Talent Development Hub

Phase 1: Problem Understanding & Industry Analysis

This phase established the foundation for the Talent Development Hub project by analyzing business needs and scoping the solution entirely within native Salesforce tools**.**

1. Requirement Gathering

Business Needs: (Our Focus)

- Centralize employee skills, certifications, and training data on the Employee record.

- Automate the Certification Approval Process to enforce manager sign-off.

- Provide real-time dashboards for HR/Managers to immediately identify and track skill advancement.

- Ensure data integrity by validating key business rules (e.g., training dates).

Functional Requirements: (Our Deliverables)

- Created four custom objects: Employee, Skill, Training Program, and Certification (our junction object).

- Built Master-Detail and Lookup relationships to connect employee records to their skills and trainings.

- Implemented a Record-Triggered Flow/Apex Trigger to automatically update a Skill's Level to 'Advanced' upon manager approval of a Certification record.

- Implemented a Validation Rule to ensure training periods are logical (End Date > Start Date).

- Secured the application using OWD and FLS to protect the Status field from unauthorized edits.

2. Stakeholder Analysis (Who Benefits from the Solution)

- HR/Admins: They get centralized data, real-time reports (R1, R3), and security control. They can instantly see which skills are at the Advanced level.

- Managers (John Mohan): They get a simple, automated Approval Process and an Actionable Dashboard (R2) that lists pending items.

- Employees (Jane Josh): They use a clean application to check their training history and submit their certifications for approval.

3. Business Process Mapping (The Transformation)

Current Manual Flow:

- Skills tracked manually; manager sign-off is often a paper or email chain.

- No single source of truth for an employee's skill competency.

Proposed Automated Flow in Salesforce:

- Submission: Employee submits Certification → System locks the record.

- Approval: Manager (John Mohan) approves the Certification.

- Automation: Approval automatically triggers the Flow/Trigger to update the associated Skill.Level field.

- Reporting: Real-time dashboards instantly reflect the team's new 'Advanced' skill level.

4. Industry-Specific Use Case Analysis (Why We Built This)

This lightweight solution is perfect for:

- IT Services/Consulting: Our core use case. We track technical certifications and skills for project staffing and client compliance.

- The solution shows a rapid way to turn an employee action (Certification) into a validated business metric (Skill Level).

5. AppExchange Exploration (Our Strategy)

- We chose the lean approach: We validated that all critical requirements (Approvals, Flows, Reporting) could be built efficiently using Salesforce-native tools.

- This strategy keeps the project scalable, secure, and avoids external app dependencies.