

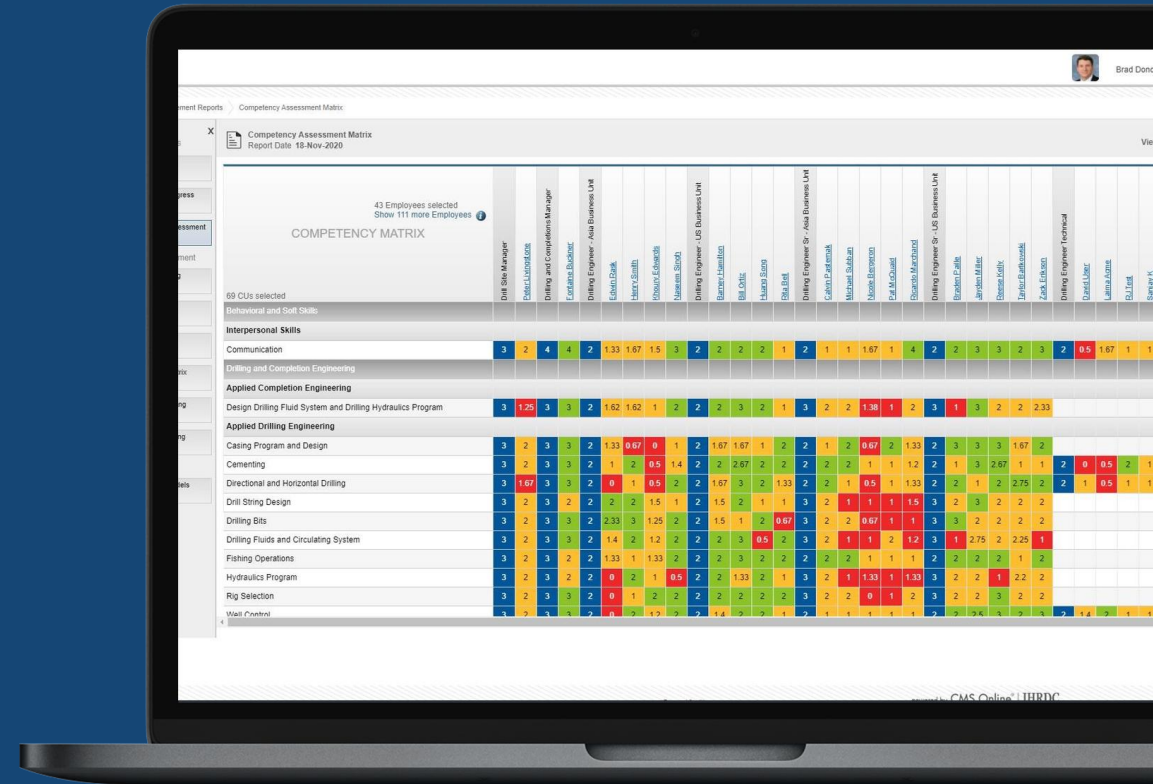
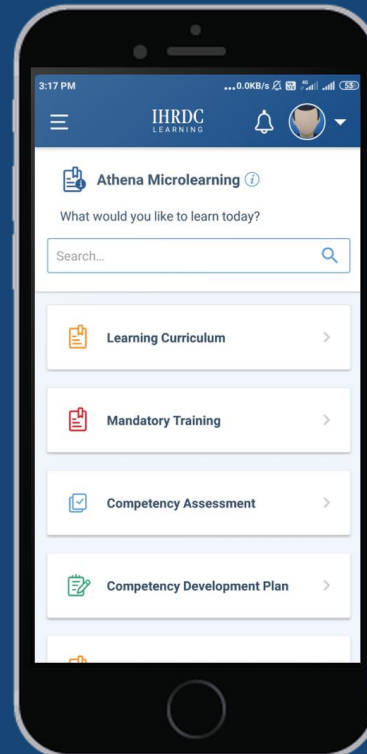
IHRDC

empowering people to make a difference

CLIENT WEBINAR • RELEASE 4.42

CMS Online: the rewrite

October 8, 2026 • IHRDC



What we will cover

1

The rewrite: why we are doing it, and progress so far

2

How we protect and test your live system

3

Bug fixes completed in September

4

AI proofs of concept

Why we are rewriting CMS Online

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Up to date

From AngularJS to Angular

Today's CMS Online screens are built on AngularJS. We are rebuilding them in Angular, the current framework from Google.

