

# Using SharePoint to Support Training

April 3, 2014

# Presenters



**ANNE SCOTT**

Learning Technology Consultant  
Humana



**MARK BRITZ**

Manager, Corporate Training  
Systems Made Simple

# Agenda

- Setting the stage
- Examples, examples, examples
  - Challenge
  - Action
  - Result
- Greater benefits
- Keys to success
- Q&A

# Setting the Stage



# Poll



How are you currently using SharePoint to support training?

- I'm not.
- document storage
- knowledge management
- curriculum management
- social features

*on-boarding/orientation*

*social*

*community management*

*project management*

*work narration*

*managing action learning*

*learning portal*

*employee resource center*

# Resource Center



**Challenge:** Virtual team document management.



**Solution:** Create a department resource center with SharePoint.



**Results:** Reduced use of incorrect forms and increased requests for information to be stored in the Resource Center.

sodexo Talent Acquisition Team

Talent Acquisition Team | Teams and Task Forces | Recruiter Resource Center | Training Library | Talent Advisor | 2013 National Meeting | Site

View All Site Content

**Team Documents**

- Talent Acquisition Team Call Presentations & Minutes
- Talent Acquisition Dept Presentation Library

**Team Action Items**

- Team Action Items
- What's Going On
- Team Links

**Collaborate**

- Team Discussion
- Hard to Fill Positions

**What's Going On**

Title

There are no items to show in this view of the "What's Going On" list. To create a new item, click "New item" above.

Add new announcement

**Team Action Items**

Title	Due Date
FY 12 Performance Process: Complete Self-Evaluation	9/17/2012
FY 12 Performance Process: Take Notes	8/21/2012

Add new item

**Team Links**

- 2013 Salary Ranges
- Appreciation Card
- Avature Resources
- CLC Recruiting
- Concur (Expense Reports)
- Development Planning Activities
- Diversity Sourcing Homepage
- E-Card Gallery
- HR Contact List (click Quick Link)
- Learnmore Center (Sodexo University)

sodexo  
Making every day a better day

# Sodexo Talent Acquisition Resource Center

The screenshot shows the Sodexo Talent Acquisition Resource Center website. The header includes the Sodexo logo and 'Talent Acquisition Team'. A navigation bar contains links for 'Talent Acquisition Team', 'Teams and Task Forces', 'Recruiter Resource Center', 'Training Library', 'Talent Advisor', and '2013 National Meeting'. A search bar is located in the top right corner.

The main content area is divided into several sections:

- What's Going On:** A section with a 'Title' field and a message: 'There are no items to show in this view of the "What's Going On" list. To create a new item, click "New item" above.' Below this is a link to 'Add new announcement'.
- Table:** A table with two columns: 'Title' and 'Due Date'. It contains two rows:

Title	Due Date
Complete Self-Evaluation	9/17/2012
FY 12 Performance Process: Take Notes	8/31/2012
- Team Links:** A list of links including: '2013 Salary Ranges', 'Appreciation Card', 'Avature Resources', 'CLC Recruiting', 'Concur (Expense Reports)', 'Development Planning Activities', 'Diversity Sourcing Homepage', 'E-Card Gallery', 'HR Contact List (click Quick Link)', and 'Learn Center (Sodexo University)'.

Three callout boxes with arrows point to specific elements:

- Team Call Resources:** Points to the 'Talent Acquisition Team Call Presentations & Minutes' link in the left sidebar.
- Deadlines & Deliverables:** Points to the 'Complete Self-Evaluation' row in the table.
- Frequent Links:** Points to the 'Learn Center (Sodexo University)' link in the 'Team Links' section.



# Sodexo Talent Acquisition Resource Center

The screenshot shows the Sodexo Talent Acquisition Resource Center website. At the top left is the Sodexo logo with the text "Posting Resources". To the right is a search bar with "This Site" and a magnifying glass icon. Below the header is a navigation menu with tabs: "Talent Acquisition Team", "Teams and Task Forces", "Recruiter Resource Center", "Training Library", "Talent Advisor", and "2013 National Meeting". A "Site Actions" dropdown menu is on the far right.

The main content area is titled "Talent Acquisition Team > Recruiter Resource Center > Posting Resources". It features three columns of resources:

- Posting Resources**: A table listing various documents such as "2013 Salary Structure", "Approved Alternate Position Posting titles", "Changing a City-State of a Location", "Geographic Differential Areas 2013", "Language Considerations", "Pre-Posting Checklist, Editable", "Pre-Posting Questions", "Reconnexions Portal", "Regional Operations Support Team - HC - August 2013", "Resetting Approval Process", "Talent Brew - TMP Posting Guide 11-10-11", and "Talent Brew -TMP - CareerBuilder-Sodexo Job Library Resource". Each entry includes a file icon, a "Type" column, a "Name" column, and a "Modified By" column (all showing "Scott, Anne").
- Posting Training Resources**: A table listing training documents like "Instructions on Accessing FY13 AAP\_2", "iCIMS Training - Hiring Manager Fields", "EC Chef Food Prod Mgr Unit Descriptions", "Garden Food Team Unit Descriptions", and "Extras to include in Unit Description".
- Links**: A section with a "URL" column and a list of links including "Master Grid (Department Resources)" and "Resource Jobs in iCIMS".

On the left side, there is a sidebar menu with categories: "View All Site Content", "Recruiter Resource Center", "Process Resources" (listing Posting Positions, Candidate Screening, Hiring Manager Resources, Review Panel & Onboarding, and Posting Training Resources), "Sourcing Pages" (listing College Relations, Diversity Sourcing, Military Sourcing, and Sourcing Resources), and "Resource Pages" (listing Department Resources, iCIMS Resources, Information for Candidates, Policies, Right Start, and Social Media). At the bottom of the sidebar is an "Add new document" button.

