www.yash.com



User Manual

Competency Change & IRM-SRM Change Management

Powered By - Service Now
Created By - Team <Name>

This document and any attachments submitted with it are confidential and intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient, you are hereby notified that any use, dissemination, forwarding, printing, copying or other use of this document, any attached documents, and the information these documents contain, is strictly prohibited. If you have received this by mistake, please advise the sender immediately and destroy / invalidate the document.

©Copyright: YASH Technologies. All Rights Reserved. Referred products/ services logos/names may be registered trademarks of belonging companies.



Document Control

Author	Tharun
Company Name	YASH Technologies
Division Name	YASH Next
Document Name	Competency Change & IRM- SRM Change Management
Version Date	09/05/2022
Version Number	1
Effective Date	09/05/2022
Next Review Date	

ChangeRecord

Modified Date	Author	Version	Description of change

Approving Authority

Name	Designation	Date	Signature

Operations Sign Off

Name	Designation	Date	Signature



Contents

Purpose	3
Scope	3
Roles	
Walkthrough On Service Now	4
Competency Change	5
Request For Competency Change	6
IRM Competency Change Approval Screen	8
Request For IRM / SRM Change In Service NOW	



XACT Skill Management ~ User Manual

Purpose:

To provide a high-level overview of the Competency & IRM-SRM change management module for UAT users.

Scope:

This document contains the steps to create a project and update details on service now.

Roles:

Project Manager



Walkthrough On Service Now:

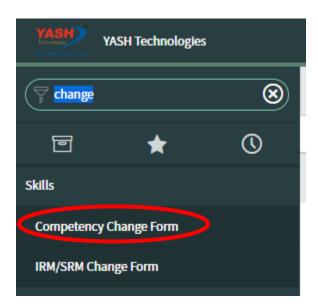
UAT/Test: https://yashinmsptest.service-now.com/

Yash-ADFS
Sign in with your organizational account yash\prashant.singh
Sign in



Competency Change:

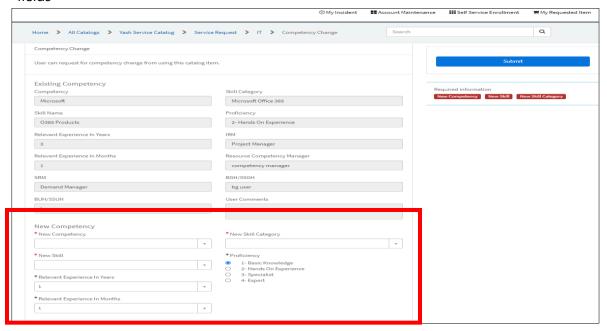
- 1. Search for competency change form in **Navigator**
- 2. The search will provide the option **Competency Change Form**



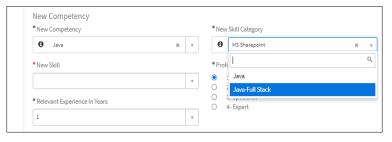


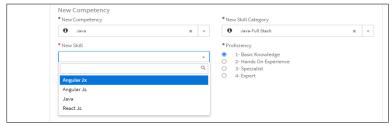
Request For Competency Change

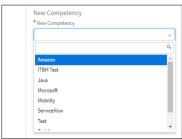
1. Click on <u>Competency Change Form</u> module provided and select the values from the required fields