Performance

Pages Optimized

We are optimizing the entire user interface to bring snappier, more reliable performance.

No new cost

Covered by your license

No new software, no new supplier and no new hardware.

Only the screens are being replaced. Your competency framework, assessments and records stay exactly as they are.

One screen at a time

CMS Online today

24 areas of the application

331 screens

Runs exactly as it does now

A switch controls
which one you see

CMS Online next generation

Rebuilt screens

Added one at a time

Same data, same rules

Both versions run side by side.

Rebuilt screens come from the new version. Every other screen works exactly as it does today.

Switching back takes seconds.

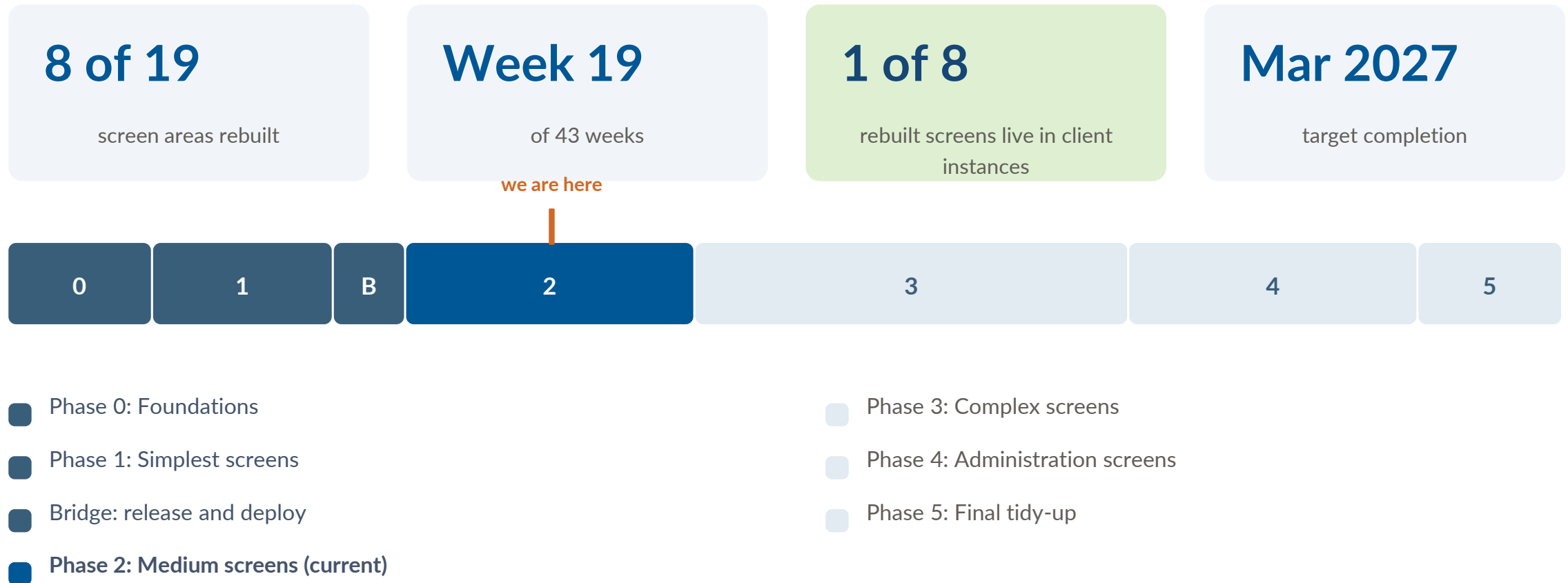
It is a settings change. There is no deployment, no downtime and no maintenance window to book.

A rebuilt screen behaves the same as the one it replaces.

It keeps the same functions and follows the same rules.