# Sodexo Talent Acquisition Resource Center

Content  
Collaboration

The screenshot displays the Sodexo Talent Acquisition Resource Center website. At the top, the Sodexo logo is followed by the text "Teams and Task Forces". Below this is a navigation bar with tabs for "Talent Acquisition Team", "Teams and Task Forces", "Recruiter Resource Center", "Training Library", "Talent Advisor", and "2013 National Meeting".

The main content area is divided into several sections:

- Announcements:** A "Site Request Form" by Scott, Anne, with a note: "To request a SharePoint site for your email to Anne Scott." Below this is a link for "SharePoint Request Form" and an "Add new announcement" button.
- Teams & Task Forces:** A list of teams including Candidate Experience Team, Culinary & Food West, Environmental Services Team, Facilities Recruitment Team, Garden Food Team, National Meeting Planning Team, NSMH, SourcePoint Training Team, and StarFinder Project.
- Recruiting Event Folders FY2013:** A list of folders such as SHPE 2013, GA Tech, Wentworth Tech, Organization of Black Maritime Grads, NFMT 2013, CWIEL Globalcon 2013, AAMI 2013, and World FM Day FY2013.
- Documents:** A list of documents including Shared Documents, Recruitment Strategies, Facilities Team Wiki, and CTM Transition.
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- Documents:** A list of documents including Shared Documents, Recruitment Strategies, Facilities Team Wiki, and CTM Transition.

On the right side, there is a large graphic with the text "Fueling Facilities and Technical Services Growth" and an arrow pointing right. Below this are three boxes:

- Trusted Talent Advisors:** Strategic Partners to HM - Understanding business drivers and challenges; Knowledgeable about the industries we support; Proactively guide hiring managers through the process.
- Attracting a Highly Talented and Diverse Workforce**
- A Premier Facilities and Technical Services Employer**

At the bottom, there is a section titled "Talent Acquisition Leadership Team Calls" with an "Upcoming Schedule" table:

Date	Time
November 18 2013	11/1/2013 7:59 AM
November 11, 2013	11/1/2013 7:58 AM
November 4 2013	10/30/2013 12:47 PM

Below the schedule is a "Who, What, When" table with columns for Title, URL, and Links.

# Curriculum Management



**Challenge:** Managing an action learning curriculum for a virtual team.



**Solution:** Create a curriculum site on SharePoint.



**Results:** Successfully manage elements of the program in one place.

Home and Task Forces - Recruiter Resource Center - Training Library - **Talent Advisor** - 2013 National Meeting

Talent Acquisition Team > Talent Advisor

Welcome

Next Have Talent Advisor Development Resources

- Applying Talent Advisor Capabilities Webinar Part I: Deepening Labor Market Expertise: Understand the current state of the labor market and implications for recruiters by joining this webinar on 11 April.
- Applying Talent Advisor Capabilities Webinar Part II: Using Evidence to Influence Hiring Managers: Learn how to use data to overcome unrealistic hiring manager expectations with this webinar on 23 May.
- Talent Advisor Development Portal: Bookmark this portal as your go-to resource for developing your capabilities.

Title	Due Date
Talent Advisor Groups - Site Visit Debrief due	9/13/2013
Talent Advisor Groups - Case Study Debrief due	11/15/2013

Resources

- Strategic Sourcing & Lead Generation
- Hiring Manager Persuasion
- Talent Strategy Knowledge
- Labor Market Expertise
- Add new link

Academy Cohort 1 - Session I (Business Acumen) Notes

Academy Cohort 1 - Session II (Influence) Notes

Academy Cohort 2 - Session I (Business Acumen) Notes

Academy Cohort 2 - Session II (Influence) Notes

PowerPoint Templates (Sodasheer)

Talent Advisor Capabilities (CLC Recruiting)

Talent Advisor Development Portal (CLC Recruiting)

WebEx Overview

# Curriculum Management

The screenshot shows the Sodexo Talent Advisor web application. The breadcrumb trail is "Team Noram > Headquarters > Talent Acquisition Team". The page title is "Talent Acquisition Team > Talent Advisor". The main content area includes a "Welcome" section with a "New" dropdown menu and "Actions" and "Settings" buttons. Below this is a "Must Have Talent Advisor Development Resources" section with a bulleted list of webinars and a portal. A "Timeline" section contains a table with two entries: "Talent Advisor Groups - Site Visit Debrief due" (9/13/2013) and "Talent Advisor Groups - Case Study Debrief due" (11/15/2013). On the right, there are "Topic Areas" and "Resources" sections, both with expandable lists. A left sidebar contains navigation menus for "Documents", "Lists", "Discussions", "Sites", and "People and Groups".

Each team has an individual collaboration site.

Group project deadlines

Program resources

Topic area resources

Title	Due Date
Talent Advisor Groups - Site Visit Debrief due	9/13/2013
Talent Advisor Groups - Case Study Debrief due	11/15/2013

- Strategic Sourcing & Lead Generation
- Hiring Management Decision
- Talent Strategy
- Labor Market Expertise

- Academy Cohort 1 - Session I Notes
- Academy Cohort 1 - Session II (Influence) Notes
- Academy Cohort 2 - Session I (Business Acument) Notes
- Academy Cohort 2 - Session II (Influence) Notes
- PowerPoint Templates (SodexoNet)
- Talent Advisor Capabilities (CLC Recruiting)
- Talent Advisor Development Portal (CLC Recruiting)
- WebEx Overview

# Curriculum Management

The screenshot displays the Sodexo Lead Generation website interface. At the top, the Sodexo logo and 'Lead Generation' text are visible. A navigation bar includes links for 'Talent Acquisition Team', 'Teams and Task Forces', 'Recruiter Resource Center', 'Training Library', 'Talent Advisor', and '2013 National Meeting'. A search bar and 'This Site' dropdown are on the right. A left sidebar contains navigation options: 'View All Site Content', 'Topic Overview', 'On the Job Activities', 'Web Resources', 'Group Presentations', and a 'Recycle Bin' icon.

