



IT SKILL BUILDER 6.1

USER GUIDE

USER EXPERIENCE UPDATE AND NEW CONTENT LEARNING LIBRARY

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1 WELCOME

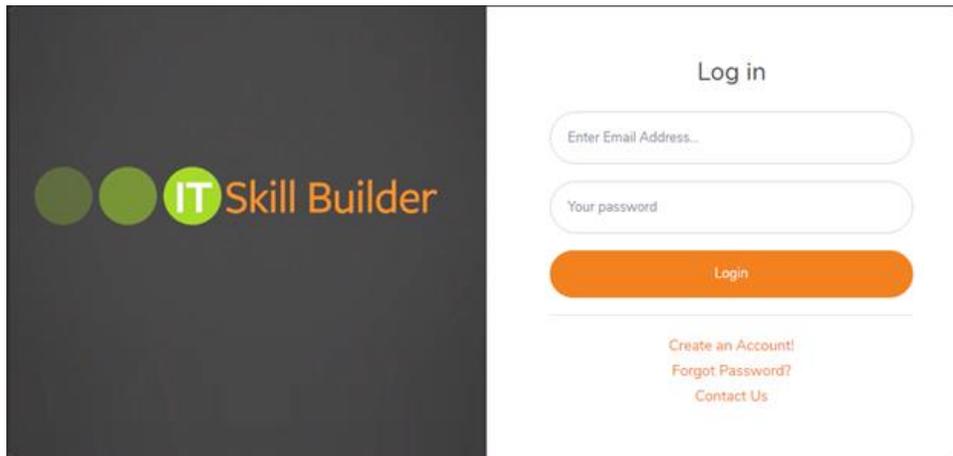
IT Skill Builder is a platform for individual professional development. IT Skill Builder helps an organization, and individuals, develop the core skills necessary to become high-performing leaders enabling them to move up the IT Maturity Curve. Employees take a self-assessment of their skills. Their 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 role expectations for core competencies. Employees can identify individual strengths, areas for improvement, and view targeted recommendations. Using this powerful information, individuals can build a 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 the specific configuration for your organization.

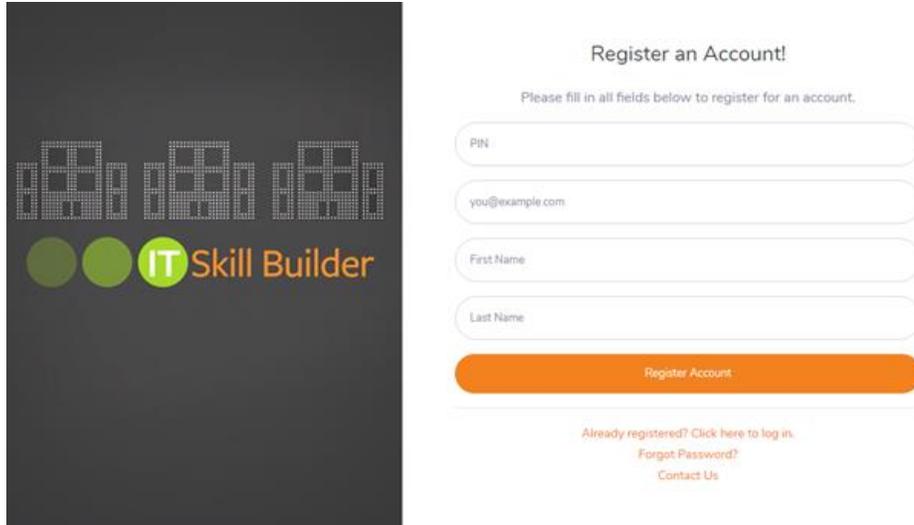
TRADITIONAL USERS (non-SSO) can access IT Skill Builder via <https://www.itskillbuilderassessment.com>. Here you will be presented with following the login screen:



The screenshot shows the login interface for IT Skill Builder. On the left, there is a dark grey vertical panel with the logo consisting of three green circles followed by the text 'IT Skill Builder'. On the right, the 'Log in' section is centered. It includes two input fields: 'Enter Email Address..' and 'Your password'. Below these is an orange 'Login' button. At the bottom of the login section, there are three links: 'Create an Account!', 'Forgot Password?', and 'Contact Us'.

