

CityLearner: Manager View of Employee Training

Managers can view training history for their direct reports from the Manager Self-Service tab.

NOTE: In order to see this information, the manager must have the Manager Self-Service (MSS) role in SAP.

Quick Steps

Step 1:

Log into the CityLink page:
www.portlandoregon.gov/ess

Click **SAP CityLink**

On the Manager Self-Service tab, click on the **Personnel Development** link.

The screenshot shows the CityLink Manager Self-Service interface. The navigation bar includes 'Employee Self-Service', 'Manager Self-Service', and 'Personnel Development' (highlighted). The main content area has an 'Overview' section with several links: 'Manager Tasks', 'Personnel Overview', and 'Personnel Development' (highlighted). The 'Personnel Development' link is described as 'View training and development information for your employees'.

Step 2:

Use the search feature to find the employee you want to view.

The screenshot shows the 'Employee Search' interface. The 'Employee Selection' dropdown is set to 'Direct Reports' and 'Display' is set to 'Organizational Information'. The search results table is as follows:

Name	Personnel Number	Job	Position	Manager	Organizational Unit	Cost Center
Sally Brown	01003065	Office Support Specialist II	Office Support Specialist II	Sally Brown	Employee & Support Services	Admin Services
Sally Brown	00573304	Office Support Specialist III	Office Support Specialist III	Sally Brown	Employee & Support Services	Admin Services

At the bottom right, it says 'Data as of 4/28/2013, 8:57:32 PM Refresh'.

Step 3:

On the left side, below the search box, is the employee information.

On the right side of the page are two additional views: **Training Activities** and **Profile Matchup**.

DEFINITION: Profile Matchup

A profile matchup looks at the requirements for the position and compares it to the qualifications an employee has achieved. If the employee is missing the qualification for the position, the missing qualification will appear here.

Some courses in the CityLearner catalog will pass a qualification to the employee if the course is successfully completed. These courses will be visible as well if the qualification is missing from the employee's record.

Step 4:

Training Activities shows all courses an employee has either booked, cancelled or completed. In addition, it shows if any fees are associated with the course.

NOTE: Fees will only appear here for courses scheduled after 4/1/2013.

Training Activities							
Select Delivery Method: All							
Training	Delivery Method	From	To	Fee	Currency	Location	Status
Great Customer Service	Classroom Training	9/27/2012	9/27/2012	0		N/A	Canceled
HR 2.02 Workplace Harassment	Classroom Training	6/25/2012	6/25/2012	0		N/A	Passed
MM PO Process Distributed	Classroom Training	1/30/2012	1/30/2012	0		N/A	Passed
MM Requisition Process	Classroom Training	1/9/2012	1/9/2012	0		N/A	Passed

Step 5:

The **Profile Matchup** view shows if an employee is missing any requirements for their position.

In **Required and Existing Qualifications**, you can see what qualification is required for the employee's position and the current status.

Profile Matchup				
Required and Existing Qualifications				
Profile Matchup for [redacted] and [redacted]				
Position: Office Support Specialist II				
<input type="button" value="Personalize"/> <input type="button" value="Filter On"/>				
Qualification	Mandatory	Required	Current	Status
HR 2.02 for Employees	X	Yes		

Status indicates if employee is missing qualification.

Step 6:

If a qualification is missing from the employee record, the **Recommended Training Courses** will display which courses will meet the required qualification.

Recommended Training Courses			
<input type="button" value="Personalize"/> <input type="button" value="Filter On"/>			
Imparted Qualification	Training	Delivery Method	Fee
HR 2.02 for Employees	HR 2.02 Workplace Harassment	Classroom Training	0.00
HR 2.02 for Employees	HR 2.02 Workplace Harassment: Council Staff	Classroom Training	
HR 2.02 for Employees	HR 2.02 Workplace Harassment Refresher	Classroom Training	
HR 2.02 for Employees	HR 2.02 Refresher for Council Staff	Classroom Training	
HR 2.02 for Employees	HR 2.02 Workplace Harassment: Trainer	Classroom Training	

Step 7:

If an employee needs to complete a mandatory training course for their position, it will appear in the **General Mandatory Training Courses** section.

General Mandatory Training Courses				
<input type="button" value="Personalize"/> <input type="button" value="Filter On"/>				
Training	Delivery Method	Fee	From	To
Cross-Cultural Comm & Conflict Resolutn	Classroom Training	0.00	1/1/2007	12/31/2013