The main content area is titled 'Strategic Sourcing & Lead Generation Overview' and includes a breadcrumb trail: 'Talent Acquisition Team > Talent Advisor > Lead Generation'. Below the title are 'New', 'Actions', and 'Settings' dropdown menus. The 'Body' section contains a **Definition:** 'Using the right channels and messages to find targeted sources of high-quality candidates. Ability to identify a steady stream of prospective talent in anticipation of future needs.' and a **Key Behaviors:** section with a bulleted list:

- Use the best sourcing channels and messages to find targeted sources of high-quality candidates
- Explore new or underutilized sourcing channels
- Proactively cold call passive candidates
- Identify the top-performing employees at talent competitors
- Identify a steady stream of prospective talent in anticipation of future needs

Below the key behaviors are two columns of content:

- On the Job Activities:** A list of tasks including 'Build a targeted pipeline of candidates', 'Ask high-performers in similar roles to suggest where to find high-quality candidates', 'Improve an existing sourcing channel', 'Convince a very passive candidate to apply', 'Determine if a sourcing channel is productive in generating leads and hires', 'Determine how often to contact critical leads', 'Demonstrate the best ways to use Web 2.0 technology to source candidates', 'Include passive candidates in candidate slates', 'Identify top-performing employees at talent competitors', 'Proactively cold call passive candidates', and 'Identify the best sourcing channels and messages to reach different candidate segments'. An 'Add new task' button is at the bottom.
- Web Resources (Elearning & Articles):** A list of URLs including 'Sourcing Great Candidates I: Making the Most of Warm Leads', 'Sourcing Great Candidates II: Reaching Deeper into the Labor Market', 'Smart Sourcing (CLC Recruiting)', 'Talent Advisor Development Portal: Lead Generation Undervalued Talent Pools', 'Uncovering Undervalued Sources', and 'The Challenges and Rewards of Recruiting Generation Y Sourcing Smarter (eLearning)'. An 'Add new link' button is at the bottom.

At the bottom right, there is a **Group Presentations** section with a table:

Type	Name	Modified By
Folder	Team Progress Handout	Scott, Anne
Document	Talent Troop FINAL	Scott, Anne
Document	TeamhighSPPTJunepres	Scott, Anne
Document	TeamProgress	Scott, Anne
Document	FAB Group 4 - TA Strategic Sourcing	Scott, Anne
Document	LOU Group PPT	Scott, Anne
Document	LOU flowchart 12.6	Scott, Anne



# Learning Event Management



**Challenge:** Learning event management with an overwhelming LMS catalog.



**Solution:** Use SharePoint as a portal for information & registration.



**Results:** In 2014, over 2,100 attendees participated in 170 sessions over the three weeks.





# IT Learning Weeks

Home All Sessions Presenters Featured Speakers Presentations

Search this site...

## Feed Your Brain at the IT Learning Café

**IT Learning Weeks 2014**  
Jan 20th - Feb 7th

Each week is featuring a specific development area and all sessions have a virtual attendance option so that everyone can attend.

Roll over or click on the windows to learn more.

Week 1	Week 2	Week 3
Starters	Entrees	Desserts

**GRAND OPENING!**

Intro Video

Hot Pie Chef

Closing Video

Humana Teams

Buzz.Humana.com: IT Learning Week

Sign in or Sign Up

Juan Arroyo - Leaders at Humana, Personal Development, Humana Knowledge Exchange and 2 others, Senior Products Actuarial Leadership Symposium, IT Learning Week

Radical thought here - Has any one ever thought of a Leader4U concept? Similar as HR4U but with a leadership coaching and accountability mindset.

#DigestSomeLeadership

2 examples;

1- Your boss is an excellent producer and contributor, but can't manage people or lead. It's my way or the highway; go figure it out for yourself; no guidance; no 1x1s; no... See more

January 30 at 7:29 pm from web

17 people like this

View all 18 comments

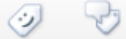
Roxanne DeBaker shared a link -> IT Learning Week, IT Learning Services, Learning Consortium



# IT Learning Weeks

ITLWs2014 > Week1

Search this site...



- Home
- All Sessions
- Presenters
- Featured Speakers
- Presentations



## Starters

Week 1  
JANUARY 20-24



## Entrees

Week 2  
JANUARY 27-31



## Desserts

Week 3  
FEBRUARY 3-7

During **Week 1**, you will have access to some tasty morsels! We are exploring topics that maximize your own development by learning about tools, programs, and technology designed to help you **PIONEER SIMPLICITY**. All sessions listed below are on Eastern time zone.



## Today's Special

There are no items to show in this view of the "2014 Sessions" list.



## Tools & Resources

<a href="#">Camtasia Studio – Capturing Full Motion Video at your Desktop</a>	Tue	1/21/2014 9:00 AM	Enroll Now	VIR Only
<a href="#">Cloud Technology – Journey to the ITLS Training Cloud</a>	Tue	1/21/2014 10:30 AM	Enroll Now	VIR Only
<a href="#">Streaming Media Technology at Humana</a>	Tue	1/21/2014 1:00 PM	Enroll Now	VIR Only
<a href="#">Experimental Cuisine - Learning Resources beyond the Ordinary</a>	Tue	1/21/2014 2:30 PM	Enroll Now	VIR Only



## Personal Development

<a href="#">Personal Brand and YOU</a>	Mon	1/20/2014 9:00 AM	Enroll Now	VIR Only
<a href="#">The ABCs of IDPs: Creating Great Individual Development Plans</a>	Mon	1/20/2014 1:00 PM	Enroll Now	VIR Only
<a href="#">How to Learn and Grow Without Going Crazy or Giving Up Your Day Job</a>	Mon	1/20/2014 3:30 PM	Enroll Now	VIR Only
<a href="#">Coach U - The Importance of Self-Coaching</a>	Wed	1/22/2014 2:30 PM	Enroll Now	VIR Only
<a href="#">Fish for Leaders</a>	Fri	1/24/2014 9:00 AM	Enroll Now	LOU In Person
<a href="#">Your Ingredients for PMP Prep!</a>	Fri	1/24/2014 1:00 PM	Enroll Now	VIR Only

# Onboarding



**Challenge:** Providing an onboarding path for new Humana IT associates.



**Solution:** SharePoint used as a portal for checklist, information, registration & workflow.



**Results:** A consistent, streamlined approach to new hire onboarding.

Where would you like to start?



