

Workforce Central 8.0 Learning Path

	Key: Virtual or On-site Classroom KnowledgePass Course Level: ■ Introductory ■ Intermediate ■ Advanced	Project Team	Payroll Managers Payroll Administrators Payroll Training Managers	Configuration Specialists Application Administrators IS/IT Information Analysts Help Desk Specialists IS/IT Specialists	HR Managers HR Administrators HR Recruiters Benefits Managers Compensation Managers HR Training Managers	Department Managers Scheduling Managers Store Managers Business Analysts	Employees
			Payroll	IT/IS	Human Resources	Manager/Supervisor	Employees
Workforce Timekeeper™							
■ Project Team Fundamentals		●					
■ Managing Timecards and Schedules						●	
■ Managing Timecards and Preparing for Payroll		●	●	●			
■ Workforce Device Manager & the Kronos Terminals		●		●			
■ WFC Administering the Application		●		●			
■ WFC Administering Navigators		●		●			
■ WFC Administering Navigators		●		●			
■ Configuring and Managing Pay Rules		●	●	●			
■ Writing & Integrating WTK RDL Reports				●			
■ WFC Architecture & Technology		●		●			
■ Monitoring Overtime			●			●	
■ Handling Time-off Requests			●			●	
■ Train-the-Trainer Sessions				●			●
■ InTouch & Series 4000 Terminal Entering Time Employee Training Kits			●		●		●
■ WFC Timestamp & Timecard Entering Time Employee Training Kit			●		●		●
■ Upgrading to the Navigator Employee Training Kit					●		●
Workforce Central™							
■ Getting Started with Workforce Process Manager							
Workforce Integration Manager™							
■ Basic Interface Programming				●			
■ Advanced Interface Programming				●			

Workforce Central 8.0 Learning Path

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			Payroll	IT/IS	Human Resources	Manager/Supervisor	Employees
Workforce Activities™							
 Implementation Essentials		●					
 Configuring Activities		●	●				
 Entering Activities Employee Training Kit				●		●	
Kronos Enterprise Archive™							
 Using Enterprise Archive			●				

For end users, Kronos offers various solutions and formats, including Kronos KnowledgePass™ and Train-the-Trainer programs, as well as tailored or customized training that reflects the organization’s processes, configuration and terminology.

For the most up-to-date information on educational offerings please visit <https://community.kronos.com/s/learn>

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Timekeeper 8.0 Project Team Fundamentals 

Course Number: 9994322-0

Audience: Project Team

Description

This self-study course prepares you to effectively collaborate with the Kronos implementation team during your Workforce Timekeeper implementation. This course introduces you to Kronos terms and concepts, and helps you start identifying and gathering the pay and accrual policy data that will be needed during your Kronos implementation. Through a series of video lessons and interactive software simulations, you will be introduced to some of Workforce Timekeeper's capabilities and to the decisions you will make in designing your configuration. You will also be guided through the completion of the PTF worksheets that will be discussed during your upcoming Solution Development Readiness call. This course will prepare you with the information you need to ensure that your Workforce Timekeeper implementation accurately addresses your organization's business needs.

Objectives

After completing this course, you should be able to perform the following tasks as preparation for successfully completing your Workforce Timekeeper PTF worksheets in advance of your Workforce Timekeeper implementation.

- Identify key Workforce Timekeeper terminology and concepts
- Distinguish between examples of business processes, pay practices, and pay policies
- Recognize several sources of your organization's pay and accrual policy data
- Recognize the types of alerts that can be configured as part of your organization's notification strategy
- Given problem scenarios involving common types of Workforce Timekeeper rules such as Exceptions, Holiday, Overtime, Special Pay rules, and Rounding Rules, choose the best solutions to the described problems

Audience

Project Team members who analyze the organization's pay policies, accrual policies and business requirements in order to collaborate on and approve the implementation plan for Workforce Timekeeper. Depending on the organization, this may include Human Resources, Payroll and Accounting staff as well as Application Administrators and Information Technology staff.

Prerequisites

- None
- Advance Preparation-None

Other

Courses that are identified as introductory are equivalent to courses that offer basic skills and knowledge.

Delivery Type: QAS Self-Study

Duration: 1 day

Training Points: 500

Course Level: Introductory

CPE: TBD

Instructional Method: QAS Self-Study

Kronos is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Web site: www.nasba.org

* Pending NASBA approval – credits cannot be offered until approval is finalized; check with your state board of accountancy to determine if credits will be accepted for this course before the approval is finalized.

Course Title: Workforce Timekeeper 8.0 Managing Timecards and Schedules 

Course Number: 9994323-0

Audience: Managers/Supervisors

Description

This instructor-led course is designed to assist you in using Workforce Timekeeper tools to effectively and efficiently manage your employees' timecard and schedule data. Using a combination of discussion and practice, you'll learn how to monitor timecards to identify and resolve timecard exceptions, maintain schedules, and review and approve timecards for payroll processing.

