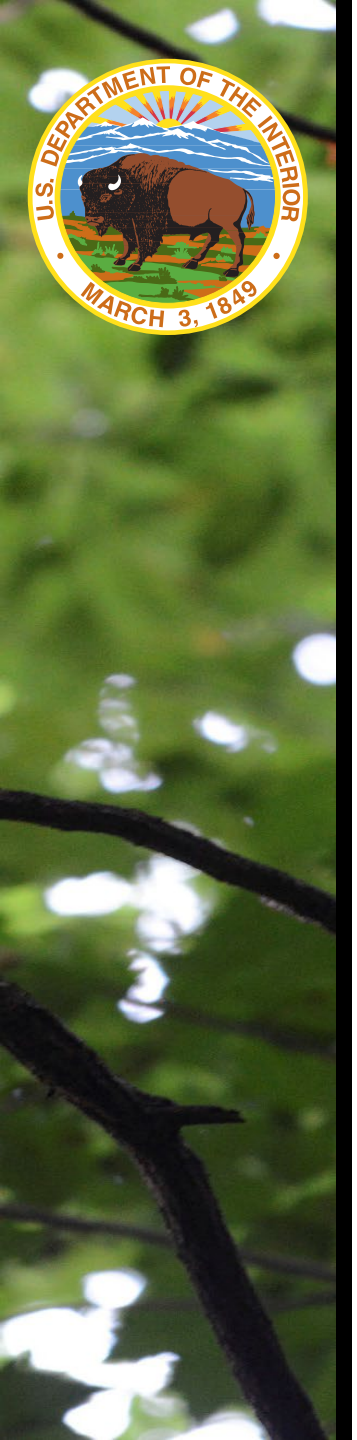


Talent Management System User Group (TMSUG)

April 26, 2021

Interior Business Center

Agenda

- **Administrative Updates**
- **Totara 13 Analysis Project Updates**
- **Operations**
- **F2F TMSUG Schedule**

FedTalent
Powered by IBC
Interior Business Center

FedTalent Admin Updates

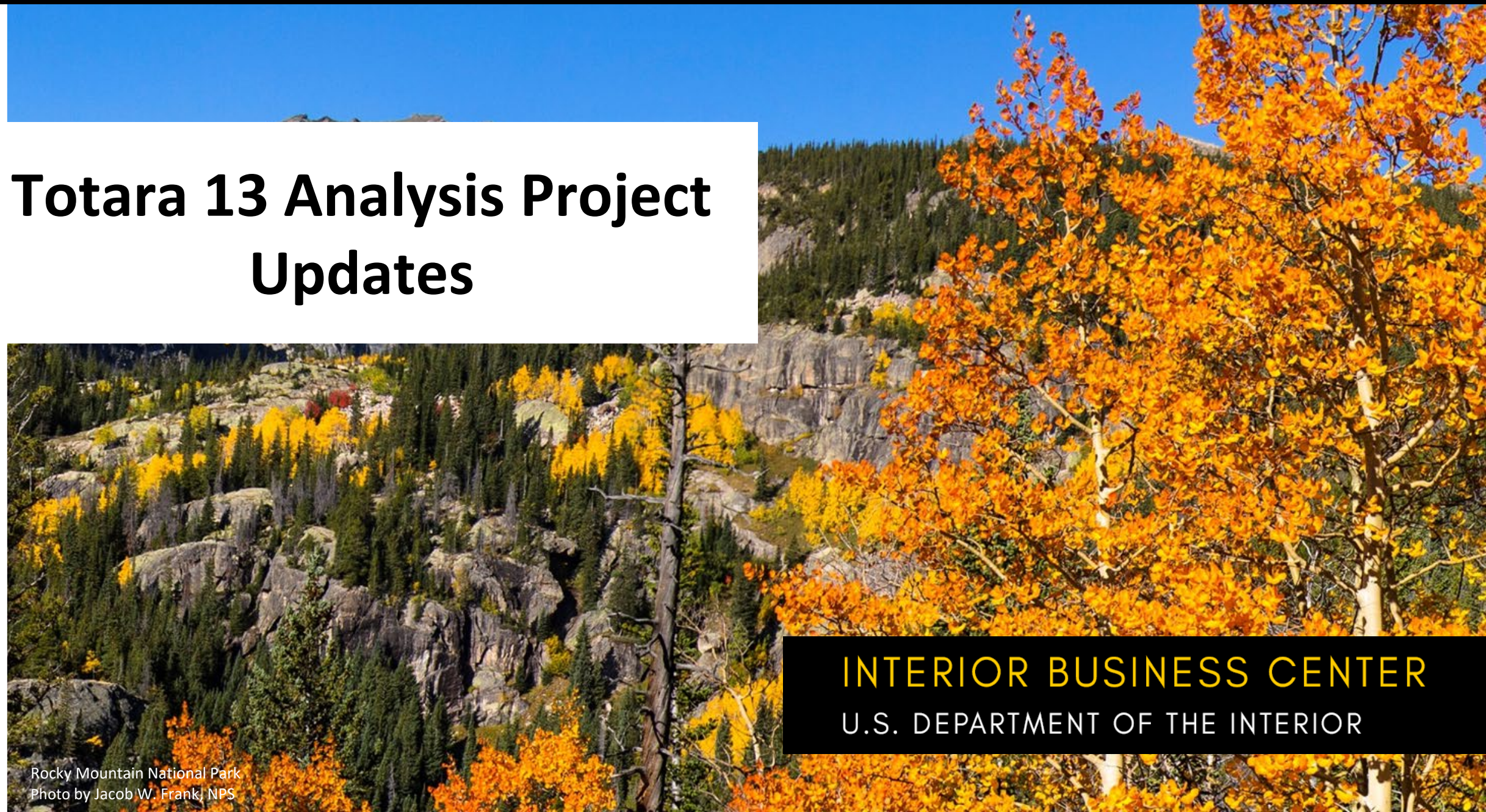
- Introduction: Lynn Tovsen, HRMSD Chief
- Introduction: Marna Peterson, TMS Branch Chief
- TMSUG Charter
  - Operations under charter began March 1, 2021
  - IBC to send out UGR lists for review and updates
  - Plan of action of existing SARs
- Legacy TMS database decommissioned – March 5, 2021
  - Customer historical learning data transferred to FedTalent and EHRI

