RALEIGH Parks, Recreation and Cultural Resources
parks.raleighnc.gov

Learning Development Risk Management Process Maps

7/24/2017

City of Raleigh Public Utilities

Standardized Business Process Mapping Symbols

	Describes the activity preformed by a actor.		Describes when external data is introduced.		(OPEN)
	Describes a point where the activity changes based upon the decision of the actor		(OPEN)		(OPEN)
	Describes a process that has already been defined.		(OPEN)		Describes when a database is used.
	Describes the beginning (faucet) of process and end (sink)		Describes when data is utilized		Describes when a document is utilized.

Standardized Business Process Mapping Terminology

Actors-Make decisions within a business. Organizations, Roles, People, Systems are Actors.

Deliverables-Forms, Data and Reports.

Activities/Tasks-A process that can be assigned to a actor.

Decision Points-Evaluates a specified condition during the process and directs the flow of work based on the evaluation.

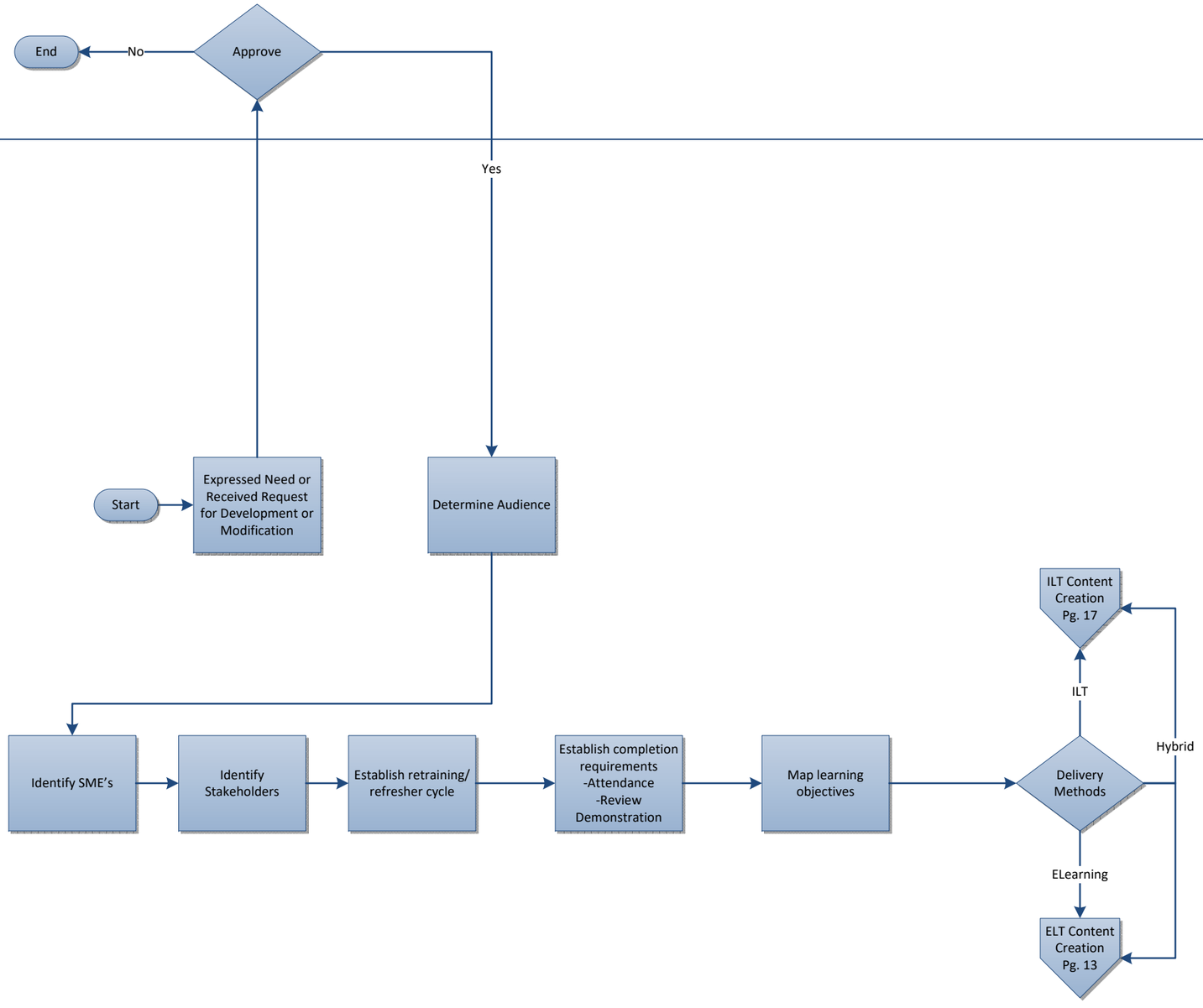
Stop/End-The actions that start and terminate a process.

Content Development and Modification

PRCR LDRM

Management

LDRM Staff



Marketing

PRCR LDRM

Asst. Training Development Manager

Training Coordinator

Store

Determine Scope
-Training Coord. Process
-Upcoming Class

Create weekly training newsletter and include class

Update monthly bulletin

Update Wiki

Additional Method Due to Type of Class

Yes

General Optional Training

Send E-Mail

Report, Nomination, Specific Group or Location

Targeted Email or Communication to Supervisor or Employee

Prioirty, Low Sign Ups, Near Training Date

Announcements

New FTE Hire or FTE Promotion

Packet

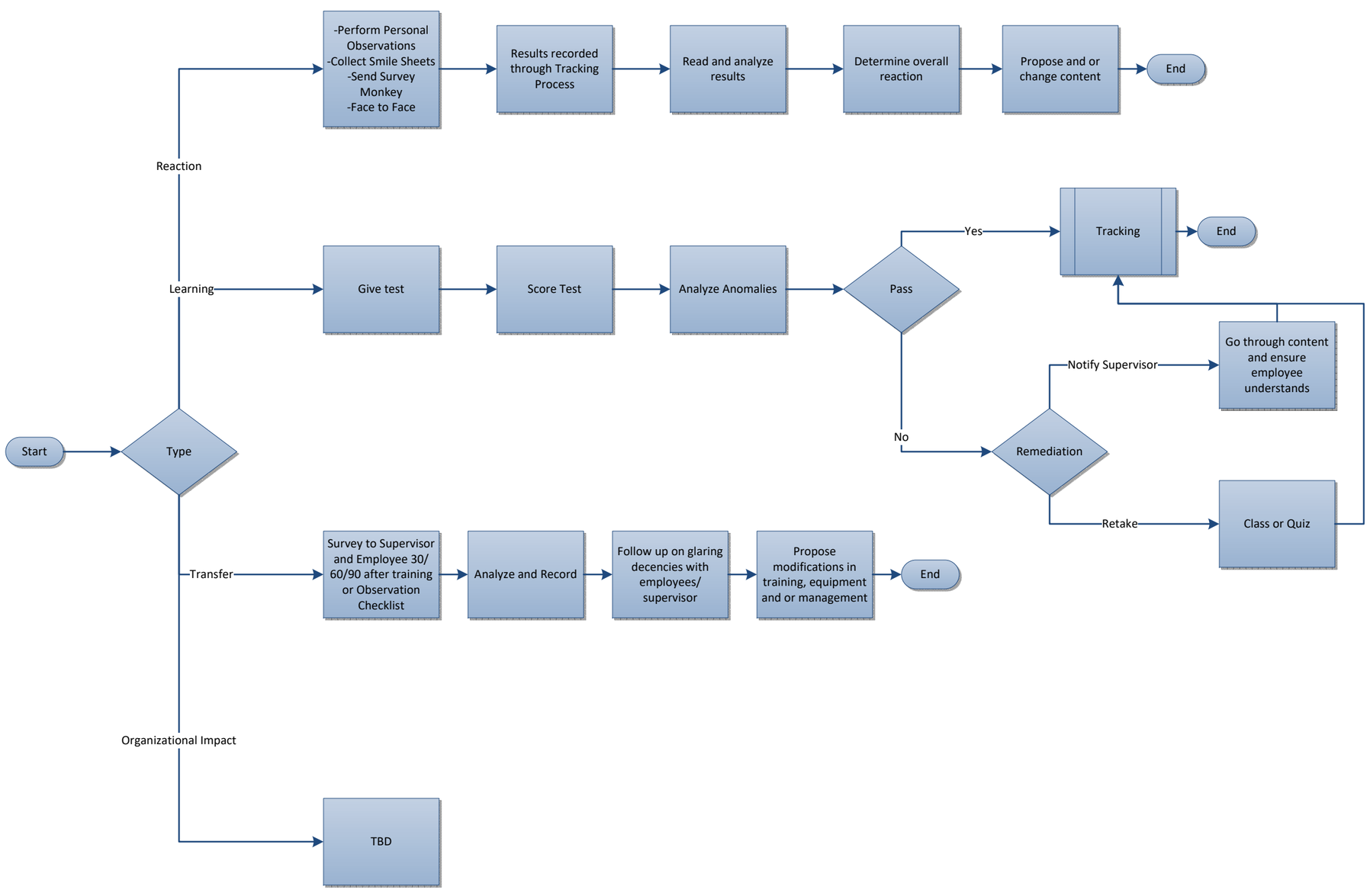
Additional Marketing Method?