Objectives

After completing this course, you should be able to:

- Navigate through Workforce Timekeeper, displaying project and hourly timecards
- Display employee information for analysis and task performance
- Schedule employees to meet your workload requirements, accommodating shift changes and non-worked hours as necessary
- Identify timecard discrepancies and modify time data as necessary, communicating changes to employees
- Review timecard data, including approvals, and submit records to payroll for processing

Audience

This course is designed for those responsible for using Workforce Timekeeper to manage employee timecards and schedules.

Prerequisites

- None
- Advance Preparation-None

Other

Courses that are identified as introductory are equivalent to courses that offer basic skills and knowledge.

Delivery Type: Instructor Led Training

Duration: ½ Day

Training Points: 275 per person for a public course, pricing depends on the number of participants, for a private course

Course level: Introductory

CPE: 3

Instructional Method: Group-Live

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Timekeeper 8.0 Managing Timecards and Preparing for Payroll 

Course Number: 9994324-0

Audience: Project Team, Payroll, IT/IS

Description

This course is designed for those responsible for managing time and labor information in the Workforce Timekeeper environment to either prepare for payroll processing or to effectively administer the application. You will learn how to use Workforce Timekeeper tools to effectively and efficiently perform daily and periodic tasks that manage employee time and labor data and prepare that data for payroll processing. Using a combination of discussion, hands-on, and application simulation experience, you will monitor timecard exceptions and resolve differences between scheduled and actual time recorded on timecards, add and modify employee schedules, review, and approve timecards, process payroll, make corrections to previous pay periods, and add and maintain employee data.

Objectives

After completing this course, you should be able to:

- Navigate through the Workforce Timekeeper application
- Display employee information for analysis and task performance
- Add personal and job information for new employees
- Add and modify a base schedule for new employees
- Identify timecard discrepancies and modify time data as necessary, communicating changes to employees
- Review timecard data, including approvals, and submit records to payroll for processing
- Sign off timecard data and explain the process for transferring timecard data to the payroll system
- Make historical corrections to timecard data that has already been processed for payroll
- Adjust accrual balances and make changes to personal and job information for employees

Audience

This course is designed for those responsible for managing timecards and preparing time data for payroll processing within the Workforce Timekeeper environment. This course also provides those who must administer the Workforce Timekeeper application with experience using the tools and processes for which they are responsible for maintaining.

Prerequisites

- None
- Advance Preparation-None

Other

Courses that are identified as introductory are equivalent to courses that offer basic skills and knowledge.

Delivery Type: Instructor Led Training

Duration: 2 Days

Training Points: 1,000

Course Level: Introductory

CPE: 12

Instructional Method: Group-Live

Course Title: Workforce Device Manager 8.0 & the Kronos Terminals 

Course Number: 9994329-0

Audience: Project Team & IT/IS

Description

This instructor-led course prepares you to configure, maintain, and troubleshoot Workforce Device Manager and the Kronos terminals which include the Kronos InTouch and the Kronos Series 4000.

The course provides system requirements, hardware components, communication protocols, and the flow of data between the Kronos terminals and Workforce Timekeeper along with step-by-step procedures on how to use Workforce Device Manager to create a successful environment for communication. Best practice recommendations drawn from the Kronos Global Support organization are highlighted throughout the materials.

This course combines lecture, demonstration, question and answer, and hands-on practice.

Objectives

After completing this course, you should be able to:

- Describe WDM system components
- Explain the flow of data between WDM and WTK
- Explain the difference between server-initiated and device-initiated communication protocols
- Configure WDM building blocks
- Use WDM building blocks to create Device Configuration Profiles
- Initialize and update terminals
- Configure devices and device groups
- Assign employees to device groups
- Deploy pre-defined Smart View transactions, such as Request Time Off, View Timecard, and Approve Timecard
- Monitor devices and groups
- Set up scheduled events for devices and groups
- Resubmit or delete invalid transactions

Audience

- System Analysts
- Technical Specialists
- Help Desk Specialists

Prerequisites

- None
- Advance Preparation-None

Other

Courses that are identified as introductory are equivalent to courses that offer basic skills and knowledge.

Delivery Type: Instructor Led Training

Duration: 2 Days

Training Points: 1,200

Course Level: Introductory

CPE: 12

Instructional Method: Group-Live

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Central 8.0 Administering the Application 

Course Number: 9994325-0

Audience: Project Team, IT/IS

Description

This instructor-led course provides Workforce Timekeeper application administrators with the skills and knowledge needed to support the system so that it remains in alignment with your organization's business goals. Using a combination of lecture, discussion, and hands-on practice, you will learn how to create effective data analysis tools such as HyperFind queries, Workforce Genies and calendars that provide visibility into productivity and labor costs. You will also learn how to analyze data and function access requirements, and configure, test and deploy access profiles so that users have appropriate access to the features and data that they need to perform their jobs. Finally, you will automate business processes such as e-mail and workflow notifications, resulting in more efficient communication and reducing the amount of time spent on manual processes.

