IT SKILL BUILDER 5.0

USER GUIDE

MY CAREER JOURNEY & MULTI-EMPLOYEE ASSESSMENT CAPABILITIES

PREPARED BY:

Ouellette & Associates Consulting, Inc.
40 South River Road
Bedford, NH 03310

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1 WELCOME

IT Skill Builder is a platform for information technology employee professional development. IT Skill Builder helps an organization, and their people, to develop the core skills necessary to become high-performing leaders enabling them to move up the IT Maturity Curve. Employees take a self-assessment of their skills. Their manager then assesses these same skills for each direct report. The system then compares your responses and your managers responses against standards in the industry based on common job roles expectations for core competencies. Employees can identify individual strengths and areas for improvement, view targeted recommendations, and using this powerful information, build an individual development plan to help grow relevant IT skills. You can view and track development plan progress helping drive more meaningful discussions between employees and managers.

We hope you enjoy this journey!

2 CREATING YOUR ACCOUNT

Creating an IT Skill Builder account is easy. Most organizations will integrate a single-sign on (SSO) capability to bypass the full registration process and to streamline username and password maintenance. This is the custom method. Other organizations allow the users to create and maintain their password information directly within IT Skill Builder. We will refer to this as the traditional method. Your System Administrator will provide with the specific configuration for your organization.

TRADITIONAL USERS (non-SSO) can access IT Skill Builder via https://www.itskillbuilderassessment.com. Here you will be presented with following the login screen:

Upon initial login traditional users will need to compete the full registration process. To do so, click on the **First time?** link which can be found just below the **UserName** and **Password** fields:

On the *Register Here* page, enter the PIN supplied by your site administrator in the **PIN** field. In the **Email** field enter in your work provided email address as this is how the system will identify you. Then, in the respective fields enter in your First Name and Last Name. When complete select **Continue**.

Next, create a password for IT Skill Builder. Then "Select your Job" by clicking the button that most accurately describes your current role*. When complete, click **Update Preferences** at the bottom of the page.

Single Sign On (SSO) users will be provided with a unique URL to access IT Skill Builder. This link will work when you are logged into your network. The registration process for SSO clients is condensed and simply directs the user to a modified Preferences page, similar to what you see below:

Set your Personal Account Information:

First Name: Suzan

Last Name: Hernandez

Email Address: ernandez@yourco.com

Select your Job:

▸ Applications

▾ Infrastructure

Infrastructure

○ Vice President
○ Director - Infrastructure
○ Manager - Infrastructure
○ Team Lead - Infrastructure
○ Architect
○ Engineer
○ Business Relationship Manager
○ Analyst
○ Technician
○ Technical Specialist
○ Programmer
○ System Tester
○ Developer - Database

▸ Executive

Change Preference Settings:

▸ My Notifications

Update Preferences

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Here the SSO user will enter in their first name, last name and work provided email address to register. Then users "Select your Job" by clicking the option that most accurately describes your current role*. When complete, click **Update Preferences** at the bottom of the page.

Please note, *if your specific job title doesn't exist your company most likely did a mapping exercise relating company specific job roles to IT Skill Builder's standard job roles. Please check with your IT Skill Builder administrator for additional information.*

When complete you will be presented with the IT Skill Builder landing Page. Here you will be able to complete your *Self-Assessment*, view your personal *Development Plan*, access the *Resource Guide* and view *Direct Reports* if you are a people manager (within IT Skill Builder). Additionally, you will have the
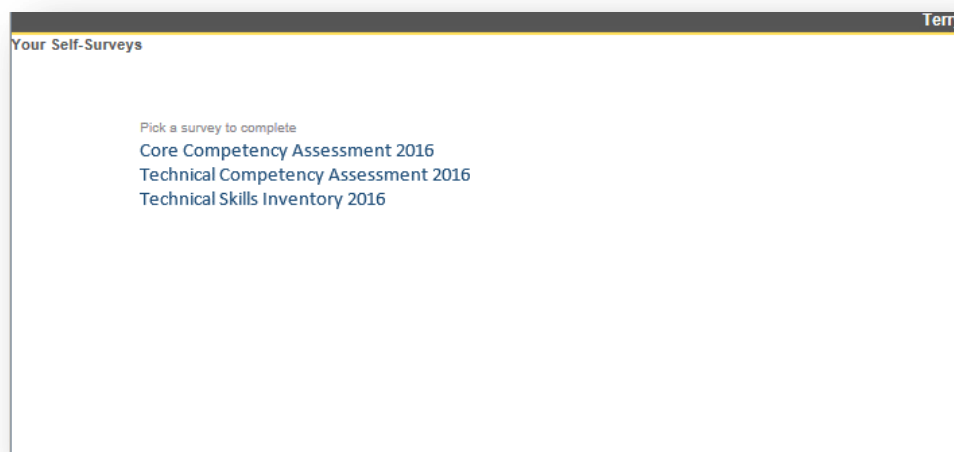
ability to view the tool Help, Change Preferences, Change Password and Log-Out via the respective buttons.

