

BEACON/SAP Requests for Roles/Changes

BEACON/SAP Roles: Security roles are specific to a position and not an employee. Personnel changes can impact a position's security. BEACON Security roles require training for the incumbent to have access and will be delimited when a position is vacated. When the position is filled whether by new hire, transfer, reassignment or promotion, the roles can be reactivated by the Agency Data Owner submitting a Position Security Change Request Form to BEST Shared Services. The HR Professional at the work location shall submit the request for BEACON security to the Agency Data Owner under the following circumstances:

1. Changes to the occupant of a position;
2. To add a BEACON security role;
3. To remove a BEACON security role;
4. To change the org unit to which the security has been set;
5. When a new position is established.
6. When a position is vacated, the security roles requiring training are removed.

Changes to security can also be done on a temporary basis with a deadline established. If this is done, the security will expire on the specific date selected as the deadline. It is important that users are aware if security has been granted temporarily so they can anticipate the deadline and an extension can be requested by management to the Agency Data Owner if necessary. Information to be included in the request to the Agency Data Owner (Mary Stephenson) includes:

1. Employee Name
2. Employee BEACON Id Number
3. SAP Position Number
4. Position Title
5. Security Roles and/or organizational unit to be added or removed

The Agency Data Owner evaluates the request and submits it electronically to BEST for action. Security access requires both training completion and passing of the course assessment for the roles in the table below. Mandatory security based classes include:

HR Master Data Maintainer (Assigned to central Human Resource staff only)
HR Master Data Approver (Assigned to central Human Resource staff only)
HR Master Data Maintainer Lite (Assigned to field staff with core human resource job duties)
Time Administrator
Agency Position Funding Approver (Assigned to Budget staff only)
OM Position Requestor (Assigned to central Human Resource staff only)
OM Position Approver (Assigned to central Human Resource staff only)

BEACON/SAP NC Learning Management System (LMS) and Access

NC Learning Management System: A Learning Management System (LMS) is a software application for the administration, documentation, tracking and reporting of training programs, classroom, on-line events and training content. BEACON/SAP training will be managed by the NC LMS. The system administration of training provides self-service for employees to view their training schedule; offers a web-based platform for some training; automates scheduling through the self-registration; and automates notification of the employee training schedule. The LMS will be used by all staff in positions that are assigned BEACON/SAP roles. Employees will use the NCLMS to complete all pre-requisite, web-based training and scheduling.

Access: Employees in positions with assigned BEACON/SAP roles will be able to access the NCLMS once the BEACON/SAP system reflects a personnel action identifying the employee is assigned to a position within the agency.

Each agency has a training agent(s). The training agent is responsible for:

- Assisting users with trouble-shooting training records.
- Sharing training announcements
- Answering questions about course offerings and pre-requisites.
- Monitoring no-shows
- Ensuring employee completion of second assessments for failure rates
- Generating Training Reports
- Resolving all BEACON/SAP Training transcript issues

Student Section

Training Schedule for Prerequisite Courses: The employee will view the LMS record to determine if any training is required to be completed.

Prerequisite Courses and Notification: Prerequisite courses will be labeled in the LMS and shall be completed before an employee is eligible to attend a security role, instructor-led or virtual training. The employee will receive an email informing them that the training is in their transcript. The employee must log in and complete all pre-requisites. Pre-requisites must be completed at least five (5) business days prior to the date of the class. Employees who fail to comply and complete the pre-requisites will be removed from the class. Employees are responsible for ensuring that all pre-requisites are completed timely and verify their continued enrollment in the class. Timely completion of prerequisites is essential to prevent delay in obtaining security access roles.

Training Schedule for Instructor-led and Virtual Courses: Upon verifying completion of web-based training/prerequisites in the Learning Management System, the employee will self-register in the LMS for required instructor-led and virtual training. When the employee registers, the system will send an email to the supervisor for approval. The supervisor must approve the request in order for the employee to complete the scheduling process. Once the employee receives approval, the employee may self-register for a class session.

Since the LMS automates the notification process, when the employee selects a class, the LMS generates an email notification to the employee for each class they are scheduled to attend. System generated emails will confirm enrollment, provide information and reminders about the training.