Objectives

After completing this course, you should be able to:

- Use profiles to control access to data
- Create and implement data analysis tools such as HyperFind queries and Genies
- Create scheduling tools such as schedule periods and shift templates
- Analyze data and function access requirements, and configure profiles (such as display, data access and function access profiles) to control access to the system
- Automate business processes such as setting up workflow notifications and navigators

Audience

This course is for those responsible for maintaining the configured Workforce Timekeeper application

Prerequisites

- Workforce Timekeeper Managing Timecards and Preparing for Payroll
- Advance Preparation-None

Delivery Type: Instructor Led Training

Duration: 2 Days

Training Points: 1,200

Course Level: Intermediate

CPE: 12

Instructional Method: Group-Live

Course Title: Workforce Central 8.0 Administering Navigators



Course Number: 9994327-0

Audience: Project Team, IT/IS

Description

This instructor-led course provides Workforce Central application administrators with the skills and knowledge needed to support the system with widgets and navigators for various job roles throughout the organization. Using a combination of lecture, discussion, and hands-on practice, you will learn how to create and manage widgets, alerts, notifications, workspaces, wizards, and navigators.

You will learn how navigator components are related to one another. Using a structured process, anatomy, and configuration report you will effectively manage edits to widgets, alerts, and workspaces. Recognizing the relationship of navigator components is essential to successfully implementing changes to your current configuration. You will review the use of navigator templates that provide a starting point for new navigators. You will also learn when and how to apply context allowing managers to easily navigate from one widget to another widget or workspace while maintaining selected employees and time period. Finally, you will recognize when to use immediate notifications to help employees and managers instantly engage with the right information at selected locations.

Objectives

After completing this course, you should be able to:

- Describe navigator components and a structured process when applying changes to navigators
- Modify existing widgets, alerts, notifications, workspaces, and navigators to meet the needs of job roles in the organization
- Modify the Search widget to take advantage of various filter options
- Analyze and define wizards to apply steps for a business process
- Follow a structured process to configure, deploy, and test navigators

Audience

This course is for those responsible for maintaining configured Workforce Central navigators

Prerequisites

- Workforce Central Administering the Application
- Advance Preparation-None

Delivery Type: Instructor Led Training

Duration: 1 Day

Training Points: 600

Course Level: Intermediate

CPE: 6

Instructional Method: Group-Live

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Central 8.0 Administering Navigators 

Audience: Project Team/IT/IS

Description

This self-paced learning course is designed to help Administrators plan, configure, test and deploy navigators and widgets for managers and employees. Configuring widgets, alerts, wizards, and workspaces helps you create navigators specific to different job roles in your organization.

You will learn how widget parts, widgets, alerts, wizards and workspaces are related to one another. Using different case study examples throughout the tutorial, you identify critical navigator components and explore various configuration options. Using practice exercises and a sandbox, you configure sample widgets, workspaces, alerts, and navigators for a manager or employee role. Guidelines for testing and deploying navigators in your organization are also covered.

Objectives

After completing this course, you should be able to:

- Analyze a manager's needs for a suitable navigator
- Analyze an employee's needs for a suitable navigator
- Follow a structured process to configure, deploy, and test navigators

Audience

Application Administrators, Project Team members, and Help Desk Specialists.

Prerequisites

- Experience using or administering Workforce Timekeeper or Workforce Scheduler
- Advance Preparation-None

Duration: 4-6 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Intermediate

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This tutorial is accessed via Kronos KnowledgePass™.

Course Title: Workforce Timekeeper 8.0 Configuring & Managing Pay Rules 

Course Number: 9994326-0

Audience: Project Team, IT/IS & Payroll

Description

This instructor-led course prepares you to configure and manage your organization's pay rules in Workforce Timekeeper. You will learn the structure and function of pay rules in Workforce Timekeeper and a process to configure, maintain and troubleshoot common pay rule changes and problems in areas such as: holidays, exceptions, bonuses, deductions, breaks, overtime, rounding and shift and weekend differentials. This knowledge is essential to ensuring the continued accuracy of employee pay and time according to your organization's union or organizational pay policy changes.