3 COMPLETING YOUR SELF-ASSESSMENT

Completing your Self-Assessment is easy to do! Click on the green **Assessment** button on right side of the home page.
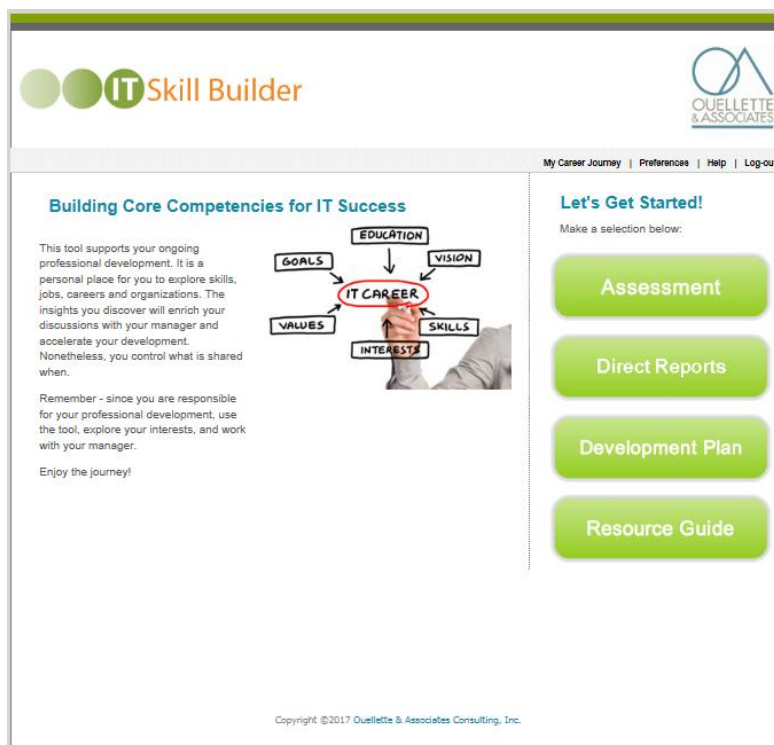
Select the appropriate assessment to complete within the **Pick a survey to complete** screen.

You will be presented with a welcome message, read through this and click on **Next**. The assessment will begin.

Each response is saved as you navigate through the assessment, the following message will present indicating this to be the case:


Once you click on **OK** you will be presented with the first competency in the assessment you selected. Within this screen you can see the name, description and order (or count) of the competency from the total competencies. Also displaying on this screen is the four-point rating scale describing each of the attributes for the different proficiency levels ranging from Novice to Expert. Read through the descriptions and select the radio button you feel is most in line with your skill set.

When done, click on the **Next** button to continue on to the next Competency for which you will rate your skills. Continue to click through the remaining competencies is the assessment. It is important you take your time to read through each of the competency descriptions before responding to the questions to allow for the most accurate comparison report as you work toward growing your skills. Add any

competency related notes in the **Add Notes** free text box. These notes will be available to you via the Target Comparison Reports.

