

Training TouchPoints

OSC Training Team

March 2015

Catching Up with the Training Director

Wow! How time flies when you are having fun! We have had a lot going on in the training world over the last several months.

We have completed the Pilot phase of the Business Objects (BOBJ) Reporting tool rollout and will be starting the first go-live classes with BOBJ training on Tuesday, March 31st.

Everyone so far has been very excited about the new BOBJ reporting tool and the capabilities that it gives the users. We are very excited about being able to meet and train so many of our users during this rollout. Look for more information coming soon on the BOBJ rollout and how it will affect you.

During the month of March, we revamped our Piedmont and Coastal training rooms to combine them into one larger training room. This change allows us to better utilize our space and have a more comfortable training environment for our students. The next time you are in our building, be sure to drop by and check out the new room!

Coming up over the next few weeks, we will be gearing up for the transition of benefits enrollment from BEACON to AON. This will impact all state employees as well as all of our training documentation and procedures. Your agency will be receiving more information as we finalize the processes and procedures for this transition.

We are working on updating several of our web-based training courses and will be making these available in LMS in the new future – stay tuned to the Training What's New page for updates. Per a request received from one of our agencies, we worked with them to train 30+ users in the PA track to grant the security access they needed to meet hiring demands for upcoming seasonal work. We are also working with a couple of agencies to provide some on-site training for them to help with cost effectiveness of travel expenses.

As you can see, from this article and the other articles in this publication, the training team is very busy working with our customers to ensure we meet your needs to the best of our ability. Thank you for your support and cooperation that you provide to us!

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BOBJ is Here!

Training Begins March 31st



We have successfully completed the pilot phase of the Business Objects (BOBJ) implementation and are now ready to roll out the BOBJ reporting tools to our Business Intelligence (BI) user community. All current BI users will have access to the Business

Business Objects, also known as BOBJ, is a suite of front-end applications from SAP that allow business users to view, sort and analyze business intelligence data. The BOBJ tools are Launch Pad, Dashboard, Crystal, WEBI Read Mode, and WEBI Design Mode.

The Launch Pad, Dashboard, Crystal and WEBI Read Mode are self-paced web-based tutorials and the WEBI Design Mode is a one-day instructor-led training.

If you are interested in analytic and manipulation of data, you should take the WEBI Design Mode ILT course.

You may log into LMS to register for the web-based tutorials and for the ILT session of your choice. Note the four (4) web-based tutorials are prerequisites for the WEBI Design Mode ILT course and must be completed prior to attending the WEBI Design on-site instructor-led training.

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Objects tab in the BEACON Portal by April 24, 2015. The security access will be granted in waves to all BI users to transition them to the BOBJ access.

BOBJ training is divided into two main components, one part is self-directed via web and the second is a one-day instructor-led training (ILT).



PA425 – LOA - Military Class Rollout on Hold

The PA425 – LOA Military Leave class is on hold. OSHR updated several terms/fields on Infotype 0077 – Additional Personal Data that relate to veterans and military personnel. We will resume the rollout of the class when the infotype is updated in both the Production and Training clients. Training data and screen prints will be updated to match the new terms and screens in the system.

Thank you for your patience as we seek to bring you the best training we can offer.

Exception Requests in the LMS

What is an Exception Request and why would I be denied by OSC Training?

An Exception Request is generated when a student registers for a session for which they have not met the prerequisites and submits the request for administrative approval to be exempted from the prerequisites. OSC does not grant exemptions to any of the HR/Payroll classes because most classes are tied to a security role. To change the status to “Registered,” the student must withdraw from the session, and then request the session again, after having met the requirements. The training status will automatically change to “Registered”, if the prerequisites have been completed. If the student has registered for the prerequisites but not completed them, the status automatically changes to “Pending Prerequisites” until the prerequisites have been completed. It is important to remember that an exception request will be denied if the student has not completed the required prerequisites.

What's New

How to find out what is going on in OSC Training

The Training HELP website is not only a place to find Business Process Procedures (BPPs), Job Aids and Course Materials, but also a place to find out what is going on. Did any of the processes you perform change recently? Is there new material that will help you with your business tasks? Check the *What's New* button on the Training HELP page. You will find a list of all recently published creations or revisions.

Click here to access the Training HELP webpage and click the *What's New* button.

LINK:

<http://www.osc.nc.gov/training/osctd/help/>

OSC Training Team

How to contact us

All inquiries or requests for assistance for the OSC Training Team must go through BEST Shared Services. The contact information for BEST is listed below:

PHONE:

LOCAL – (919) 707-0707

Statewide TOLL-FREE (866) 622-3784

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