




















## 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
<b>Workforce Timekeeper™</b>							
Architecture & Technology				•			
Preparing to Upgrade to WFC 8.0		•		•			
Upgrading to Workforce Central 8.0		•					
Workforce Device Manager & the Kronos Terminals		•		•			
Managing Timecards and Preparing for Payroll		•	•	•			
WFC Administering the Application		•	•	•			
WFC Administering Navigators		•		•			
WFC Administering Navigators		•		•			
Writing & Integrating WTK RDL Reports				•			
Configuring and Managing Pay Rules		•	•	•			
<b>Workforce Central™</b>							
Getting Started with Workforce Process Manager				•			
<b>Workforce Activities™</b>							
Configuring Activities		•		•			
<b>Workforce Integration Manager™</b>							
WIM 8.0 Upgrading from Connect 6.0 to WIM 8.0				•			
Basic Interface Programming				•			
Advanced Interface Programming				•			
<b>Workforce Record Manager™</b>							
Copying Set Up Data				•			
Configuring Record Retention Policies				•			

<b>Key:</b>  Virtual or On-site Classroom  KnowledgePass  <b>Course Level:</b>  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
<b>Workforce Scheduler™</b>							
 Using Organizational Jobs		●		●			
 Creating and Managing Schedules		●		●		●	
 Administering Schedules				●			
<b>Workforce Scheduler™ w/WFF</b>							
 Administering Forecasts and Schedules		●		●			
<b>Workforce Analytics™</b>							
 Ad Hoc Reporting and Analysis		●		●		●	
 Administering the Application		●		●			
<b>Kronos Enterprise Archive™</b>							
 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 <http://community.kronos.com/s/learn>

## Workforce Central 8.0 Course Descriptions

**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

**Course Title:** Preparing to Upgrade to WFC 8.0

**Audience:** IT/IS

#### Description

This self-paced learning program is designed to provide IT staff who will assist Kronos staff in performing an upgrade of their Workforce Central 6.0 or later environment to release 8.0. It includes guidelines on how to prepare their environment for a Workforce Central upgrade. It also provides an overview of the tasks that will be performed by the Kronos staff so that IT staff knows what to expect during the upgrade process.

NOTE: This course focuses on the upgrade process from Workforce Central 6.0 or later to 8.0. Customers upgrading from 4.3 or 5.x will also need information on a few additional upgrade tasks. Detailed information on completing these additional tasks is available on KnowledgePass.

#### Objectives

After completing this course, you should be able to assist Kronos staff with the following tasks:

- Plan an upgrade of a Workforce Central 6.0 or later environment for Workforce Central 8.0
- Gather required data needed to perform pre-upgrade tasks such as verifying hardware requirements, running essential scripts, and performing database reconciliation and maintenance tasks
- Prepare an environment for a Workforce Central 8.0 installation
- Review upgrade tasks for key Workforce Central products

#### Audience

IS/IT Specialists and Database Specialists.

#### Prerequisites

- Experience with SQL or Oracle Database
- Experience with Workforce Timekeeper
- 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:** Upgrading to Workforce Central 8.0 

**Course Number:** 9994321-0

**Audience:** IT/IS

### Description

This instructor-led workshop is designed to provide IT staff, who will perform an upgrade of their Workforce Central environment to release 8.0, hands-on experience performing key tasks required in the upgrade process. Participants learn about architectural changes to the Workforce Central environment and how those changes impact operations in a Workforce Central 8.0 environment and upgrade tasks. Participants perform an upgrade of a Workforce Central 6.0 environment to release 8.0 and then analyze the resulting installation to see exactly what new architectural components are installed and discuss how the components impact Workforce Central operations.

**NOTE:** This course focuses on the upgrade process from Workforce Central 6.0 or later to 8.0. Customers upgrading from 4.3 or 5.x will also need information on a few additional upgrade tasks. Information on completing these additional tasks is available on Kronos KnowledgePass™.