Once you have completed rating your skills for each of the Competencies you will be presented with the following Submission screen. Here you will have the ability to **Review** or **Submit** your Self-Assessment responses. *Review* allows you to take a look at your responses and make any adjustments prior to submission. *Submit* your assessment once you are ready.
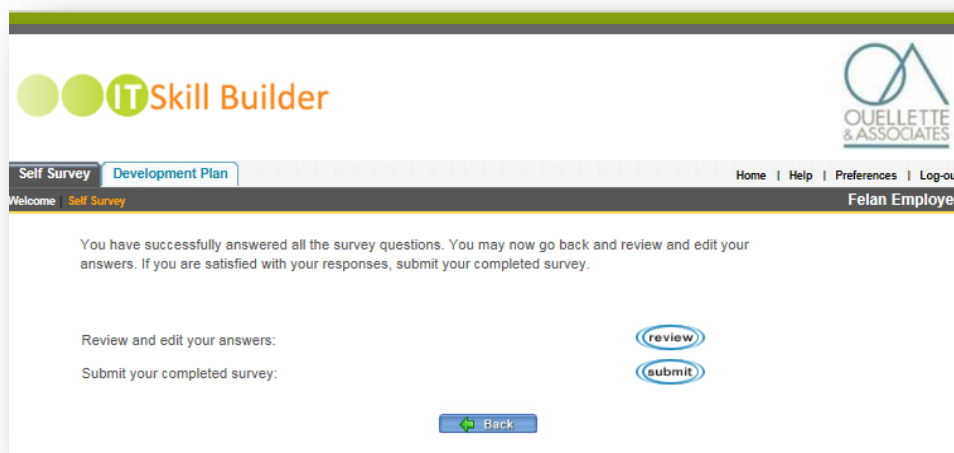

Once you submit your responses you will not be able to make any modifications to your responses until your site administrator re-opens the Assessment period for your organization. Please see your Administrator for more details on the timing of this process at your organization.

4   VIEWING YOUR RESPONSES

Once you **Submit**, IT Skill Builder will compile the results of your survey responses, your managers' survey responses, if applicable, against standards in the industry based on the job role expectations for your selected job role. The output of the data is a series of four Target Comparison reports.

Please note: Neither a manager or employee can see the other person's responses until both parties have completed their assessments.

The first report is the SELF / TARGET COMPARISON REPORT. This report compares your responses against the target for the job role.
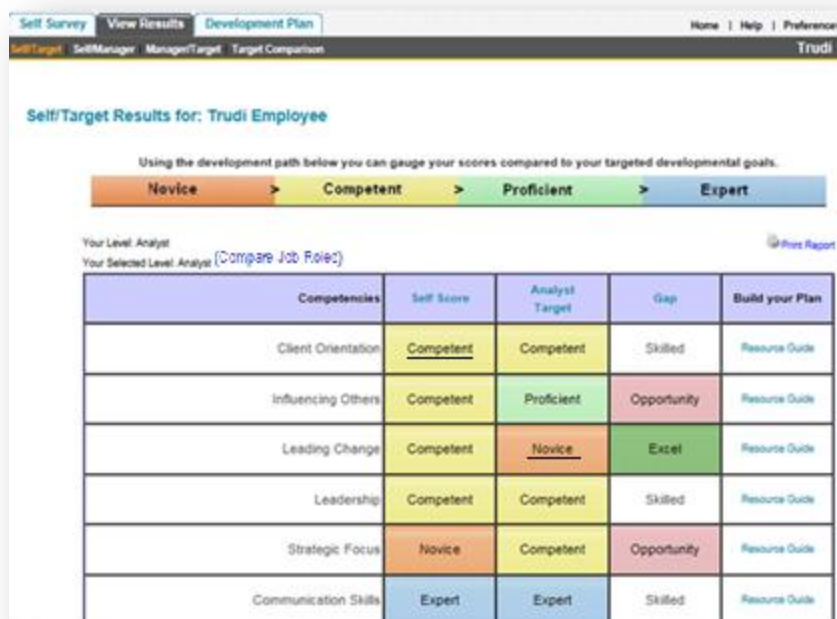
Within this report the **Self Score** column displays the proficiency level you selected for yourself for the specified competency. The **Targe**t column displays the target for the job role you selected, in this case "Analyst". The **Gap** column displays the following statuses:

- Excel: The Self Score is greater than the Target score
- Skilled: The Self Score and Target score are the same
- Opportunity: The Self Score and the Target differ – either the Self Score is greater than the Target or the Target is greater than the Self Score

Selecting the Resource Guide link under the Build Your Plan column will allow you access to the Resource Guide for the specific competency you are working with. We will learn more about this in section 5, *Viewing the Resource Guide*.

From within these comparison reports you can view the notes added by either the employee or the manager. If a competency has a note associated with it, you will be cued visually by the text appearing in blue font with a hyperlink. When you hover over the link the following hint will appear:

Users will have the ability to view notes specific to the Competency you are viewing or click on the Expand All Notes feature to view all Employee and Manager Notes for all of the competencies for this employee.

