

# Human Resources/Organization & Employee Development

## Business Process Training Plan - DRAFT

Program Focus	Duration	Resources/ Support	Delivery Method	Target Audience	Program Schedule
<p><b>RAPP I &amp; II</b> will focus on the University purchasing and receiving processes:</p> <ul style="list-style-type: none"> <li>➤ Purchase Requisitions</li> <li>➤ Electronic Approval Queues for purchase Requisitions and Change Order Requests (COR's)</li> <li>➤ Receiving</li> <li>➤ Inquiries</li> </ul>	7.5 Hours Approx.	Existing Materials	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instructor led</li> <li><input type="checkbox"/> Hands-on training</li> <li><input type="checkbox"/> Participant's Manual</li> <li><input type="checkbox"/> Job Aids</li> <li><input type="checkbox"/> Web-based training for Electronic Approvals</li> </ul>	All employees whose responsibility it is to purchase items will need this training to use the Banner RAPP System	Monthly
<p><b>Banner Navigation</b> will focus on a general introduction to Banner and some of the major features:</p> <ul style="list-style-type: none"> <li>➤ The process &amp; procedures to log on</li> <li>➤ The basic components of the system</li> <li>➤ The use of forms and menus</li> <li>➤ How to navigate within the system</li> <li>➤ How to find information through queries and inquiries</li> </ul>	3.5 Hours Approx.	Existing Materials	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instructor led</li> <li><input type="checkbox"/> Hands-on training</li> <li><input type="checkbox"/> Participant's Manual</li> <li><input type="checkbox"/> Job Aids</li> </ul>	Designed for all new Banner users.	Monthly

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<p><b>Electronic Personnel Action Form (EPAF) Process Training</b> will focus on a high level overview of the HR personnel transaction process:</p> <ul style="list-style-type: none"> <li>➤ The process from end-to-end and how it compares to the way we <b>do</b> business now.</li> <li>➤ Key process pieces of the personnel transaction process flow</li> <li>➤ Participants role in the process and how participants' role fits into and affects the whole process</li> </ul>	1.5 Hours Approx.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Existing Materials</li> <li><input type="checkbox"/> New Materials</li> <li><input type="checkbox"/> Human Resources Organization and Employee Development</li> <li><input type="checkbox"/> Human Resources Employment Services Center</li> <li><input type="checkbox"/> SOM</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instructor led</li> <li><input type="checkbox"/> Hands-on training</li> <li><input type="checkbox"/> Participant's Manual</li> <li><input type="checkbox"/> Job Aids</li> <li><input type="checkbox"/> Electronic Performance Support System</li> </ul>	SOM Pilot Participants	According to Implementation Plan
<p><b>Electronic Personnel Action Form (EPAF) Technical How-To EPAF Originator Training</b> will focus on the step-by-step procedures for initiating the EPAF to conduct personnel business for the pilot classifications (Research Assistants and Graduate Assistants). It will include:</p> <ul style="list-style-type: none"> <li>➤ Key terms used throughout the electronic process</li> <li>➤ How to data enter employee identification information</li> <li>➤ How to data enter employee educational information</li> <li>➤ How to data enter Approval Routing Queues</li> <li>➤ How to data enter the actual Electronic Personnel Action form information that is found on Banner</li> </ul>	3 Hours Approx.	<ul style="list-style-type: none"> <li><input type="checkbox"/> New Materials will Need to Be Developed</li> <li><input type="checkbox"/> Human Resources Organization and Employee Development</li> <li><input type="checkbox"/> Human Resources Employment Services Center</li> <li><input type="checkbox"/> SOM</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instructor led</li> <li><input type="checkbox"/> Hands-on training</li> <li><input type="checkbox"/> Participant's Manual</li> <li><input type="checkbox"/> Job Aids</li> <li><input type="checkbox"/> Electronic Performance Support System</li> </ul>	SOM Pilot Originators	According to Implementation Plan

