

HCM User Training

The Challenge

Sometimes some personal coaching goes a lot farther than reading from a training manual.

Long-time veterans of our client's payroll and benefits departments wanted to learn to use a query tool packaged with their Human Capital Management (HCM) system to assist them in creating test cases for SOX compliance.

Rather than spend thousands of dollars and precious days in standardized/general training courses offered by the HCM application vendor, our client called on LBi to create specific classes to fit their immediate need.

The Solution

Our subject matter experts quickly put together a comprehensive and intensive training plan. The materials prepared included a printed How-To training manual, an electronic presentation, and a booklet of examples showing step-by-step processing. Mock training classes were held internally at LBi's solution center to fine-tune the class material and delivery. LBi's unique blend of technologists and business analysts allowed the team to create a successful training session plan.

Our instructors met with the payroll and benefits departments for a two-part session. The participants learned everything they needed to know to build and execute simple queries, enabling them to better choose cases that fit testing scenarios.

The students were given reference material to help them to apply this new knowledge in the "real world".

The Benefits

Functional HCM users became better acquainted with the technical aspects of their environment. Today, they are better testers and more prepared to answer SOX-compliance questions.