Interior Business Center

Questions

Interior Business Center

Totara 13 Analysis Project Updates



INTERIOR BUSINESS CENTER

U.S. DEPARTMENT OF THE INTERIOR

Rocky Mountain National Park
Photo by Jacob W. Frank, NPS

Totara 13 Analysis High-Level Timeline

Learning Management

Evaluate new and existing functionality (Jan-Jun 2021)

Performance Management

Develop prototype for agency-agnostic solution for workforce (Feb-Dec 2021)

Evaluate Plugins and Reports

Determine impacts to current plugins, reports, and related customizations (Jul-Nov 2021)

ES/SL/ST Prototype

Develop prototype for appraisal templates and processes (Mar-Dec 2021)

Scope and Plan Upgrades

Scope project and timeline for all customers (Begin Jan 2022)

Results

Streamlined processes and workflows, and reduced costs

Totara 13 Analysis Project

- **Analysis revealing lack of expected functionality:**
  - PM: Interim appraisal process capability
  - PM: Redisplay a previous answer—creates discontinuity in process
  - PM: Appraisal end user dashboard filtering and sorting capabilities
  - LM: Certification enhancements and single course retakes/assignments
  - Notification and Competency frameworks (missing/partial)
- **Drafting options paper: pros, cons, risks, assumptions**
- **Conducting analysis on potential options to rule in/out**
  - PM: Assess stability of DOI PM on v13+
  - Totara v14 available mid-April; IBC mapped version coming soon
- **Working w/ Totara on requirements to federalize product**

Interior Business Center

Questions

FedTalent
Powered by IBC

Interior Business Center

FedTalent Operations

Rocky Mountain National Park
Photo by Jacob W. Frank, NPS

FedTalent Operations

Change requests delivered since January TMSUG

- FTCR-410 FT: Send EHRI catch-up files
- FTCR-415 BIE Reorg: Reprogram Connector
- FTCR-416 BTFA Reorg: Reprogram Connector

Data requests delivered since January TMSUG

- FTDR-256 DOI PM: Update DI-3100/DI-3100S position info (recurring)
- FTDR-263 DOI PM: Correct blank CE 1 titles (recurring)
- FTDR-300 CPSC: Remove/delete SF 182 from user dashboard
- FTDR-298 CPSC: Update SF 182 form flow

