SAP Learning Solution/ Pathlore Transition

Presented by The Department of
State Civil Service
September 26, 2011

Welcome / Agenda

- Hot Topics
- Benefits of SAP LSO
- What is Changing / What is Not
- Blended Learning Approach – What CPTP is up to
- Timeline of events
- System Functionality
- Q/A Panel
- Future Communication and Responsibilities

Hot Topics

- **Changes to CPTP – Staff Introduction**

- Why SAP LSO?

- Blended Learning Approach

Hot Topics

☐ Changes to CPTP – Staff Introduction

☐ **Why SAP LSO?**

☐ Blended Learning Approach

The Benefits of SAP Learning Solution

- Real Time Course Availability

- Web based training

- CPTP's Ability to Track Training Needs

- Employee Self Service

- Reporting

Pathlore vs. LSO – What is Changing?

Current Process:

- Paper driven manual system
- All registrations and approvals are mailed or faxed.
- Limited access to records; must be handled by CPTP staff
- Paper certificates
- Reliance on CPTP to run reports for agencies
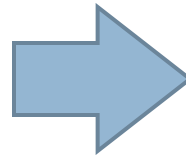
New Process:

- Automated System
- Registration is entered electronically
- Instant notification, ability to maintain a fully automated process
- Full access to records in LSO by agencies
- NO MORE paper certificates – access to student transcripts
- Agencies are able to run their own reports

Hot Topics

- Changes to CPTP – Staff Introduction

- Why SAP LSO?

- **Blended Learning Approach**

Are you on the
EDGE of your
seat?

The Benefits of Online Learning

- Users learn at their own pace and on their own schedule

- No need for travel; save time and money

- Scenario-based learning mimics real-life situations

- Users can access courses and job aids when needed

- Civil Service can offer more courses to more people

- Easier to track completions and compliance

Proposed Supervisor Group 1 Curriculum

☐ New courses will launch in January 2012

☐ Courses are significantly shorter than original courses

☐ Online courses followed by in-person capstone workshop

Online	1. Civil Service Essentials 2. Hiring and Retaining Top Talent 3. Common Myths That Affect Good Supervision 4. Leave Management 5. Validating Employee Performance
Classroom	6. Supervisor Capstone Workshop

YOU AND LSO

(NON LAGOV AGENCY PRESENTATION)

Non LaGov Agencies

Pers Area	Description
308	LSU/Health Care Svc Div
312	E.A. Conway Medical Center
313	Earl K Long Medical Center
314	Huey P Long Medical Center
315	University Medical Center
316	W.O.Moss Regional Medical Ctr
317	Lallie Kemp Regional Med Ctr
318	Wash St Tammany Reg Med Ctr
321	Leonard J Chabert Medical Cntr
322	Charity Hospital & Med Ctr
600	LSU-Board of Supervisors
601	LSU A & M College
602	LSU-Alexandria
603	University of New Orleans
604	LSU-Health Sciences Center NO
605	LSU-Eunice
607	LSU-Agriculture Center
608	LSU-Paul M Hebert Law Center
609	LSU-Pennington Biomedical Res
611	LSU-Health Sciences Ctr Shreve
621	Nicholls State University
634	Southeastern Louisiana University

LSO Roles

- **Learner** – Employees, contractors or other individuals who have been given access to LaGov's My Training portal. Non LaGov Agency learners will have External Person records in LaGov and their access ID's will be an 8 digit number that begins with 'H' (example: H50001234)

- **Training Coordinator (TC)** - Individual at an Agency that books, cancels, prebooks, etc. staff into courses that appear in the LSO catalog. Reports are also available to coordinators to help them keep track of what students are taking/attending.

  These individuals will be the only ones in their agency that have a P Id, rather than an H Id. This is necessary so that they can be given access to employee records, in addition to their own.

Non LaGov Learner Master Record

External Person Entry

External Person Number:	50445078
First Name:	LOUISE
Last Name:	SMITH
Date of Birth (MMDD)	0901 Last 4 of SSN 0143 Personnel Area 0603

Employment Information

Person Type	01 Classified Non LaGov ID 91111111
Email Address	
Job Code	168060 ADMIN COORDINATOR 3
Job Other	
Work Parish	36 Orleans Parish Contract Type 01 Permanent
Gender	2 Female Race R1 Declined to State
Adj Service Date	06/20/1997
Employer	
Note 1	
Note 2	
Comments	

Address Information

Address Suppl	
House no/Street	
PCode/City	
Country	Region
Telephone Number	

These records will be automatically created and then delimited and/or updated based on data received from Civil Service through an interface process.