End

Evaluations

PRCR LDRM

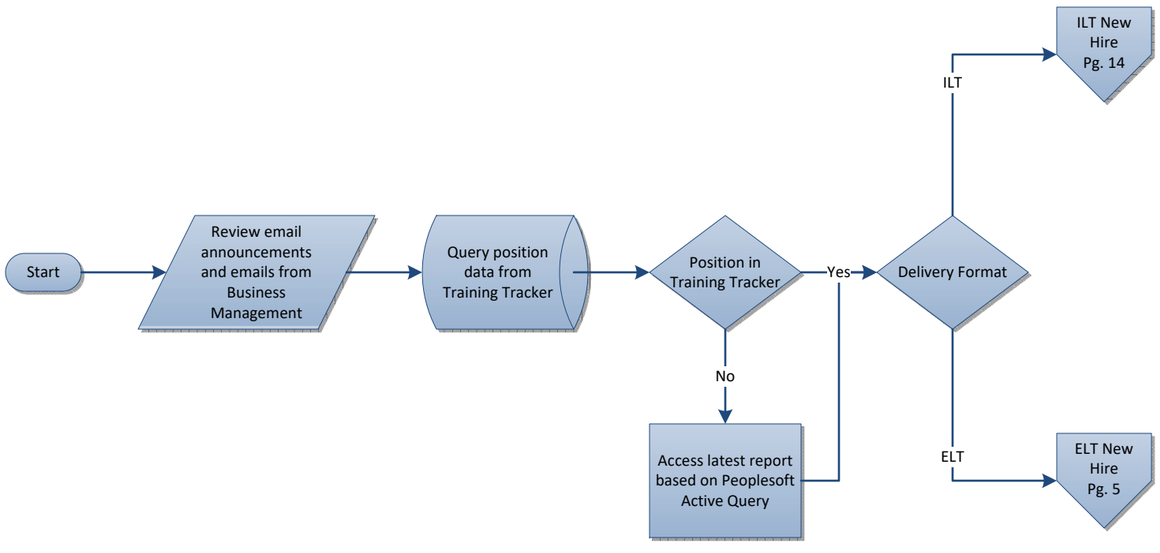
LDRM Staff



New Hires/Promotions

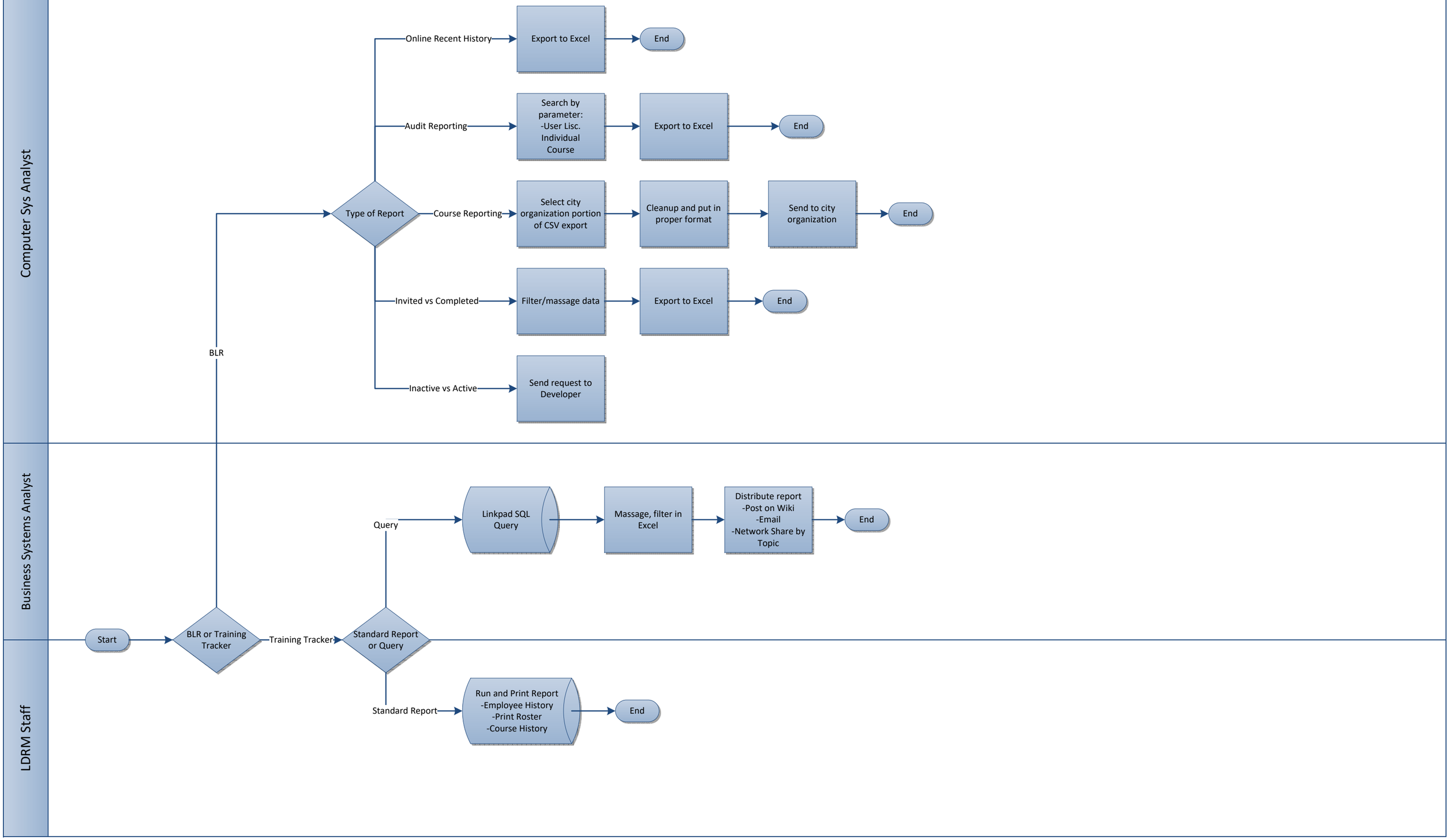
PRCR LDRM

LDRM Staff



Reporting

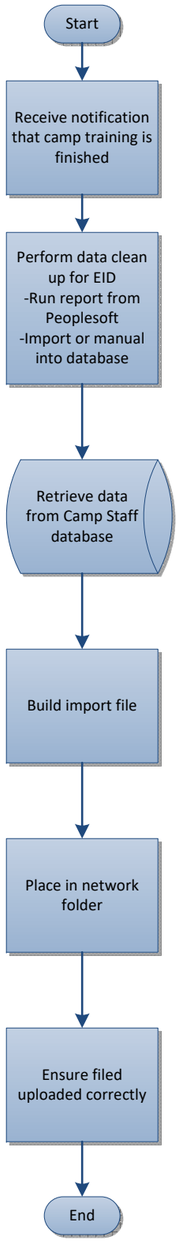
PRCR LDRM



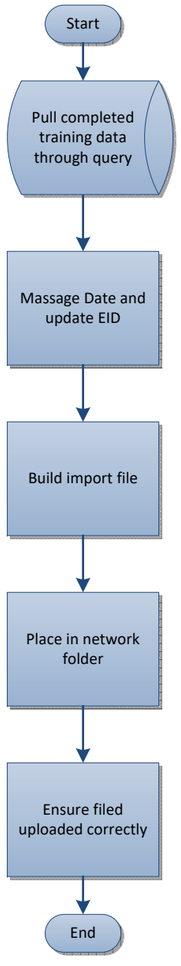
Data Management

Business Systems Analyst

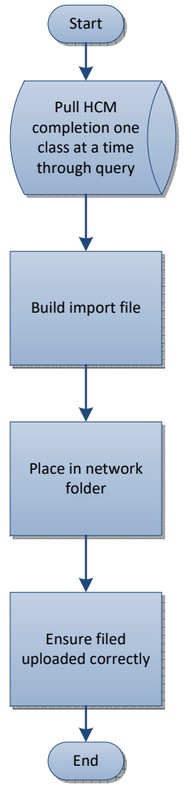
Camp Training Data



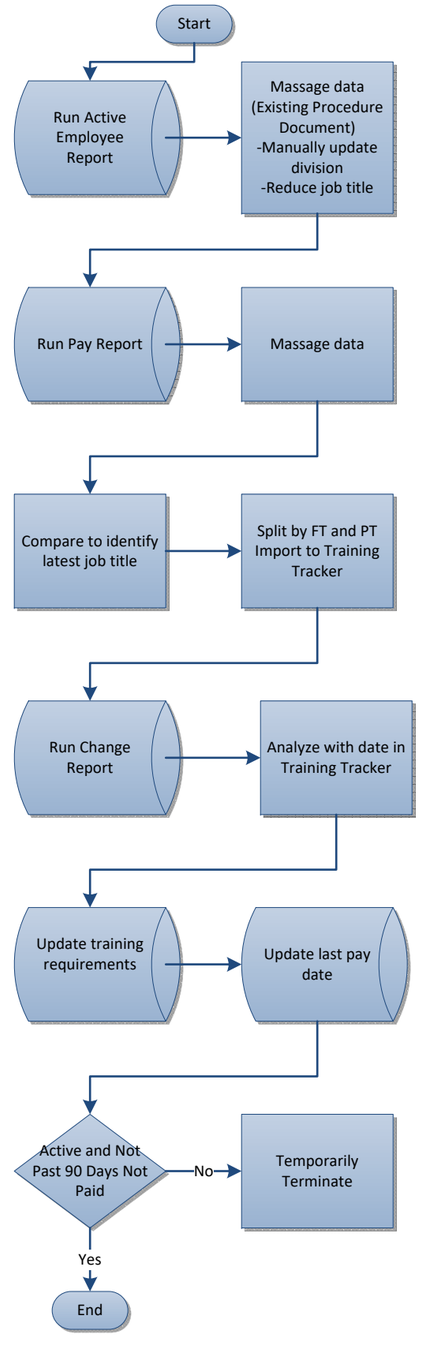
Go Sign Me Up Training Data



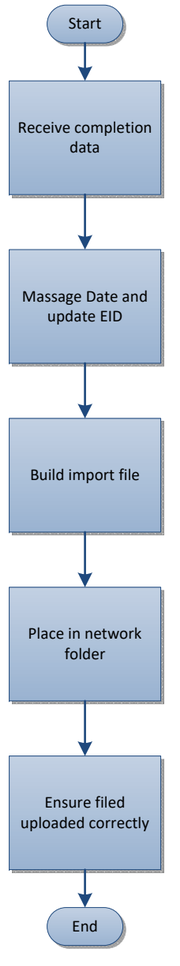
HCM Training Data



PeopleSoft Employee Data



3rd Party Training Data



Camp Staff Database Setup

PRCR LDRM

Business Systems Analyst

Start

Create Camp Database from Previous Year
-Drop downs for camps
-Supervisors, job titles
-Courses

