

*Learn More About...*

# Talent Management



## Talent Management Solutions

Our talent management solutions are comprehensive, integrated, and customized just for you. Unlike our competitors, we *not only focus on hiring new talent*, but also on *improving* the employees you already have. PowerTrain will help you get the most out of your people, increase job satisfaction, and reduce employee turnover.

### The support you need to grow your organization.

At PowerTrain, we develop human capital solutions to support your organization's specific missions and goals. Your people are your biggest asset—and our integrated solutions attract, manage, develop, motivate, and retain your organization's talent.

Our services include: onboarding, career management, leadership development, learning and capability development, performance management, and talent acquisition. Let us help your organization's talent reach new heights. Our customized talent management business strategies are fully integrated with the HR processes of your organization, which helps ensure you get (and keep!) the top, most qualified talent. Every time.

### Have a talent management problem? Consider the PowerTrain solution.

[Before PowerTrain, USCIS had an ineffective learning and training management system.](#)

[U.S. Citizenship and Immigration Services](#) (USCIS) needed to replace an obsolete learning and training management system with a talent management solution integrated with other HR systems. The agency's legacy learning management system (LMS), EDvantage, provided baseline functionality that included bookmarking (remembering where a learner leaves a Web-based training package) and tracking of course completions. The human capital challenge was to create a Web-based one-stop talent development solution for USCIS employees and associates.

[As a solution, PowerTrain implemented USCIS LearningEDGE.](#)

PowerTrain implemented the USCIS LearningEDGE, a talent management system that supports the exchange of tacit and elicited knowledge while capitalizing on social learning and integrating several human capital processes.

PowerTrain conducted a 4-day off-site strategic planning session where each system requirement was reviewed and placed in context against the challenges of operating the legacy system while developing the new system. During these strategic planning sessions, PowerTrain



The screenshot displays the USCIS LearningEDGE website interface. At the top, there is a navigation bar with links for Home, Categories, Create and manage, Communities, Reports, Resources, My courses, and How Do I... The main content area features a central banner for 2016 with a 'Check your My Courses page for your 2016 requirements' call to action. Below the banner, there are sections for 'Quality Workplace Resources for Supervisors' and 'Video Tour'. A list of resources is visible, including 'Employee Development on a Shoestring', 'Multipliers: How the Best Leaders Make Everyone Smarter', and 'Teambuilding Toolkit for Supervisors'. The right sidebar contains sections for 'My courses', 'LearningEDGE news', 'Support', and 'Training Professionals Support'.

exposed decision makers to the various capabilities of our “core” solution and prioritized the customization needed to initially implement the new system. One of the outcomes of the strategic planning sessions was a greater appreciation for the need to manage the change process for learners, supervisors, training coordinators, and agency leaders.

**PowerTrain developed a change management plan that included key communication pieces designed to prepare various audiences for the transition to the LearningEDGE.**

This included an interactive “fly-by” tour designed to highlight the features and benefits of the new system. This tour was then deployed via the legacy LMS to help prepare users for the change. How-to videos, detailed documentation, and a series of live seminars for current training administrators were also developed.

As part of this effort, USCIS needed to retire its training management system, OnTrack. PowerTrain quickly learned that this would require redesigning existing processes for assigning and tracking live, instructor-led training courses at over 600 USCIS locations nationwide. Replacing the legacy system also required adjusting the processes for collecting external training requests (SF-182) and routing them to the appropriate personnel for authorization. Following the strategic planning sessions, PowerTrain met with agency stakeholders to determine the impact of process changes on resources already assigned to these duties.

It was quickly determined that implementing the Moodle 2.1 core without specific customizations designed to automate the collection of instructor-led data would have a significant impact on the workload assigned to training coordinators in local USCIS offices. This workforce analysis also identified other agency initiatives that would either impact the LearningEDGE or be impacted by it. This led to the development of customizations to manage instructor-led training (the Roster activity), manage external training requests (the SF-182 module), and the need to provide real-time data on course completions (the Training Record Review module).

**PowerTrain worked closely with the USCIS Account Management Group to leverage existing data.**

With this data, we created a structure for providing insight into each operational unit’s progress toward completing compliance training. This involved analyzing the agency’s data for identifying operational units and creating a code structure that allows managers to have access to the compliance of all the units in his or her chain of command.

PowerTrain also integrated LearningEDGE with the USCIS Human Resource Information System (HRIS) by creating automated processes for comparing existing LearningEDGE user account data to periodic uploads from the USCIS HRIS. The process automatically “sunsets” accounts that should be terminated due to employee or contractor separation, adds user accounts when necessary, and immunizes certain accounts identified by agency system administrators as needed. Finally, PowerTrain developed a mechanism for routinely uploading course completion data to the USCIS Training Record Information Output (TRIO) system, which ensures that USCIS has access to and a complete backup of all training records.

## [We still meet the evolving needs of the U.S. Citizenship and Immigration Services.](#)

We provide 24 hours a day, 7 days a week, 365 days a year access to customized and third-party learning assets designed to facilitate the professional development of the agency's 25,000 employees and associates. We provide strategic consulting on the integration of other learning and human resource systems, financial management and planning, and the development of communication strategies and assets. In addition, we streamlined business processes, reduced the time required of field training coordinators, and met the diverse talent management needs of the agency's nationwide workforce. Using an open-source Software as a Service solution saved the agency millions of dollars, compared to the costs of procuring and customizing a commercial system, and implementing licenses for a continually growing workforce.

## Ready for your own PowerTrain solution?

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Tell us your problem, and let us come up with a customized solution just for you. We'll tailor our solutions to fit your specific organizational need, but our services may include:

### [Strategic planning, workforce planning, and workforce assessment](#)

PowerTrain provides ongoing support to the development of high-level talent management systems strategy, aligned with the Department's objectives. A competency assessment module is currently in development that will provide learners with opportunities to close skill gaps. Additionally, PowerTrain assisted USCIS with determining the impact of the new systems processes on the existing workforce.

### [Organizational development and transformation/change management](#)

PowerTrain provided executive coaching and master facilitator support to assist the USCIS's Chief of Training and Career Development Business Operations to effectively communicate changes, requirements, and impact to agency leadership. PowerTrain also redesigned and streamlined several processes including the creation of virtual classrooms (course pages), collecting instructor-led training data, and the processing of requests for external training.

### [HR support](#)

PowerTrain created several mechanisms to streamline the reporting of project progress to agency leadership, developed and maintained complex project tracking files in Microsoft Excel and Project, provided guidance on other HR information system integration, and helped focus efforts in a more strategic direction in order to align with DHS talent management system strategies.

### [HR systems development and integration](#)

PowerTrain worked with the Account Management Group and other entities to integrate LearningEDGE with other HR information systems and entities.

## When you're ready, give us a call.

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For more information on PowerTrain's talent management solutions, contact:

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