IMPORTANT

The Learner's **email address,** isn't a part of this interface. Notice that this field is currently blank.

Non LaGov Learner Record

External Person Entry

External Person Number:	50445078
First Name:	LOUISE
Last Name:	SMITH
Date of Birth (MMDD)	0901 Last 4 of SSN 0143 Personnel Area 0603

Employment Information

Person Type	01 Classified Non LaGov ID 91111111
Email Address	lsmith@uno.edu
Job Code	168060 ADMIN COORDINATOR 3
Job Other	
Work Parish	36 Orleans Parish Contract Type 01 Permanent
Gender	2 Female Race R1 Declined to State
Adj Service Date	06/20/1997
Employer	
Note 1	
Note 2	
Comments	

Address Information

Address Suppl	
House no/Street	
PCode/City	
Country		Region
Telephone Number	

During October, agencies will be asked to provide a 1-time file of email addresses to DSCS. This file will be used to add email address to these records.

OnGOING: As new records are created or immediately prior to booking the individual into an instructor-led training class, 'missing' email addresses must be added by the agency's Training Coordinator.

What is Changing for the CPTP Training Coordinator?

Role of the CPTP Coordinator – What is changing / What is not?

1. Participates in the development of the agency's plan for using the CPTP and fully understands how the CPTP fits into the agency's overall training strategy. **NO CHANGE**

2. Understands the CPTP curriculum and the agency's training plan in order to counsel employees on classes appropriate for their current positions. – **NO CHANGE**

3. Reviews training needs of the agency. **CHANGE** - Will continue to communicate to CPTP Administration staff upcoming needs for specific and/or new training courses. Encourage agency staff to prebook ILT classes that they require, but can't find available seats to book. Prebookings will be used by CPTP Administration to forecast ILT classes that need to be added to the schedule. Also, the Learner will receive an email when new classes of that type are added to the CPTP catalog.

4. Publicizes the training courses offered by CPTP in their agency. **CHANGE** - Coordinators will continue to publicize the availability and variety of training offered through DSCS/CPTP; however, they will now direct employees to the LSO CPTP catalog for course information. For those employees who do not have access to a computer or to the internet, they will need to make the class schedule information available to them in another manner.

5. Assists in the development of internal procedures for making special training requests, initiates contact with the CPTP concerning these requests, participates in discussions concerning the content of special classes, and makes arrangements for presentations of these classes. – **NO CHANGE**

What is Changing for the CPTP **Training Coordinator**?

⚠ 6. Participates in the development of internal procedures for approving applications for classes and signs applications to indicate that internal procedures have been followed. **CHANGE** - Agencies that don't participate in self-enrollment, will still need internal procedures for the approval of registrations for CPTP instructor-led training; however, those registrations will no longer be sent to CPTP. The coordinator's role will be to use the LSO system to actually enroll their employees in classes. For web-based training offered by the Dept. of Civil Service, agency employees will be able to register and launch those courses themselves. Registration for CPTP's MindLeaders courses will remain the same.

⚠ 7. Keeps track of CPTP training records for the agency. **CHANGE** – All CPTP course completion records are available in LaGov. Employees, training coordinators and supervisors (LaGov agencies only) will be able to display these records. Employees can print their own transcripts to see what they've taken, as well as any mandatory training programs they have completed. Course Program reports will report a Learner's progress, also making the training coordinator aware of what they are lacking.

What is Changing for the CPTP **Training Coordinator**?

⚠️ 8. Can view all employee records in Pathlore for their personnel areas. Can make updates to their person-records in certain fields such as phone and fax numbers, email addresses, and "free text" fields to further break down specific groups of employees. **CHANGE** – Coordinators will still have access to employees' records to add email addresses and work phone numbers.