Imports E-Learning completion data into database

End

Camp Supervisors

Enter employees

Training Coordinator

Enters Rosters

Assigns training by query

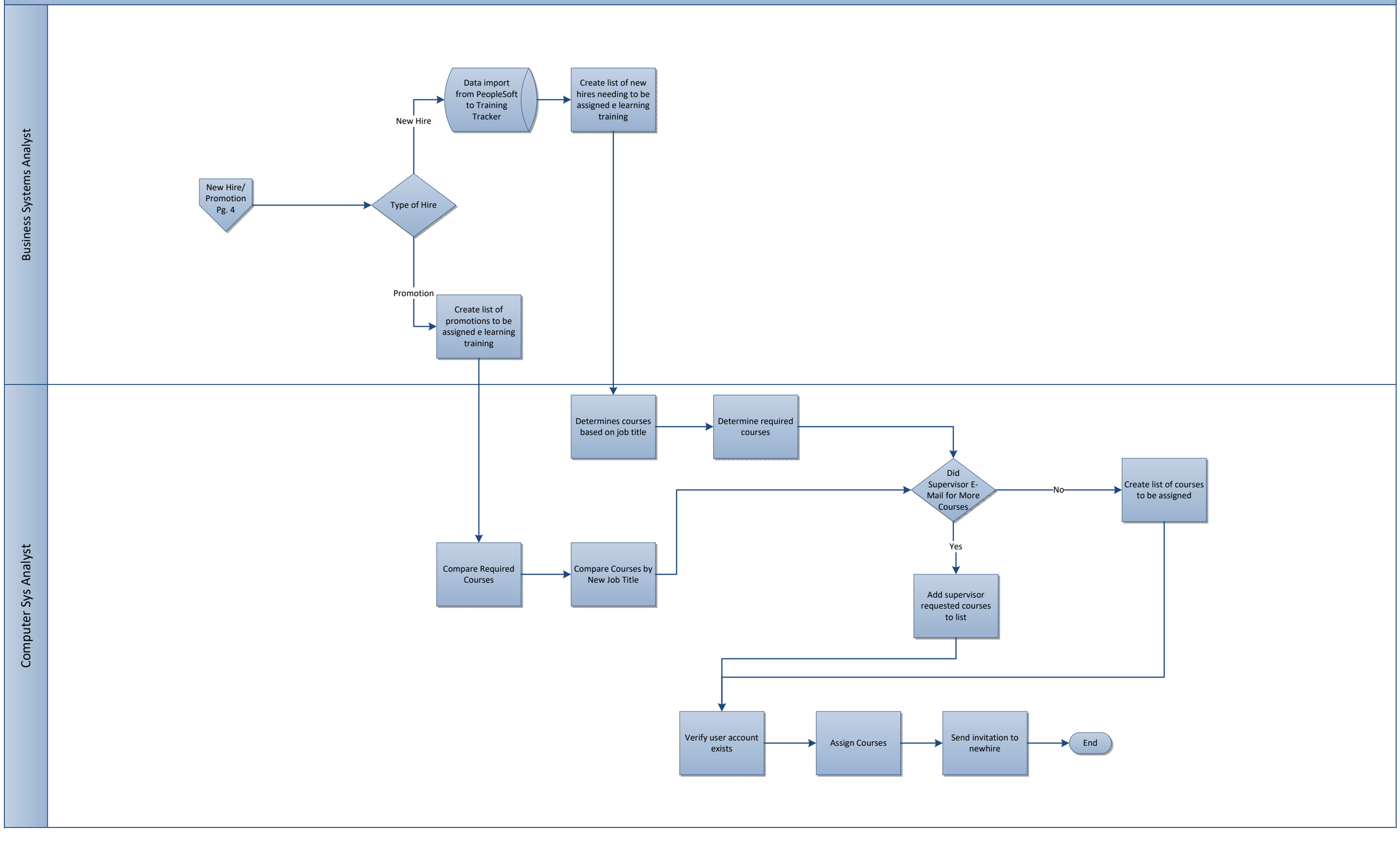
Oversees training registration

Computer Sys Analyst

Assigns E-Learning to Camp Staff

E-Learning Training Assignment & Modification-New Hires/Promotions

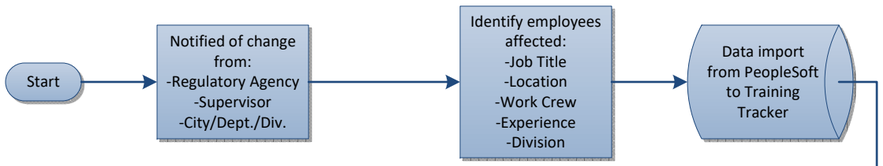
PRCR LDRM-E-Learning



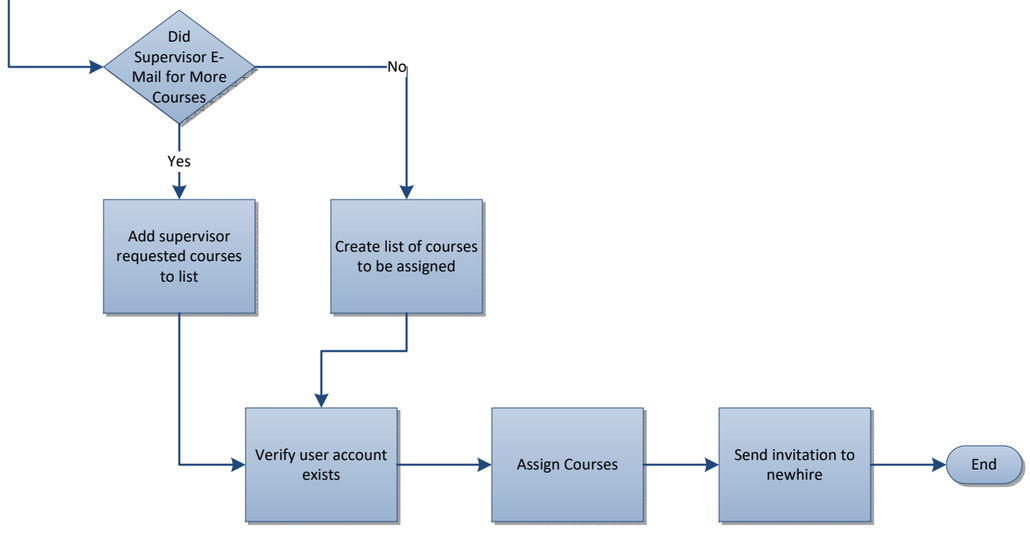
E-Learning Training Assignment & Modification-Role/Policy Change

PRCR LDRM-E-Learning

Business Systems Analyst



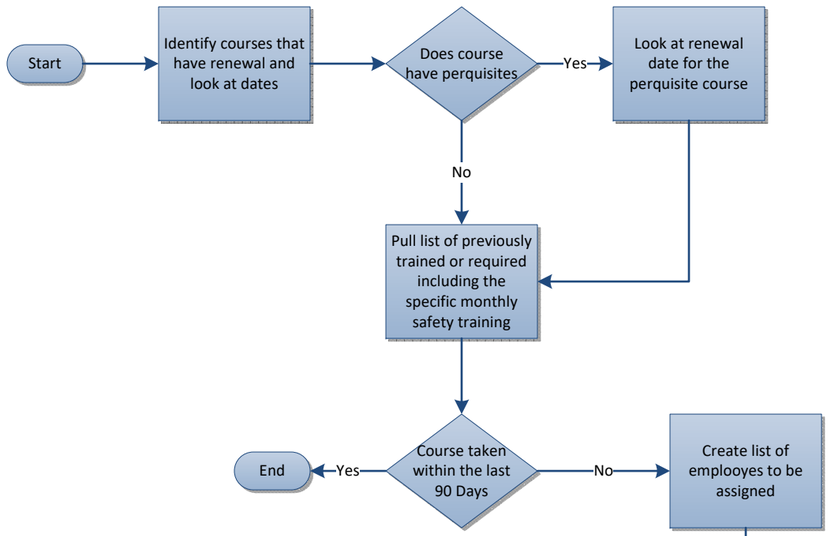
Computer Sys Analyst



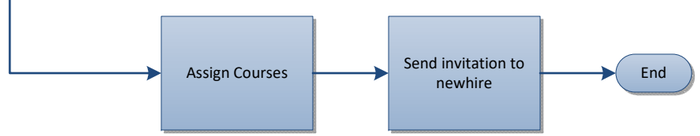
E-Learning Training Assignment and Modification-Training Renewal