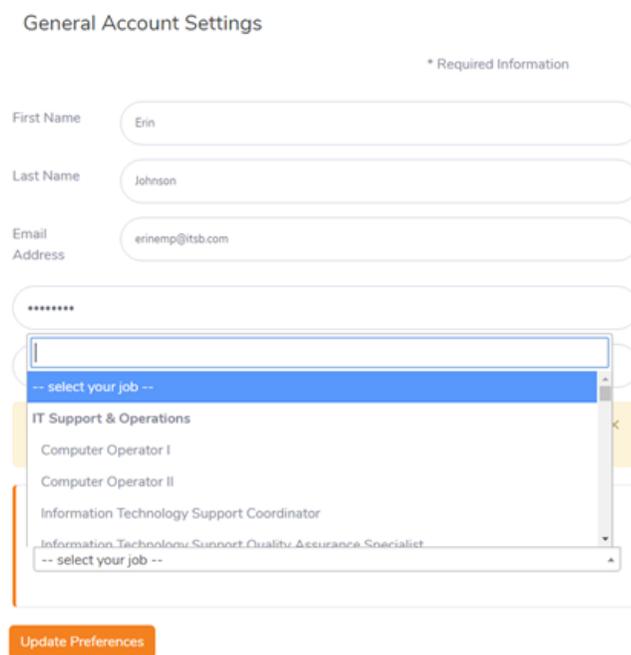
Upon initial login traditional users will need to complete the full registration process. To do so, click on the **Create an Account** link which can be found just below the **Username** and **Password** fields:

On the **Register an Account** 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 completed, select **Register Account**.



The image shows the IT Skill Builder logo on the left, which consists of three green circles followed by the text "IT Skill Builder". To the right is a registration form titled "Register an Account!". Below the title is a sub-header: "Please fill in all fields below to register for an account." The form contains five input fields: "PIN", "you@example.com", "First Name", and "Last Name". Below these fields is an orange "Register Account" button. At the bottom of the form, there are three links: "Already registered? Click here to log in.", "Forgot Password?", and "Contact Us".

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



The image shows the "General Account Settings" page. At the top right, it says "* Required Information". The form has four input fields: "First Name" (Erin), "Last Name" (Johnson), "Email Address" (erinemp@itsb.com), and a password field (represented by asterisks). Below the password field is a dropdown menu for selecting a job title. The dropdown is open, showing a list of job titles under the heading "IT Support & Operations": "Computer Operator I", "Computer Operator II", "Information Technology Support Coordinator", and "Information Technology Support Quality Assurance Specialist". The dropdown is flanked by left and right arrow buttons. At the bottom of the form is an orange "Update Preferences" button.

***Please note**, if your specific job title doesn't display in the list, choose a role that best fits your current job function. Please check with your IT Skill Builder administrator for additional information. You can come back to update your role at any time.

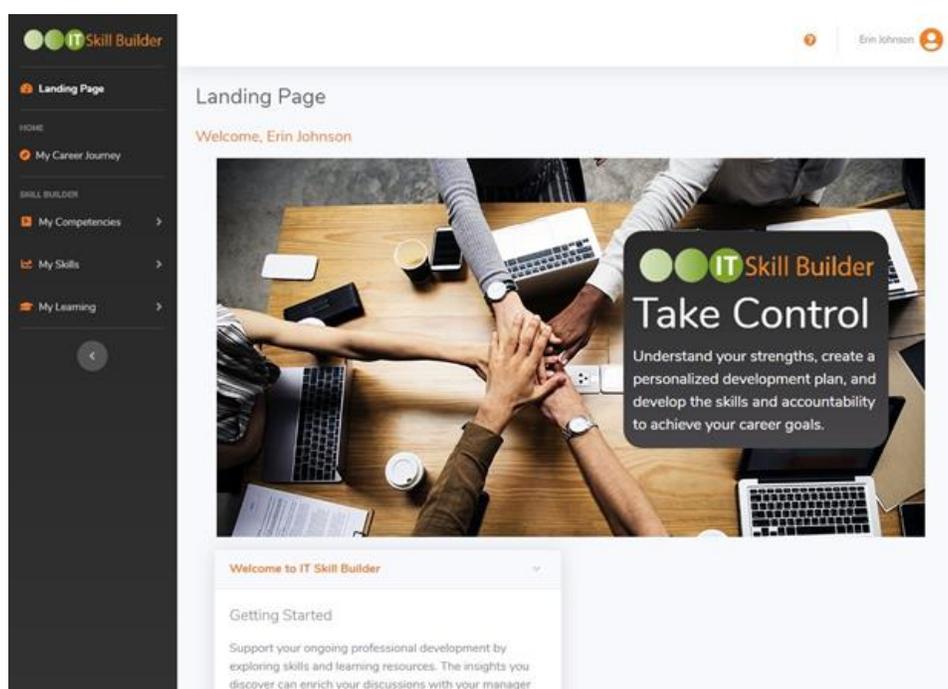
SINGLE-SIGN-ON (SSO) users will be provided with a unique URL to access IT Skill Builder. This link will work when you are logged into your network. The registration process for SSO clients is condensed and directs the user to a modified **Preferences** page with no password fields.