⚠️ 9. Currently, coordinators receive an email copy of confirmation letters; employees receive an email confirmation and a printed letter confirming registration in CPTP classes. **CHANGE** – In LSO, employees and supervisors will receive email confirmation. For employees who do not have email accounts, coordinators will need to notify them of class details for confirmed bookings.
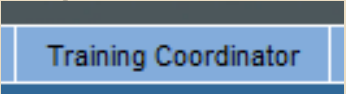
⚠️ 10. Currently, coordinators have to go to a different report system (Business Objects) to run mandatory training reports for their employees, to verify if someone has completed the requirements of their supervisory group. Neither Pathlore nor Business Objects was able to track the due dates for employees of when they needed to have their mandatory training completed. **CHANGE** – In LSO, this information will be readily available to coordinators as well as the employee. Both will know if mandatory training has been completed or when it is due.

What is Changing for the CPTP
Non LaGov Learner?

👍 Course descriptions, class dates, <u>available seats</u>, all viewable from one place

👍 Prompt Communication regarding bookings and cancellations to Learner (email as opposed to U.S. mail).

👍 Self-service CPTP Training Transcript

👍 Easy access to mandatory Training Programs that must be completed along with status updates.

👎 Must learn their new LaGov H Id number.

How do I get booked for an Instructor-led (ILT) class?

- Agency Training Coordinator (TC) receives request from employee (internal process for this left up to each agency).

- TC logs into LEO and selects the Training Coordinator tab

- TC navigates to the correct Course <u>and</u> class date within CPTP catalog and books an additional participant.

- Employee is immediately sent an email with class details.

How do I cancel a seat in an Instructor-led class?

☐ Same steps we just reviewed, except TC selects Cancel Participation along with the appropriate reason for cancellation.

☐ An email will be sent to the Learner.

What if I need to take a particular ILT class and there are no dates offered or no seats?

□ ALL employees can <u>prebook</u> ILT classes. This is encouraged and will help CPTP staff gauge demand.

<u>To Prebook:</u> Employee logs into LEO > My Training, locates that Course in the CPTP catalog and clicks <u>prebook</u>.

*** LaGov automatically sends an email to prebooked employees when a new class date for that course type is added to the schedule.   If that date works for them, they ask their TC to book them.

How do I book ILT classes intended for Supervisors if I am not a Supervisor? (or the opposite)?

- Courses, if identified as 'For Supervisors only' or 'Non Supervisors', will utilize the Learner's **Job** code to determine whether they can be booked into a class.

- If less than 10 days before the Class Start Date, this check is skipped and anyone can be booked.

- NOTE: If there is someone who MUST be booked for a course and the system isn't allowing the booking, a CPTP Training Administration staff member can book the person as Essential. So be sure to contact the CPTP team when this type of situation arises.

How do I request a special accommodation for an Instructor-led class?

- CPTP staff encourages Training Liaisons to contact them <u>before</u> booking so that the type of accommodation required can be discussed and services contracted if necessary.

- The booking email that a Learner receives includes a statement instructing them to contact the Course owner (CPTP group email address is provided) if any special accommodation is required. This will serve as a reminder if arrangements were not made in advance.

How do Supervisors know what courses they must take to meet minimum Supervisory training requirements?

☐ Before Go Live, **classified** employees will be enrolled in the appropriate CPTP Supervisory Program based on their JOB code. This Program subscription will have an end date which represents when these requirements must be met (Due Date). Unclassified staff can be enrolled in appropriate programs by their Training Coordinator.

☐ Once enrolled, when the Learner logs into LEO > My Training, they can pull up their status for that program. They will see all courses included as well as status for each (booked, completed, a link to book if class dates are available, etc.)

Course Program Screen

Attainable Qualifications

This course imparts the following qualifications:

- CPTP *Supervisor Training Group 1 (Imparted Proficiency: Completed)

Blocks

Execute the blocks and the courses contained in them in the prescribed sequence.

(01) CPTP SupGrp1 Web Block (Mandatory)

Sequence	Course	Delivery Method	Action/Status
01	CPTP C.S. Essentials for Supervisors	WBT	Book
02	CPTP Hiring and Retaining Top Talent	WBT	Book
04	CPTP Leave Management	WBT	Book
05	CPTP Validating Employee Performance	WBT	Book
03	CPTP Common Myths Affecting Supervision	WBT	Book

(02) CPTP SupGrp1 Assessment Workshop (Mandatory)

Sequence	Course	Delivery Method	Action/Status
Without Sequence	CPTP Sup Grp 1 Capstone Assessment Wkshp	Classroom	No Dates Sched.