Objectives

After completing this course, you should be able to:

- Describe the pay rule anatomy components and how the components ensure that the way employee pay and time are managed and tracked is consistent with your organization's pay policies
- Apply a common process and tools to accurately and efficiently manage and implement pay rule changes in Workforce Timekeeper
- Change the following rules: exceptions, bonuses, deductions, breaks, rounding, overtime, holiday table, holiday credit and zones (including holiday, shift and differential zones) by performing these tasks:
 - Receive and analyze change requests
 - Use windows, editors and reports to assess the impact of pay rule changes
 - Implement changes to an organization's pay rule configuration
 - Test pay rule changes
 - Deploy pay rule changes
 - Troubleshoot common pay rule problems

Audience

This course is designed for those responsible for configuring and maintaining pay rules in the Workforce Timekeeper environment, including:

- Payroll Administration staff
- Configuration Specialists
- Help Desk Specialists

Prerequisites

- Workforce Timekeeper Managing Timecards and Preparing for Payroll
- Advance Preparation-None

Delivery Type: Instructor Led Training

Duration: 4 Days

Training Points: 2,400

Course Level: Intermediate

CPE: 24

Instructional Method: Group-Live

Workforce Central 8.0 Course Descriptions

Course Title: Writing & Integrating WTK RDL Reports 

Course Number: 9994357-0

Audience: IT/IS

Description

This four-day instructor-led course focuses on reports within the Workforce Timekeeper 8.0 report environment. It combines lecture, demonstration, and hands-on practice exercises to teach students how to:

- Create reports for Workforce Timekeeper 8.0 using Visual Studio 2008
- Integrate the reports with the Workforce Timekeeper 8.0 report environment

Designed for students who are new to report writing for Workforce Timekeeper 8.0, Visual Studio 2008 for Microsoft Reporting, or both, this course focuses on a broad list of topics that will provide the necessary skills and programming logic to create Standard reports using the Workforce Timekeeper 8.0 database.

Objectives

After completing this course, you should be able to:

- Create custom reports based on design specifications using Visual Studio 2008
- Identify views and fields for commonly customized reports such as hours by project, weekly schedules and accrual reports
- Use SQL for linking views and tables and record selection
- Use the sorting, grouping and summarizing features
- Create different types of expressions
- Create parameters
- Use conditional and sectional formatting
- Create a Microsoft Excel® optimized report
- Differentiate between using subreports and using additional datasets to add data to a report
- Create a matrix report
- Create a chart report
- Modify an existing report
- Duplicate and create new report setups in the Workforce Timekeeper 8.0 report environment
- Pass HyperFind results to a custom report
- Use standard Workforce Timekeeper options to pass values to parameters within the report
- Create custom Workforce Timekeeper options
- Customize existing Workforce Timekeeper Standard reports
- Describe the Workforce Worksheet feature in the Workforce Timekeeper 8.0 report environment

Audience

This course is designed for those responsible for creating custom reports for the Workforce Timekeeper 8.0 report environment.

Prerequisites

- Workforce Timekeeper Managing Timecards and Preparing for Payroll
- Computer competency: Comfortable navigating and using programs in a Windows environment
- Advance Preparation-None

Delivery Type: Instructor Led Training

Duration: 4 Days

Training Points: 2,600

Course Level: Intermediate

CPE: 24

Instructional Method: Group-Live

Course Title: Workforce Central 8.0 Architecture and Technology 

Course Number: 9994328-0

Audience: Project Team & IT/IS

Description

This instructor-led course provides IT/IS staff responsible for implementing and maintaining Workforce Central with the skills and information they need to support and maintain the environment. Participants learn about the multi-tier architecture used by Workforce Central. Participants also learn the basics of installing, maintaining, and supporting Workforce Central, as well as implementation requirements for JBoss application servers.

The course takes the participant behind the scenes of a Workforce Central implementation scenario by guiding them through the installation process and discussing how to configure selected Workforce Central features and deploy optional and required components. Participants practice using the tools and procedures to install product upgrades and service packs, create the database, and use database utilities. Participants learn troubleshooting techniques for common problems that arise.

Objectives

After completing this course, you should be able to:

- Describe the Workforce Central 8.0 architecture and identify the high level components
- Evaluate installation choices and install Workforce Central
- Describe how different instances are used in production and non-production environments
- Apply a service pack to Workforce Central
- Maintain, backup, and restore the Workforce Central database
- Identify the report, authentication, and Event Manager functions performed by the application server
- Troubleshoot system abnormalities

Audience:

IS/IT professionals responsible for the implementation and maintenance of the Workforce Central environment.

Prerequisites:

- Experience supporting a multi-tier architecture environment
- Experience with a Microsoft SQL Server or Oracle database
- Experience with a UNIX or Windows Server operating system
- Some SQL knowledge
- Advance Preparation-None

Delivery Type: Instructor Led Training

Duration: 2 Days

Training Points: 1,300

Course Level: Advanced

CPE: 12

Instructional Method: Group-Live

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Timekeeper 8.0 Monitoring Overtime 

Audience: Payroll & Managers/Supervisors

Description

This self-paced learning course provides you with the skills you need to monitor overtime levels using Workforce Timekeeper tools and data.