### Read Me

Read a brief introduction about the Development Guidance Program



### IT Onboarding

If you are new to IT or Humana this is a great place to start



### Healthcare 101

Are you new to the healthcare industry? Get up to speed with these resources



### Interpersonal Skills

Develop your interpersonal skills with these great resources



### Business Skills

Every great associate needs great business skills to achieve their goals



### Leadership Skills

Become a GREAT leader through our Leadership Development Program

# Onboarding

Home

Search this site...

## Your First Days

Your first days

Your first weeks

Your first six months

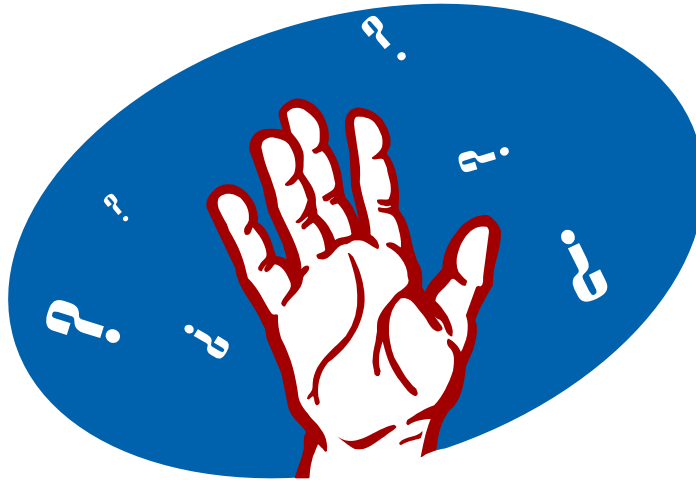
Your first year

Your first days on the job can be simultaneously exciting and overwhelming, as you are introduced to the people, processes, and systems you will interact with, as well as the physical environment and organizational structure in which you will now work. Partner with your manager to identify your initial assignments, the purpose of your work in general and how it fits into your department's mission and goals, and how you can begin making immediate contributions.

You are encouraged to ask questions to clarify aspects of your new job that will help you understand the direction, roles and responsibilities, relationships, and scope of authority for your new position. Getting key information early will also help you feel more comfortable and more easily able to make meaningful contributions right away.

Using the activity worksheet below, you may work through the courses during your first few days. If at any point you have a question about the content that you see, please contact [itlearningservices@humana.com](mailto:itlearningservices@humana.com) with the title "Onboarding" in the subject line.

Title	Duration	Course Name	Course Description	Additional Information	Who
<b>Group : HR (8)</b>					
HR - What to Expect	10 mins	New Associates HR What to Expect	<b>What is expected of me?</b> <ol style="list-style-type: none"> <li>Review your associate role profile with your leader (Log into Humana Self Service (HSS), under MyLife, is Talent Mindset, select <b>Managing Performance</b>. In the quick link to the right, select Role Profiles.</li> <li>Talk with your leader about role expectations, the Associate Planning and Assessment Tool (APAT), and set contribution goals for your first year.</li> <li>Ask your leader to tell you more about your department's goals and how your team supports Humana's overall business strategy.</li> <li>Understanding of our Vision &amp; Purpose by visiting <b>What's Important to Us!</b></li> <li><b>Dress code:</b> At Humana's corporate office the attire is business professional Monday through Thursday and business casual on Fridays. Within other Humana locations, the dress code varies based on the particular business unit. Please speak with your manager for additional details.</li> <li>Working hours vary by organizational departments. Confirm with your leader what the standard work hours are for your department.</li> <li>Remember to go to <b>Policy Source</b> to review Humana's policies and procedures.</li> </ol>	<a href="#">Managing Performance</a> <a href="#">What's Important to Us!</a> <a href="#">Humana Dress Code Policy</a> <a href="#">Policy Source</a> <a href="#">Clean Desk, Clean Screen,</a> <a href="#">GO HOME Standard.</a>	Manager & Associate/Contractor
HR - Howie/HSS Demo	10 mins	New Associates HR Howie/HSS Demo	<b>Complete your Humana Self Service (HSS) Account Setup - Immediately.</b> This tutorial will guide you through Humana's Intranet and help you locate information that pertains directly to you.		Associate/Contractor
HR - My Personal Information	10 mins	New Associates HR My Personal Information	Log into HSS, scroll down to " <b>MySelf-Service</b> ", click on " <b>My Personal Information</b> " and complete the items listed in this section. It is important that you complete your emergency contacts, internal work location (update your floor number here), and phone number.  Please remember that it is your responsibility to maintain all your personal information in HSS.		Associate/Contractor
HR - My Pay Information and Timekeeping	10 mins	New Associates HR My Pay Information	Log into HSS and Scroll down to " <b>MySelf-Service</b> ", click " <b>My Pay Information</b> " to complete your <b>Direct Deposit, W-4, and state tax forms.</b> Your Timesheet and Payslip are also found here. You are expected to complete the Tutorial the first time your log in.(Associates ONLY)		Associate
HR - Ethics and	10 mins	New Associates	All new associates must complete this within 30 days from your date of hire.		Associate/Contractor