Progress to date

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Phases 0 and 1 and the bridge are complete • Phase 2 runs to 9 October 2026 • Phases 3 to 5 run to 26 March 2027

Every new screen has an off switch

1 of 8

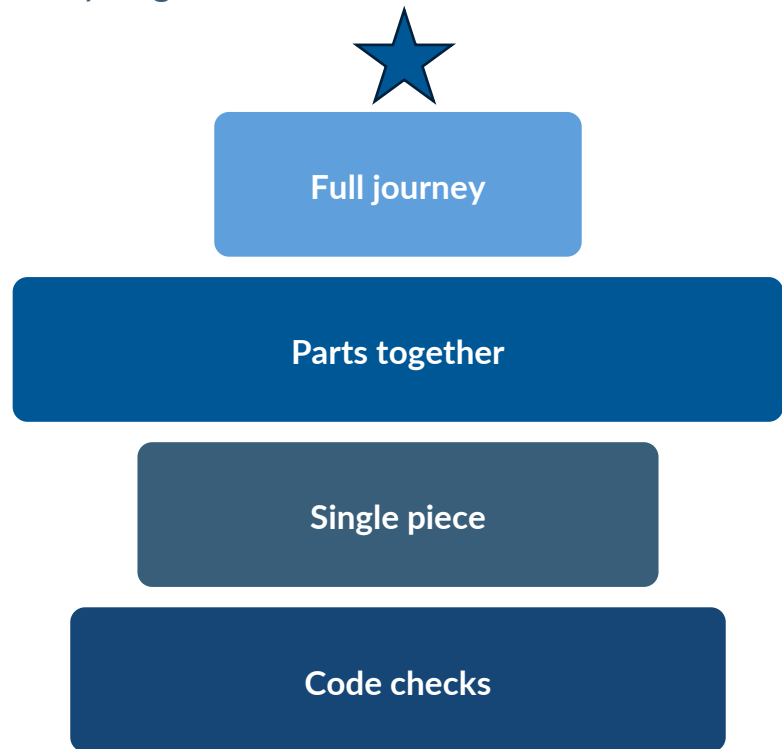
switches turned on in client instances so far

Frame	Sign-in	Landing	Search	BI Reports	Assessment Report	Notifications	My Development
ON	OFF	OFF	OFF	OFF	OFF	OFF	OFF

- **There are eight switches today, one per rebuilt screen.** Frame, the shell switch underneath every screen, is now on across all client instances. It exposes nothing by itself: every individual screen switch beneath it is still off.
- **We turn screens on in stages: internally first, then in staging, then production.**
- **If a switch fails, you stay on the screen you use today.** This applies to a network problem, a missing setting or a supplier outage.

The Testing Trophy: Four layers of testing

The old application relied primarily on human testing. We have added layers of automated testing to more efficiently and effectively identify bugs



A real browser signs in and completes a task

Written by our test team. We keep this set small.

The largest layer

Parts of a screen working together, and the screen working with your data.

One piece of logic on its own

Fast, and shows exactly what broke.

Automatic checks on the code

They catch common mistakes while the code is being written.

Our testers also check each screen by hand, in different browsers and languages, and sign it off before any switch is turned on for a client.

September fixes in Release 4.42

Fixed

Login As another user failed in some configurations.

Fixed

Changing a password showed an error.

Fixed

The CM DEV – read permission was not applied correctly for assessor guides.

Fixed

Deleting a statement in the Competency Library failed.

Fixed

Two accounts could be created with the same email address.

Fixed

Reassigning a self-assessment deleted the results already recorded.

Fixed

Completing a plan without a final assessment recorded a score of zero, even where verification was still required.

All seven fixes deployed with Release 4.42.

The bug-fixing agent

An AI agent that takes bugs from our development backlog, works out a fix, and hands it to a developer for review. It has been in use since September 1, 2026.

How it works

- 1 Picks up a new bug**
It checks the backlog on a schedule and takes one new bug at a time.
- 2 Investigates and posts a plan**
It reads the code, finds the cause, and records its plan on the ticket.
- 3 Stops if it is not sure**
If its confidence is low, it hands the bug back to a developer.
- 4 Writes the fix and the tests**
It submits the change for review and posts a message in Teams.
- 5 Responds to review comments**
A developer reviews the change. Only a developer can approve and merge it.

Bugs taken on to date

13

5

fixed and merged

5

fixes waiting for developer review

3

handed back to a developer

The agent never merges its own work. A developer reviews and approves every change before it reaches CMS Online.

Coming Soon in 4.43 – January 2027

Next steps in the rewrite

- **Phase 2 finishes.** The medium screens, including My Plan and the Evidence report, are completed and tested.
- **Phase 3 starts.** Work on the complex screens runs from October to January.
- **Rebuilt screens stay off** until our test team signs them off.

