HR Competency Frameworks — One Skills Language
- Taxonomy Maintenance Cycles — Emerging and Obsolete Skills

Day 3: Expertise Profile Design

- Profile Field Selection — Minimum Data for Useful Matches
- Self-Declared Versus Validated Expertise — Trust in Profile Claims
- Project, Publication and Credential Evidence — Credibility Signals for Seekers
- Availability and Contact Preferences — Respecting Expert Time
- Profile Templates by Role Family — Completion Burden Choices

Day 4: Expertise Inference From Work Signals

- Document Authorship and Contribution Signals — Automatic Expertise Hints
- Ticket, Case and Project Histories — Practical Experience Evidence
- Collaboration Network Analysis — Brokers and Hidden Hubs
- AI-Assisted Skill Extraction — Accuracy and Bias Checks
- Human Confirmation Loops — Experts Approving Inferred Skills

Day 5: People-Search and Intranet Integration

- Intranet People-Search Configuration — Relevance Ranking Rules
- Faceted Filters by Skill, Location and Language — Narrowing Results
- HR Information System Integration — Authoritative Employee Records
- Collaboration Platform Connectors — Finding Experts Where Staff Work
- Search Analytics and Zero-Result Queries — Gaps in Directory Coverage

Day 6: Profile Data Quality

- Profile Data Quality Dimensions — Completeness, Accuracy and Freshness
- Stale Profile Detection — Reminder Prompts and Expiry Rules
- Duplicate and Leaver Record Cleansing — Directory Trustworthiness
- Data Stewardship Roles — Accountability for Profile Content
- Quality Scorecards by Business Unit — Remediation Priorities

Day 7: Privacy, Ethics and Policy

- Privacy Impact Assessment for Expertise Data — Lawful Processing Choices
- Consent and Opt-Out Mechanisms — Employee Control Over Visibility
- Inferred Data Transparency — Explaining How Skills Were Derived
- Access Levels for Sensitive Expertise — Confidential and Cleared Work
- Directory Use Policy — Rules Against Misuse and Overload

Day 8: Adoption Campaigns and Behaviours

- Launch Campaign Design — Messages for Experts and Seekers
- Profile Completion Drives — Nudges, Champions and Leadership Example
- Expert Search in Daily Workflows — Habit Formation Among Staff
- Recognition for Helpful Experts — Rewarding Responsiveness
- User Feedback Channels — Iterative Directory Improvements

Day 9: Measuring Time to Expert

- Time-to-Expert Metric Design — Speed of Reaching the Right Person
- Search Success and Contact Rates — Directory Effectiveness Indicators
- Match Quality Surveys — Seeker Satisfaction With Experts Found
- Business Outcome Linkage — Bid Wins, Faster Resolution and Reuse
- Directory Performance Dashboard — Reporting to Sponsors

Day 10: Practising the Expertise Directory Blueprint

- Taxonomy and Profile Design Consolidation — Directory Data Model Confirmed
- Inference and Integration Choices — Source Systems Selected
- Privacy and Data Quality Controls — Policy Commitments Agreed
- Adoption and Measurement Alignment — Launch Sequencing Decided
- Expertise Directory Blueprint — Final Presentation to Sponsors

Applying Expert Locator and Expertise Directories After the Course

- Draft a skills taxonomy for one business unit with proficiency levels and synonyms, then test it against a month of intranet people-search queries.
- Run a profile data quality scorecard on the current directory and launch a completion drive for the lowest-scoring unit.

Expert Locator and Expertise Directories Questions FAQ

What are expert locator and expertise directories, and why do they matter now?

They are search services and profile collections that help staff find colleagues with the expertise they need. They matter now because hybrid working hides specialists, AI can infer skills from work, and organisations want to use the talent they already employ.

Which roles gain most from expert locator and expertise directories?

Knowledge managers, intranet owners and HR information system leads gain most. Talent planners and data protection leads in sectors such as consulting, engineering, healthcare and government also benefit, because they rely on accurate, lawful skills data.

How does expert locator and expertise directories differ from a general enterprise search course?

It focuses on finding people, not documents. Enterprise search courses tune content retrieval; this one designs skills taxonomies, trusted profiles, inference from work signals, privacy controls and adoption measures specific to expert finding.

What will you bring back from expert locator and expertise directories?

You bring back a blueprint covering the directory data model, source systems, privacy and quality controls, adoption steps and time-to-expert measures. It is ready to share with HR, IT and data protection colleagues for approval.

Expert Locator and Expertise Directories: The Way Forward

The Expertise Directory Blueprint first informs which skills taxonomy and source systems the directory will use. Knowledge, intranet and HR systems leads use it to agree build priorities and privacy controls. After launch, revisit time-to-expert results and zero-result searches, since they reveal which parts of the taxonomy and which profiles need attention next.