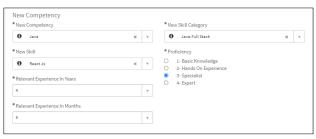


2. Select all the required fields values: (New Competency, New Skill, Relevant Experience in Years)



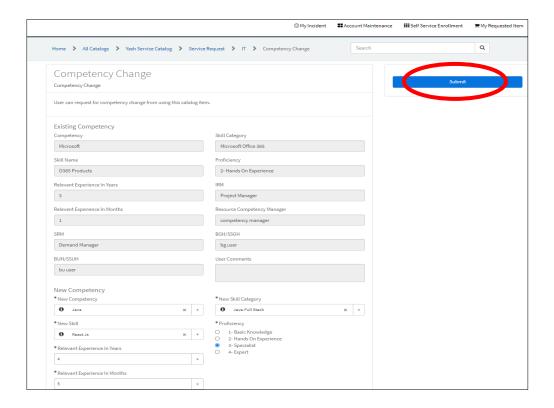




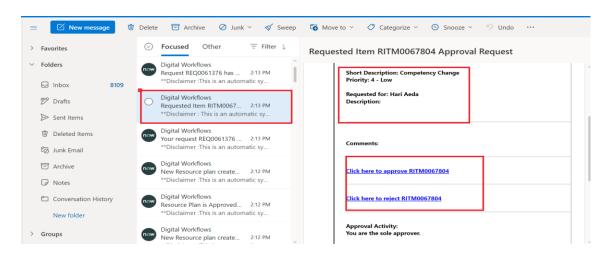




3. Once information is filled, click on **Submit** to send to IRM for approval



After submitting Competency Change form Notification Send to the IRM For Approval