3 GETTING STARTED IN IT SKILL BUILDER

Once you complete registration, here you will be able to:

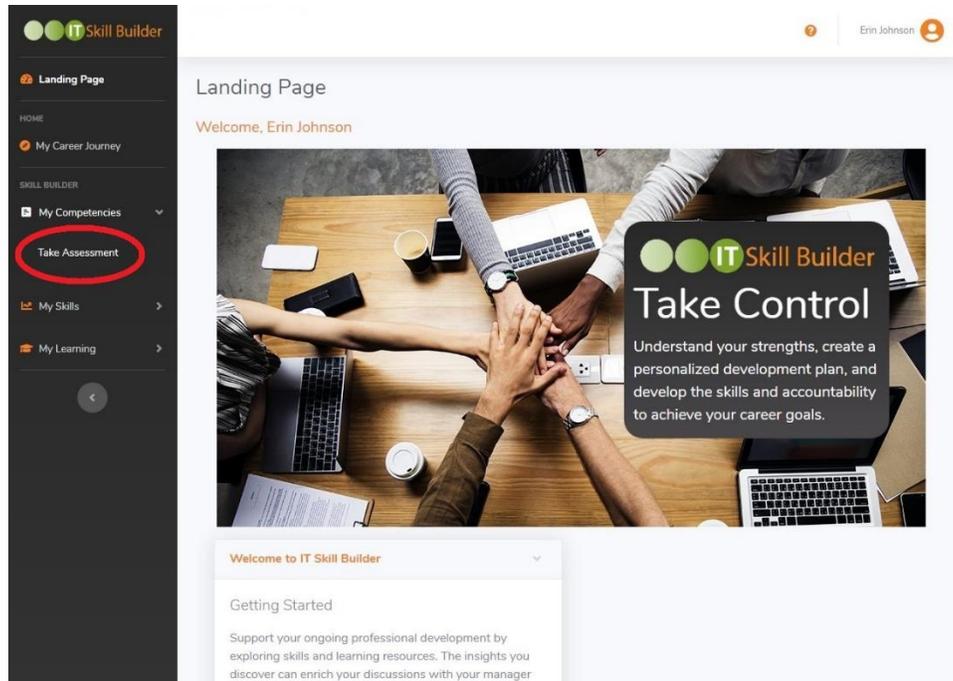
- Under **My Competencies**; Take your Core Assessment
- Under **My Skills**; capture your specialized skills (available to organizations upon request)
- Under **My Learning**; Build a development plan, browse resources
- Under **My Team**; View team status, assess direct reports, track development plans for your team, track skills, access individual team member reports (available to people managers)

As a first step, we recommend you taking your own core competency assessment.