PRCR LDRM-E-Learning

Business Systems Analyst



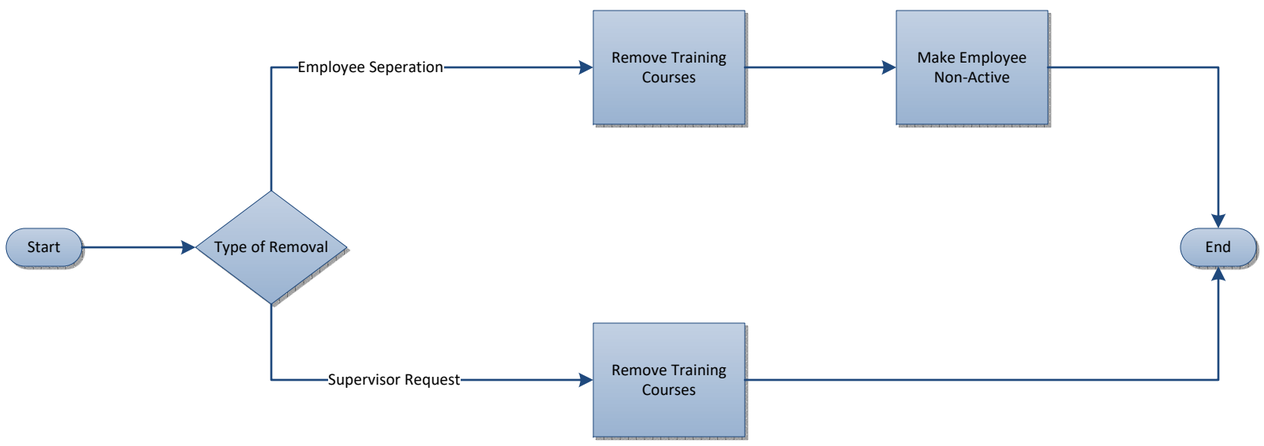
Computer Sys Analyst



E-Learning Training Assignment and Modification-Removal

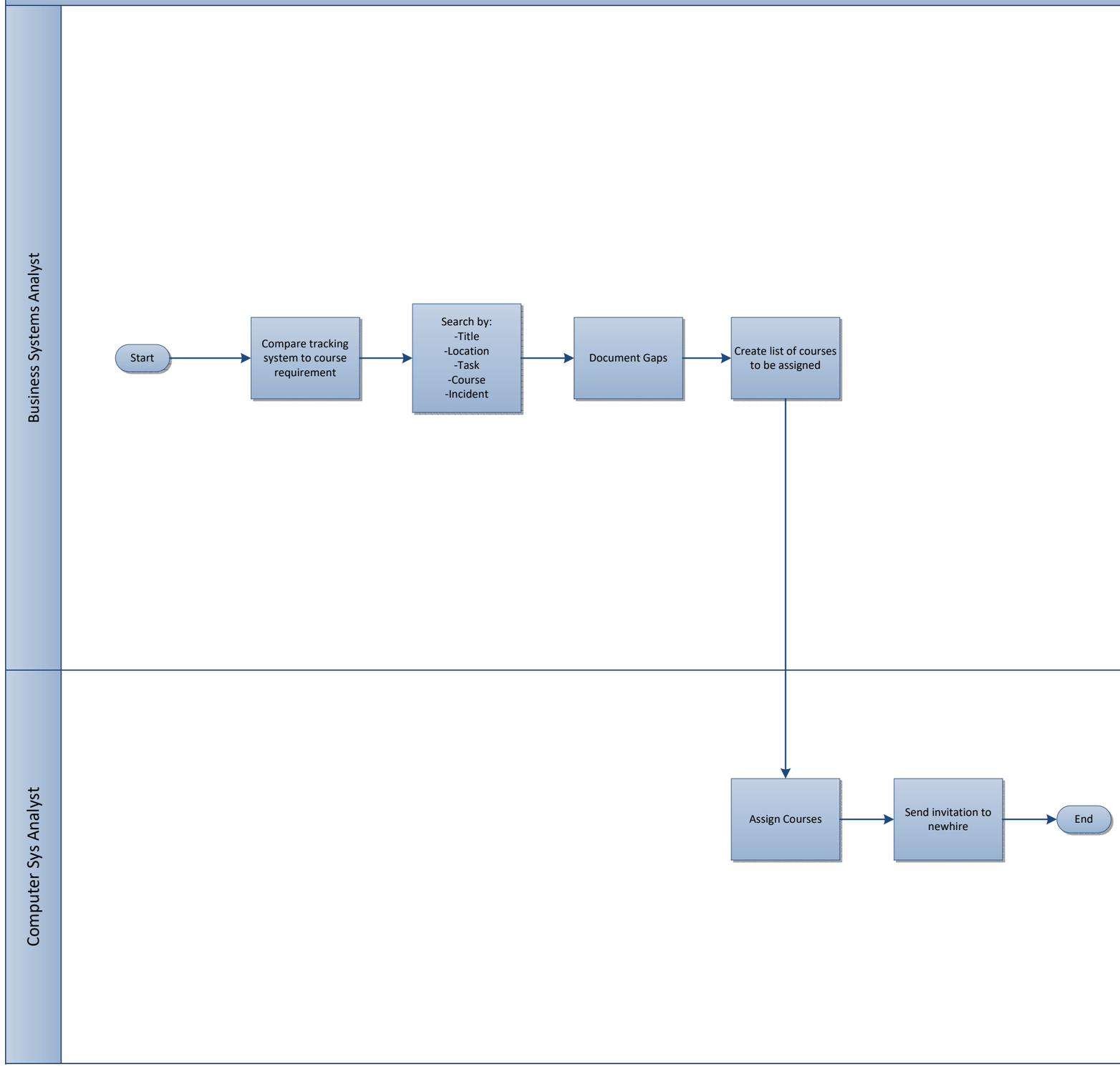
PRCR LDRM-E-Learning

Computer Sys. Analyst



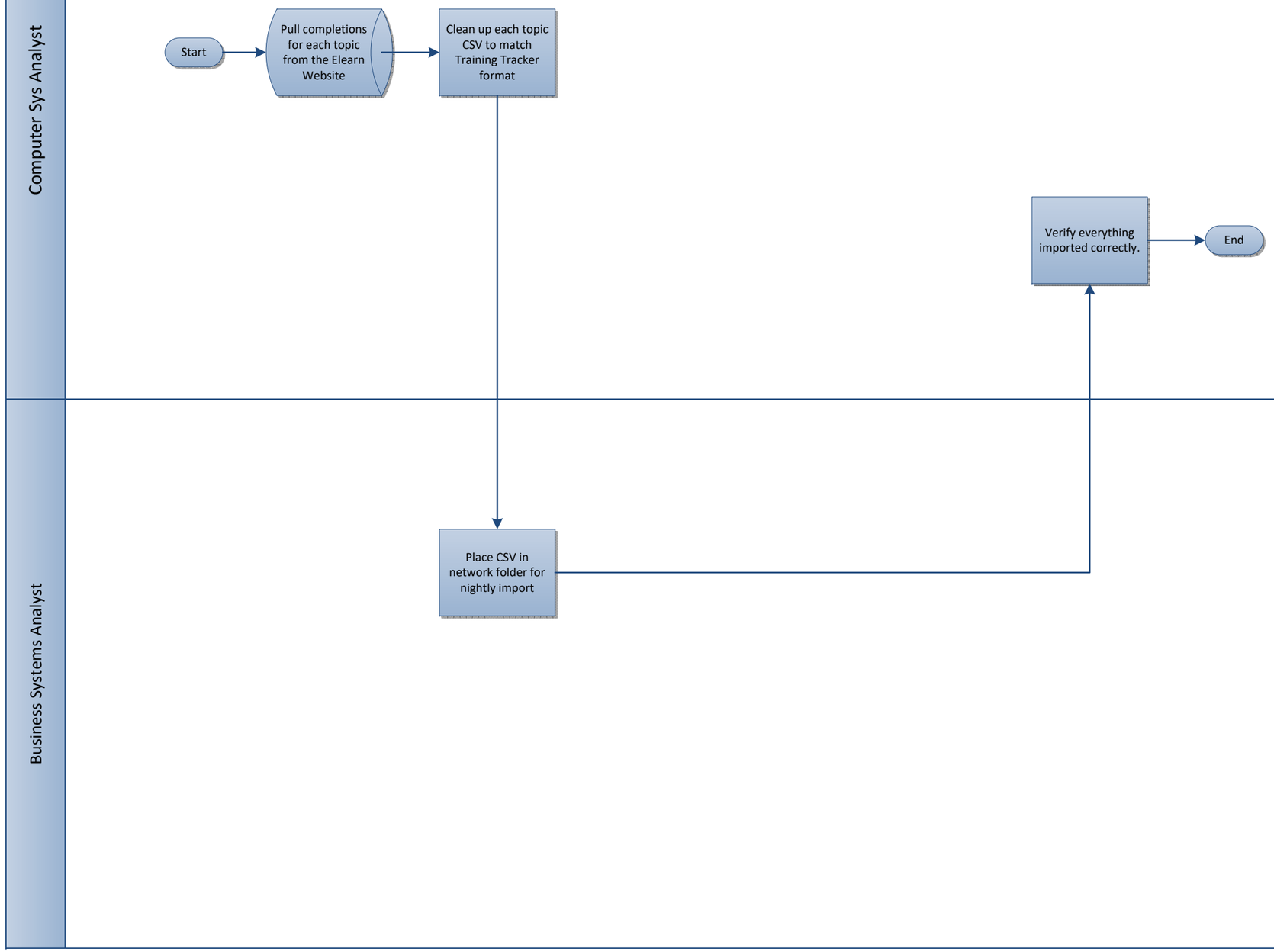
E-Learning Tracking-Audit

PRCR LDRM-E-Learning



E-Learning Tracking-Elearn Website Import

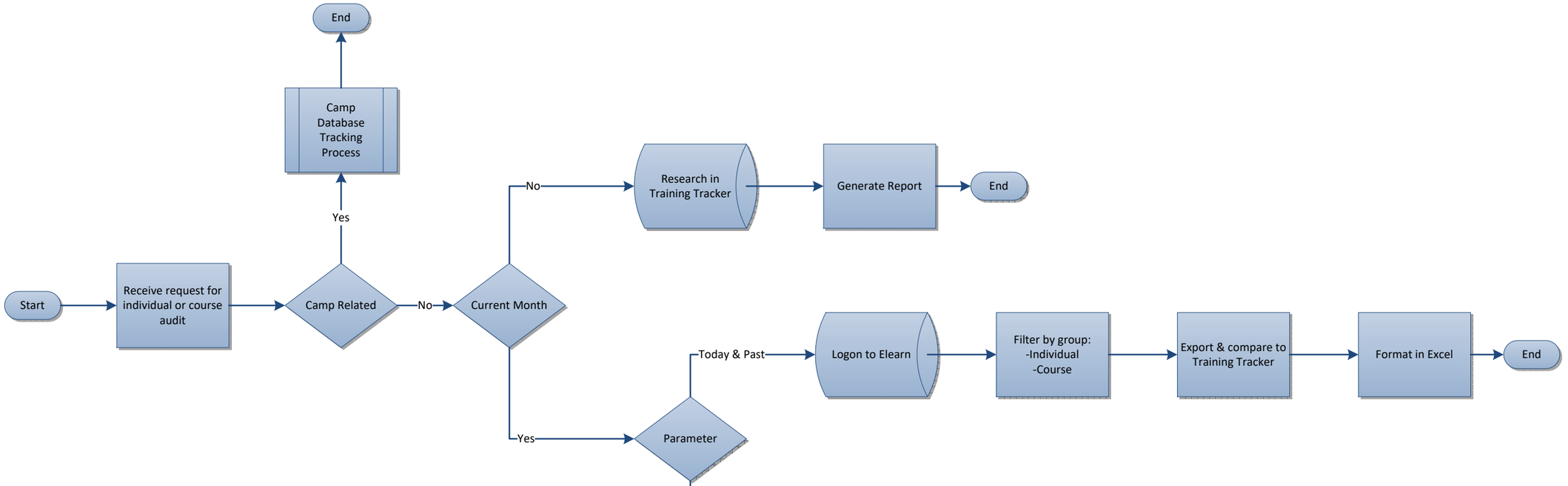
PRCR LDRM-E-Learning



E-Learning Tracking-Request for Individual Audit

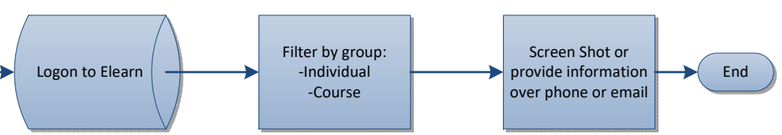
PRCR LDRM-E-Learning

Business Systems Analyst



Current

Computer Sys Analyst



E-Learning Content Creation

PRCR LDRM

Business Systems Analyst

Computer Sys Analyst

Content Management Pg. 1

Inventory tools/ resources/budget

Source of Content

Source

1. Vendor

2. In House

3. Outside

Budget

Yes

No

Cost

Yes

No

Procurement Process

Acquire SCORM file

Store file and notate versioning

Import to BLR

Standalone Module

Yes

No

Procure other SCORM or group with existing modules

Produce documentation of content and file

End

Develop proof of concept

Design/build curriculum

Testing

Pilot

Deliver and produce documentation

Post evaluation

End

Search and vet vendor, look at tracking

Vendor

Cost

No

Yes

Budget

Yes

Procurement Process

Produce documentation of content and file

End

Pursue different vendor or source

No

ILT New Hire

PRCR LDRM

LDRM

New Hire/ Promotion Pg. 4

Hire Type

Promotion

Search for staff, confirm database has new role

New Role Confirmed

Yes

No

Update record with new information (Training Tracker)