Multiple-choice quiz

We are building a multiple-choice quiz feature.

EXAMPLE QUESTION

Which check is required before work at height begins?

A Harness inspection

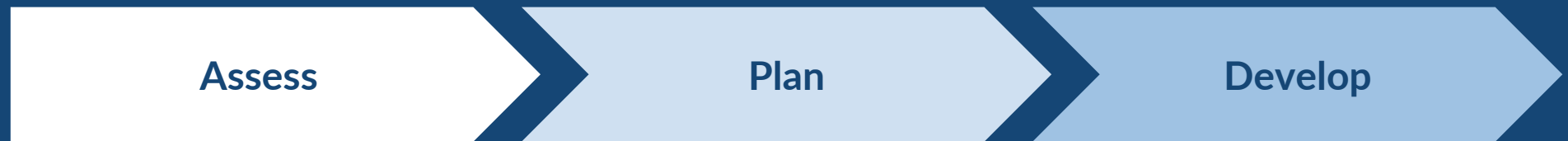
B Weather forecast

C Shift handover notes

D Toolbox inventory

AI proofs of concept

All of this is in development and not yet released.



The AI work supports each stage of the CMS Online Assess, Plan, Develop cycle.

Reducing the wait for an assessor

Qualified assessors are scarce, and much of their time goes on preparation that does not need their judgment. Our interview agent does that preparation, so the assessor sees each employee once, when they are ready.

Your current sign-off chain stays the same

Self › **Supervisor** › **Independent assessor** › **Internal verifier**

What the AI adds

01

AI interview

The agent interviews the employee and scores the evidence as it goes.

02

Gap identified

The gap is named at the level of one behavior, so the employee knows what to work on.

03

Targeted learning

Learning is recommended for that behavior, or written where none exists.

04

AI re-assessment

The employee tries again when ready, without booking an assessor.