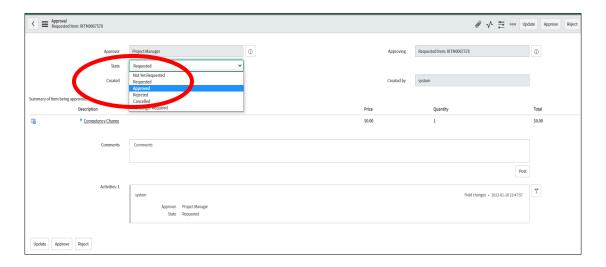




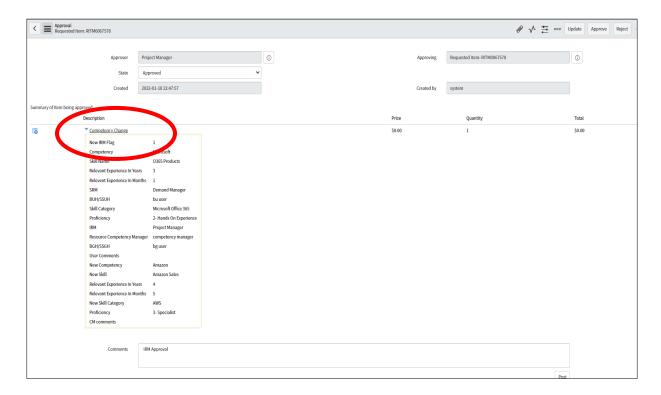
IRM Competency Change Approval Screen

Click on the link in the email notification

1. Change state from Requested to Approved

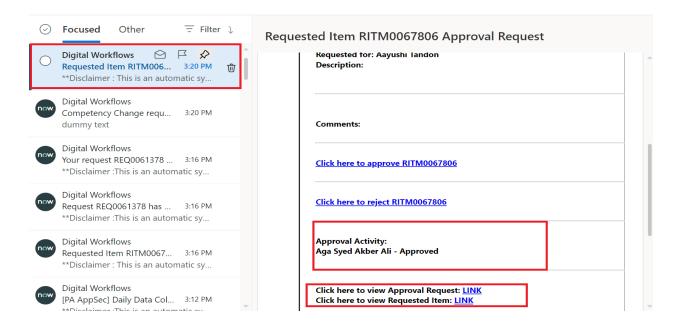


2. View changes made by user by clicking on *Competency Change*

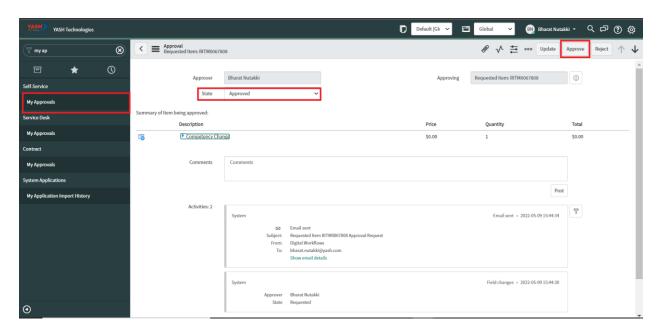




Notification for SRM Competency Manager

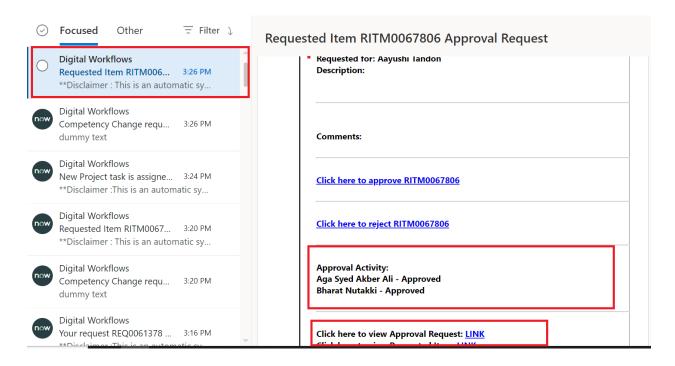


3. SRM review & click on *Approve* button Request will flow to the SRM / Competancy Manager and the same process needs to be followed for approval.

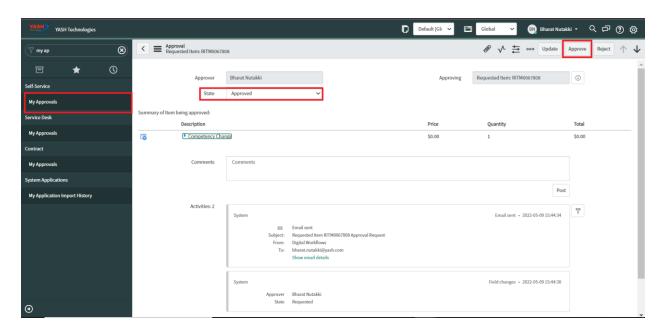




Notification for Current BGH(Business Group Head)

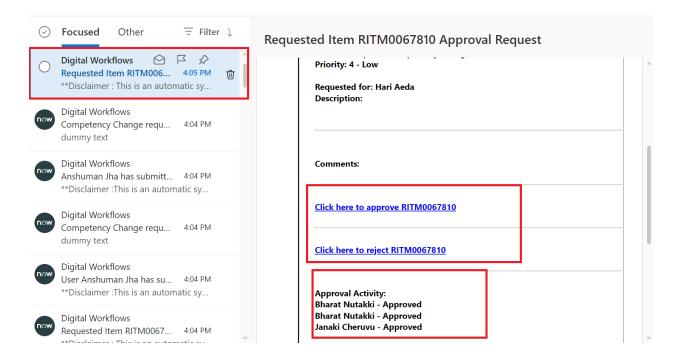


4. Current BGH(Business Group Head) review and click on *Approve* button Request will flow to the New Competency Manager and the same process needs to be followed for approval

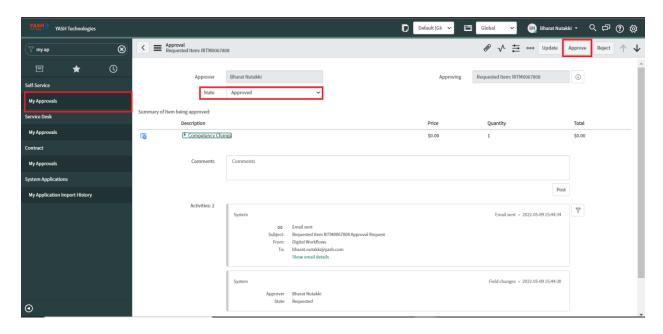




Notification for New Competency Manager

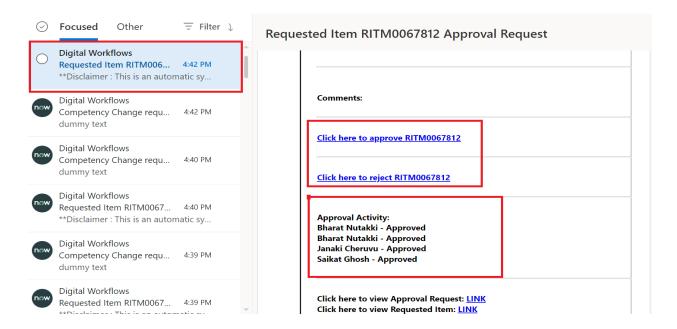


5. New Competency Manager review and click on *Approve* button Request will flow to the New Competency Manager BGH and the same process needs to be followed for approval.