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<ul style="list-style-type: none"> <li>✓ Form PEAEMPL</li> <li>✓ Information regarding the Job, i.e., dates, salary, FTE, Appt %</li> <li>✓ Information regarding earnings</li> <li>✓ Information regarding hours</li> <li>✓ Information regarding labor distribution</li> </ul>					
<p><b>Electronic Personnel Action Form Training</b>  <b>Technical How-To EPAF Approver Training</b> will focus on the step-by-step procedures for approving the EPAF for the pilot classifications (Research Assistants and Graduate Assistants). It will include:</p> <ul style="list-style-type: none"> <li>➤ Key terms used throughout the electronic process</li> <li>➤ Determining whether employee identification information is entered correctly</li> <li>➤ Determining whether employee educational information is entered correctly</li> <li>➤ Determining whether the data is entered correctly for the Electronic Personnel Action form: <ul style="list-style-type: none"> <li>✓ Information that is found on Banner Form PEAEMPL</li> <li>✓ Information regarding the Job, i.e., dates, salary, FTE, Appt %</li> </ul> </li> </ul>	3 Hours Approx.	<ul style="list-style-type: none"> <li>❑ New Materials Will Need to Be Developed</li> <li>❑ Existing Materials</li> <li>❑ New Materials</li> <li>❑ Human Resources Organization and Employee Development</li> <li>❑ Human Resources Employment Services Center</li> </ul>	<ul style="list-style-type: none"> <li>❑ Instructor led</li> <li>❑ Hands-on training</li> <li>❑ Participant's Manual</li> <li>❑ Job Aids</li> <li>❑ Electronic Performance Support System</li> </ul>	SOM Pilot Approvers	According to Implementation Plan

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<ul style="list-style-type: none"> <li>✓ Information regarding earnings</li> <li>✓ Information regarding hours</li> <li>✓ Information regarding labor distribution</li> <li>➤ How to approve or return for correction</li> </ul>					
<p><b>Cognos Navigation for HRMS</b> will familiarize participants with the Cognos Reporting Tools used to access certified electronic HRMS reports. This will include:</p> <ul style="list-style-type: none"> <li>➤ Introduction to the Banner Administrative Reporting System</li> <li>➤ Accessing Your Reports</li> <li>➤ Navigating the Banner Administrative Reporting System</li> <li>➤ Running Reports</li> <li>➤ Working with Your Reports (i.e., navigating, saving, printing, e-mailing, etc.)</li> </ul>	3 Hours Approx.	<ul style="list-style-type: none"> <li>❑ New materials will need to Be developed but much of what was developed for Alumni will be able to be used</li> <li>❑ HRMS Report Writers</li> <li>❑ Computing &amp; Information Technology</li> </ul>	<ul style="list-style-type: none"> <li>❑ Instructor led</li> <li>❑ Hands-on training</li> <li>❑ Participant's Manual</li> <li>❑ Job Aids</li> <li>❑ Electronic Performance Support System</li> </ul>	Employees who need HRMS reports to do their job	According to Implementation Plan
<p><b>Understanding HRMS Reports</b> will enable participants to correctly read and use the top 10 certified HRMS electronic reports. Training will include:</p> <ul style="list-style-type: none"> <li>➤ Review of key WSU HR terms</li> <li>➤ Review of key WSU HR codes</li> <li>➤ Review of some basic reporting terms (i.e., field, format, header, cross tab, etc.</li> <li>➤ Each certified report covered will include information on</li> </ul>	3 Hours Approx.	<ul style="list-style-type: none"> <li>❑ New Materials Will Need to Be Developed</li> <li>❑ HRMS Report Writers</li> <li>❑ Computing &amp; Information Technology</li> <li>❑ HRMS Report Users</li> </ul>	<ul style="list-style-type: none"> <li>❑ Instructor led</li> <li>❑ Participant's Manual</li> <li>❑ Job Aids</li> <li>❑ Electronic Performance Support System</li> </ul>	Employees who need HRMS reports to do their job.	According to Implementation Plan