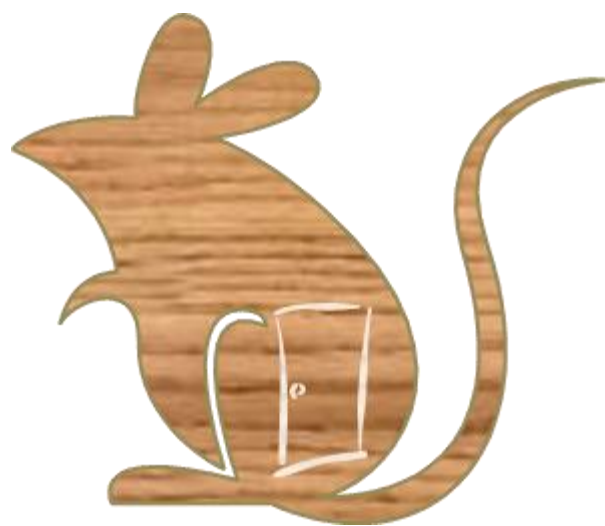


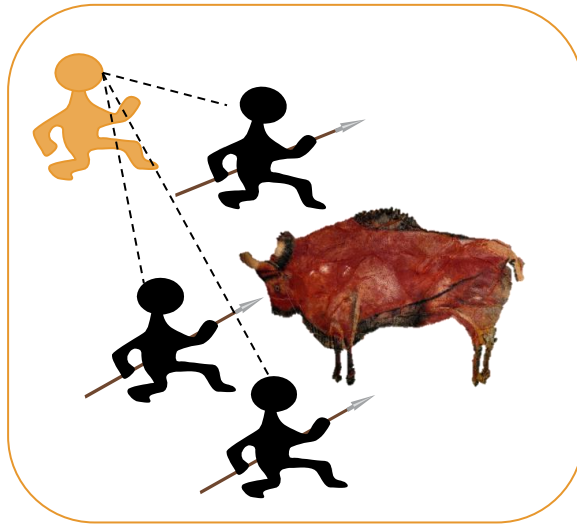
*community management*

*work narration*

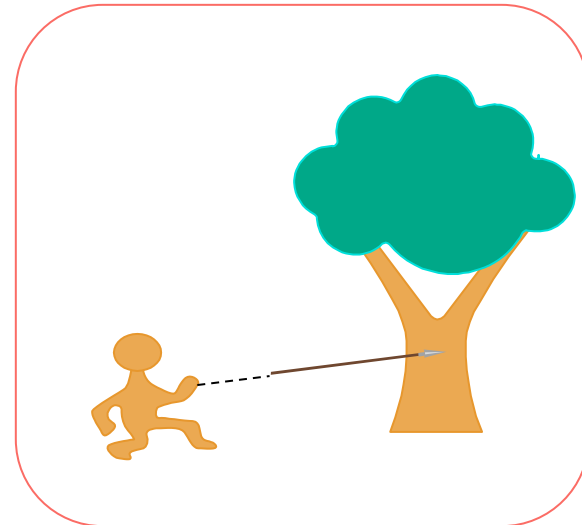
*knowledge*

*management/employee resource  
center*





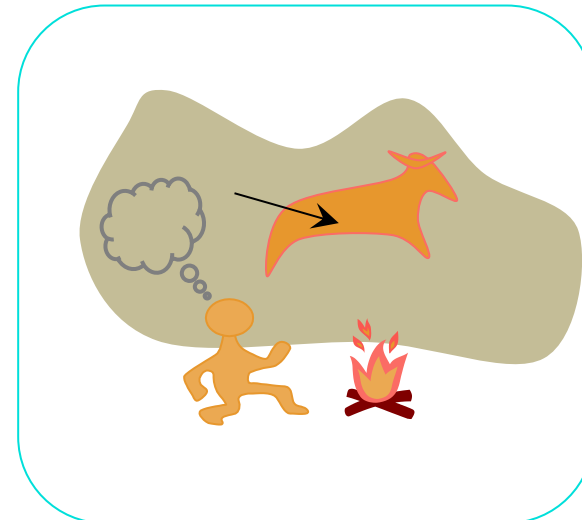
Experience



Practice



Conversation



Reflection



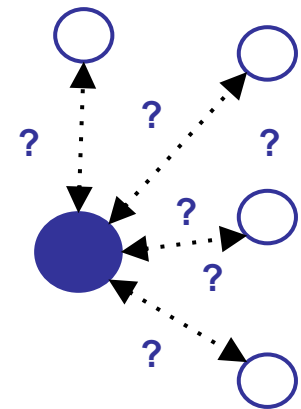
What Barriers do you encounter to Social Tool use?

- Fear
- Folly
- Flippancy



# Work Narration

	<p><b>Challenge:</b> Need for formative evaluation.</p>
	<p><b>Solution:</b> SharePoint social features used for work narration and community learning</p>
	<p><b>Results:</b> Trainers able to address individual needs and adjust classroom program accordingly</p>



# Work Narration

1/17/2012

## Welcome to Your Blog!

Welcome to **Your** class Blog! I am looking forward to your arrival on January 30. For now, the Blog will help us to get to know each other by minimizing some of the "unknowns" prior to your arrival. As you progress through our 10-week program, the Blog will become a useful tool where you can continue to communicate with each other while in the field, post questions, and get answers in an effort to learn everything you can about Aspen Dental ... but in a more casual way. Not just casual, but confidential as well. Only your fellow classmates and some members of the Syracuse Training team (me, Carrie, Lenore, Mark, and David) have access to this Blog.

Get to know our T&D Team by selecting the "T&D Staff Profiles" link to the left of this page.