Objectives

After completing this course, you should be able to:

- Review, analyze, and respond to requests for overtime
- Monitor overtime hours, distributing and approving hours as necessary

Audience

This course is designed for those responsible for monitoring overtime within the Workforce Timekeeper environment.

Prerequisites

- Workforce Timekeeper Managing Timecards and Preparing for Payroll
- Advanced Preparation-none

Duration: 2 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This self-paced learning is accessed via Kronos KnowledgePass™.

Course Title: Workforce Timekeeper 8.0 Handling Time-off Requests 

Audience: Payroll & Managers/Supervisors

Description

This self-paced learning course provides you with the skills you need to handle time-off requests submitted using Workforce Timekeeper as well as manual requests. You'll learn how to access, review, analyze, respond to, and manage employee time-off requests in Workforce Timekeeper.

Objectives

After completing this course, you should be able to:

- Describe a time-off request
- Describe your role in the time –off request process
- Describe submission and request periods
- Create submission and request periods
- Access time-off requests
- Review and analyze time-off requests
- Identify unexpected time off
- Resolve time-off requests
- Create time-off requests
- Delete time-off requests
- Retract submitted time-off requests

Audience

This course is designed for those responsible for handling time-off requests within the Workforce Timekeeper environment.

Prerequisites

- Workforce Timekeeper Managing Timecards and Preparing for Payroll
- Advanced Preparation-none

Duration: 1.5 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This self-paced learning is accessed via Kronos KnowledgePass™.

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Central 8.0 Train-the-Trainer
– 1 participant 

Course Number: 9999722-0, 9999722-1

Audience: Individuals identified as end user trainers

Description

The purpose of the Train-the-Trainer program is to help you successfully deliver Kronos Workforce Central software training to manager and employee end users in your organization. Components of this program include:

- A welcome packet that provides guidance early in the implementation process on developing your Kronos training program.
- Access to adaptable course content (a course guide with exercises for managers; presentation files and job aids for employees) covering common tasks performed in Workforce Central. You can use this course content as the starting point for preparing training for your organization (a KnowledgePass™ subscription is required to access courseware materials).
- Workforce Central product training on manager-level tasks (*optional*).
- A follow-on consulting session that covers creating and implementing your Kronos training program, recommended training practices, and expert tips on adapting your Kronos training content (*optional*).

The Workforce Central product training included varies according to the Workforce Central modules included in your Train-the-Trainer program:

Module	Included Optional Product Training
Workforce Timekeeper	Public class: <i>WTK 8.0 Managing Timecards and Schedules</i>
Workforce Absence Manager: Attendance	Public class: <i>Workforce Absence Manager 8.0 Managing Attendance Policies</i>
Workforce Scheduler (Core)	One free seat in your organization's private class: <i>Workforce Scheduler 8.0 Creating & Managing Schedules</i>
Workforce Scheduler (Healthcare)	Public class: <i>Workforce Scheduler 8.0 Creating & Managing Schedules for Healthcare</i>
Workforce Scheduler with Workforce Forecast Manager (Retail)	Public class: <i>Workforce Scheduler w/WFF 8.0 Managing Forecasts and Schedules</i>

Objectives

After completing this program, you should be able to:

- Strategize for your Workforce Central end user training rollout
- Define and explain common Workforce Central tasks for managers and employees in your organization
- Adapt provided course content to meet the needs of end users in your organization
- Identify KnowledgePass resources to supplement and support your training strategy
- Prepare to deliver Workforce Central training content to end users

Audience

Individuals responsible for delivering Workforce Central training to end users in the organization. This includes company trainers, project team members, super users or others within the company designated to deliver training.

Prerequisites

None

Delivery Type: Instructor Led Training

Duration: Varies depending on the Workforce Central modules included in your Train-the-Trainer program (see table above)

Price: Varies depending on size of organization

Course Level: Introductory

CPE: 0

Instructional Method: Group-Live

Course Title: Workforce Central 8.0 Train-the-Trainer
– Private 

Course Number: 9999723-0, 9999723-1, 9999723-2, 9999723-3

Audience: Individuals identified as end user trainers

Description

The purpose of the Train-the-Trainer program is to help you successfully deliver Kronos Workforce Central software training to manager and employee end users in your organization. Components of this program include:

- A welcome packet that provides guidance early in the implementation process on developing your Kronos training program.
- Access to adaptable course content (a course guide with exercises for managers; presentation files and job aids for employees) covering common tasks performed in Workforce Central. You can use this course content as the starting point for preparing training for your organization (a KnowledgePass™ subscription is required to access courseware materials).
- Workforce Central product training on manager-level tasks (*optional*).
- A consulting session that covers creating and implementing your Kronos training program, recommended training practices, and expert tips on adapting your Kronos training content (*optional*).