Within this screen user also have the ability to sort columns by clicking on the column headers. You can print via the **Print Report** button.

Additionally, you have the ability to compare your response to the Targets set for other job roles. This allows you to see how your current skills may align with different roles within the IT industry now and in the future. To compare against a different role, simply click on the **(Compare Job Roles)** link to the right of the **Your Selected Level** (role) section just above the table.

The second report is the SELF / MANAGER COMPARISON REPORT. This report compares your responses against the responses your manager selected for you for each of the competencies. Within this report the **Self Score** column displays the proficiency level you selected for yourself for the specified competency. The **Manager** column displays your manager's result for the competency. The **Gap** column displays the following statuses:

- Excel: The Self Score is greater than the score
- Skilled: The Self Score and Target score are the same
- Opportunity: The Self Score and the Target differ – either the Self Score is greater than the Target or the Target is greater than the Self Score

The third report is the MANAGER / TARGET COMPARISON REPORT. This report compares your Managers responses against the Target, or expected level, for your job role.

The fourth report is the TARGET COMPARISON GRAPHICAL REPORT. This reports visually compares your response to your Managers responses and the Target for the selected job role. Additionally, you can compare these reports year over year for the same role or change roles to see how your skills compare for various IT related job roles. The Target Comparison report is a favorite among our user community

providing a snapshot to help aid in determining opportunities and facilitating productive discussions between employees and managers. Two very useful features!
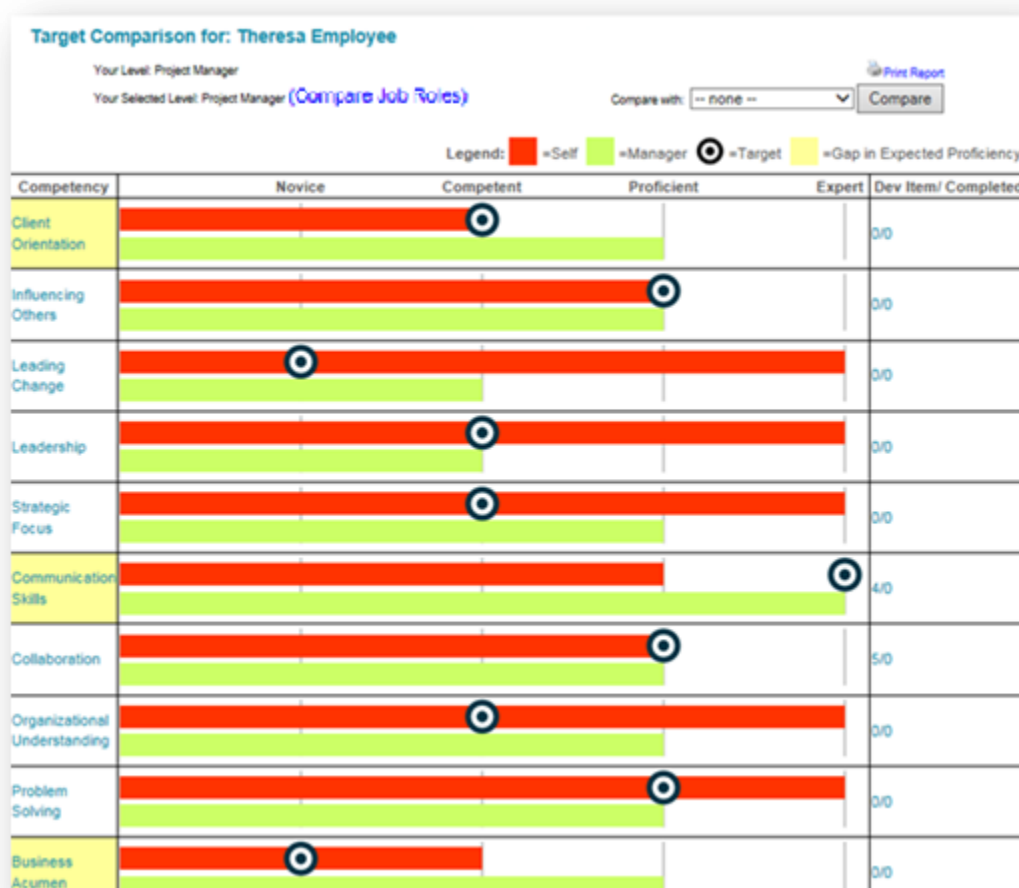
5 VIEWING THE RESOURCE GUIDE

The Resource Guide is a comprehensive guide of learning materials to help IT professionals develop their skills and gain knowledge in the IT Skill Builder competencies. Users will be able to choose from 500+ combined resources from within the resource guide. The resources are categorized under Development Actions, Books, Videos / Podcasts, Blogs, Articles, Instructor-Led Courses, eLearning Courses and Websites. Some organization will choose to modify the standard Resource Guide adding to or removing from the standard content and possibly linking to your internal Learning Management System. Please check with your System Administrator for more information on how your organization's Resource Guide is configured.