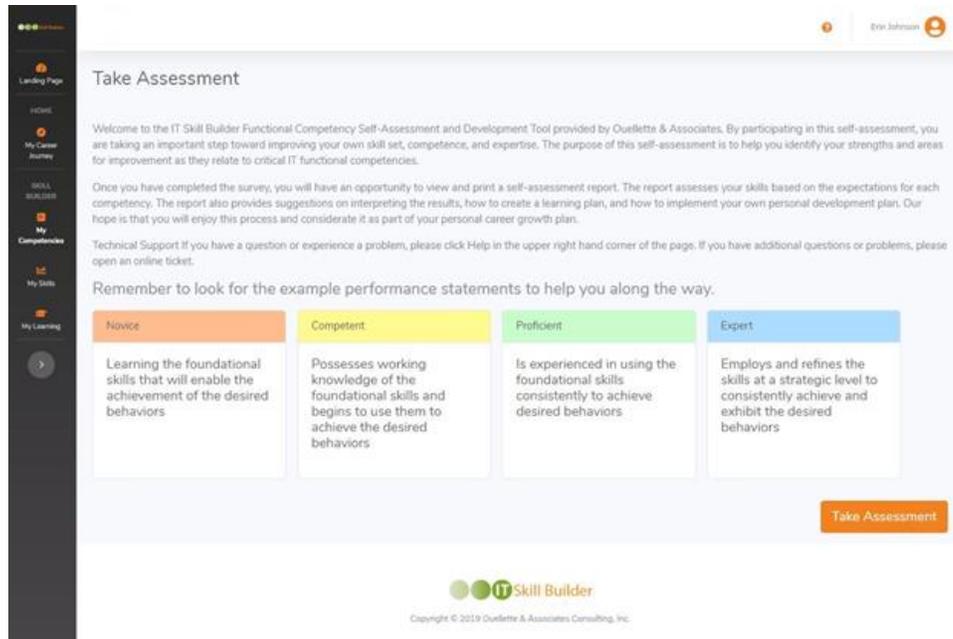


4 TAKING YOUR ASSESSMENT

Select **My Competencies** menu, then you will click on **Take Assessment** to begin your self-assessment



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



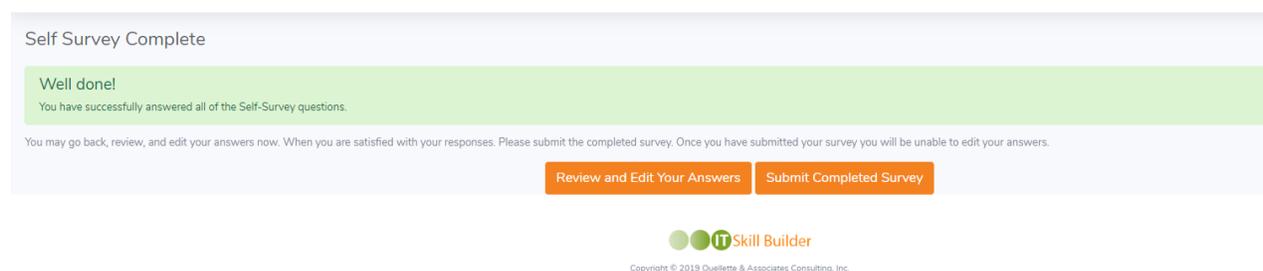
Each response is saved as you navigate through the assessment; the following message will present indicating this to be the case:



You will then 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 behaviors associated, then select the radio button you feel is most in line with your skill set.

When done, click on the **Next** button to continue to the next Competency for which you will rate your skills. Continue to click through the remaining competencies in the assessment. It is important that 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 Assessment Results reports.

Once you have completed assessing your current proficiency in 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 view your responses and make any adjustments prior to submission. *Submit* your assessment once you are ready*



***Please Note:** 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.

5 VIEWING YOUR RESPONSES

Once you **Submit**, IT Skill Builder will compile the results of your assessment responses, and your managers' assessment 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 three results reports*

***Please note:** Neither a manager nor employee can see the other person’s responses until both parties have completed their assessments.

The first report is the **SELF / TARGET REPORT**. This report compares your responses against the target for the job role.