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Program Focus	Duration	Resources/ Support	Delivery Method	Target Audience	Program Schedule
<ul style="list-style-type: none"> <li>✓ Report Name (short and long version)</li> <li>✓ Report Description</li> <li>✓ System Custodian</li> <li>✓ Why you would run the report (business process and objective)</li> <li>✓ What each field means on the report (i.e., field name, format, normal and abnormal entries)</li> <li>✓ Where does the information come from (i.e., What Banner form, who inputs the data, is it a calculation, etc.)</li> <li>✓ Does the timing of when the report is run affect the data in the report and how it appears?</li> <li>✓ Identifying the parameters</li> </ul>					
<p><b>Cognos Navigation for FMS</b> will familiarize participants with the Cognos Reporting Tools used to access certified electronic FMS reports. This will include:</p> <ul style="list-style-type: none"> <li>➤ Introduction to the Banner Administrative Reporting System</li> <li>➤ Accessing Your Reports</li> <li>➤ Navigating the Banner Administrative Reporting System</li> <li>➤ Running Reports</li> <li>➤ Working with Your Reports (i.e., navigating, saving, printing, e-mailing, etc.)</li> </ul>	3 Hours Approx.	<ul style="list-style-type: none"> <li>❑ New Materials Will Need to Be Developed but much of what was developed for Alumni will be able to be used</li> <li>❑ FMS Report Writers</li> <li>❑ Computing &amp; Information Technology</li> </ul>	<ul style="list-style-type: none"> <li>❑ Instructor led</li> <li>❑ Hands-on training</li> <li>❑ Participant's Manual</li> <li>❑ Job Aids</li> <li>❑ Electronic Performance Support System</li> </ul>	Employees who need FMS reports to do their job.	According to Implementation Plan

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Program Focus	Duration	Resources/ Support	Delivery Method	Target Audience	Program Schedule
<p><b>Understanding FMS Reports</b> will enable participants to correctly read and use the top 10 certified FMS electronic reports. Training will include:</p> <ul style="list-style-type: none"> <li>➤ Review of key WSU Finance terms</li> <li>➤ Review of key WSU Finance codes</li> <li>➤ Review of some basic reporting terms (i.e., field, format, header, cross tab, etc.)</li> <li>➤ Each certified report covered will include information on               <ul style="list-style-type: none"> <li>✓ Report Name (short and long version)</li> <li>✓ Report Description</li> <li>✓ System Custodian</li> <li>✓ Why you would run the report (business process and objective)</li> <li>✓ What each field means on the report (i.e., field name, format, normal and abnormal entries)</li> <li>✓ Where does the information come from (i.e., What Banner form, who inputs the data, is it a calculation, etc.)</li> <li>✓ Does the timing of when the report is run affect the data in the report and how it appears?</li> <li>✓ Identifying the parameters</li> </ul> </li> </ul>	<p>3 Hours Approx.</p>	<ul style="list-style-type: none"> <li>❑ New Materials Will Need to Be Developed</li> <li>❑ FMS Report Writers</li> <li>❑ Computing &amp; Information Technology</li> <li>❑ FMS Report Users</li> </ul>	<ul style="list-style-type: none"> <li>❑ Instructor led</li> <li>❑ Participant's Manual</li> <li>❑ Job Aids</li> <li>❑ Electronic Performance Support System</li> </ul>	<p>Employees who need FMS reports to do their job.</p>	<p>According to Implementation Plan</p>

