



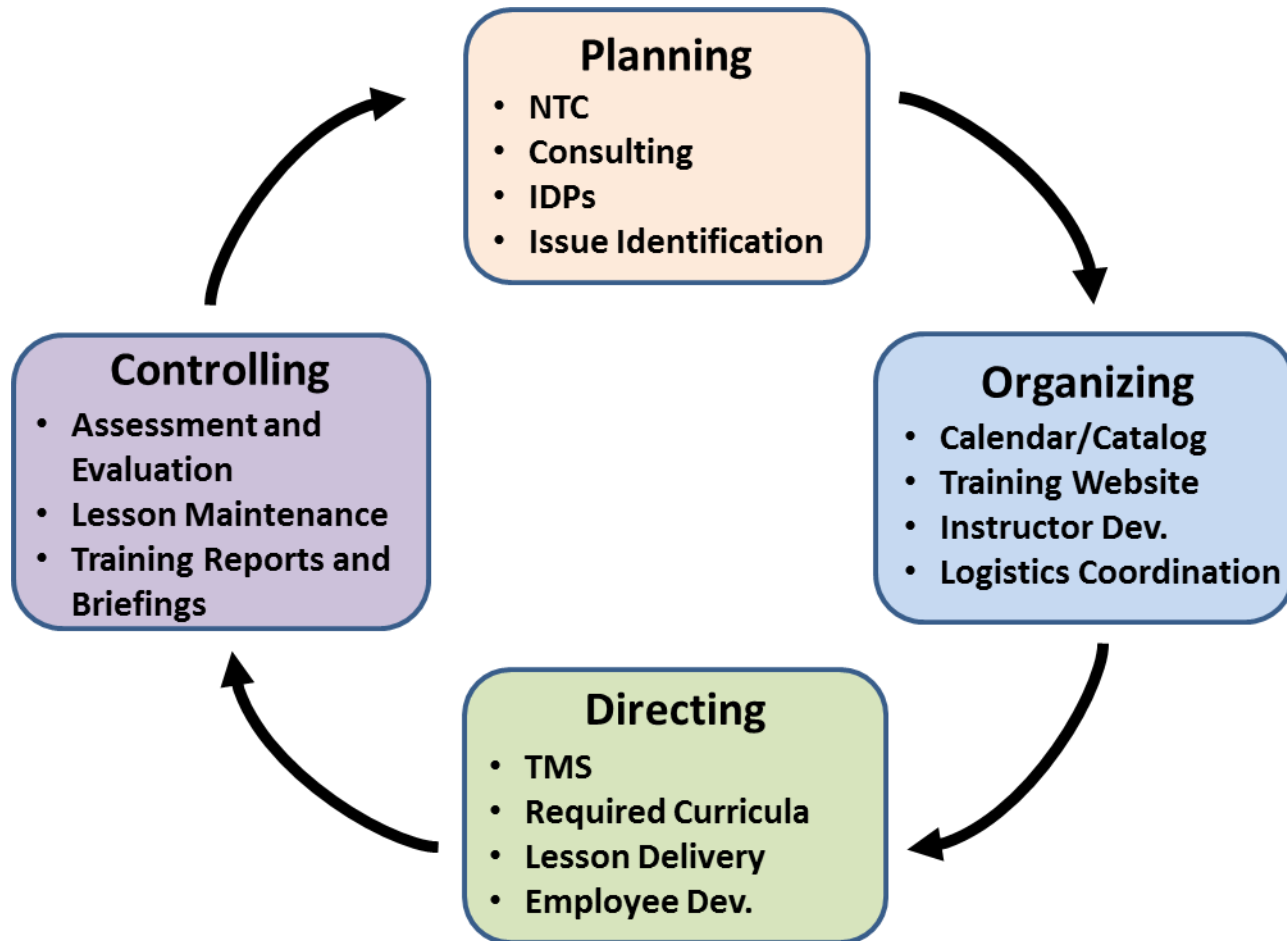
Handling Talent Management System Issues

Mary Beth Barnett, Mark Hawkins and Christy Chesnut

May 12, 2015



Training Management





TMS General Updates

- Support Contract
 - VALU is the responsible entity for TMS
 - Signed continue support contract
- Roles
 - Learning Manager Role
 - User Manager
- Non-VA employees accounts
 - User creates in SELF Domain
 - Validate within 5 days



Top Topics for TMS

- NTC class/curricula assignment procedures (e.g., when and how to update classes/assignments)
- TMS tips and tricks
- New Consistency Study assignment procedures
- Determining the proper points of contact to troubleshoot various training issues in TMS (e.g., TPSS Support Team, VBA Curriculum Support, VA TMS Help Desk, Art Edmonds, etc.)



TMS Class Assignments

Class Assignment Information

- Why: Ensures accurate central training assignments
 - Mandated NTC courses
 - One-time mandated courses
 - Consistency Studies
- How: Tips and tools
 - [TMS Class Assignment Job Aid](#)
 - [12-Month Challenge Roadmap](#)
- When: Adding or removing class assignments
 - Change in employee's job position
 - Employee's assignment to a specialized team



TMS Tips and Tricks

TMS Tips and Tricks

- Search techniques
- Useful reports


Helpful Tools

- [Comma/Semi-colon widget](#)
- [Fiduciary NTC Requirement Proration Tool](#)
- [Compensation Service NTC Progress Reporting Application](#)
- Pension [PMC VSR](#) and [PMC RVSR](#) Progress Report Shells
- [VR&E NTC Tracking Job Aid](#)
- [VBA Learning Catalog](#)