How can I take CPTP's new web-based training courses?

□ ALL Learners can book themselves into any of CPTP's web-based training courses <u>without</u> the assistance of their Training Coordinator.

□ The easiest way to book these courses is to click the link that is displayed on the Course Program screen.

CPTP C.S. Essentials for Supervisors	WBT	Book

□ Note: If desired, agencies should incorporate any required approvals (outside of the system) into their agency policy.

How can I see what CPTP courses I've completed?

□ Employees can log into LEO > My Training and select the **Reports** option. They can then generate their LSO Training Transcript.

What is included on the LaGov Training Transcript?

- CPTP Courses, certificates earned and Supervisory training levels completed prior to 11/01/11.

- All future CPTP Qualifications earned for completed courses.

- All Course Programs that the Learner is subscribed to as well as the Due Date and Completion Date (if complete).

What is a Qualification?

- A Qualification is awarded to the Learner for any course or Course Program that they complete that is a part of the LSO Course Catalog.

- Qualifications (course completions) follow the employee as they move from one agency number to another. Their Training Transcript will always be comprehensive.

Training Transcript

State of Louisiana - LaGov System
Training Transcript
AS OF 09/22/2011 to 09/22/2011

Employee/Job Information
Employee Name: OLEXY,MARY
Pers Area/Agy: Gov-Div of Administration   **Org. Unit: OIS HR TOPHAT**
Job Title: IT STATEWIDE SYS MANAGER

Training Program Subscriptions
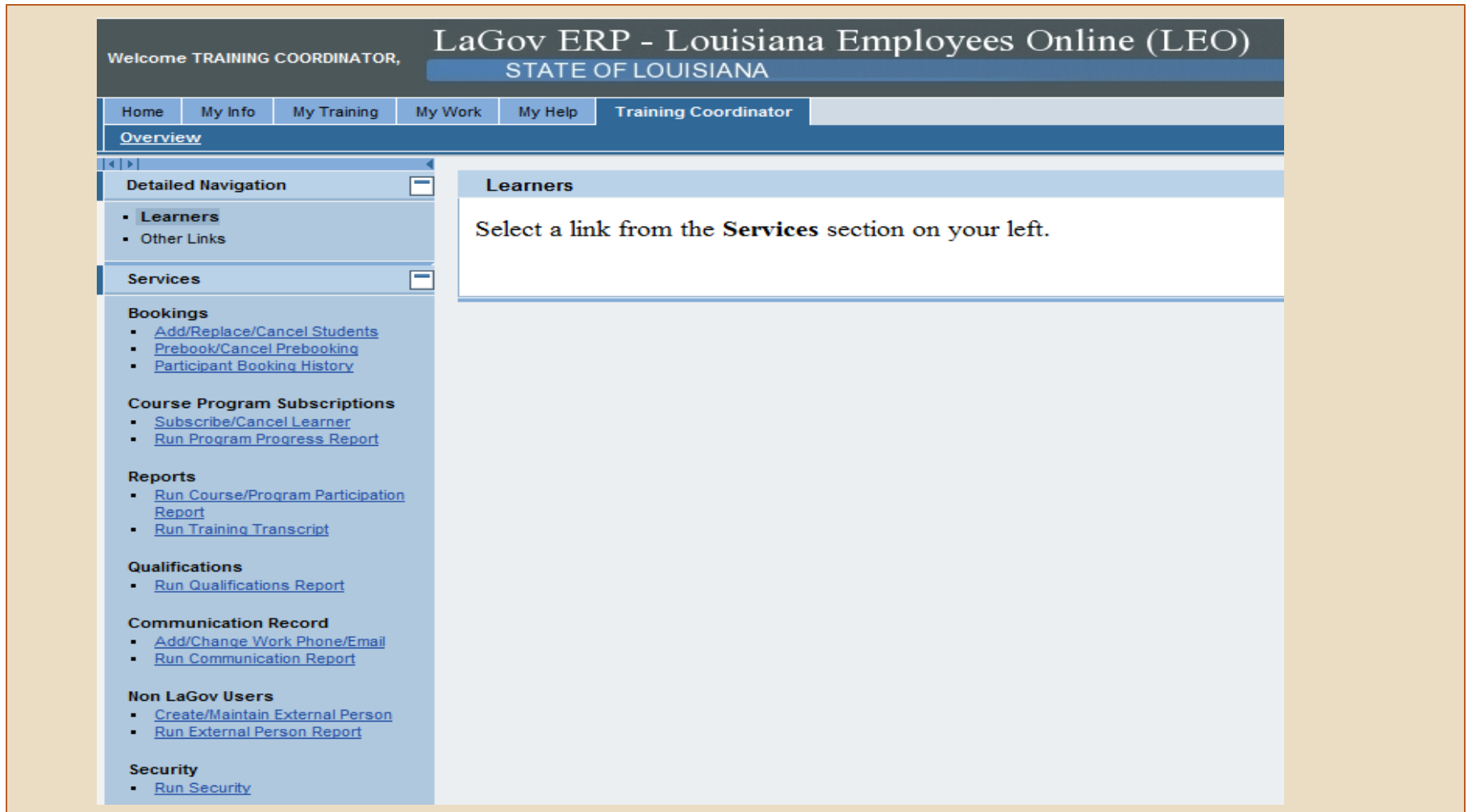
Description	Due Date	Completion Date
DOTD Leadership Program Entry	02/19/2013	
LMRTEST	06/08/2012	09/14/2011
OIT Customer Service Program (MO)	06/08/2012	
Course Program 1	06/08/2012	09/01/2011
Course Program 2	06/08/2012	09/01/2011
CIVIL SERVICE GROUP 1	06/08/2012	09/14/2011
CPTP COURSES NON-SUPERVISOR	06/08/2012	09/01/2011
CPTP Test Course Program	07/22/2012	08/31/2011
CPTP/DEQ Course Program	08/27/2012	05/13/2011