Problem requests delivered since January TMSUG

- FTPR-251 FPPS CRON excessive time running
- FTPR-252 Fix Renaming of IFIL0057 FIle Post Send
- FTPR-256 eOPF CRON transmission failure

Interior Business Center

FedTalent Operations

Configuration requests delivered since January TMSUG

- FTGR-658 EPA: Remove archetype from Limited Site Manager role
- FTGR-660 DOI PM: Add permissions to the DOI Site PM role
- FTGR-661 DFC: Update SF 182 form flow
- FTGR-665 DOI PM: Change appraisal template area label in the LP
- FTGR-668 EPA: Update new user message with correct URL in LP
- FTGR-669 BIE: Configure DOI Talent for reorganization
- FTGR-670 BTFA: Configure DOI Talent for reorganization
- FTGR-672 DOI: Update Report Runner role
- FTGR-677 PBGC: Update Site Manager role to allow "delete"

Release 21.1 - July 9, 2021

- Totara point release (version TBC) - bug fixes and security patches
- Other PRs and CRs under consideration for in scope

Interior Business Center

FedTalent Operations

- **Help Desk – FedTalent LM Top Call Drivers**

FedTalent LM Incidents – FY 2021 Q2							
Incident Category	**January #|%**		**February #|%**		**March #|%**		**Q2**
Access	123	15%	146	21%	209	25%	478
Course/Course Support	525	62%	382	54%	394	47%	1,301
Certificate	56	7%	55	8%	57	7%	168
User Training Issue	12	1%	4	1%	8	1%	24
Other	128	15%	115	16%	169	20%	412
Total	**844**	**100%**	**702**	**100%**	**837**	**100%**	**2,383**

Interior Business Center

FedTalent Operations

FedTalent LM Incidents: FY 2021 Q2 Counts by Agency												
Category/ Agency	**CPSC**	**DFC**	**DOI**	**ED**	**EPA**	**FERC**	**FHFA**	**NTSB**	**PBGC**	**STB**	**Other**	**Totals**
Access	2	0	321	14	79	0	2	1	2	0	57	**478**
Course/Course Support	2	1	1,109	26	136	0	0	0	6	0	21	**1301**
Certificate	1	0	136	9	16	0	0	0	0	1	5	**168**
User Training Issue	0	0	24	0	0	0	0	0	0	0	0	**24**
Other	2	0	378	9	13	0	0	0	1	0	9	**412**
Totals	**7**	**1**	**1,968**	**58**	**245**	**0**	**2**	**1**	**9**	**1**	**92**	**2,383**

Interior Business Center

FedTalent Operations

- **Help Desk – FedTalent PM Top Call Drivers**

FedTalent PM Incidents – FY 2021 Q2							
Incident Category	**January #|%**		**February #|%**		**March #|%**		**Q2**
Access Issue	54	13%	67	20%	102	23%	223
Error Message	6	2%	1	>1%	6	1%	13
Navigation Assistance	69	17%	54	16%	73	17%	196
Policy Questions	5	1%	6	2%	18	4%	29
Supervisor Change, Step forward/backward	172	43%	143	43%	135	31%	450
Other	98	24	63	19%	106	24%	267
Total	**404**	**100%**	**334**	**100%**	**440**	**100%**	**1178**

Interior Business Center

HouseKeeping Reminder

- OPM HRU courses are starting to show their age. With the expiration of Flash and the general life span of a course we recommend you review this library of courses and determine replacements as needed.
- Totara hosts the Voluntary Product Accessibility Template, or VPAT™ @ https://help.totaralearning.com/display/TPD/VPAT+for+Totara+Learn+12 *Please note: v13 and higher are listed under: Totara Learning Solutions Accessibility Conformance Report. In alignment to emerging standards.*

Additional Resources:

Web Content Accessibility Guidelines (WCAG) 2.0 (w3.org)

Revised 508 Standards and 255 Guidelines (access-board.gov)

FedTalent Powered by IBC

Interior Business Center

TMSUG Schedule

- **Face-to-face (F2F) TMSUG Meetings cancelled until further notice**
- **Next TMSUG (virtual): July 26, 2021**

FedTalent
Powered by IBC
Interior Business Center

Questions

FedTalent
Powered by IBC

Interior Business Center