Here are links to a few job aids that will get you off to a good start using a blog:

[Access a Blog](#)

[Post to a Blog](#)

[Comment on a Blog](#)

Happy Blogging!  
Lisa

Posted at 4:40 PM by [Lisa, ASTD](#) | [Permalink](#) | [Email this Post](#) | [Comments \(1\)](#)

# Work Narration

## plan of attack

Hey Everyone, hope this finds you well! Missed my blog yesterday, refreshed my psr skills, and appreciated the psr all over again! Today I am hitting the charts! Charting with the dr, entering the treatment plans, and sitting in on the consults. The new patient from start to finish! Took a look at the offices patient with credit balance and it is being worked as we speak! Yeah! There were notes and the office manager could described to me about half of the report where we are with these patients. So I believe it' a benefit to the patients because it keeps them a priority to us. We see so many a day this is a great way not to let any of them slip through the cracks! Hope everyone has a great day:)

Posted at 11:27 AM by OM 1112 [REDACTED] | [Permalink](#) | [Email this Post](#) | [Comments \(0\)](#)

# Work Narration

9/1/2011

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## Pop Quiz/Question Edit

First one to answer this I will personally give them a prize during OM3 week. Where can the WIP worksheet be found? Who is the fastest and smartest? \*\* Nice work to all the offices that did well August. (Dave #1 yeeeeaaaah buddy!) Thanks for the help team. Peace and Love

Posted at 10:53 AM by OM 0177 E [REDACTED] | [Permalink](#) | [Email this Post](#) | [Comments \(5\)](#)

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## Comments

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**Re: Pop Quiz/Question** Edit

ADC reports tab very bottom!

OM 0181 [REDACTED] at 9/1/2011 11:02 AM

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**Re: Pop Quiz/Question** Edit

HA!! Now what is my prize????

OM 0181 [REDACTED] at 9/1/2011 11:02 AM

# Work Narration

**Title:** Exam on Friday

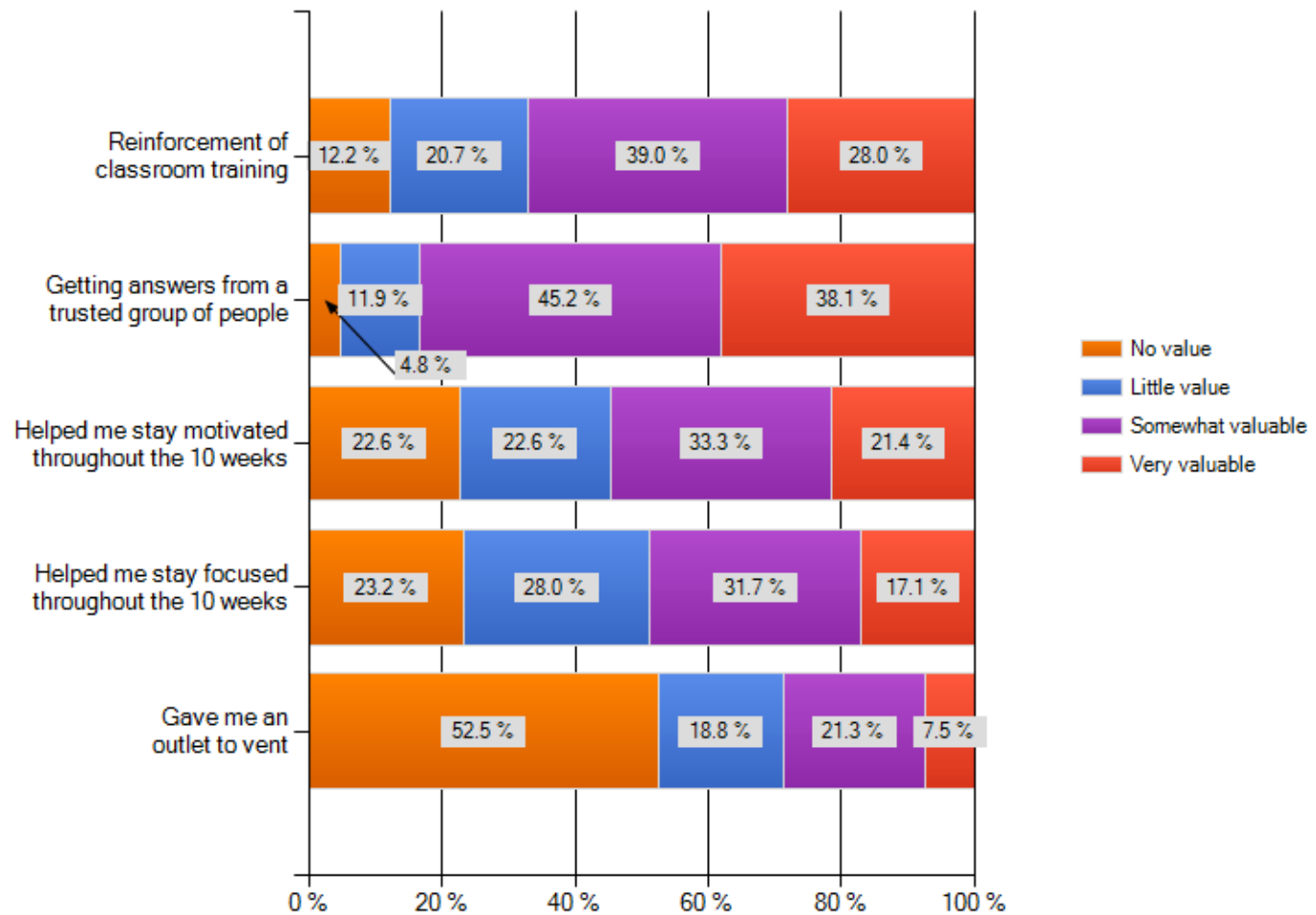
**Body:** Hello everyone! I am trying to prepare myself for the test we are supposed to be taking on Friday Day 10. Our book tells us to look on the Intranet under Training and Development. Then on the middle of the page should be Online Exams....has anyone had any luck finding this?