Update the “FT new employee packet” field on the Custom tab

Click on training history tab ,export to PDF

Send staff and supervisor email with the training requirements

Attended Orientation Academy

Yes

No

Update hard copy of the organization chart

External or Promoted from Part Time

No

Place updated training history in their existing employee file

End

Yes

Create Employee Training Folder

End

New Hire

In Training Tracker

Yes

Print training requirement

Send staff and supervisor email with the training requirements and the latest “New Employee Training Packet”

Prepare hard copy file folder

Add staff to list of potential participants for Orientation Academy

No

Search by job title

Under training requirements tab, export to PDF

Make note to update “FT new employee packet” field on the Custom tab

ILT-Training Assignment & Modification

PRCR LDRM

Employee

Supervisor

LDRM

Start

Training assignment or modification requested or required

Self Registration

No

Yes

Registration Type

GSMU

Account Exists

No

Create GSMU Account

Yes

Enroll in Class

End

LDS

Submit request to coordinator

Roster

Sign in at class

End

Outlook

Accept meeting request

End

Supervisor Nominated Outlook

Accept Meeting Request

End

Yes

No

Request for Employee sent to Coordinator

Contact Supervisor and place in another class if necessary

End

Registration Type

GSMU
Supervisor/Admin Enrolled

Register in GSMU

End

Supervisor Nominated LDS

Outside Vendor

ILT Outside Process

Pg. 18

LDS Admin Enroll

Review Requests

Complete Registration on NCSU Site

Send registration confirmation packet to participant and supervisor

Add the participant to the Registration List

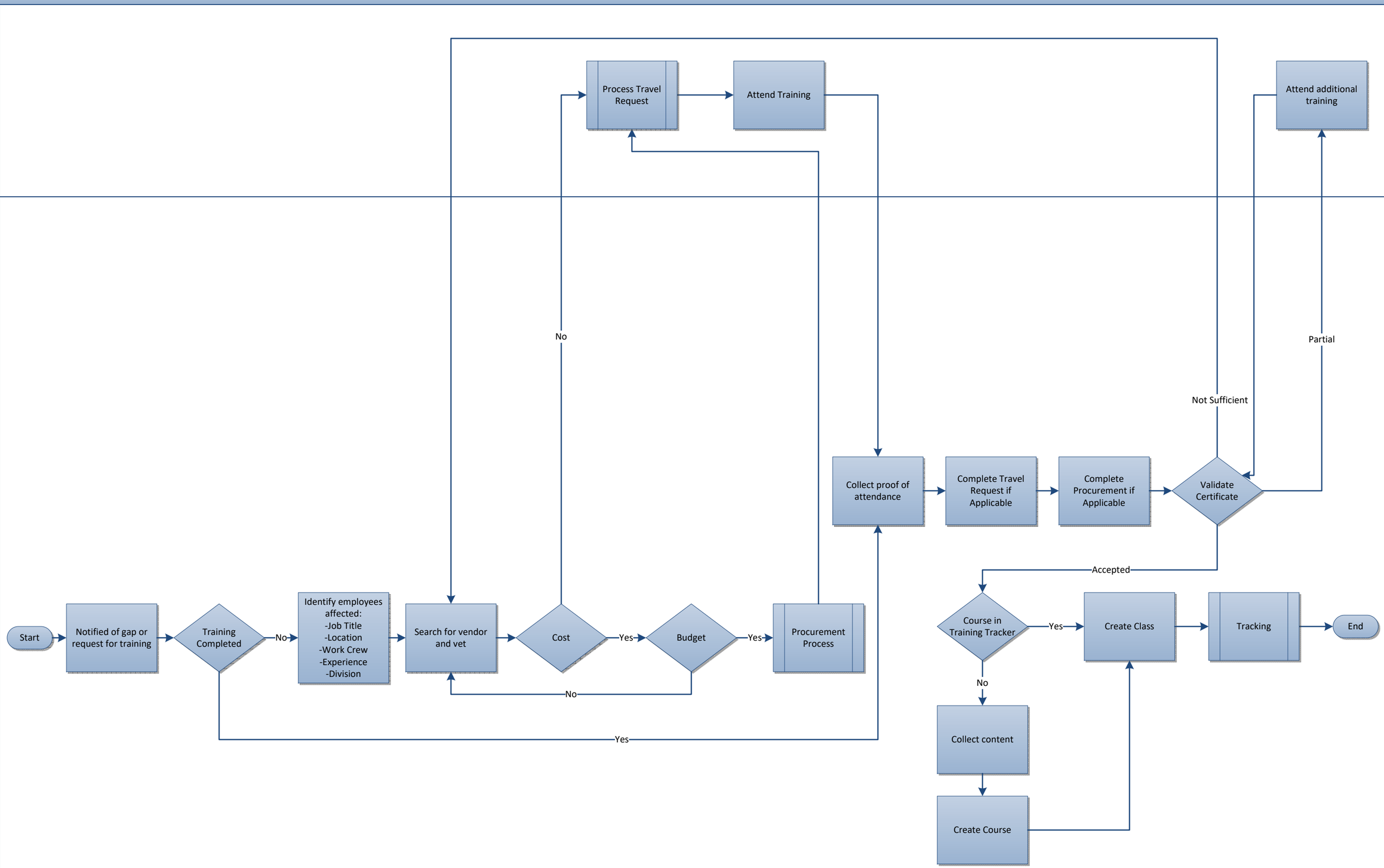
End

ILT Outside Training-Training Coordination

PRCR LDRM

Employee

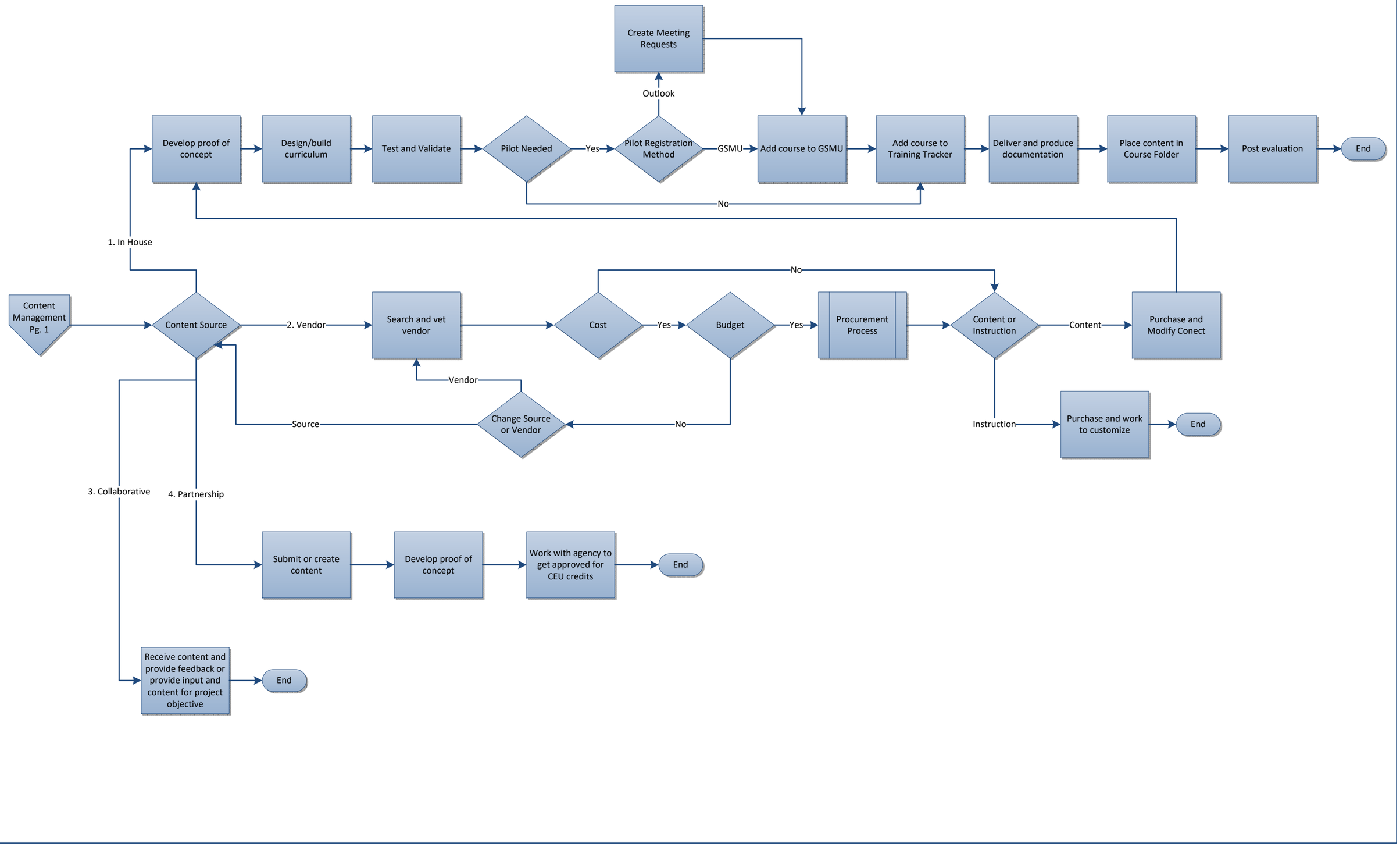
LDRM Staff



ILT Content Creation

PRCR LDRM

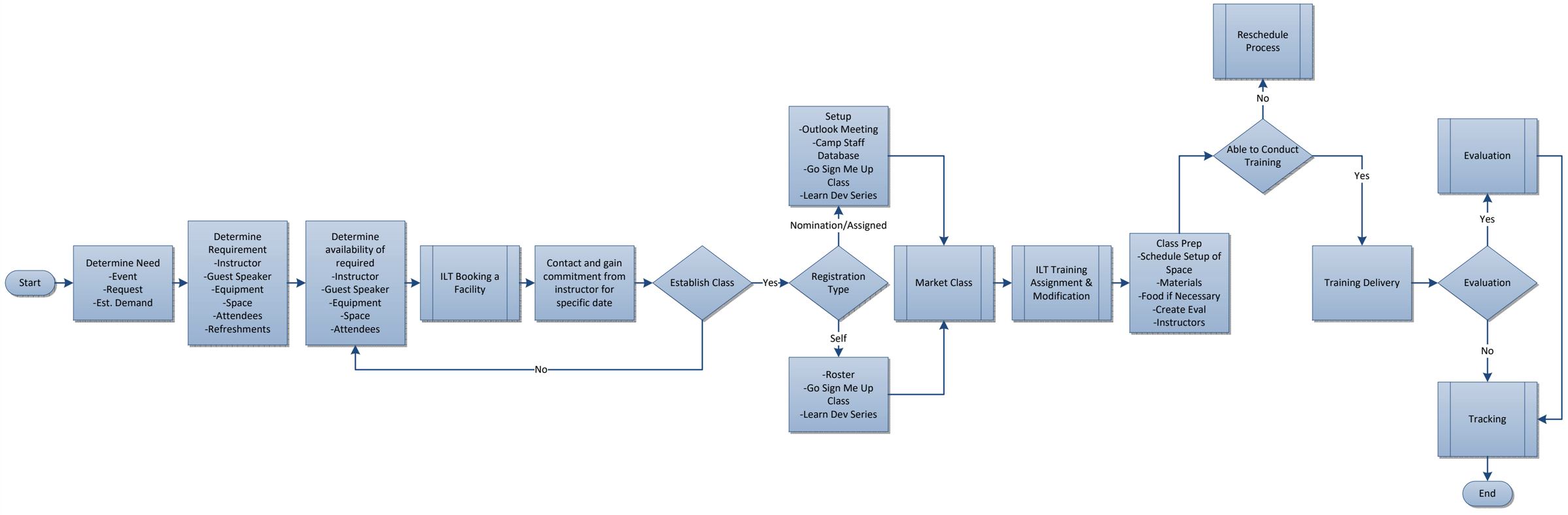
LDRM



ILT-Training Coordination

PRCR LDRM

LDRM Staff



ILT-Tracking

PRCR LDRM

Business Systems Analyst

Create Course

Add student to Training Tracker

No

No

LDRM Staff

Start

Class concludes

Documentation

Yes

No

Receive Documentation
-Emailed Scanned Roster
-Paper Roster
-Certifications
-Name Badges
-Email
-Picutre