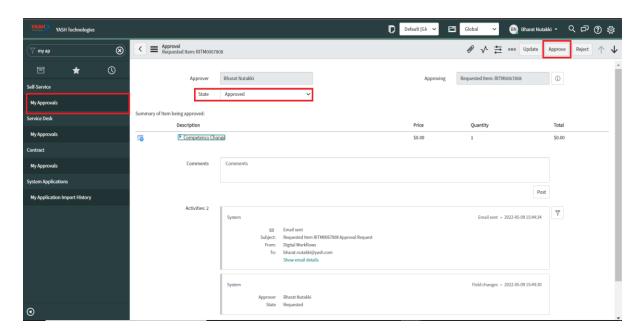




Notification for New Competency Manager BGH(Business Group Head)

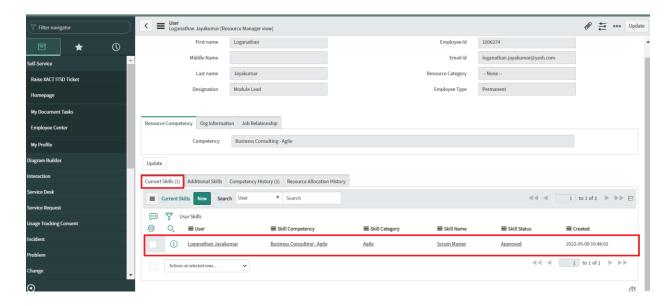


6. New Competency Manager BGH (Business Group Head) review and click on *Approve* button





7. After all *Approvels*. changes to reflect for User whose competency change. He/She can check changes in their profile.



Request For IRM / SRM Change In Service NOW:

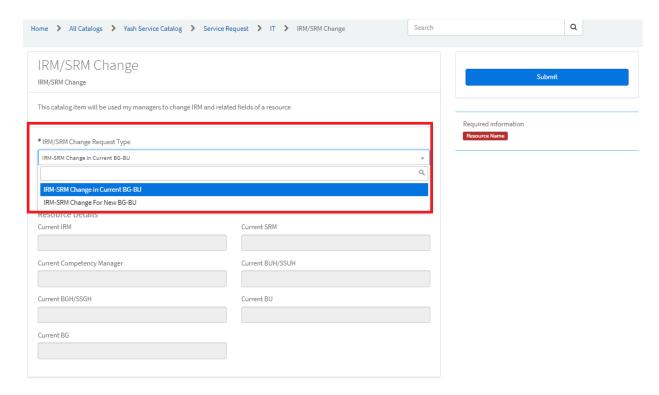
Click on the link below:

https://yashinmspdev.service-now.com/ysp?id=sc cat item&sys id=c584a1e31bbc05103ce8baebcc4bcb38

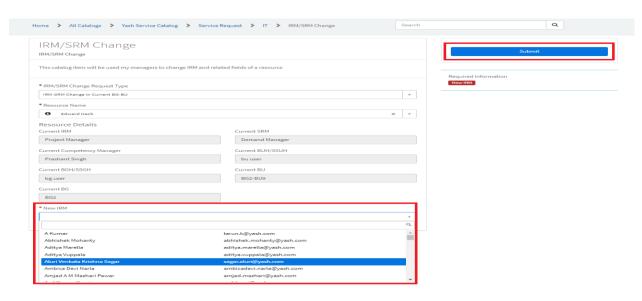
- **IRM Change in current BG-BU:** Current IRM will raise request as "IRM-SRM change in Current BG-BU" and New IRM Will raise request "IRM-SRM Change for New BG-BU"
- **IRM SRM Change in New BG-BU:** When New IRM/SRM is from different BG/BU(Current IRM need to raise new request in Success factor to update in Infogram)