You can access the Resource Guide by selecting the Resource Guilde link found under the **Build your Plan** column on one of the four Target Comparison reports we reviewed in section 4 above.

When you click the Resource Guide link you will be presented with that resources for the competency you selected. The name of the competency will appear, along with its description as a reminder for those looking to build their development plans. To see the details for the behaviors related to this competency click on the "see details" link on the right. n the left of the screen you will be presented with a host of Development Actions, a series of on-the-job-tips. On the right hand side you will be presented with a host of other resources includes books, blogs, videos / podcasts and more. Each of these items can be added to your personal Development Plan.

The Resource Guide is also accessible via the main button on the landing page. Select the green button to be taken right into the main list of Competencies and their descriptions. Select the desired competency to view all of the related resources.

To build your development plan, select a competency from the list below:

Agility
The ability to move quickly and easily draw conclusions; intellectual acuity. IT Agility is about how IT will enable business agility, how fast IT will deliver the required solutions, effectively and efficiently. The ability to recognize and act upon changing business circumstances in order to respond to market pressure or create market opportunity.

Innovation
Innovation refers to the notion of doing something different rather than doing the same thing better. It is the ability to be agile and anticipate opportunities as opposed to being risk-averse, bringing together various novel ideas in a way that has an impact on the organization. Balancing the need for experimentation and managed risk with the desire to maintain the processes of control and system prediction.

Client Orientation
A willingness and ability to see things from the client's perspective. It is an understanding that client satisfaction is based on the sum of all experiences they have with an organization and is integral to organizational success. It is focusing efforts on identifying and responding to current and future client needs and desires and displaying a genuine desire to do what is in the client's best interest.

Influencing Others
Inspires and guides others toward the adoption of an idea, opinion or action in order to secure commitment from them to reach organizational objectives, regardless of organizational or positional authority.

Business Acumen
The ability to acquire and administer human, financial, material, and information resources in such a way as to instill trust, and accomplish the organization's mission and goals. Included in this competency is the ability to devise solutions with an understanding of how to impact business results by making connections between actions/performance and organizational goals and results.

Project Management
Planning, organizing, securing and managing resources to bring about the successful completion of specific project goals and objectives recognizing the value of using personal leadership skills and understanding the critical relationship of projects to the overall success of the organization.

Technical Understanding
Employs the use of technology appropriately to enhance the overall value of IT and the organization.

Analysis
Understands the business unit's strategic objectives, the business needs for delivering new products and solutions, and the strategic and financial objectives of a product or solution. Consistently demonstrates the talent and skills to translate these needs into information system needs, business rules, requirements, development tasks, and quality metrics.

Architecture
Designs and maintains system architecture (e.g., component design, service-oriented architecture) utilizing knowledge of product and system architecture including object-oriented thinking; application programming interfaces (APIs), service-oriented architectures

