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# 1. Introduction

Workforce and talent management solutions help organizations optimize their human capital by automating key processes, such as performance reviews, recruiting, and onboarding. By streamlining these processes, organizations can reduce costs while improving workforce productivity and efficiency.

# 2. Purpose

To guarantee that the company has the right people in place with the relevant skills, talents, and knowledge to help it achieve its goals.

# 3. Contribution to service value chain

Chart, diagram, funnel chart

Description automatically generated

* The planning approach focuses on assessing present organizational capabilities and expanding the service portfolio.
* Improve focuses on enhancing the people resources skills and capabilities, as well as their motivation.
* Engage focuses on identifying and enabling the needed capabilities for service management techniques such as service desk, service request management, and so on.
* Design & Transition focuses on the skills and talents needed to design and transition a product or a service.
* Obtain/build focuses on specialized knowledge, skills, and capacities in cooperation, quality, speed, cost, and customer focus, among other things.
* Deliver & Support is concerned with the skills and abilities required to provide the services and support.

# 4. Employee Identification

| **Name** | Doron |
| --- | --- |
| **Position title** | Network Engineer |
| **Department** | IT |
| **Years in current position** | 3 years |
| **Target position** | It Network manager |
| **Skillsets required for target position** | 5 years of team lead experience |

# 5. Recruitment

Recruitment refers to the process of identifying and selecting the best people resources with the best skills and competencies.

| **Requirement** | **Skills required** | **Role** |
| --- | --- | --- |
| Network setup | Network configuration | Engineer |
| Human resource | Basic understanding of software technologies, communication skills. | IT recruiter |
| System admin | Cloud computing, Hardware, Digital security | Senior administrator |

# 6. Training

Employee training's overall goal is to guarantee that employees have the skills they need to execute their jobs. It must, at the very least, ensure that employees understand the importance of their jobs and how they contribute to the organization's quality goals.

Training can take many various forms, depending on the needs of the instructing person. The following are some examples of training methods:

* Workshop (internal or external)
* Self-study materials and media (e.g., videos, training documents)
* Conversations and interviews with coworkers and managers, as well as supervised work

| **Trainer** | **Mode of Communication** | **Staff** | **Designation** |
| --- | --- | --- | --- |
| Josh H | Physically present | Kim Joseph | Quality auditor |
| Matt Hardy | Virtual | Nickola J | Production manager |
|  |  |  |  |

# 7. Gap analysis

| **Skills** | **Current skill level** | **Desired skill level** | **Action plan** | **Timeline** |
| --- | --- | --- | --- | --- |
| Python | Moderate | Expert | Take courses and work alongside manager on advanced projects |  |
|  |  |  |  |  |

# 8. Employee Request Form

| **Employee Manager Information** | | | |
| --- | --- | --- | --- |
| Name: | | Phone**:** | |
| Department: | | Email: | |
| Form No: | | | |
| **Job request Information** | | | |
| **Position:** | | | **No of positions:** |
| **Start date:** | | | **Manager** |
| **Job type:** Full timePart time ContractContract to hire | | | |
| **Job Description:** | | | |
| **Pay-scale** | | | |
| **Benefit:** | | | **Rate:** |
| **Qualifications** | | | |
| **Education:** | **Certification:** | | |
| **Soft Skills:** | **Technical skills:** | | |

# 9. Internal Assessment

The following are some of the techniques that a company employs to locate and pick the finest talent for an open position:

* Recruiting resumes and applications by posting vacant opportunities on job boards.
* Pre-screening to clear out candidates who don't fulfil the position's minimum standards.
* Using a preliminary assessment to clear out candidates who don't have the necessary skills and abilities for the job.
* Conducting an in-depth assessment through interviews and job simulations to identify individuals with the best chance of succeeding on the job.
* Verifying the job history and qualifications of candidates.

# 10. Employee Development

Supervisors meet with their employees at least once a year to exchange comments, discuss the employee's personal development, and identify extra training requirements to accomplish development goals.

## 10.1 Training Effectiveness Evaluation

The effectiveness of the training is evaluated, to ensure the personnel are qualified to do their jobs. Different ways can be used to assess effectiveness:

* Questionnaire/test
* Keeping track of job performance
* External evaluation

# 11. Competency assessment

The competency assessment form determine which employees are best suited for specific positions within the company. It can also help identify areas in which the employees need improvement.

| **Competency Assessment Form** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Employee/Trainee name:  Assessor:  Date of assessment: | |  | | | | | |
| **Technical competency** | | **Assessment** | | | | | **Comment** |
| ND | AC | C | HC | E |
| Provides clear explanation of written codes | |  | ✓ |  |  |  | Great at Communication |
| Submits the project before deadline | |  |  |  | ✓ |  |  |
|  | |  |  |  |  |  |  |
| **Abbreviation:**  **ND**- Needs development  **AC-**Approaching competence  **C-** Component  **HC-** Highly Competent  **E-** Exceptional | | | | | | | |
| **Signature of Assessor:** |  | | | | | | |

## 11.1 Employee rating form

| **Employee rating form** | | |
| --- | --- | --- |
| **Employee Name:** |  | |
| **Rating out of 10** | **Skills and knowledge** | **Comments** |
| 8 | Collaboration | Works collaboratively and assists the team in building projects |
| 9 | Problem solving | Able to break down complex problems into subsets and create an iterative approach to solve them |
|  |  |  |

## 11.2 Employee abilities

| **Skills required** | **Soft skills** | **Employee Assigned** | **Reason assigning** |
| --- | --- | --- | --- |
| UI Design | Team collaboration, Leadership | Steve Joseph | Steve has a unique skillset of technical as well as leadership qualities |
|  |  |  |  |
|  |  |  |  |

# 12. Training communication plan

| **What is to be communicated** | **In charge of communicating?** | **Who are they communicating?** |
| --- | --- | --- |
| Methods of training | Trainer, SME | Employee |
|  |  |  |
|  |  |  |

# 