Objectives

After completing this program, you should be able to:

- Strategize for your Workforce Central end user training rollout
- Define and explain common Workforce Central tasks for managers and employees in your organization
- Adapt provided course content to meet the needs of end users in your organization
- Identify KnowledgePass resources to supplement and support your training strategy
- Prepare to deliver Workforce Central training content to end users

Audience

Individuals responsible for delivering Workforce Central training to end users in the organization. This includes company trainers, project team members, super users or others within the company designated to deliver training.

Prerequisites

None

Delivery Type: Instructor Led Training, Virtual

Duration: The Train-the-Trainer program duration varies according to the Workforce Central modules included in your program:

- Workforce Timekeeper – 1 day
- Workforce Absence Manager: Attendance – 1 day
- Workforce Scheduler (Core) – 2 days
- Workforce Scheduler (Healthcare) – 3 days
- Workforce Scheduler with Workforce Forecast Manager (Retail) – 2 days

Durations listed are the maximum duration – some organizations may complete their Train-the-Trainer session in fewer days based on participant familiarity with Workforce Central and/or training deployment.

Price: Varies depending on size of organization

Course Level: Introductory

CPE: 0

Instructional Method: Group-Live

Workforce Central 8.0 Course Descriptions

Course Title: InTouch and Series 4000 Terminal Entering Time Employee Training Kits 

Audience: Payroll, Human Resources, Employees

Description

The InTouch and Series 4000 Terminal Entering Time Employee Training Kits are designed to train employees on performing transactions at Kronos Series 4000 terminals and Kronos InTouch Terminals.

Objectives

After completing this course, you should be able to train employees to successfully perform the following tasks:

- Swipe a badge or enter a Personal Identification Number at a terminal
- Enter a punch at a terminal with the proximity card reader option
- Perform transactions such as labor or job transfers, view totals, view schedules, and view and approve timecards
- Respond to error messages
- Refer to index cards that contain step by step instructions for daily punches
- Enroll to perform biometric verification (Touch ID) when performing transactions

Audience

The kits are designed for HR administrators who train employees on using the Kronos Series 4000 and InTouch terminals.

Content

The kits include the following materials:

- Microsoft® PowerPoint® slideshows that explain how to swipe badges, perform key functions, and enroll in Touch ID at the terminal. You can tailor the PowerPoint to reflect your business practices.
- A sample job aid for each terminal.
- A sample supervisor job aid that includes best practices for enrolling employees at Touch ID terminals.
- A sample index card that contains instructions that you can distribute to employees on using the terminal.
- PowerPoint files for slideshows, sample job aids and the index card are included. You can tailor these files to reflect your business practices.
- A short video that demonstrates how to enroll biometrically enabled employees at the Touch ID terminal.

Prerequisites

Microsoft PowerPoint and Microsoft Word skills are required to customize the contents of the kit.

Duration: 2 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This kit is accessed via Kronos KnowledgePass™.

Course Title: WFC 8.0 Timestamp & Timecard Entering Time Employee Training Kit 

Audience: Payroll, Human Resources, Employees

Description

The WFC 8.0 Timestamp & Timecard Entering Time Employee Training Kit is designed to train employees on performing common timecard tasks.

Objectives

After completing this course, you should be able to train employees to successfully perform the following tasks:

- Enter punches
- Add comments
- Enter pay codes
- Cancel meal deductions
- Schedule non-worked time
- Perform transactions such as labor or job transfers, view totals, view schedules, and view and approve timecards
- Print timecards
- Run reports

Audience

The kit is designed for HR administrators who train employees on using the Timestamp and Timecard Editor views.

Content

The kit includes the following materials:

- Microsoft® PowerPoint® slideshows that explain how to perform employee tasks related to entering time. You can tailor the PowerPoint to reflect your business practices.
- Sample job aids for employees.
- PowerPoint files for slideshows and sample job aids are included. You can tailor these files to reflect your business practices.

Prerequisites

Microsoft PowerPoint and Microsoft Word skills are required to customize the contents of the kit.

Duration: 2 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This kit is accessed via Kronos KnowledgePass™.

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Central 8.0 Upgrading to the Navigator - Employee Training Kit ➡

Audience: Training Managers & Employees

Description

The WFC 8.0 Upgrading to the Navigator Employee Training Kit is designed to train employees how to use a navigator to access widgets to perform common tasks. The purpose of the kit is to introduce employees to the Navigator Framework so they can apply common navigation techniques throughout their business tasks.

Objectives

After completing this course, you should be able to train employees to successfully perform the following tasks:

- Recognize the common components of a navigator
- Identify primary and secondary views for widgets
- Access widgets from Related Items pane to support a business process

Audience

The kit is designed for training managers or administrators who train employees on using a navigator to perform common tasks.