6   BUILDING YOUR DEVELOPMENT PLAN

To select resources to add to your personal Development Plan simply click on the box to the right of the resource to select the item (s). When you've made your selection click on the "Add Items to My Development Plan" button on the top right hand side of the screen. This will bring you into your personal Development Plan where you can view the items you just added along with any other current items. Enter in Due Dates for the newly added items. You can add personal resources to the Development Plan. Personal resources are resrouces not available.
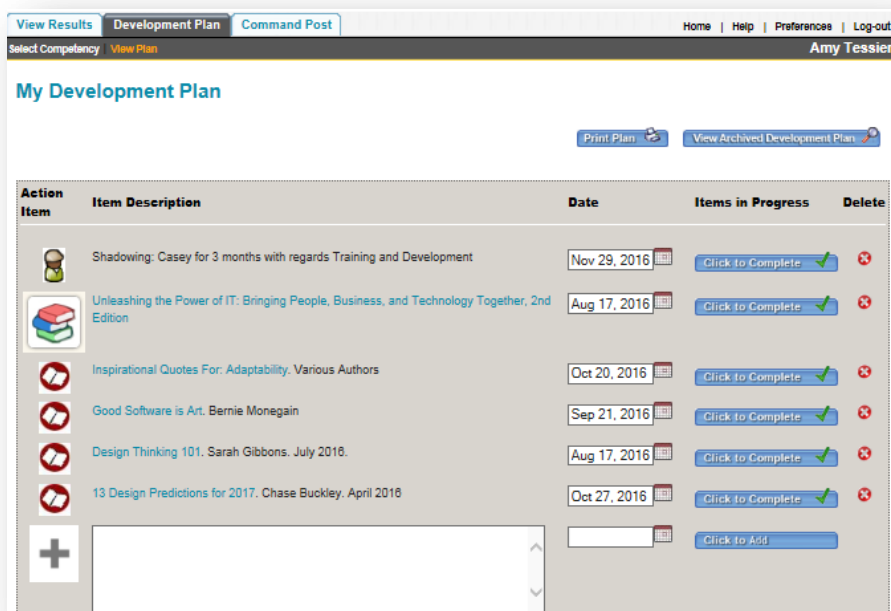
If you have completed an item on your current Development Plan, click on the **Click to Complete** button, provide your feedback on resource quality and Submit. Print your plan by click on the "Print Plan" button on the top left side of the screen. You can also **Delete** any unnecessary items currently on your plan.

7   ACCESSING YOUR DIRECT REPORTS

People managers will have the ability to access their Direct Reports in IT Skill Builder. Click on the **Direct Reports** button on the home page to see the employees linked to your account. The Direct Reports that appear under your login are set within our Administrative tool. If you have any questions on your list of Direct Reports or click on the **Request Update** button on the top right of the Direct Reports table.

From within this screen People Managers will be able to:

- View their assigned Direct Reports (within IT Skill Builder)
- Determine whether or not a Direct Report has taken the Self-Assessment
- Complete the Manager assessment for their Direct Reports
- View the Target / Comparison Reports
- View your Direct Report's Development Plans

The Direct Report Assessment column will display the following statuses:

- Complete: The assessment has been completed by the employee
- Not Registered: The employee has not yet registered for an IT Skill Builder account
- Not Started: The assessment has not yet been started by an registered employee
- Partially Complete: The assessment has started but not yet complete the assessment

The Manager Assessment column will display the following statuses:

- Completed: The manager has completed the assessment for the employee and the completed date is provided
- Take Assessment: The manager has not yet started the assessment for this employee

To begin an assessment on one or more employees select the appropriate check mark next to the **Take Assessment** link. Once you have started an assessment for one or more employees, you must complete

it and submit it before you can begin another direct report's assessment. IT Skill Builder will save a partially complete assessment. Each time you return to the Direct Reports tab, the site presents the incomplete assessment. You must also finish this open assessment before you can return the Direct Reports dashboard.

Managers have the ability to **Add Notes** to for the competency for which they are rating their employees on. A compilation of both the employee and manager notes will be accessible via the Target Comparison Reports.

Managers can click on **View Report** to access the Target Comparison report for the employees. Click on the **Dev Plan** to view and employee's Development Plan. If they have not yet created their plan, the status will indicate *Not Started*.

Please note: Neither a manager or employee can see the other person's responses until both parties have completed their assessments.

8   COMPLETING THE SKILLS PROFILE INVENTORY

The **Skills Inventory Profile** allows each member of the IT Skill Builder user community the ability to document areas of expertise as it relates to industry specific tools, skills and abilities. The Skills Inventory can be updated at any time and allows members of leadership to identify areas of strength on a per skills basis within the organization.