1. IRM's need to select the required change request type.

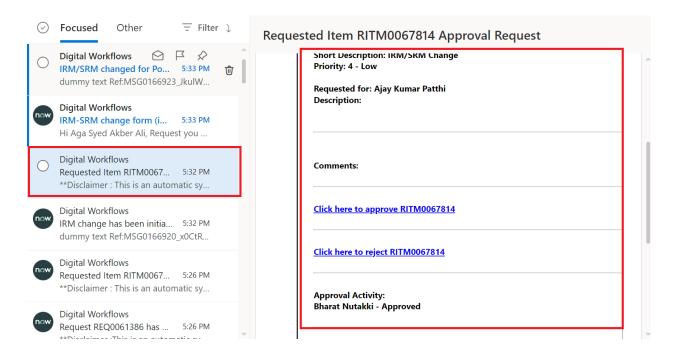


2. Select New IRM name from the dropdown or type in email ID then click on Submit for further processing.

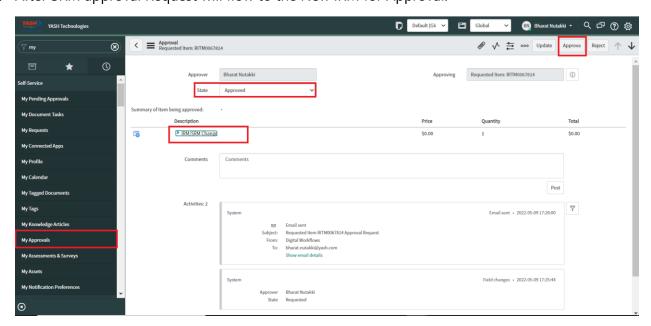




After IRM/SRM Form submission Notification will be send to SRM for approval.

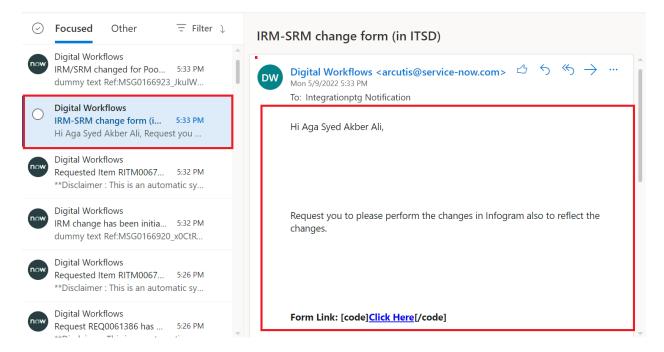


3. After SRM approval Request will flow to the New IRM for Approval.

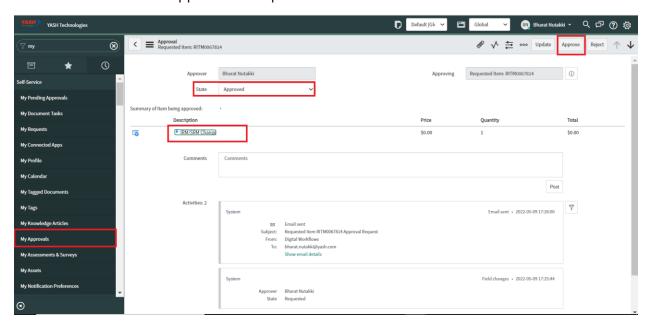




Approval Notification for New IRM Approval.

