



Talent Management System User Group (TMSUG)

July 26, 2021



Agenda

- **Administrative Updates**
- **Totara Next Generation Analysis Project Updates**
- **Operations**
- **F2F TMSUG Schedule**



FedTalent Administrative Updates

- Introduction: Kathy Garrett and Curt Green, Functional Syst Analyst (PM)
- TMSUG Charter
 - Operations under charter began March 1, 2021
 - IBC sent out UGR lists for review and updates – Thank you!
 - Plan of action of existing SARs – resuming post control point memo expectations

Questions





Totara – Next Generation Analysis Continues

INTERIOR BUSINESS CENTER
U.S. DEPARTMENT OF THE INTERIOR

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

Totara Next Gen Analysis Project

- **Conducting analysis on Totara v14**
 - Assessing stability of DOI PM on Totara “legacy” PM functionality
 - Confirmed: Redisplay of an answer
 - Confirmed: Generation of 2nd EPAP
 - Retooling project schedule—tightening up where practicable
 - Anticipating Aug 11 for new *draft* milestone chart

Questions



FedTalent Operations

INTERIOR BUSINESS CENTER
U.S. DEPARTMENT OF THE INTERIOR

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

FedTalent Operations

Release 21.1 – Delivered July 2021

- FTCCR-120/257 Allow SF 182 editing
- FTCCR-393 Improve print to PDF capability
- FTCCR-414 Load Moodle “mail log” plugin
- FTCCR-417 Totara 12.21 upgrade
- FTTPR-254 Improve DI-3100/S rendering in UI and eOPF pdf version
- FTTPR-257 Correct Assignment Cancelled Status Behavior

Data requests delivered since April TMSUG

- FTDR-256 DOI PM: Update DI-3100/DI-3100S position info (recurring)
- FTDR-263 DOI PM: Correct blank CE 1 titles (recurring)
- FTDR-313 Disable OPIC stage email and anonymize email addresses



FedTalent Operations

Problem requests delivered since April TMSUG

- None outside release activities

Configuration requests delivered since April TMSUG

- FTGR-678 All Clients: Add activity Resources for Administrators_switch role
- FTGR-687 Find and replace emails in OPIC stage
- FTGR-688 DOI: Remove Max.gov login button



FedTalent Operations

Totara Support Contract

- Assist in getting environments upgraded to the latest Totara version
- Tackle outstanding PRs

New LM Customer

- Privacy and Civil Liberties Oversight Board (PCLOB)
 - Current FPPS customer
 - Small agency with 40 federal and 10 contract employees
 - Implementation by September 30, 2021



SF 182 Enhancements – Release 21.1

- **The following FTCRs were updated during the Release:**
 - FTCCR 393 – Print to PDF (ability to Print to PDF at any stage)
 - FTCCR 120 – Add the ability for an admin to edit an SF182
 - FTCCR 257 – SF182 Edit Capability
 - FTCRs 120 and 257 were combined due to similarities
 - Allow a user with admin permissions the ability to make edits to the SF182, regardless of where it is in the life cycle. A previous CR allowed editing only during the verification process.
- **Job Aids available:**
 - Courses/Categories > FedTalent Administration > SF182 Job aids



Moodle “Mail Log”

- **Release 21.1 has a new feature and "Role" ready to be leveraged by Site Managers: Mail Log**
 - The Mail Log is simple and powerful. It allows the designated staff to "queue" emails.
- **A client can...**
 - Selectively release emails out of the queue (send) or delete the emails.
 - Configure the duration of the queue and when it is on or off.
- **Each environment has a Mail Log job aid in the FedTalent Resources for Administrators.**

FedTalent Operations

- Help Desk – FedTalent LM Top Call Drivers

FedTalent LM Incidents – FY 2021 Q3							
Incident Category	April # %		May # %		June # %		Q3
Access	201	24%	163	24%	227	28%	591
Course/Course Support	371	45%	301	45%	406	51%	1078
Certificate	38	5%	42	6%	51	6%	131
User Training Issue	3	1%	1	1%	3	1%	7
Other	207	25%	162	24%	112	14%	481
Total	820	100%	669	100%	799	100%	2,288

FedTalent Operations

FedTalent LM Incidents: FY 2021 Q3 Counts by Agency												
Category/ Agency	CPSC	DFC	DOI	ED	EPA	FERC	FHFA	NTSB	PBGC	STB	Other	Totals
Access	0	0	431	7	62	0	0	0	3	0	88	591
Course/Course Support	0	1	908	21	118	0	0	1	8	0	21	1078
Certificate	0	0	104	5	16	0	0	0	1	0	5	131
User Training Issue	0	0	7	0	0	0	0	0	0	0	0	7
Other	0	0	448	10	7	0	0	0	2	0	14	481
Totals	0	1	1898	43	203	0	0	0	14	0	128	2,288



FedTalent Operations

- Help Desk – FedTalent PM Top Call Drivers

FedTalent PM Incidents – FY 2021 Q3							
Incident Category	April # %		May # %		June # %		Q3
Access/Profile Issue	128	19%	46	6%	24	4%	198
Error Message	8	1%	0	--	3	1%	11
Nav/Process Assistance	112	16%	130	16%	162	29%	404
Policy Questions	13	2%	26	3%	8	1%	47
Supervisor Change, Step forward/backward	276	41%	313	39%	177	31%	766
Other (blank)	141	21%	291	36%	190	34%	622
Total	678	100%	806	100%	564	100%	2,048

TMSUG Schedule

- **Face-to-face (F2F) TMSUG Meetings cancelled until further notice**
- **Next TMSUG (virtual): October 25, 2021**



A vertical photograph showing a dark, textured tree branch in the foreground. The background is a dense canopy of green leaves, with bright sunlight filtering through, creating a bokeh effect of white and yellow light spots. The image is oriented vertically on the page.

