

Benefits Detailed Design Document – Awareness and Process Overview

Course Title	<i>Benefits – Process Overview</i>
Audience	<i>Benefits COE</i>
Course Goal	<i>At the completion of this course, the learner will have an understanding of the HR Benefits process</i>
Prerequisite(s)	<i>HRT/HRSD Overview HRSD Model (formerly HR Overview) hrConnect Fundamentals Manager Fundamentals (if manager of people)</i>
Instructional Objectives	<p><i>At the completion of this course the learner will be able to:</i></p> <ul style="list-style-type: none"> <i>• Recognize the landscape of the HR Benefits solution</i> <i>• Identify integration points between the HR Benefits solution and the HR Service Delivery Model</i> <i>• Describe the case escalation process for Benefits between tiers 1,2 &3</i>
Course Modules	<ul style="list-style-type: none"> <i>• Module 1: HR Benefits Solution Landscape</i> <i>• Module 2: Integration Points between Benefits and HR Service Delivery Model</i>
Assessments	<i>Knowledge Check questions embedded within Modules</i>
Delivery Strategy	<i>Online using Adobe Presenter and/or other online-type software development tools (e.g. Articulate Engage)</i>
Quick Reference Materials	<i>TBD</i>
Subject Matter Expert(s) SMEs	<ul style="list-style-type: none"> <i>•</i>
Supporting / Reference Materials	<ul style="list-style-type: none"> <i>• Benefits Global Blueprint and Benefits PDDs</i>

Module Name 1	<i>HR Benefits Solution Landscape</i>
Module Objectives	<p><i>At the completion of this module the learner will be able to:</i></p> <ul style="list-style-type: none"> <i>• Recognize the landscape of the HR Benefits solution</i>

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Content I	<p><i>Graphically create a representation of the flow of data within the Pension and Savings programs</i></p> <ul style="list-style-type: none"> • <i>Point out how the Knowledge Base will provide support to Pension and Savings Plans .</i>
Source Material	<i>SMEs, Policies and Procedures</i>
Content II	<p><i>Graphically create a representation of the flow of data within the Health and Welfare programs</i></p> <ul style="list-style-type: none"> • <i>Point out how the Knowledge Base will provide support to understanding the Health and Welfare data</i>
Source Material	<i>SMEs, Policies and Procedures, Global Blueprint, PDDs</i>
Recap Questions	<i>TBD</i>

Module Name 2	<i>Integration Points between Benefits and HR Service Delivery Model</i>
Module Objectives	<p><i>At the completion of this module the learner will be able to:</i></p> <ul style="list-style-type: none"> • <i>Identify integration points between the HR Benefits solution and the HR Service Delivery Model</i>
Content I	<p><i>List and describe how integration occurs between the HR Benefits solution and the following pieces of the HR Service Delivery Model:</i></p> <ul style="list-style-type: none"> • <i>Payroll</i> • <i>EDM (Employee Data Management)</i> • <i>Service Center</i> <ul style="list-style-type: none"> ○ <i>Reiterate information from the hrConnect Fundamentals prerequisite course as it relates to contacting the Service Center for Tier 1 support and how Tier 2 support (Morneau) fits into the support process</i> ○ <i>Add description of Tier 3 support (Total Rewards COE and Corporate HR Services COE)</i> ○ <i>Note: Since Corporate HR Services COE is responsible for Tier 3 support, the COE will need training on the Siebel-based EHR case management system used by the Service Centers to log and monitor cases.</i>
Source Material	<i>SMEs, Policies and Procedures, Global Blueprint, PDDs</i>
Recap Questions	<i>TBD</i>