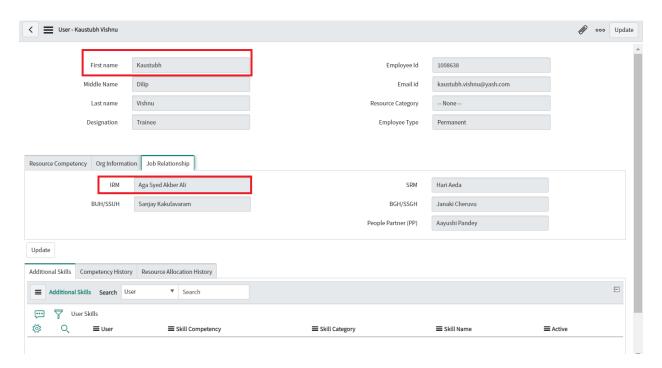


4. New IRM overview and approve the request



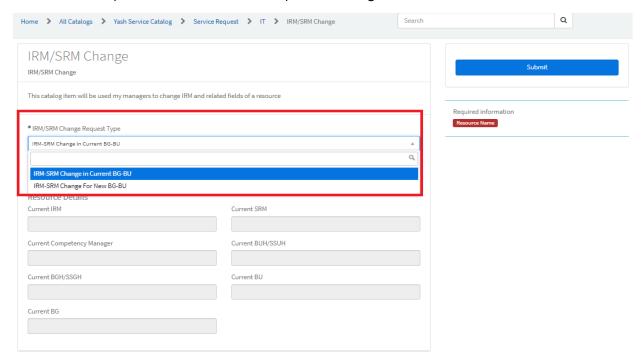


5. Request Changes will be updated.

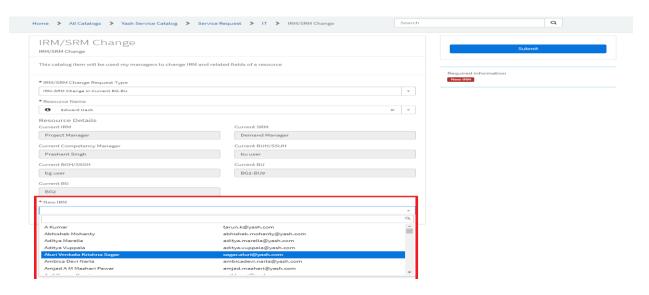




IRM – SRM Change in New BG-BU: When New IRM/SRM is from different BG/BU(Current IRM need to raise new request in Success factor to update in Infogram)

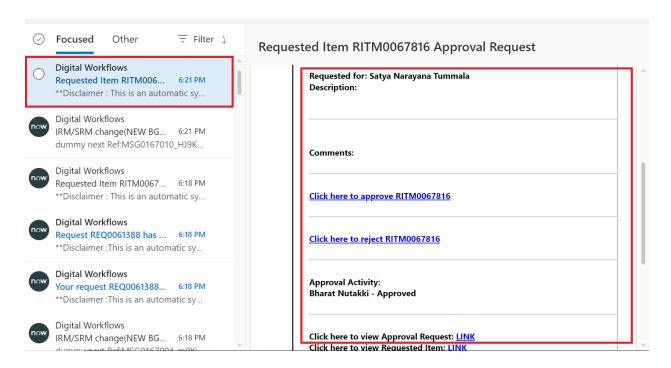


2. Select New IRM name from the dropdown or type in email ID then click on Submit for further processing.

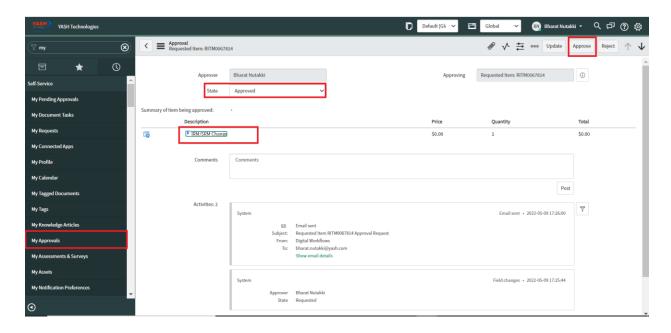




After IRM/SRM Change in New BG-BU form submission email notification will be send to SRM Approval.