The screenshot displays the 'View Results' page in the IT Skill Builder application. The page title is 'View Results' and it includes a sub-header: 'Using the development path below you can gauge your scores compared to targeted developmental goals, based on the selected job role.' Below this, there are four proficiency levels: Novice, Competent, Proficient, and Expert. The main content area is titled 'Self Assessment Results Erin Johnson Centene Core Assessment' and includes a 'Print Report' button. The user's level is 'System Administrator' and the selected level is also 'System Administrator'. A 'Compare Job Roles' button is present. Below this, there are three tabs: 'Self Target', 'Self Manager', and 'Target Comparison'. A search bar is also visible. The main table has the following structure:

Competencies	Self Score	System Administrator Target	Gap	Build Your Plan
Agility	Expert	Competent	Excel	Resource Guide
Analysis	Competent	Novice	Opportunity	Resource Guide
Architecture	Novice	Novice	Skilled	Resource Guide
Business Acumen	Competent	Competent	Skilled	Resource Guide
Client Orientation	Competent	Novice	Opportunity	Resource Guide
Collaboration	Expert	Competent	Excel	Resource Guide
Communication Skills	Competent	Competent	Skilled	Resource Guide

Within this report the **Self Score** column displays the proficiency level you selected for yourself for the specified competency. The **Target** column displays the target for the job role you selected, in this case “Analyst”. The **Gap** column displays the following statuses:

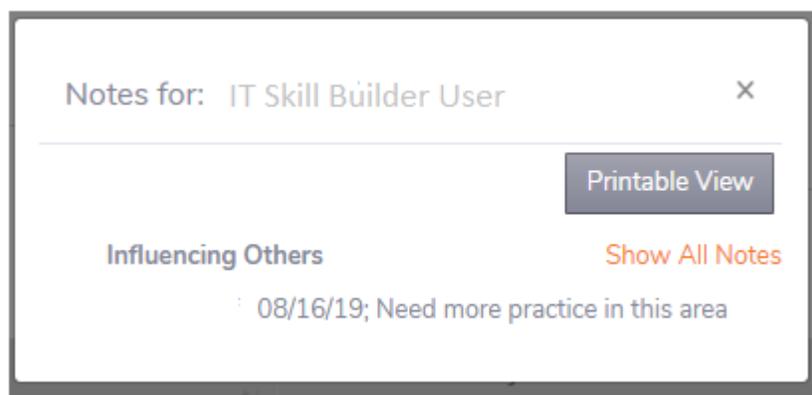
- Excel: The Self Score is *higher* than the Target score
- Skilled: The Self Score is *equal* to the Target score
- Opportunity: The Self Score is *lower* than the Target score

5.1 VIEWING YOUR RESOURCE GUIDE FROM RESULTS

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*.

5.2 VIEWING ASSESSMENT NOTES FROM RESULTS

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 orange speech bubble.



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 the competencies for this employee.

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

5.3 VIEW AND COMPARE RESULTS TO OTHER JOB ROLES

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, click on the **(Compare Job Roles)** link to the right of the **Your Selected Level** (role) section just above the table.