Qualification Name	Date	Valid Until	Test
Provider		Additional Comments	
ORM Defensive Driving	12/31/2007	12/31/2010	
HR Basic Navigation	01/01/2011	12/31/9999	F
		REFRESHER	
HR Intro to Org Mgt	01/01/2011	12/31/9999	

**Comprehensive public training prog.(CPTP) completions prior to 10/31/2011

Course/Certificate Name	Hours	Date
WORDPERFECT (INTRODUCTION)	8.00	10/02/1990
DOCUMENTING FOR PERFORMANCE & DISCIPLINE	6.00	10/30/2003
CIVIL SERVICE ESSENTIALS FOR SUPERVISORS	6.00	09/26/2003

Training Coordinator Portal

Reports

- **Qualifications** – outputs completed course qualifications. Can be run for groups or one employee.

- **Training Transcript** – runs for one employee at a time and contains ALL course completions, even those prior to 11/01/11.

- **Course/Program Participation** – outputs prebookings; ILT and web course bookings, and waitlist bookings; course cancellations; course completions; plus Course Program subscriptions, cancellations and completions.

- **External person** – outputs master data stored for Non LaGov agency employees and contractors who must take CPTP web courses or register for instructor-led courses. These people have H ID's instead of P ID's.

Training Coordinator Training

- One-day class geared toward NON LaGov agencies only. You can attend on

     Wednesday, 11/09
                or
     Monday, 11/14

Classes will be held in Baton Rouge - Claiborne Building (LaGov training lab).

Email your name, agency and choice of dates to Debra.Kilcrease@la.gov

Employee (Learner) Training

A web course will be available no later than October 17th that will teach new Learners how to:

- Log into LEO > My Training
- View their Training Activities
- Search for a Course and Course Content
- Book a Web-Based Course, Perform Course Appraisal and get course credit
- View their Qualifications Profile (Course Completions)
- Prebook a Class
- Who to Contact for Help
- Run the Training Transcript Report

It will be accessible from the LaGov Help website: http://lagovhelp.la.gov

Pre-Go Live Checklist

10/03/2011

☐ Assure following is designated for your Personnel Area(s):

■ Security Administrator – Primary

■ Security Administrator - Alternate

Authorizes which staff has what type of access into LaGov (SAP).