Content

The kit includes the following materials:

- Microsoft® PowerPoint® slideshows that explain how to log on to the navigator and open and close widgets to support common business tasks. Basic navigator concepts and sample widgets are introduced. You can tailor the PowerPoint to reflect common business practices.
- Sample job aids for common employee persona navigator
- PowerPoint files for slideshows and sample job aids are included. You can tailor these files to reflect your business practices
- Note: To supplement the kit, How To simulations demonstrating common navigation techniques are also available on Kronos KnowledgePass™

Prerequisites

Microsoft PowerPoint and Microsoft Word skills are required to customize the contents of the kit.

Duration: 1 hour

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This kit is accessed via Kronos KnowledgePass™.

Course Title: Workforce Central Getting Started with Workforce Process Manager ➡

Audience: IT/IS

Description

This self-paced, web-based tutorial includes access to a virtual lab machine to do course exercises.

In this tutorial you will be introduced to Workforce Process Manager, an integral part of the WFC platform, which provides customers the ability to automate business activities that would otherwise require manual intervention. Using Process Manager, templates define the flow of business activities that achieve the business goal. This course is for IT, Help Desk, and all people supporting the Process Manager features in Workforce Central.

Objectives

After completing this course, you should be able to:

- Use the various tools of Process Manager
- Modify Function Access Profiles to allow Process Manager functionality
- Gain experience in running a Business Process for WTK
- Setup and implement the Delegation of Authority Business Processes

Audience

- IS / IT Specialists

Prerequisites

- None
- Advanced Preparation-none

Duration: 2 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This tutorial is accessed via Kronos KnowledgePass™.

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Integration Manager 8.0
Basic Interface Programming 

Course Number: 9994337-0

Audience: IT/IS

Description

This instructor-led course is designed to provide you with basic knowledge and skills to use Workforce Integration Manager 6.x and 8.0 to interface with Workforce Central.

Through lecture, demonstrations and hands-on labs you will perform the basic tasks of interfacing with Workforce Central. These tasks include using text file and database sources to create simple interfaces, defining sources, outputs, and record structure for the final output.

The tasks also include creating interfaces that use Workforce Central applications as the source of the data. Finally, you will also create interfaces that have Workforce Central as the output via the XML API.

Objectives

After completing this course, you should be able to:

- Execute interfaces within Workforce Central
- Use the Interface Designer application to create various types of interfaces
- Define database connections and reference them in an interface
- Define mapped folders and reference them in an interface
- Create interfaces that use the basic formatting and conversion actions
- Define simple numeric and string calculations
- Define variables and use them as actions
- Create interfaces with Workforce Timekeeper as the source
- Create various imports to Workforce Timekeeper using the Workforce Central Import output type
- Describe the API import process
- Add and delete fields in the import links
- Diagnose runtime errors
- Configure the Last Run Summary report
- Use the Workforce Central Transaction Assistant
- Configure Function Access Profiles for interface users

Audience

- Database Specialists
- IS Specialists
- Help Desk Specialists

Prerequisites

- None, although experience with a programming language is recommended
- Advance Preparation-None

Delivery Type: Instructor Led Training

Duration: 5 Days

Training Points: 3,250

Course Level: Intermediate

CPE: 30

Instructional Method: Group-Live

Course Title: Workforce Integration Manager Advanced
Interface Programming 

Course Number: 9994338-0

Audience: IT/IS

Description

This instructor-led course is designed to provide you with advanced programming techniques using Workforce Integration Manager 8.0. You will learn parsing techniques, date and time math, SQL commands for data manipulation, and field change tracking. You will also examine case studies of typical advanced interface building scenarios and complete a multi-step interface. This course combines lecture, demonstrations, and many hands-on practice exercises.

Objectives

After completing this course, you should be able to:

- Extract date parts using variables
- Extract data using parsing techniques
- Extract data using pattern matching in lookup tables
- Perform Julian date conversions
- Perform date and time calculations
- Perform sorting and filtering tasks with SQL statements
- Filter source data by using variables in SQL queries
- Add custom fields to Workforce Connect output
- Create multi-step interfaces

Audience

- Database Specialists
- IS Specialists
- Help Desk Specialists

Prerequisites

- Workforce Integration Manager Basic Interface Programming

OR

- Workforce Connect Basic Interface Programming

AND

- Upgrading from Connect 6.0 to WIM

AND

- At least three months experience with creating Workforce Connect or Workforce Integration Manager interfaces
- Ability to build a SQL query with WHERE, ORDER BY, GROUP BY and common aggregate and comparison operators. You must also be able to use the INSERT, CREATE TABLE, and DROP TABLE commands

Delivery Type: Instructor Led Training

Duration: 4 Days

Training Points: 2,600

Course Level: Advanced

CPE: 24

Instructional Method: Group-Live

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Activities 8.0 Implementation Essentials ➡

Audience: Project Team

Description

This self-paced learning course prepares you to collaborate with the Kronos project team on the implementation of Workforce Activities. You will learn how Workforce Activities helps your organization track time spent on activities including direct and indirect labor, such as tracking breaks as indirect labor and building electronic parts for a work order as direct labor. You'll learn how Workforce Activities provides summary and detailed tracking information on your organization's complex business processes. Additionally, if your organization is tracking Grants and Projects, you'll learn how Workforce Activities provides up-to-date information on status, costs, and other related items. The knowledge you gain during this course is critical to planning an efficient Workforce Activities implementation for your organization.