Thanks for the help! Hope everyone is having a great week--can't wait to meet you all next week.

Katelyne

**Title:** Re: Exam on Friday

**Body:** Go to training and development  
then to links  
then to OM training program  
then Clinical Guide Exams and Study Cards  
It will tell you these have moved but you can still click the link  
Hopefully this helps,  
Nichole



# Formal Social Learning



**Challenge:** Skill-up new hires in field positions with limited formal training



**Solution:** SharePoint social features used to capture expert knowledge for novice consumption



**Results:** Errors surfaced and corrected. Robust FAQ created and distributed in social tool



# Formal Social Learning



Feed



Weed



Seed



# Formal Social Learning



Asynchronous Wiki  
activity

Expert knowledge  
sharing

10/80

# Formal Social Learning



Rotated Roles

Build FAQ

Correct errors

# Formal Social Learning



Chunked Q&A

Populate Social Tool  
(Yammer)

Knowledge Spiral:  
Tacit to Explicit to  
Tacit

# Corporate U Library 2.0



**Challenge:** Maintaining explicit knowledge in a social centered performance ecosystem



**Solution:** SharePoint as a Corporate University Library



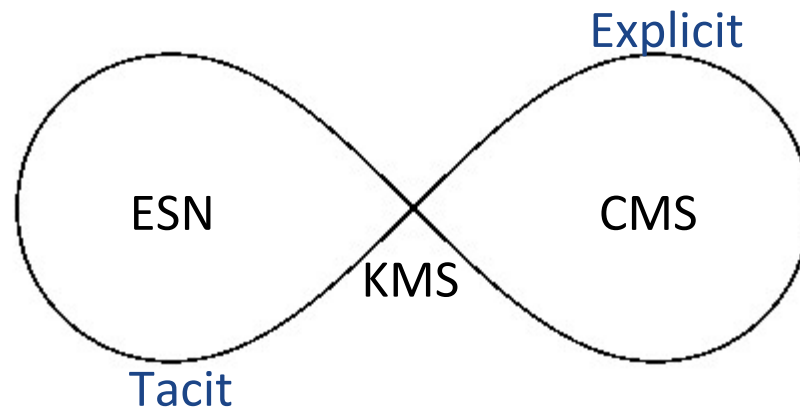
**Results:** Coupled with an ESN, SharePoint security ensures single source in fluid learning environment.



# Corporate U Library 2.0

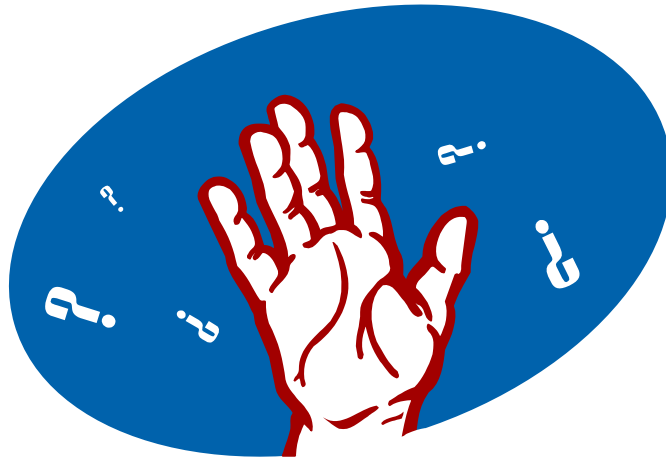


# Corporate U Library 2.0



# Corporate U Library 2.0

Project Management Resources								▼	☑
Type	Name	Description	Process Groups	Knowledge Areas	Process Number	Resource	Rating (0-5)		
	1_SMS Way - Orientation to the SMS Way Project Management Framework	Intro to SMS Way PjM highlighting key aspects and differentiators as well as where to find info	N/A	N/A		Recorded Session	☆☆☆☆☆		
	AbbreviatedContractStartupDiag	Contract start up flow chart including sharepoint, contacts/pricing, solutions & finance.	Initiating	Communications		Job Aid	☆☆☆☆☆		
	Balanced_Scorecard	This Quick Start Guide provides basic guidance for project managers and designated employees who manage the Customer Balanced Scorecard.	Monitoring	Integration		Job Aid	☆☆☆☆☆		
	Contract Startup Tasks List	Contract startup tasks to complete in order to ensure a smooth, internal start to the contract.	Initiating	Communications		Job Aid	☆☆☆☆☆		
	Contract Startup User Guide	This Quick Start Guide provides basic guidance to employees who will manage and update the contract startup form.	Initiating	Communications		Job Aid	☆☆☆☆☆		
	Default_Project_Libraries	Information pertaining to default project libraries.	Initiating	Integration		Job Aid	☆☆☆☆☆		
	Deltek Time and Expense Tool User Guide	This guide will help you perform all employee and supervisor tasks, as appropriate, associated with the Deltek tool.	Initiating	Integration		Job Aid	☆☆☆☆☆		
	Example Internal Kickoff (TO0012)	Powerpoint example of an internal kickoff meeting.	Initiating	Integration		Template	☆☆☆☆☆		
	Finance Kickoff Meeting Minutes Template	Meeting minutes template for the Finance portion of the Internal Contract Kickoff meeting.	Initiating	Integration		Template	☆☆☆☆☆		
	Getting Started Library Files	How to get started with this web site	Initiating	Integration		Job Aid	☆☆☆☆☆		
	Granting_Project_SharePoint_Permissions	How to manage granting sharepoint permissions.	Initiating	Integration		Job Aid	☆☆☆☆☆		
	Internal Contract Kickoff Template	Internal Contract Kickoff Powerpoint Template	Initiating	Integration		Template	☆☆☆☆☆		
	Internal Kickoff Guide	The Internal Contract Kickoff is redesigned to ensure the SMS team is on the same page and that relevant pre-award considerations are known.	Initiating	Integration		Job Aid	☆☆☆☆☆		
	Kickoff Meeting Minutes Template	Meeting minutes template for all Internal Contract Kickoff meetings.	Initiating	Integration		Template	☆☆☆☆☆		
	Live Session Attendance Record	Record of attendance from all live sessions	N/A	N/A			☆☆☆☆☆		
	Option Year Startup Guide	Option Year Startup Guide	Initiating	Integration		Job Aid	☆☆☆☆☆		
	PDU-Category-Structure-6-pager-FINAL-Aug-2013	Breakdown of each of the categories for credits with description	Initiating	Integration		Policy	☆☆☆☆☆		
	PM Communications Training						☆☆☆☆☆		
	PMI PDU Category Caps 2013	Matrix showing all the caps on types of credits given and for which activities.	N/A	N/A	2	Policy	☆☆☆☆☆		
	PMR_Calendar_Outlook_Connection	How to set up the PMR Calendar Outlook Connection	Initiating	Integration		Job Aid	☆☆☆☆☆		
	PMR_Quick_Reference Guide	Quick Reference of Program Management Review (PMR)	Initiating	Integration		Job Aid	☆☆☆☆☆		
	Project Communication Management Job Aid	An overview for SMS PjMs of positive communication practices, existing tools and methods of communication - "The SMS Way"	Monitoring	Communications	3	Job Aid	☆☆☆☆☆		
	Project Reports Using Deltek Time Expense_June 2012	This Guide will demonstrate how to access project information in T&E.	Initiating	Integration		Job Aid	☆☆☆☆☆		
	Risk and Issue Management Guide	This guide provides information on how to enter risks and issues in the SharePoint forms	Initiating	Integration		Job Aid	☆☆☆☆☆		





