# Phase 1 — Requirement & Industry Analysis

## 📌 Project Title

Employee Training Tracker

## 🎯 Objective

The objective of this project is to build a Salesforce-based system to centralize the management of employee trainings and certifications. The solution will help HR teams and managers track enrollments, monitor completion, and identify expiring certifications. This ensures compliance, improves workforce skill development, and reduces manual effort.

## 🏢 Industry Relevance

In IT service companies like TCS, continuous training and upskilling of employees are critical for staying competitive. With thousands of employees undergoing multiple training programs, manual tracking through spreadsheets often leads to errors, delays, and lack of real-time visibility. A Salesforce solution provides automation, scalability, and actionable insights through dashboards and reports.

## 🚩 Problem Statement

Organizations face challenges in managing training records and certifications. HR teams struggle to track who has completed mandatory sessions, which certifications are nearing expiration, and how different departments are performing in compliance. Current manual systems are inefficient and do not provide timely updates for decision-making.

## 👥 Stakeholders

• HR Manager

• Learning & Development (L&D) Coordinator

• Employees

• Project Manager

## 📋 Key Requirements

• Ability to create and manage trainings

• Enrollment of employees into trainings

• Storage of certifications with expiry dates

• Automated reminders and approvals

• Reports and dashboards for compliance tracking

• Role-based access for HR, managers, and employees

## 🔄 Business Process (High Level)

1. HR creates a training program.

2. HR or manager enrolls employees (or employees request enrollment).

3. Employees complete the training and status is updated.

4. Certifications are recorded and expiry dates monitored.

5. HR and managers generate reports and dashboards for insights.

## 💡 Use Cases

• Enroll an employee into a training program

• View an employee’s training history

• Generate a report of certifications expiring within 30 days

• Manager approval of training enrollments

• Department-wise compliance dashboard