To access the Skills inventory click on the landing page and select the Assessment button. Then select the Technical Skills Inventory link (please note each client can custom name the inventory, in the case below it is titled *Technical Skills Inventory 2016*).
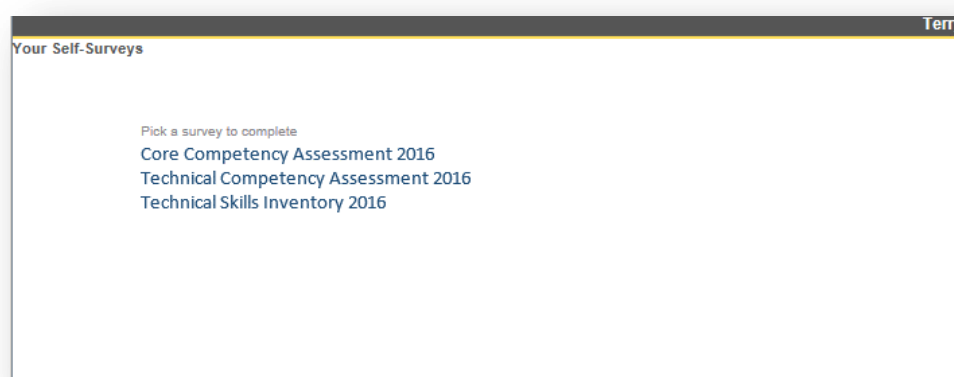
After clicking the link, the Skills Inventory will appear. The Skills Inventory has multiple sections that can be expanded or collapsed. Expand any pertinent categories, view the subcategories and update and areas of expertise as you see fit. Select the **Add to My Career Journey** checkbox to add this selection to your career journey profile. Keep in mind only 10 Skills can be added to your profile.

Once completed, click **Save** to update your profile. To view your Skills Profile click on the **Print My Profile** button on the top right corner. To view the updates to My Career Journey select the appropriate menu.

9   MY CAREER JOURNEY

With **My Career Journey**, employees can share their career narrative, showcasing individual core competencies, skills, background and aspirations. My Career Journey is easily accessible to both managers and employees, providing you the information you need to execute your workforce strategy and develop your TALENT Brand.

The My Career Journey is a dynamic profile comprised of several sections including your personal:

- Career narrative
- Personal photo
- Skills including Certifications
- Competencies rating – Manager and Employee
- Open /Closed items on Development Plan
- Development Plan Tracker

To update your career narrative select the **Preferences** menu and then select the My Career Journey Settings tab. Within that tab you have the unique opportunity to create your own career narrative as

you work toward your personal career development. Complete Your Career Narrative by adding 150 characters of text in each of the three section and Update Preferences to Save. You have the ability to upload a personal picture. Keep in mind, you should own the rights to the image you upload the photo size is restricted to 146 x 162 with a maximum file size of 2 MG.

To view your My Career Journey select the appropriate menu option. You will be directed to view your personal My Career Journey profile.
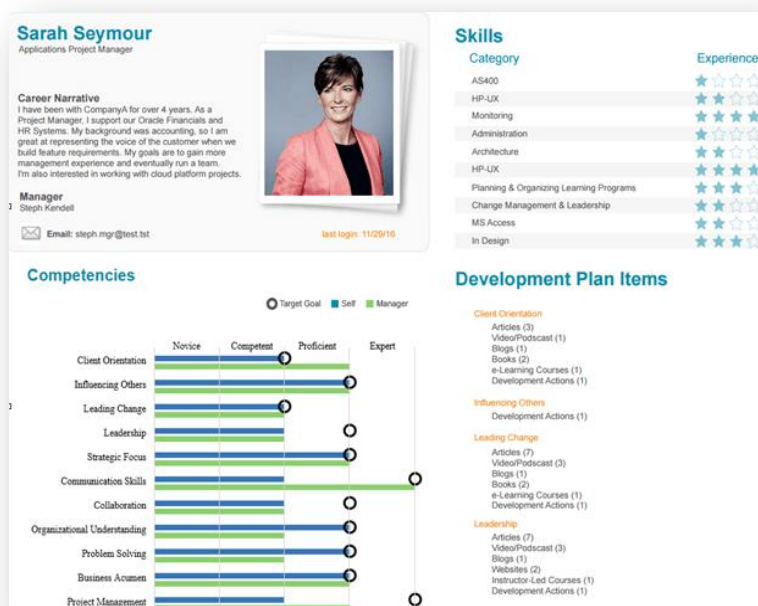
The Skills, Competencies and Development Plan pods are autopopulated based on previously completed sections within IT Skill Builder.

- The **Skills** section is derived from the Skills Inventory. Any Skills you marked to appear, up to 10, will display here. This includes Certifications. Keep in mind, this is your opportunity to showcase your top skills and certifications.
- The **Development Plan Items** section is populated based on the content of your IT Skill Builder Development Plan. This section will display all active and closed items by Competency. The tracker will show the percentage completed based on system default of 20 per cycle (generally annual) or based on how your Sytem Administrator configured the tool.
- The **Competencies** section is populated based on the ratings of the assessment by Manager and Employee. This view will also display the Target based on the job role when the assessment was taken.