# Keys to Success



**DESIGN** is critical.



Make is **VISUAL**.



Keep is **SIMPLE** and **CLEAN**.



Focus on your **AUDIENCE**.



Allow users to ask for **HELP**.

# Keys to Success



**TRUST** is critical.



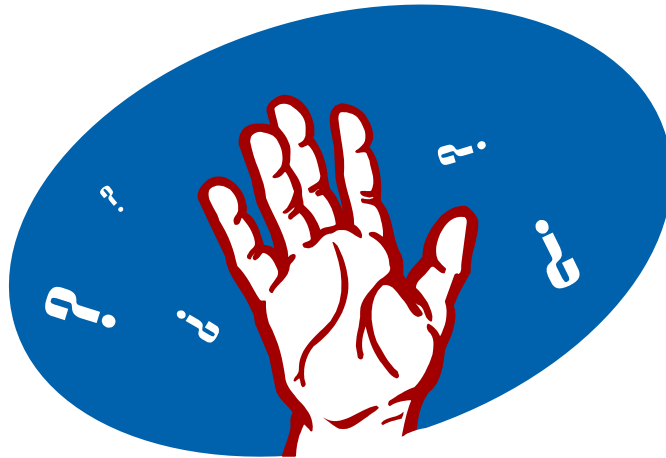
Make it **ENGAGING**.



Keep it **SIMPLE**.



Focus on **COMMUNITY**.



# Questions? Contact Us!



**ANNE SCOTT**

Learning Technology Consultant  
Humana

@annemscott



**MARK BRITZ**

Manager, Corporate Training  
Systems Made Simple

@britz

# More Ideas

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Learning Resources  
FAQs

ANNOUNCEMENTS  
Outlook Mailbox Management Guidance  
by John DeHoop 9/5/2011 10:52 PM  
This guidance is provided to help Associates

My Site My Newsfeed My Content My Profile Connect Home Survival Kit Find People

SharePoint Zen: Permissions  
by Bruce Spencer on 4/1/2013 10:33 AM

The Problem: SharePoint permissions are a pain ... because we make them so. Poor practices for permissions can cause conflicts, confusion, and complications that create a hornet's nest of maintenance.

The Answer: With a little knowledge, and a discipline of best practices it's easy to take the stress out of SharePoint Permissions. This article provides a set of best practices, methods for avoiding and correcting issues, a breakdown of basic permissions levels, and additional sources.

Best Practices

- Understand exactly what permissions levels provide: see the table at the end of this article
- Keep permissions as simple as possible: Complexity is your enemy. The more complex the permissions, the more requests you'll get for access or to fix broken permissions
- Assign users to groups: Groups help you keep track of just a few collections of permissions vs. lots of individual permissions on the main permissions page – this creates a second level of complexity
- Don't break inheritance at the "object level" (lists, libraries, and documents): This creates a third level of complexity...you don't only have to track individual permissions, but also individual permissions on sections of the site.
- Done assign document level permissions: This creates a fourth level of complexity, where you must track permissions on the site, permissions of an individual, likely permissions for a library, and then permissions for an individual document.
- Do not break site inheritance if you can avoid it: Breaking site inheritance multiplies the complexity level of permissions. Each child site must be tracked and differentiated from the parent. If you have three child sites, all with broken inheritance, then you have four separate sets of permission for the collection...instead of just one.
- Avoid viewer groups on teams.humana.com: Viewer groups on teams are usually not needed. It's called SharePoint because contribute access works
- Broken permissions? When an associate has broken permissions use the "Check Permission" tool to see there permissions levels (in most cases you will find that they have multiple permissions), then adjust the permissions (this usually means simplify them) accordingly.
- Review permissions on a regular basis: This (1) helps keep you familiar with the sites permissions (2) help keep the sites permissions up-to-date and insures that people who are no longer on your team do not have access.

Best Practices in Detail

Keep permissions simple

The most important rule for working with permissions is to keep them as simple as possible. Complex permissions are confusing and often create conflicts when an individual is given permissions at two different levels. In addition, the more complex your permissions, the more requests you'll get for access or fixes.

Working with Permissions Groups