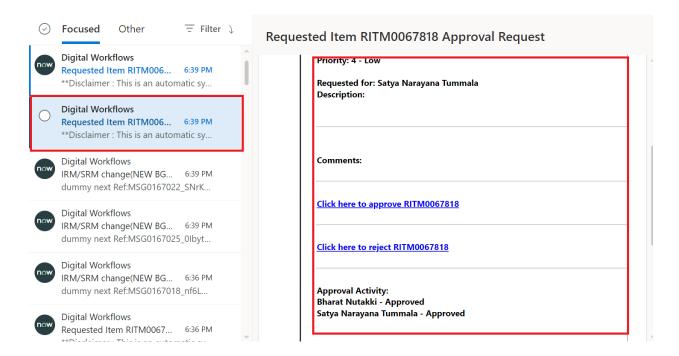


3. SRM approve the Request. Notification will be send to the BUH (Business Unit Head) for Approval.

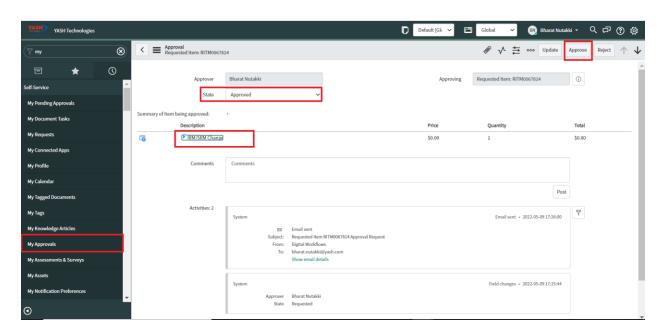




Approval email notification for the Current BUH(Business Unit Head)

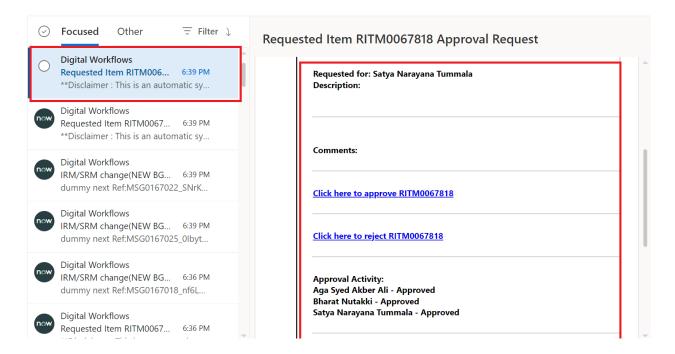


4. BUH (Business Unit Head) Approve the request, Notification will be send to the New IRM for Approval.

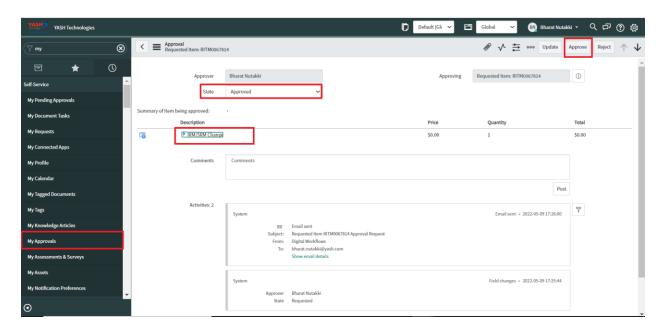




5. Approval Email Notification for the New IRM.

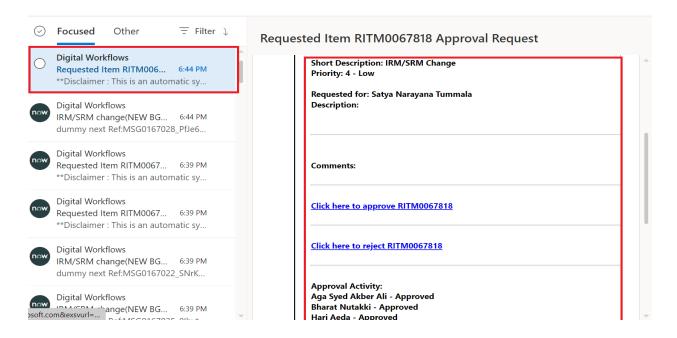


6. New IRM Approve the Request, Notification will be send to the New SRM for Approval.

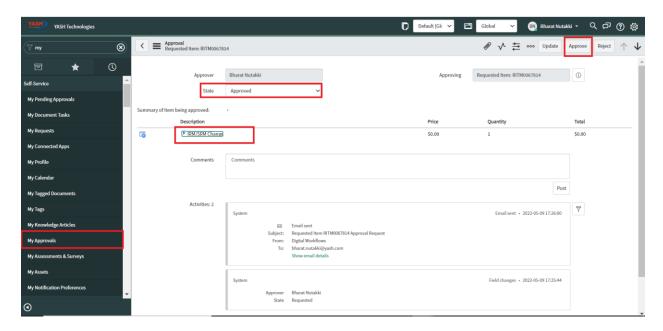




Approval email notification for the New SRM.