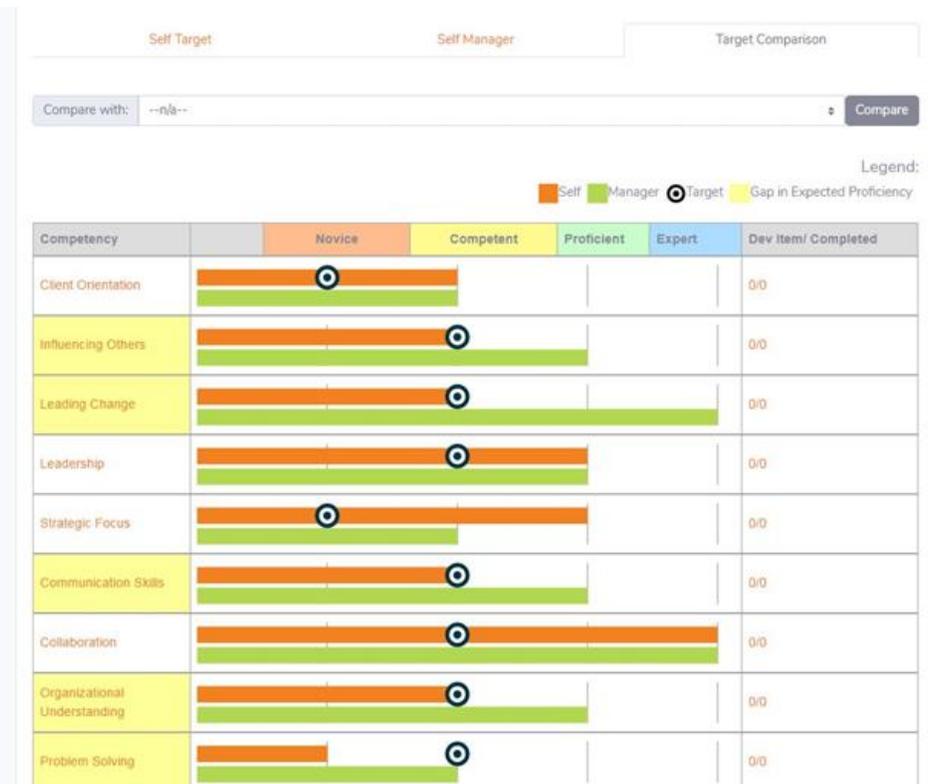
5.4 THE SELF / MANAGER VIEW

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.

Self Target		Self Manager		Target Comparison	
Search: <input type="text"/>					
Competencies	Self Score	Manager Score	Gap	Build Your Plan	
Development	Novice	Proficient	Opportunity	Resource Guide	
Networking	Novice	Proficient	Opportunity	Resource Guide	
Analysis	Competent	Expert	Opportunity	Resource Guide	
Leading Change	Competent	Expert	Opportunity	Resource Guide	
Security	Competent	Expert	Opportunity	Resource Guide	
Architecture	Novice	Competent	Opportunity	Resource Guide	
Problem Solving	Novice	Competent	Opportunity	Resource Guide	
Communication Skills	Competent	Proficient	Opportunity	Resource Guide	
Design	Competent	Proficient	Opportunity	Resource Guide	
Influencing Others	Competent	Proficient	Opportunity	Resource Guide	
Organizational Understanding	Competent	Proficient	Opportunity	Resource Guide	
Client Orientation	Competent	Competent	Skilled	Resource Guide	
Infrastructure	Competent	Competent	Skilled	Resource Guide	
Innovation	Proficient	Proficient	Skilled	Resource Guide	
Leadership	Proficient	Proficient	Skilled	Resource Guide	
Project Management	Proficient	Proficient	Skilled	Resource Guide	
Technical Understanding	Proficient	Proficient	Skilled	Resource Guide	
Testing	Proficient	Proficient	Skilled	Resource Guide	

5.5 THE TARGET COMPARISON 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!



5.6 VIEW AND COMPARE PRIOR ASSESSMENTS

Once you have completed another cycle of self-assessing, you can use the Target Comparison report to see your growth. The default view is always your most recent assessment results. Select a prior assessment in the **Compare With** field and click **Compare**. The earlier reported results will display in grey under your current results. Use this view to see where you've grown and what competencies you will prioritize next for development.

6 EXPLORING 'MY LEARNING'

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 thousands of microlearning materials from within the resource guide.

When you select **Browse Resources** under **My Learning**, you're presented with the following screen.

Each of these items can be added to your personal **Development Plan**. Select the desired competency to view all related resources. To read more about a specific resource, click on **Details...**

7 BUILDING YOUR DEVELOPMENT PLAN

To add resources to your personal **Development Plan** menu, click **Add to My Plan** and the resource item will change to **In Progress**. To see the item on your plan, click on the **My Learning** menu and then the **My Development Plan** menu.

- Enter in Due Dates for the newly added items
- Tracking progress; start button will launch video or open URL for learning item
- Continue button will reopen
- 'Complete' will display only after you Submit Feedback in the key learning column
- Add Custom Items to my Plan; enter a title and add to plan

Personal resources are learning items you want to track via Skill Builder that are not available in the Skill Builder library

My Development Plan

Saved! Your plan item has been completed successfully.

Show 5 entries

Title	Competency	Added On	Due/Completed Date	Progress	Key Learning	Delete
Marketing: Target Audience	Client Orientation	Aug 14, 2019	08/29/2019	Start		
The Scope of Customer Service	Client Orientation	Aug 14, 2019	08/27/2019	Start		
Introduction to Marketing	Client Orientation	Aug 14, 2019	08/21/2019	Continue	Submit Feedback	
Building Customer Loyalty	Client Orientation	Aug 14, 2019	Aug 14, 2019	Completed	View Feedback	
Effective Internal Customer Service	Client Orientation	Aug 14, 2019	Aug 14, 2019	Completed	View Feedback	

Showing 1 to 5 of 5 entries

Previous 1 Next

8 ACCESSING 'MY TEAM'

People managers will have the ability to access their Direct Reports in IT Skill Builder. Select **My Team** on the home page for a drop-down menu to either view your team's status or to jump into the assessment. The employees that appear under **My Team Status** are set by your administrator. If you have any questions on your list of direct reports, click on the **Request Update** button.