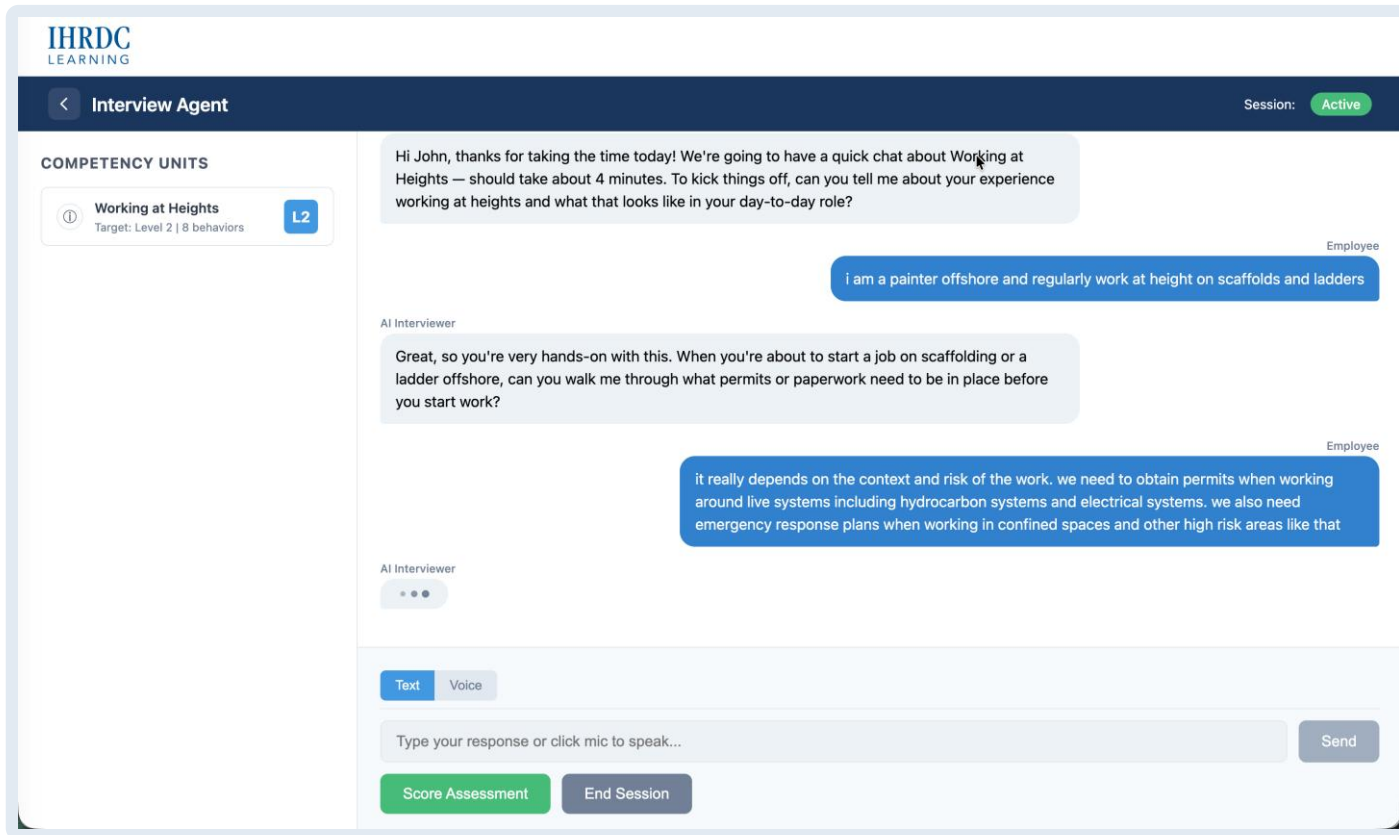
05

Assessor confirms

The assessor sees the employee once, when they are ready, and makes the decision.

The qualified assessor stays in the chain. The AI takes on the preparation and removes the wait.

How the interview works



IHRDC Learning interview agent • evidence interview in progress • Working at Heights, target Level 2, 8 behaviors

It asks about the person's own job

The first question is about their daily work, so they describe what they actually do.

One competency unit at a time

Here, Working at Heights at target Level 2, with eight behaviors. The agent continues until it has covered all eight.

