Talent Development Hub

Problem Understanding & Industry Analysis

This phase establishes the foundation for the Talent Development Hub project by analyzing the problems with existing systems, gathering requirements, identifying stakeholders, mapping business processes, and exploring industry practices and AppExchange solutions.

1. Requirement Gathering

Business Needs:

- Centralize employee skills, certifications, and training data.
- Automate reminders for training and certification renewals.
- Provide dashboards for managers to identify skill gaps.
- Empower employees with self-service access to training history and recommendations.

Functional Requirements:

- Create Skill, Training, and Employee objects with proper relationships.
- Enable Flows for proactive alerts, onboarding tasks, and training requests.
- Real-time dashboards for compliance and skill monitoring.

Non-Functional Requirements:

- User-friendly interface for employees and managers.
- Scalable and secure Salesforce implementation**.**

2. Stakeholder Analysis

- **HR/Admins**: Manage employee data, compliance, and training programs.
- **Managers**: View team skills, monitor gaps, and assign training.
- **Employees**: Access personal training dashboards, request training, update skills.
- **System Admin**: Configure Salesforce flows, security, and maintain org health.

3. Business Process Mapping

Current Manual Flow:

- Employee skills tracked in spreadsheets or personal notes.

- HR manually sends reminders for training and certification renewals.

- No consolidated dashboards for managers.

Proposed Automated Flow in Salesforce:

- Employee and training records centralized.

- Flows automate reminders and onboarding tasks.

- Dashboards provide real-time skill gap and compliance views.

- Employees self-update skills and request training via portal.

4. Industry-Specific Use Case Analysis

- **IT Services:** Track technical certifications (AWS, Salesforce, etc.) for compliance and client trust.

- **Manufacturing:** Monitor safety training certifications to meet regulatory standards.

- **Healthcare:** Manage continuing education requirements for doctors and nurses.

- **Consulting:** Build a transparent skill inventory for project staffing.

5. AppExchange Exploration

- **Trailhead Academy Integration:** For learning management.

- **Appirio Skill Management:** For advanced workforce planning.

- **Learning Management Apps (Docebo, Cornerstone**): For training delivery.

- **Decision:** Start with Salesforce-native tools (Flows, Dashboards, Validation Rules) to keep the project lean and scalable.