IT Skill Builder

Landing Page

HOME

My Career Journey

SKILL BUILDER

My Competencies

My Skills

My Learning

My Team

View Team Status

Assess Team Members

Landing Page

Welcome, Tom Manager

Take Control

Understand your strengths
personalized development
develop the skills and
achieve your career goals

Welcome to IT Skill Builder

Getting Started

From within this screen People Managers will be able to:

- View their direct reports' status (within IT Skill Builder)
- View the Target / Comparison Reports
- View direct reports' Career Journey
- View your direct report's Development Plans

IT Skill Builder

Landing Page

HOME

My Career Journey

SKILL BUILDER

My Competencies

My Skills

My Learning

My Team

View Team Status

Assess Team Members

My Team Status

MANAGER VIEW

Please review the employee assessments to contribute to the employee performance discussion.

Need to update your employee list?

Request Update

Employees	Employee Assessment	Manager Assessment	View Results	Development Plan
Erin Johnson	08/14/19	08/14/19	View Results	View Plan
Tamil Employee	Not Registered	Not Available	View Report	View Plan

The **My Team Status** will display the following:

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

The Manager Assessment column will display the following statuses:

- Completed: The date the manager completed the assessment for the employee
- Not Started: The manager has not yet started the assessment for this employee

To begin an assessment, select My Team > Assess Team Members: choose the team member you wish to asses. Click **Start Assessment**.

Assess Team Members

MANAGER VIEW

You have 3 employees ready for assessments.

Employees must be registered in IT Skill Builder to appear in this list. Employees with a complete manager assessment don't appear in this list. Click the My Team > View Team Status menu for more information.

Start Assessment

Select Employees Ready for Your Assessment	Manager Assessment Status
<input type="checkbox"/> Anthony C	
<input type="checkbox"/> Paul O	
<input type="checkbox"/> Todd W	

Select a proficiency level for each of your direct reports for the specific competencies. Click next until you complete the assessment and are ready to submit.

Leadership

Definition
Influences, motivates, and inspires others through direct and indirect means to accomplish organizational objectives and goals. Successfully integrates and maximizes available resources, while fostering the development of others, facilitating cooperation and teamwork and supporting constructive resolution of conflict.

Choose the behavior that best describes each person's competency.

Novice	Competent	Proficient	Expert			
Performance Statement Examples <ul style="list-style-type: none"> Gives honest and helpful feedback Supports the success of others Celebrates success and gives credit to others Is dependable - delivers results Seeks feedback from others 	Performance Statement Examples <ul style="list-style-type: none"> Balances immediate and future activities Takes initiative and establishes a course of action to accomplish goals Takes steps to make sure that projects are completed on time Instills a feeling of trust in others Develops networks and builds relationships 	Performance Statement Examples <ul style="list-style-type: none"> Identifies opportunities to make needed change; acts as a catalyst Uses persuasion and influence to connect to others Inspires and is looked to for direction Reads own emotions and recognizes their impact Bolsters others' abilities through feedback and guidance Clearly communicates performance expectations Brings others into the decision making process 	Performance Statement Examples <ul style="list-style-type: none"> Acts as a mentor and creates an environment of continuous learning and improvement Guides and motivates with a compelling vision Rallies the troops and raises morale in tough times Keeps a clear focus on goals, despite tumultuous surroundings Understands the global issues impacting the organization Develops leadership succession plans 			
Paul O	<input type="radio"/> Novice	<input checked="" type="radio"/> Competent	<input type="radio"/> Proficient	<input type="radio"/> Expert	<input type="radio"/> N/A	Add Notes
Todd W	<input type="radio"/> Novice	<input type="radio"/> Competent	<input checked="" type="radio"/> Proficient	<input type="radio"/> Expert	<input type="radio"/> N/A	Add Notes
Anthony C	<input type="radio"/> Novice	<input checked="" type="radio"/> Competent	<input type="radio"/> Proficient	<input type="radio"/> Expert	<input type="radio"/> N/A	Add Notes

[Back](#) [Next](#)

Managers can **Add Notes** to 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.