Objectives

After completing this course, you should be able to:

- Describe activities-related business policies and procedures addressed by implementing Workforce Activities.
- Describe how hourly and project timecards record and show activities-related data.

Audience

Project team members who enter, view, edit, approve, and track the organization's activities, and grants and projects, if applicable, and understand the related business requirements in order to collaborate on and approve the implementation plan for Workforce Activities.

Prerequisites

- None
- Advance Preparation-None

Other

Courses that are identified as introductory are equivalent to courses that offer basic skills and knowledge.

Duration: 1-2 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This tutorial is accessed via Kronos KnowledgePass™.

Course Title: Workforce Activities 8.0 Configuring Activities ➡

Audience: Project Team & IT/IS

Description

This self-paced learning course prepares you to set up and maintain Workforce Activities, and grants and projects, if applicable, to track employee and resource tasks. The hands-on exercises provide you with an opportunity to practice the tasks covered in the course.

Objectives

After completing this course, and using your organization's activities related business policies and procedures, you should be able to:

- Describe the Workforce Activities functionality as it pertains to your organization.
- Create and maintain activities, and grants and projects, if applicable, and their building blocks to support your organization's activities-related procedures.
- Create activity profiles to allow the appropriate employee and manager access to Workforce Activities.
- Create and maintain activity queries and activity query profiles to help employees, managers, and administrators locate activity records when working with timecards and the activity-related widgets.
- Define activity widget configuration options for viewing columns and scorecard icons in the activity widget.
- Define grant and project tracking widget configuration options for managing costs and hours against configurable targets
- Create the necessary forms that employees and managers use to enter activity information.

Audience

The target audience for this course is individuals who set up, maintain, and use the Workforce Activities system including, but not limited to:

- Configuration Specialists
- Help Desk Specialists

Prerequisites

- None
- Advance Preparation-None

Duration: 3 Days

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This tutorial is accessed via Kronos KnowledgePass™.

Workforce Central 8.0 Course Descriptions

Course Title: Workforce Activities 8.0 Entering Activities Employee Training Kit 

Audience: Training Managers & Employees

Description

The Workforce Activities 8.0 Entering Activities Employee Training Kit is designed to train your employees who work with Workforce Activities and grants and projects, if applicable. The kit includes training for employees who will perform transactions at Kronos Series 4000 terminals and Kronos InTouch terminals.

Objectives

After reviewing and tailoring the kit components (if applicable), you should be able to train employees to successfully perform the following tasks:

- Swipe a badge or enter a Personal Identification Number at a terminal
- Submit a form at a Kronos terminal
- Submit a form using the Workforce Activities kiosk
- Enter activities, including grants and projects if applicable, in an hourly timecard using start and stop or durations
- Enter activities, including grants and projects if applicable, in a project timecard using durations
- Edit activities, including grants and projects if applicable, in the timecard
- Approve activities

Audience

The kit is designed for training managers or supervisors who train employees to enter activities-related data using the Kronos Series 4000 and InTouch terminals.

Content

The kit includes the following materials:

- User Instructions that provide information on tailoring the kit to support your training requirements
- Microsoft® PowerPoint® slideshows that explain how to submit Workforce Activities forms and perform other typical Workforce Activities tasks. You can tailor the PowerPoint to reflect your business practices.
- A sample job aid for employees
- PowerPoint files for slideshows and sample job aids. You can tailor these files to reflect your business practices.
- This kit can be used in conjunction with the InTouch and Series 4000 Terminal Entering Time Employee Training Kits

Prerequisites

Microsoft PowerPoint and Microsoft Word skills are required to customize the contents of the kit.

Duration: 2 hours

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This kit is accessed via Kronos KnowledgePass™.

Course Title: Kronos Enterprise Archive 8.0 Using Enterprise Archive 

Audience: IT/IS

Description

This self-paced course includes an overview of the archiving process and how the Enterprise Archive tool works. It also includes job aids for the actual archiving tasks.

Objectives

After completing this course, you should be able to:

- Archive data from a production database to a non-production database
- Define an effective archive strategy for your organization

Audience

- IS / IT Specialists
- Database Specialists

Prerequisites

- Advanced Preparation-none

Duration: 1 hour

Price: Kronos KnowledgePass™ subscription required.

Course Level: Introductory

CPE: 0

Instructional Method: Self-Paced

Method of deployment: This tutorial is accessed via Kronos KnowledgePass™.