### Objectives

After completing this course, you should be able to:

- Plan an upgrade of a Workforce Central environment to Workforce Central 8.0
- Perform pre-upgrade tasks such as verifying hardware requirements, running essential scripts, and performing database reconciliation and maintenance tasks
- Install Workforce Central 8.0
- Perform post installation tasks such as upgrading a database and upgrading other product components
- Troubleshoot common challenges
- Review upgrade tasks for key Workforce Central products

### Audience

IS/IT Specialists and Database Specialists

### Prerequisites

- Experience with SQL or Oracle Database
- Experience with Workforce Timekeeper
- Advanced 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 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 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 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

## Workforce Central 8.0 Course Descriptions

**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

**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™.

## 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 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 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:** 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™.

**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 Integration Manager 8.0 Upgrading from Connect 6.0 to WIM 8.0 

**Audience:** IT/IS

### Description

This self-paced course is designed to familiarize you with the differences between Workforce Connect 6.0 and Workforce Integration Manager. This course combines recorded lecture, demonstration hands-on practice exercises.

### Objectives

After completing this course, you should be able to:

- Describe the architectural changes implemented by Workforce Integration Manager
- Run interfaces within Workforce Central
- List the differences between Workforce Integration Manager and Workforce Connect
- Describe the deployment process
- Upgrade interfaces and links
- Describe work-around techniques for changed functionality
- Create access profiles for interface users
- Set up record retention policies for interface results

### Audience

- Database Specialists
- IS Specialists
- Help Desk Specialists

### Prerequisites

- Experience and familiarity with Workforce Connect
- Advanced Preparation-none

**Duration:** 6.5 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 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

## Workforce Central 8.0 Course Descriptions

**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

**Course Title:** Workforce Central 8.0 Using Organizational Jobs 

**Audience:** Project Team & IT/IS

### Description

This self-paced course provides you with a conceptual understanding of organizational maps and jobs, an important feature in Workforce Central. It explains the purpose and benefits of organizational maps and jobs, the relationship between organizational maps and labor levels, and the process for performing job transfers and validating labor account transfers.

### Course Outline

The tutorial is organized into the following six modules:

- Organizational maps and jobs
- Case studies
- Organizational maps and labor levels
- Job transfers
- Validating labor accounts
- Organizational groups

### Audience

- Project team members who will participate in meetings to assess scheduling processes and policies for the Workforce Scheduler implementation
- Managers who will be working with job transfers or advanced scheduling tasks
- Configuration specialists and application administrators who will be participating in advanced courses that deal with organizational maps

### Prerequisites

- None

**Duration:** 1 hour and 50 minutes

**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 Scheduler 8.0 Creating and Managing Schedules 

**Course Number:** 9994351-0

**Audience:** Project Team. IT/IS & Managers/Supervisors

### Description

This instructor-led course provides members of the implementation project team with the hands-on training they need to test their configured Workforce Scheduler system. Through lecture, discussion, demonstration, and hands-on practices, you will learn to use Workforce Scheduler tools, to effectively and efficiently create future schedules, and maintain current schedules on a day-to-day basis. As you complete tasks for the various scheduling process you will apply tools and processes specific to your industry.

### Objectives

After completing this course, you should be able to:

- Manage and adjust workload, if applicable
- Update scheduling items such as employee availability, skills, and schedule patterns
- Manage employee self-service for scheduling requests, such as time off requests
- Create a schedule for an upcoming period
- Evaluate and balance the future schedule to meet organizational goals
- Adjust the schedule in response to coverage gaps and time-off requests
- Manage daily staffing requirements

### Audience

This course is designed for those responsible for creating and managing schedules using Workforce Scheduler. This course also provides those who administer Workforce Scheduler with experience using the tools and processes they maintain in the application.

### Prerequisites

When you register for this course, you will be given access to the following prerequisite content, which must be completed before attending the instructor-led session:

- Workforce Scheduler Introduction to Workforce Scheduler (tutorial)
- Workforce Scheduler Learning Assessment

### 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

**Price:** Varies depending upon number of participants

**Course level:** Introductory

**CPE:** 12

**Instructional Method:** Group-Live

**Course Title:** Workforce Scheduler 8.0 Administering Schedules 

**Course Number:** 9994349-0

**Audience:** Project Team & IT/IS

### Description

This instructor-led course will prepare you to configure Workforce Scheduler and perform the administrative functions needed to keep the configuration up-to-date. Through lecture, discussion, demonstration, and hands-on practices, you will learn to configure and maintain Workforce Scheduler configuration components.