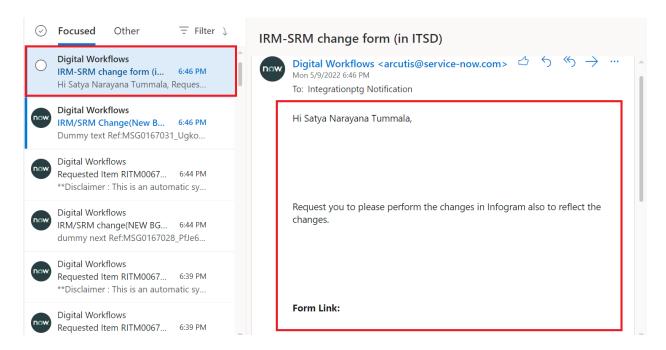


7. New SRM Approve the Request then notification will send to the New BUH (Business Group Head) for Approval.

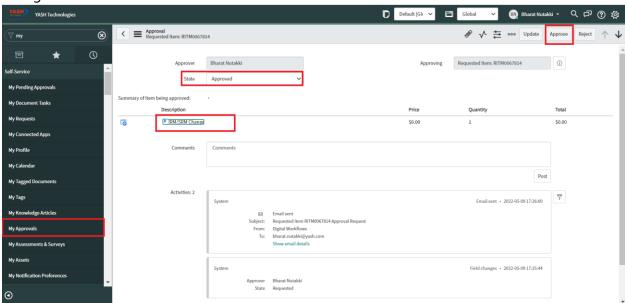




Approval Email Notification for New BUH(Business Unit Head).

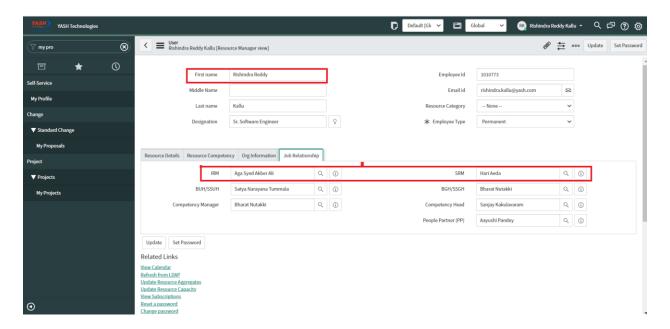


8. After New BUH (Business Unit Head) Approval, changes to reflect for User whose IRM/SRM change.





After all *Approvels*. changes to reflect for User whose IRM/SRM change. He/She can check changes in their profile





Q & A for all users.

1] If resource is on bench who will be the IRM and SRM?

Ans: Competency Manager will be the IRM and SRM.

2] If resource is on bench and any change happened for resource so who will be the taken care that?

Ans: Change will be taken care by Competency Manager.

3] If resource is working on Multiple project who will be the IRM?

Ans: Based on the higher allocation weightage of the project. IRM will be from that project.

4] If resource allocation 50-50 Percent to the projects, who will be the IRM?

Ans: Whichever project assigned first to the resource, that project, Project Manager will be the IRM.

5] If resource is working on Multiple projects who will approve the resource Leave?

Ans: individual resource will take email approval from the second project PM and update the same to primary PM. Primary Project Manager will take a final action.

6] Who will be change the resource competency?

Ans: Resource Project Manager / IRM will be change competency.

7] Where PM/IRM change the resource competency?

Ans: Project manager and IRM will Navigate to Skills >> "Competency Change Form" and change the resource competency.

8]How to know Resource his/her competency is change?

Ans: Notification will trigger to Resource and his/her PM/IRM.

9]Resource How to check their competency?

Ans: Resource can check their competency for this, user navigate to his profile module in service now. My Profile >> scroll down form and click on >> Current skills tab. There user see their current skills and competency.

10] Who will change resource IRM/SRM?

Ans: Resource PM/IRM will change his/her IRM/SRM.

11] How to change resource IRM/SRM?

Ans: PM/IRM Navigate to "Skills >> "IRM/SRM Change Form" and select IRM Change in current BG-BU OR IRM-SRM Change for New BG-BU and submit the request.