Updates to your name and job roles can be made via the Preferences menu.

10 UPDATING YOUR PREFERENCES

The **Preferences** menu allows each user to access and update their user account information for IT Skill Builder. Within this screen a user can view their first and last name, email address, and password. The first name, last name and passwords can be modified within this screen as well, barring, you do not have an Active Directory integration.

Additionally, and most importantly users have the ability to select a new or updated job role from within this screen. This is an important feature to keep current as the job role and associated Target Proficiency Levels (TPLs) are the foundation of the IT Skill Builder comparison reports.
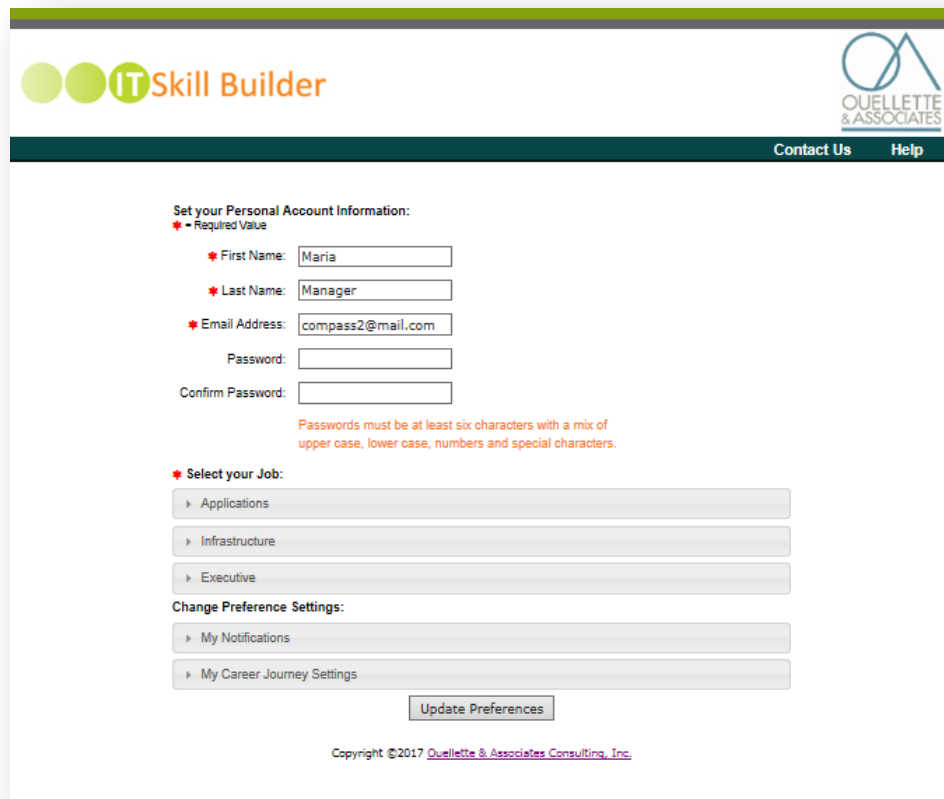
Within this screen users can modify the email notification settings, overriding your organizations defaults.

When selected the:

- <u>Skills Profile Update</u> option will send an automated email to a member of the user community who updated their Skills Profile
- <u>Direct Report(s) Completed Assessment</u> option will send an automated email the Manager when their Direct Report has completed their self-assessment
- <u>Manager Completed Assessment</u> option will send an automated email to the Employee when their Manager has completed their assessment on the Employee
- <u>Completed Self-Assessment</u> option will send an automated email to the Employee when he/she has completed their self-assessment
- <u>Development Plan Goal Complete</u> option will send an automated email to the Employee when he/she has completed an item on their Development Plan
- <u>Development Plan Goal is Coming Due</u> option will send an automated email to the Employee when he/she has a Goal coming due on their Development Plan. Messages are sent 14 days in advance of the item coming due.

Please note if any of the notifications are in a light gray font, they are disabled for your organization. Your system administrator has set these and can modified based on organizational preferences.

Finally, within **Change Preference Settings** a user can modify the narrative portion of the My Career Journey and add or their profile image. There are three questions to help guide you through the process enabling you to your career aspirations. See section 9 above for more details.

To make any changes, simply update the appropriate field and select **Update Preferences**.