### Objectives

After completing this course, you should be able to:

- Modify organizational map components, such as changing location names and adding jobs to the map
- Update organizational groups and job transfer sets
- Configure scheduling components such as skills and certifications, schedule rules, and self-service schedule change requests that apply to employees
- Configure scheduling components such as Workload Planners for determining staffing plans, Schedule Planners for creating and maintaining schedules, workload and schedule generation tools, and organizational rules that apply to locations
- Configure supporting tools to facilitate the scheduling process

### Audience

This course is for those responsible for maintaining the configured Workforce Scheduler application.

### Prerequisites

- WFS Creating and Managing Schedules for Healthcare or equivalent experience

OR

- WFS Creating and Managing Schedules or equivalent experience
- Advanced 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:** Workforce Scheduler w/WFF 8.0 Administering Forecasts and Schedules 

**Course Number:** 9994354-0

**Audience:** Project Team & IT/IS

### Description

This instructor-led course prepares you to configure Workforce Scheduler with Workforce Forecast Manager and perform the administrative functions needed to keep the configuration up-to-date. You will learn the structure and function of forecasting and scheduling configuration components in Workforce Scheduler with Workforce Forecast Manager, as well as a process to configure, maintain and troubleshoot common changes to these components. This course combines lecture, demonstration, and many hands-on practice exercises.

### Objectives

After completing this course, you should be able to:

- Modify organizational map components, such as changing location names and adding jobs to the map
- Update organizational groups and job transfer sets
- Describe the dependencies among forecasting and scheduling configuration components in Workforce Scheduler with Workforce Forecast Manager
- Apply a common process to accurately and efficiently manage and implement changes to forecasting and scheduling configuration components
- Use automated tools to perform an extensive copy or move of one or more existing stores in the system
- Administer and maintain forecasting configuration components, such as the special events, hours of operation, and labor standards
- Administer and maintain scheduling configuration components, such as Scheduler profiles, location profiles and Auto-Scheduler option sets

### Audience

This course is for those responsible for maintaining the configured Workforce Scheduler with Workforce Forecast Manager applications, including:

- Project Team
- Application Administrators
- Help Desk Specialists

### Prerequisites:

- Workforce Scheduler w/WFF Managing Forecasts and Schedules
- Advance Preparation-None

**Delivery Type:** Instructor Led Training

**Duration:** 3 Days

**Training Points:** 1,800

**Course Level:** Intermediate

**CPE:** 18

**Instructional Method:** Group-Live

**Course Title:** Workforce Analytics Ad Hoc Reporting and Analysis 

**Course Number:** 9994356-0

**Audience:** Project Team, IT/IS & Business Analysts

### Description:

This instructor-led course prepares you to perform ad hoc analysis using the available report templates in Workforce Analytics 8.0. You will learn about metrics, attributes, and filters as you explore the wealth of data available in the Workforce Analytics data mart.

### Objectives:

After completing this course, you should be able to:

- Explain the ETL process
- Create ad hoc reports from the available report templates
- Describe the core components of the Workforce Analytics system
- Explain the difference between metrics and attributes
- Locate outlier values on a report

### Audience:

Workforce Analytics Business Analysts and other end users of the Workforce Analytics application.

### 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:** 1 Day


**Training Points:** 500

**Course Level:** Introductory

**CPE:** 6

**Instructional Method:** Group-Live

## Workforce Central 8.0 Course Descriptions

**Course Title:** Workforce Analytics 8.0 Administering the Application 

**Audience:** Project Team & IT/IS

### Description

This self-paced learning course teaches participants how to perform the routine tasks required to administer the Workforce Analytics system. A sandbox is included so participants can practice various administration tasks within the Workforce Analytics product.

### Objectives

After completing this course, you should be able to:

- Configure the ETL process
- Map pay codes to pay categories
- Import fiscal date information
- Configure user security and privileges

### Audience

- IS / IT Specialists
- System administrators

### Prerequisites

- 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™.

**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™.