Course Materials: Course materials must be printed by the employee and brought to class unless otherwise authorized. Employees will receive notification if they are not to print the materials prior to class.

Course Assessments: Each class will have an open book course assessment (test). Each test will have 10-15 questions in random order. The Course assessments will not be available for student use until after the official course time ends when attendance is marked in the LMS. There may be a 10-15 minute delay in the assessment loading into the LMS. In some instances, the students may be released to return to their work station to complete the assessment. However, in cases where successful completion of a course is a prerequisite for another scheduled training, the employee should prepare in advance to remain after the end of class to complete the assessment. For example, the class is scheduled from 8 a.m. to 5 p.m. The assessment will not be accessible by the student until after 5 p.m. The employee **MUST** achieve a passing rate of 70% or greater. If the employee does not achieve a passing rate, they will have a second opportunity to take a second assessment within a designated timeframe. If the employee fails the second assessment, they will have re-enroll and repeat the class. Any security where the training is required will be withheld until the employee has successfully completed the class and the assessment.

Note: The completion of assessments after the end of class is currently an item being discussed.

Locations & Delivery Method of Training:

- **Web-Based Training:** Employees will be able to launch all web-based training from their work station.
- **Instructor-Led Training:** All instructor-led training is offsite at the Office of State Controller in Raleigh or at a designated location for PA315 with an instructor.
- **Virtual Training:** All virtual training sessions are live, interactive/instructor- led sessions that will be held at the employee's workstation. Virtual sessions are scheduled for a specific date and time.

Procedures for Rescheduling, Attendance; Timeliness; Absenteeism

Rescheduling: Due to the reduction in course offerings and limited seating, it is imperative that employees self-register and complete all requirements as soon as possible. Change to the training schedule impacts the entire course completion sequence, delays the assignment of security and delays the employee's ability to perform essential job functions; therefore once an employee selects a date, adjustments to the schedule by employees should only occur for serious circumstances.

Attendance: Employees are expected to complete and attend all BEACON/SAP Training as scheduled.

Timeliness: If the employee is more than 30 minutes late and not approved, they will not be allowed to attend training and will be recorded as a "No Show". Tardiness will be monitored by the Central HR Office and the employee name will appear on a weekly "No Show Report." Management will be notified of the tardiness.

Virtual Training sessions require that the employee log in 10 minutes prior to the start of the class to verify that they are set up properly and in case any special assistance is needed from the instructor before the session begins. If the employee logs in late, they will have to be rescheduled, which could possibly require a revised schedule as well as delay in obtaining necessary security to perform essential job functions.

Absenteeism: If the employee does not attend the training as scheduled, they will be recorded as a “No Show”. Employee absenteeism will be monitored by the Central HR Office. The employee’s name will appear on “No Show Report.” Management will be notified of the absenteeism and failure to report to training as scheduled.

Course Restrictions

PA420 Leave of Absence (LOA): The security role for which this course would be required is only assigned to Central HR staff. However, it will require:

- Three (3) month waiting period after completing the PA313 Modifying Position/Employee Data and Reporting class;
- Passing policy pre-test (PA419) five (5) business days prior to class.

OM250 Agency Position Funding Approver: This security role is only assigned to staff in the Budget Section. However, it will require:

- Review of materials via phone call after course is taken,
- Passing of course assessment.

Sunset PA200 Personnel Administration Overview: This course was necessary at go-live, but is no longer relevant and therefore, will be eliminated and removed as a pre-requisite for other courses.

BI410 restriction of six (6) months waiting period post BI400 was removed in August 2013.

PA315 Maintain Employee Data: The security role for which this course would be required is only assigned to HR staff and other employees with core HR responsibilities. It is only applicable to DPS employees.

The security request is submitted by the agency data owner. By the next day, the student transcript in NCLMS will be populated with the PA210 and PA315 classes. The employee must complete all pre-requisites and all other training in the transcript before they are eligible for the PA315 class. Once completed, the employee must notify the DPS Training Agent, Kathy Reitzel, for scheduling. The employee will be notified when the PA315 class has populated in the transcript and they can enroll.