Use form ISF061 (click to access form) to designate Primary and Alternate Security Administrators.

Completed forms should be faxed to:

(225) 342-0902 Attn: David Kibbe   Email him if you have questions.

ISF061 – Security Admin Form

http://www.doa.louisiana.gov/ois/ISF061.pdf

Live Search

ISF061
LaGov ERP
R 9/11
HUMAN CAPITAL MANAGEMENT (HCM) SECURITY ADMINISTRATOR
SETUP/CHANGE FORM

Agency Number: _____ **Dept/Agency Name:** _____

HCM Security Administrator Name : _____

Title: _____

Personnel Number: _____ **Remedy Userid (If assigned):** _____
(or External Person-"H"number)

E-mail Address: _____ **Telephone Number:** _____

HCM Security Admin: ☐   **Primary**
(Select only one)   ☐   **Alternate**

Note: Authorizes contact to sign the agency copy and submit the electronic version of security related forms to OIS for processing.

AGENCY(S) / PERSONNEL AREA(S) RESPONSIBLE FOR: *(List each agency / personnel area for HCM role selected above)*

_____   _____   _____   _____

_____   _____   _____   _____

Pre-Go Live Checklist

10/03/2011

- Assure following is designated for your Personnel Area(s):

  - Technical Contact – Primary

  - Technical Contact – Alternate

    Will be responsible for technical troubleshooting and also installing SAP GUI program on machines used by Training Coordinators.

Submit info to ADMIN-LSO@la.gov

- Primary or Alternate – For each provide:

  - First Name

  - Last Name

  - Email

  - Work phone number (including area code)

Pre-Go Live Checklist

10/03/2011

☐ Assure following is designated for your Personnel Area(s):

 ▫ Learning Mgmt System (LSO) Contact – Primary

 ▫ Learning Mgmt System (LSO) Contact – Alternate (multiple alternates are allowed)

   Will answer questions about how to use LSO to take CPTP web courses, generate their Training transcript, etc. This will most likely be your Training Coordinator.

Submit info to ADMIN-LSO@la.gov

☐ Primary or Alternate – For each provide:

 ▫ First Name

 ▫ Last Name

 ▫ Email

 ▫ Work phone number (including area code)

Pre-Go Live Checklist

10/03 – 10/07/2011

☐ Designate **Training Coordinators** for your Personnel Area(s). Send names to Gwen.Parker@la.gov at C.S. Email must come from Security Admin or a separate email attached from Security Admin approving these names (audit requirement).

Maximum of 4

☐ Submit same list to agency Technical contact and request that SAP GUI program be installed on all workstations. Refer to previous email from Gwen Parker to get link to download GUI software.

Pre-Go Live Checklist

11/01/2011

☐ Send out memo or email to affected staff notifying them of changes related to CPTP's conversion to LSO.   Consider including:

- Explanation of changes in your internal procedures for booking CPTP instructor-led classes.

- Notification to staff of their LaGov External Person number. Include link to the LEO website https://leo.doa.louisiana.gov and how to establish their initial password.

- LEO Password Maintenance Quick Reference link

- Suggestion that they log into LEO > My Training and produce a CPTP Training Transcript for themselves. Set expectation as to what will be output and instructions on how best to contact you if any courses are missing.

Pre-Go Live Checklist

Ongoing

- Email **CPTPLSO.Coordinator@la.gov** for assistance:
  - If you are unable to book a student because they don't fall within normal target audience guidelines.
  - If a student requires a special accommodation for an instructor-led class.
  - If you have questions about changes to the CPTP program procedures resulting from LSO Conversion.

Pre-Go Live Checklist

Ongoing

- ☐ Submit a [Web Help Desk Ticket](#) if you have LSO entry questions or staff have questions that you can't answer or call 225-342-2677 and select Option 2.

YOUR
turn to ask Questions!

SAP LSO Project Website Communication

We encourage you to submit questions to our CPTP LSO Project Website. All questions will be answered and posted for review.

THANK YOU FOR ATTENDING

SAP GO LIVE DATE: 11/1/2011