Analysis of courses vs. rosters turned in

Scavenger Hunt ☺

Course Exist in Training Tracker

Yes

Create Class

Students in Training Tracker

Yes

Add students to class

Student Missing

Yes

No

Contact Supervisor

No

Advanced Notice Recieved

Yes

Part Time

Part Time/Full Time

Full Time

Employee to reschedule training

ILT Training Assignment and Modification

Enter Evaluations if Applicable

Filing Process Pg. 20

Certification Certificates/ Cards Needed

Yes

No

Create or Receive Cards/Certificates

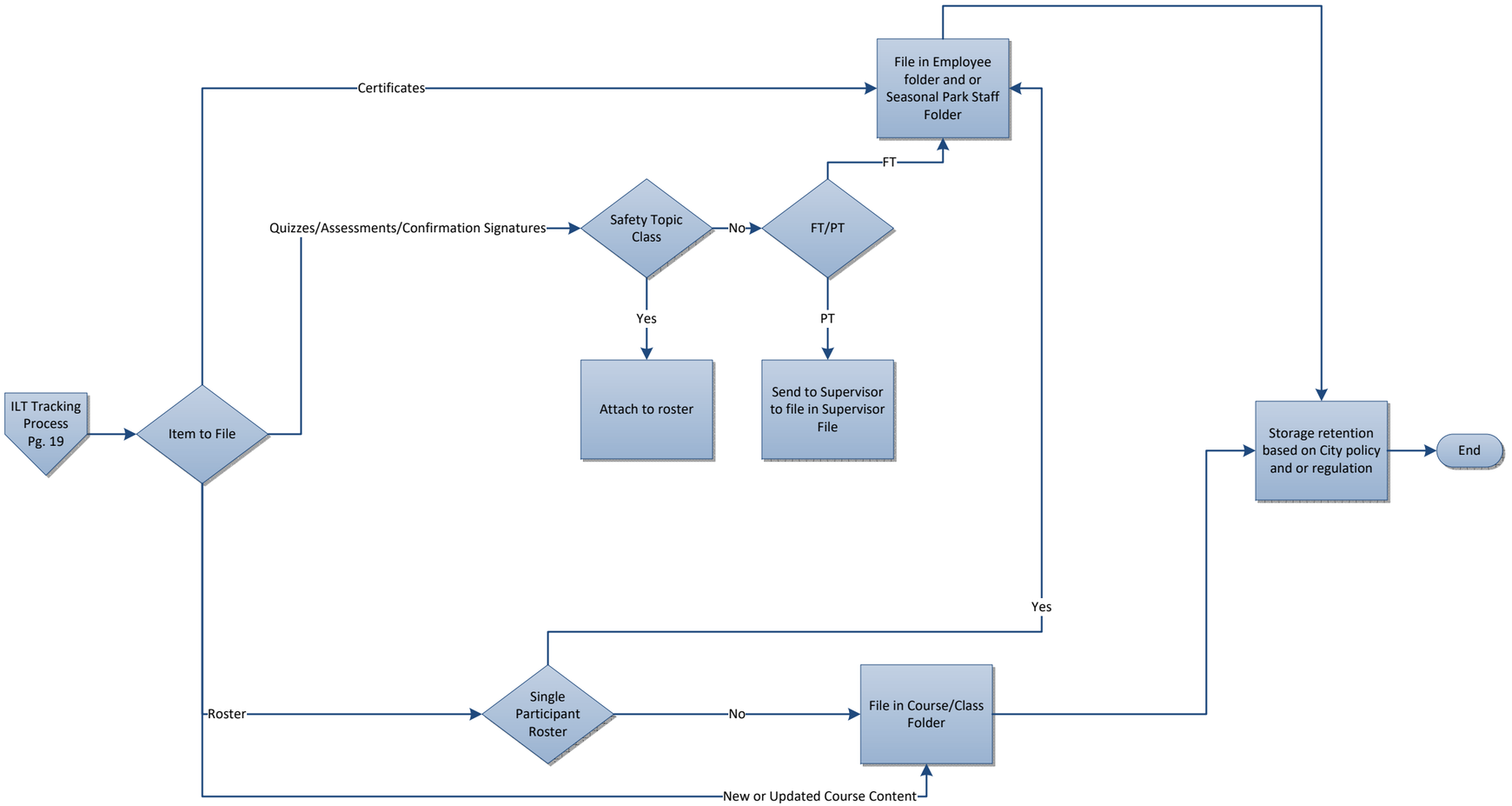
Send to recipient and supervisor

End

ILT Filing

PRCR LDRM

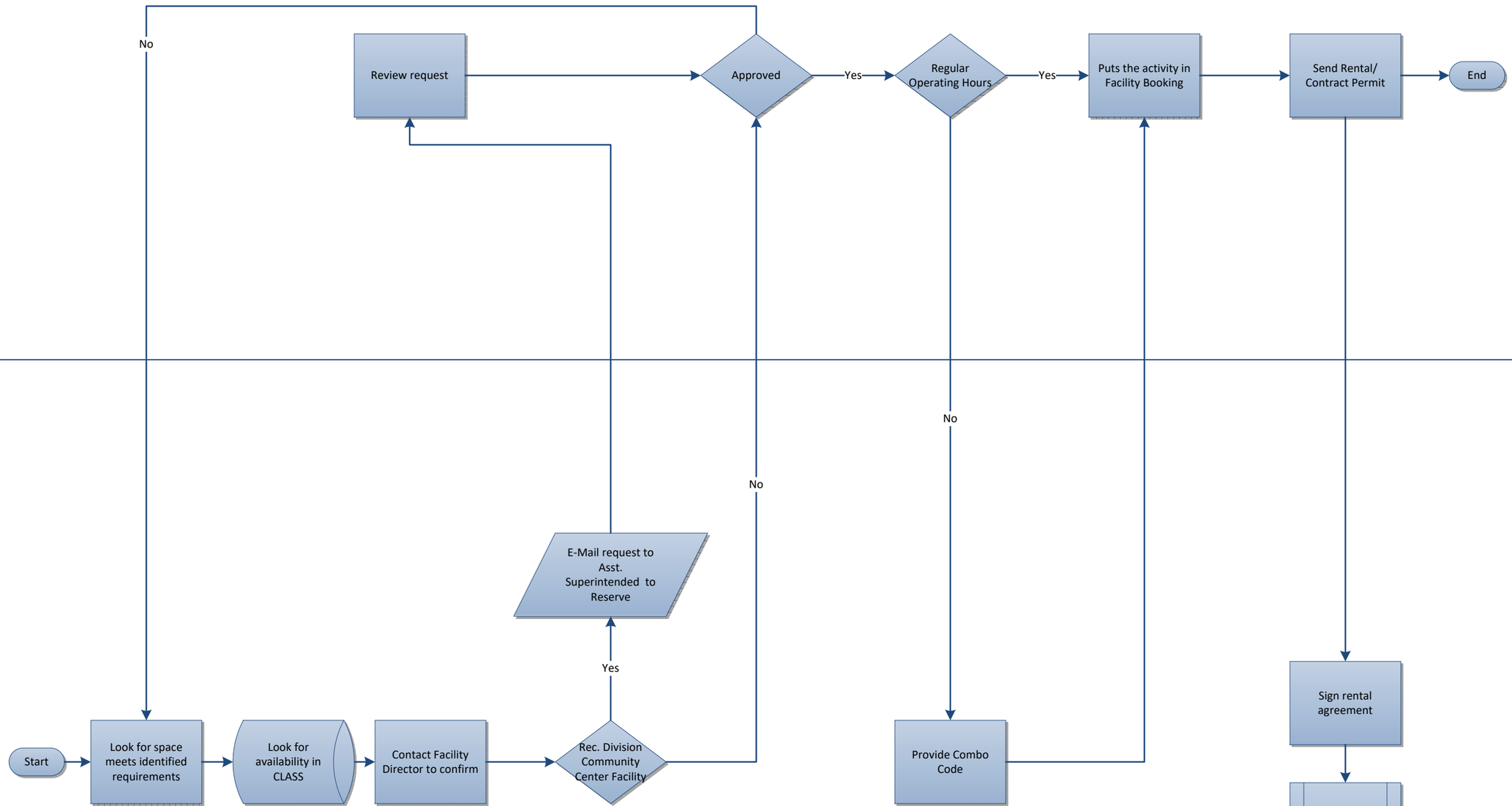
LDRM Staff



ILT-Booking a Facility

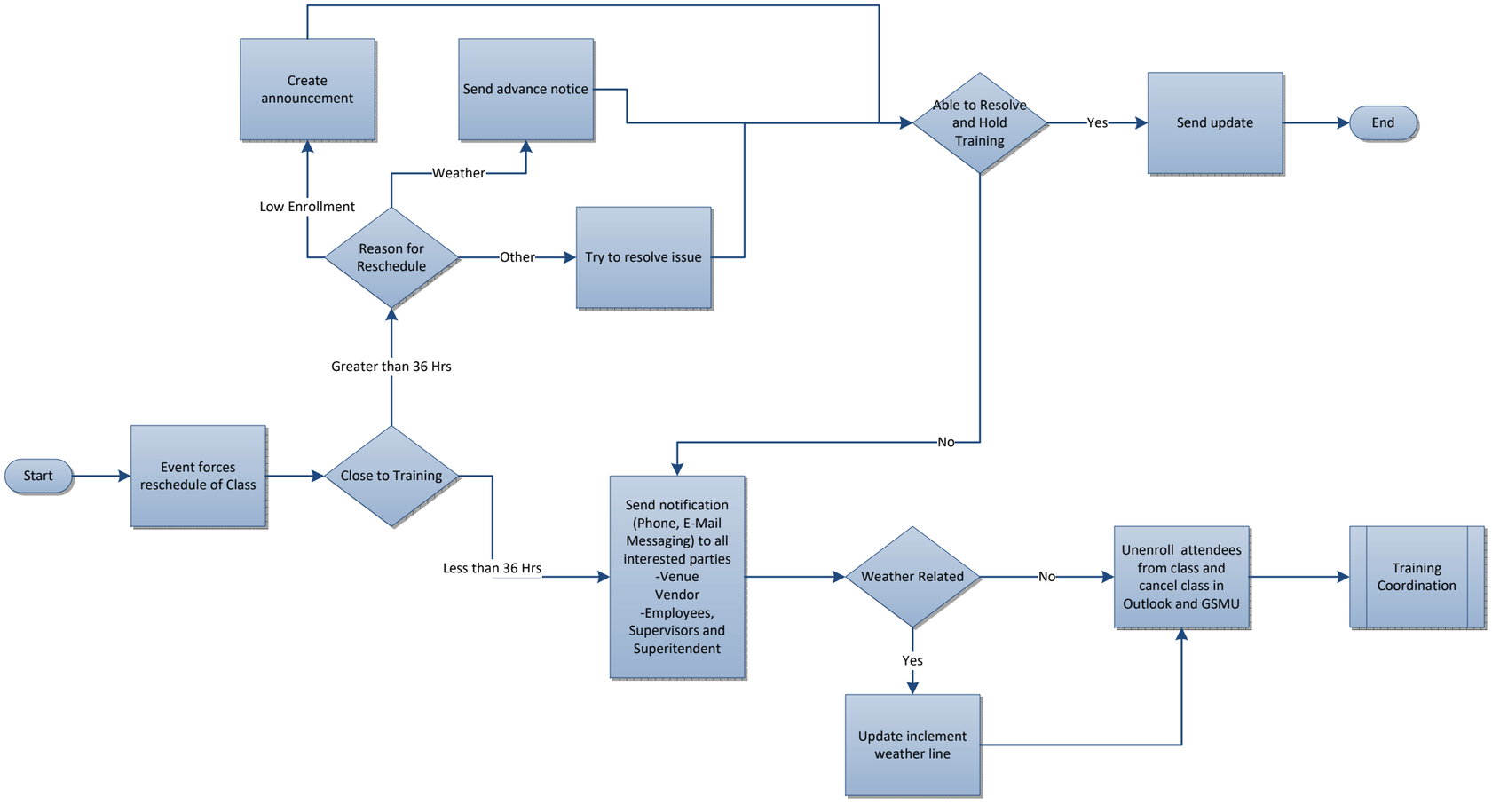
PRCR LDRM

Facility/Site Manager



LDRM Staff

ILT Rescheduling

PRCR LDRM

LDRM Staff