

malomatia
excel with IT

MANAGED SERVICES

Operation Management & Support (QNEDS)

المجلس الأعلى للتعليم
Supreme Education Council

Business Objectives

The scope of the QNEDS (Qatar National Education Data Systems) is to provide support to SEC in application development and administration, including: Qatar Office for Registration, licensing and accreditation (QORLA) and Markers eServices, QNEDS Portal, and Business Intelligence/Data Warehouse includes but not limited to bug fixing, end user training, further enhancements to the existing solution, and business process enhancements.

malomatia's Role

Maintenance and support for the following applications:

- › Qatar office for registration, licensing, and accreditation (QORLA)
- › Marker services
- › Qatar National Education Data Systems Data Warehouse
- › Business Intelligence Reports and dashboards
- › Extract, Transform, & Load different Surveys into the system Data Warehouse
- › Enhancements and defect fixes
- › Maintain existing reports and develop new standard and ad-hoc reports.

Results Achieved

- › %60 reduction in support team size hence reduced the overall support cost
- › Full high available solution with the needed system architecture changes.
- › %40 application performance improvement after applying architecture critical changes and infrastructure enhancements.
- › Reports user access unification after migrating legacy Oracle Discoverer reports to COGNOS platform.
- › Significant changes to ETL job design to reflect changes in the data sources in addition to introducing new data sources.