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<p><b>Cognos Navigation for Student</b> will familiarize participants with the Cognos Reporting Tools used to access certified electronic Student reports. This will include:</p> <ul style="list-style-type: none"> <li>➤ Introduction to the Banner Administrative Reporting System</li> <li>➤ Accessing Your Reports</li> <li>➤ Navigating the Banner Administrative Reporting System</li> <li>➤ Running Reports</li> <li>➤ Working with Your Reports (i.e., navigating, saving, printing, e-mailing, etc.)</li> </ul>	3 Hours Approx.	<ul style="list-style-type: none"> <li>❑ New Materials Will Need to Be Developed but much of what was developed for Alumni will be able to be used.</li> <li>❑ Student Report Writers</li> <li>❑ Computing &amp; Information Technology</li> </ul>	<ul style="list-style-type: none"> <li>❑ Instructor led</li> <li>❑ Hands-on training</li> <li>❑ Participant's Manual</li> <li>❑ Job Aids</li> <li>❑ Electronic Performance Support System</li> </ul>	Employees who need Student reports to do their job.	According to Implementation Plan
<p><b>Understanding Student Reports</b> will enable participants to correctly read and use the top 10 certified Student electronic reports. Training will include:</p> <ul style="list-style-type: none"> <li>➤ Review of key WSU Student terms</li> <li>➤ Review of key WSU Student codes</li> <li>➤ Review of some basic reporting terms (i.e., field, format, header, cross tab, etc.</li> <li>➤ Each certified report covered will include information on <ul style="list-style-type: none"> <li>✓ Report Name (short and long version)</li> <li>✓ Report Description</li> <li>✓ System Custodian</li> <li>✓ Why you would run the report (business process</li> </ul> </li> </ul>	3 Hours Approx.	<ul style="list-style-type: none"> <li>❑ New Materials Will Need to Be Developed</li> <li>❑ Student Report Writers</li> <li>❑ Computing &amp; Information Technology</li> <li>❑ Student Report Users</li> </ul>	<ul style="list-style-type: none"> <li>❑ Instructor led</li> <li>❑ Participant's Manual</li> <li>❑ Job Aids</li> <li>❑ Electronic Performance Support System</li> </ul>	Employees who need Student reports to do their job.	According to Implementation Plan

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<p>and objective)</p> <ul style="list-style-type: none"> <li>✓ What each field means on the report (i.e., field name, format, normal and abnormal entries)</li> <li>✓ Where does the information come from (i.e., What Banner form, who inputs the data, is it a calculation, etc.)</li> <li>✓ Does the timing of when the report is run affect the data in the report and how it appears?</li> <li>✓ Identifying the parameters</li> </ul>					
<p><b>Cognos Navigation for Advancement</b> will familiarize participants with the Cognos Reporting Tools used to access certified electronic Alumni reports. This will include:</p> <ul style="list-style-type: none"> <li>➤ Introduction to the Banner Administrative Reporting System</li> <li>➤ Accessing Your Reports</li> <li>➤ Navigating the Banner Administrative Reporting System</li> <li>➤ Running Reports</li> <li>➤ Working with Your Reports (i.e., navigating, saving, printing, e-mailing, etc.)</li> </ul>	3 Hours Approx.	New Materials Will Need to Be Developed	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instructor led</li> <li><input type="checkbox"/> Hands-on training</li> <li><input type="checkbox"/> Participant's Manual</li> <li><input type="checkbox"/> Job Aids</li> <li><input type="checkbox"/> Electronic Performance Support System</li> </ul>	Employees who need Alumni and Development reports to do their job.	According to Implementation Plan
<p><b>Help System</b> The HR Help System is a Web-based Document Management System that provides improved</p>	On Demand	New and Existing Materials	<ul style="list-style-type: none"> <li><input type="checkbox"/> Web-Based</li> </ul>	Executives/Senior Leaders /Staff	On Demand

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<p><b>communications of and accessibility to relevant HR Manuals, Processes and procedures.</b></p> <ul style="list-style-type: none"> <li>✓ <b>Easy to Use</b> <ul style="list-style-type: none"> <li>○ <b>Indexing functionality</b></li> <li>○ <b>Search capability</b></li> <li>○ <b>Glossary functionality, and</b></li> <li>○ <b>Print functionality.</b></li> </ul> </li> <li>✓ <b>Consistent dissemination of Info</b></li> <li>✓ <b>Easily Update Content</b></li> <li>✓ <b>Users can find the info they need when they need it</b></li> <li>✓ <b>To preview the system, visit: <a href="http://www.hr.wayne.edu/help">www.hr.wayne.edu/help</a></b></li> </ul>					