NTC Progress Reporting

Example of processed VSR report at RO-level view



Compensation Service

NTC Progress Report

V.0.4.2.9, BUILD: 4/2/2015

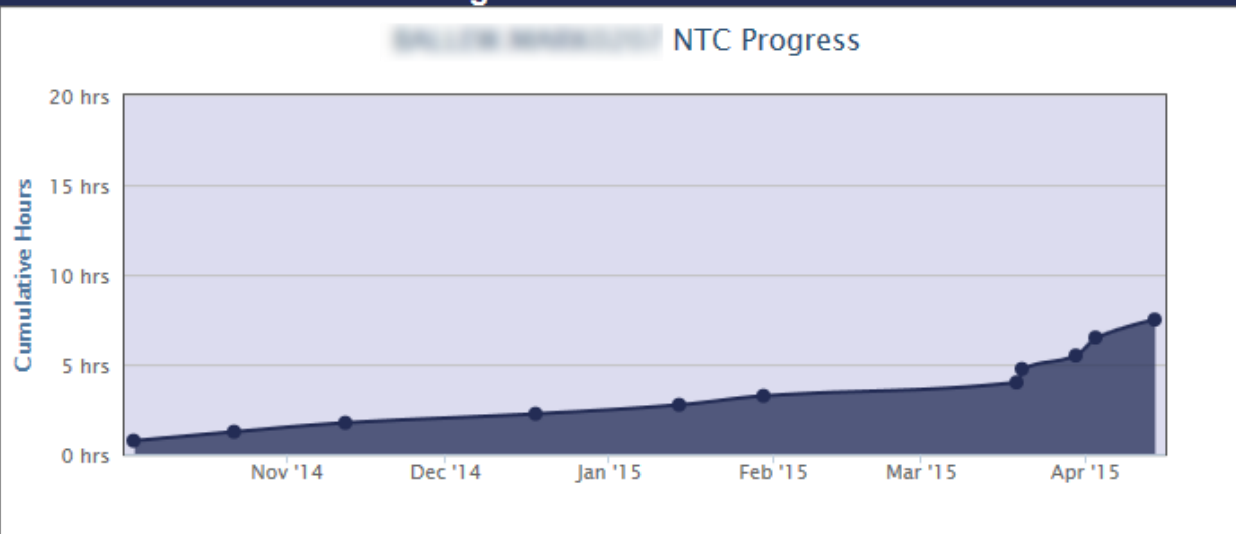
| VSR | | Browse... | Submit | Download | View Chart |
|---------------|---------------------|--|--------------------------------|---|----------------------------|
| User ID | Core Mandated Hours | Consistency Study/Refresher Training Hours | Total Mandated Hours Completed | Optional Station-Selected Hours Completed | Employee's Supervisor |
| ALAN L. BROWN | 3 | 3.5 | 6.5 | 19 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 4.5 | 7.5 | 46.25 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 5 | 8 | 10 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 4 | 7 | 11.5 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 5.5 | 8.5 | 7.5 | ALAN L. BROWN |
| ALAN L. BROWN | 2.25 | 4.5 | 6.75 | 6.5 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 4 | 7 | 6.5 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 5 | 8 | 13 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 5 | 8 | 14 | ALAN L. BROWN |
| ALAN L. BROWN | 3 | 5 | 8 | 13.5 | ALAN L. BROWN |



NTC Progress Reporting

Example of individual employee data view

Employee : **DAVID E. WARDEN**
Supervisor : **DAVID E. WARDEN**
7.5 total hours of NTC training in FY2015



| TMS # | Title | Hours | Category | Completion Date |
|---------|--|-------|-----------------------------|-----------------|
| 3891050 | FL 14-10 Processing Requests For Private Medical Evidence | 0.75 | Core Mandated | 10/03/2014 |
| 3891075 | October 2014 VSR/AQRS Consistency Study | 0.5 | Consistency Study/Refresher | 10/22/2014 |
| 1341551 | EEO Complaint Process: Laws, Regulations and Procedures | 0 | | 11/04/2014 |
| 1352173 | EEO Complaint Process: Laws, Regulations and Procedures Exam | 0 | | 11/04/2014 |
| 3890950 | Private Medical Record (PMR) Program Overview | 1 | Station Selected | 11/12/2014 |
| 3893912 | November 2014 VSR/AQRS Consistency Study | 0.5 | Consistency Study/Refresher | 11/12/2014 |
| 3884495 | PTSD due to MST Lesson 1: Overview | 1 | Station Selected | 11/18/2014 |



Consistency Study Assignments

- Training manager responsibilities
 - Notifying employees of upcoming studies
 - Verifying employees are in correct TMS classes
 - Ensuring employees receive time to complete training
 - Monitoring local compliance
- New 'Coach' classes
 - Allow for targeted assignments to coaches and assistant coaches
 - TMs will need to populate and maintain these classes
- New assignment process
 - Initial administration with 27-hour window
 - Follow-up administration with 1-week window
- Points of contact for questions/issues:
 - TMS assignments: VBACurriculumSupport@Camber.com
 - Technical issues: VBA-TPSS-Support@GDIT.com
 - Policy-related questions: QRT.VBACO@va.gov



TMS Troubleshooting Points of Contact

| Point of Contact | POC Email Address | Contact for: |
|-----------------------------|--|--|
| VBA TPSS Support Team | VBA-TPSS-Support@GDIT.com | <ul style="list-style-type: none">• TPSS module issues• Consistency Study issues |
| VBA Curriculum Support Team | VBACurriculumSupport@Camber.com | <ul style="list-style-type: none">• VBA evaluation issues• NTC items and assignments• Assessment unlocks |
| VBA Domain Manager | Arthur.Edmonds@va.gov | <ul style="list-style-type: none">• VBA TMS Admin assistance• VBA-required items and assignments |
| VA TMS Help Desk | vatmshelp@va.gov | <ul style="list-style-type: none">• All non-VBA item questions• TMS outages and errors |



Questions?