Once you've submitted the assessment, Managers can click on **View Results** to access the Target Comparison report for each direct report.

Please note: Neither a manager nor employee can see the other person's responses until both parties have completed their assessments.

9 UPDATING 'MY SKILLS'

The **Skills Profile** gives each member of the IT Skill Builder community, a way to catalog their expertise in industry specific tools, skills, and abilities. Your skills can be updated at any time and allows members of leadership to identify areas of strength on a per skills basis within the organization.

IN-DEMAND SKILLS VIEW This view is available for those users who have a Job Role tied to current year Labor Data results in Skill Builder. Select the In-Demand Skills button. From this view you can score the most in demand skills for your Job. You can click **See All Skills** to access the full skills inventory.

In Demand Skills
Update Skills

My Learning

Select any category to set your skill levels. When you have completed all changes, click save to update your Skills Profile.

Search Skills:

Show All Print My Skills

Last Updated: 09/14/2019 You have 6 out of 10 allowed skills added on My Career Journey. [Clear All](#)

Administrative

Office/Documentation Tools

Communication and Culture

Org Change Management	★★★★★	<input type="checkbox"/> My Career Journey
Project Management	★★★★★	<input type="checkbox"/> My Career Journey
Communication	★★★★★	<input type="checkbox"/> My Career Journey
Communication Planning	★★★★★	<input type="checkbox"/> My Career Journey
Employee Engagement	★★★★★	<input type="checkbox"/> My Career Journey
Event Management	★★★★★	<input type="checkbox"/> My Career Journey
Video Production	★★★★★	<input type="checkbox"/> My Career Journey
Relationship/Network Building	★★★★★	<input type="checkbox"/> My Career Journey
Social Media	★★★★★	<input type="checkbox"/> My Career Journey
Writing/Editing	★★★★★	<input type="checkbox"/> My Career Journey

Select **Add to My Career Journey** 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 on your Career Journey, select **My Career Journey**.

10 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. Employees will now be able to market themselves internally, raising their profile by sharing skills, areas of expertise, and goals. It's also a great tool for managers to get the full picture of the skills, strengths, and career development goals.

The My Career Journey is a dynamic profile or “baseball card”, comprised of several sections including your:

- 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, go to **Preferences** and then select the **My Career Journey Settings** menu. Within that menu you have the unique opportunity to build 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 sections, and **Update Preferences** to save. You can also upload your profile picture.

My Career Journey Settings

Your Career Narrative

How long have you been in your current role and what is a particular strength you bring to this role? :

Comment:

I have been a systems administrator for 3 years. I particularly enjoy working with people and challenging both myself and everyone around me to do the best.

What are your interests and goals for this year? :

Comment:

I love to learn something new every day. My goal for this year to grow in my leadership abilities and in my technical knowledge.

What are your longer-term career goals? :

Comment:

My long term goals are to become a C-level executive and to leave the world better than I found it.

Change Notification Settings

Update Preferences **Cancel**

To view your My Career Journey select the appropriate menu option. You will be directed to view your personal My Career Journey profile.

The screenshot shows a user interface for 'My Career Journey'. On the left is a dark sidebar with navigation options: Home, My Career Journey, Skill Builder, My Competencies, My Skills, and My Learning. The main content area is titled 'My Career Journey' and includes a 'Print Report' button. The profile section for Erin Johnson (System Administrator) includes a bio and contact information. The 'Development Plan' section shows a 10% completion rate with a donut chart and a list of items like 'Client Orientation'. The 'Competencies' section features a horizontal bar chart comparing 'Self', 'Manager', and 'Target' ratings across various skills like 'Client Orientation', 'Influencing Others', 'Leading Change', 'Leadership', 'Strategic Focus', 'Communication Skills', and 'Collaboration'. The 'Skills' section displays star ratings for 'Project Management' and 'Communication'.

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-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 System 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.