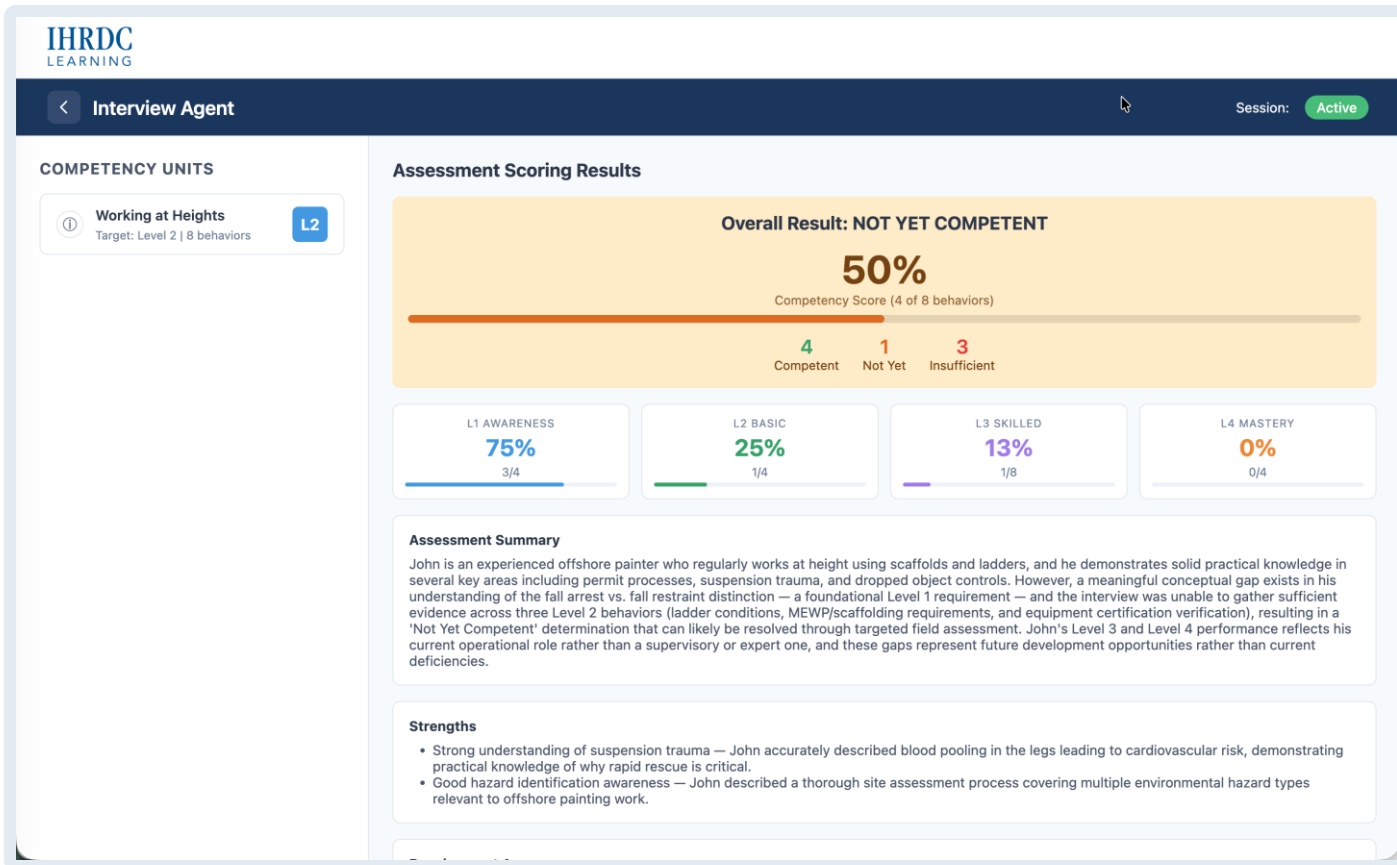
Typed or spoken

The employee can type or use the microphone, whichever suits them and their site.

About four minutes

Short enough for a supervisor to run during a shift, and it can be repeated when needed.

What the assessor receives



IHRDC Learning interview agent • assessment scoring results • Working at Heights, target Level 2

The result reads “Not yet competent”

The wording says the standard has not been met yet, and lists what is missing.

Four of eight behaviors evidenced

The score counts evidence against named behaviors, so it can be checked line by line.

Gaps and missing evidence

Three behaviors were not evidenced and one was weak. Each needs a different response.

A development plan follows

One knowledge gap to teach and three checks to do in the field. A qualified assessor still signs the record.

Assessment inside a simulation

IHRDC Operational Excellence Simulation Program First Walk: Shadowing a Pump-Seal Job Observer - Level 1

Dashboard Start over End session BD

HAZARDS ON THIS JOB 0/3
Hazards identified so far will appear here.

PUMP CASING PRESSURE
1.5 bar

ARTIFACTS
Permit to Work PTW-0527-014 - DRAFT
Simplified P&ID Isolation diagram - REFERENCE

PHASES 1 of 3
1 Walk-down briefing
Walk the job with Layla and call out every hazard you notice — the ones she names and the ones she does not. You are here to notice and raise hazards, not to run the briefing.
2 Controls verification walk-through
3 Pre-job briefing

GT1-CTP-101A — pump skid

08:45. The pump pad is already warm underfoot. GT1-CTP-101A sits squat on its concrete plinth, a dark stain spreading across the drip tray.
Layla steps to the edge of the pad and turns.
LAYLA Ch 4 Ops
"GT1-CTP-101A. Seal replacement today. Before we touch anything, we walk it. I want you both calling out hazards as we go. One you see, or one you don't hear called out yet. That's the job right now."
YUSEF on-site
"Understood"
She moves toward the upstream block valve. What do you see from where you're standing?

I see the pump pad

Type your response... Send

OBSERVATIONS

ON SHIFT TODAY
Tariq You Junior field operator
Layla Hadi Senior IA, task lead today
Yusef Al-Khalid Apprentice peer-observer

BEHAVIORS OBSERVED
ha-1 Identify actual and potential hazards (observing) 1/3
ha-2 Recognize controls hierarchy in others' work 1/3
ha-3 Ask clarifying questions when hazards are unclear 2/3

David Okafor Your AI coach
Stuck or curious? David can see your scenario.
Ask David anything... Send

- IHRDC Operational Excellence Simulation Program • first scenario: shadowing a pump-seal job, observer level 1
- first deployment planned for Basra Oil Company

A realistic job with real hazards

The learner works a simulated job with a mentor, and is scored on what they do as they do it.

Safe practice for high-risk work

Confined space entry, energy isolation, and hot work near live equipment.

Less trainer time in the field

The scenario delivers the instruction. Your field mentors then verify the real task.

Built for your site

Each new client commissions its own environment instead of using another company's scenarios.

Questions?