

Preparing for TalentCentral Company Super User Training

TalentCentral™

TalentCentral™ is SHL's ground-breaking talent measurement platform which delivers significant benefits for talent decision-makers and administrators.

Company Super User Training

As the nominated system administrator, you will have a key role in how your portal is configured.

The objective of the training is to help you optimise the set-up of your new system, as well as guide you through the process of creating, managing and analysing your projects. The better your system is organised, the easier it is for you and other users to get the most out of the features of TalentCentral.

Please read through the following sections and share your thoughts on the content with your trainer.

Understanding User roles

One of the first tasks for the company super user may be to grant others access to the system. Before you add a new user/administrator, it is important to understand the different level of access available on the system that you can grant as well as the concept of user groups.

User Roles

There are various permission levels that a user can be assigned. The roles available and their levels of access are found in the table below.

Supervisor or Proctor	Restricted access <i>Low number of users</i>	Can only view Candidates who have been progressed by system Can initiate supervised tests
Viewer	Read-Only access <i>Low number of users</i>	Can view all Candidates assigned to the Project Can view Candidate Scores and Reports Can act as an Interviewer/Evaluator
Manager	Medium access <i>High number of users</i>	Can perform all the actions of a Viewer and Supervisor Can create, update and administer Projects Can act as an Interviewer/Evaluator/Assessor Can view admin users in other User Groups but cannot update them
Company Admin	Advanced access <i>Low number of users</i>	Can perform all the actions of a Manager Can create and update User Groups Can change company level Settings Can only see User Groups they are part of Can only see the projects belonging to the User Groups they are part of
Company Super User	Full access <i>Low number of users</i>	Can perform all the actions of a Company Admin Can see the User Groups they are not part of Can see Projects they are not explicitly part of

User Groups

User Groups allow a specific set of users to access a project that has been assigned to them. The level of access that has been assigned to a user will determine what actions they can perform within the project. Below are several examples of how the TalentCentral platform can be organised.

Global / Multinational Sized Company		
Example of company structure	User roles	User groups
<p>The company is globally based, operating over multiple countries/regions.</p> <p>There may be national level leaders for each country/region.</p>	<ul style="list-style-type: none"> The main administrator/contact is assigned as a Company Super User. Additional administrators/secondary contact can be nominated as Company Super Users. National level leaders are assigned as Company Admins. All other roles/access should be assigned by the Company Super User or Company Admin. 	<ul style="list-style-type: none"> User Groups are created for each country/region, each containing the relevant Company Admin. The Company Admin may add additional Users to the User Group as needed.
National Sized Company		
Example of company structure	User roles	User groups
<p>The company is nationally based, operating over multiple regions/departments.</p> <p>There may be regional level leaders for each region/department.</p>	<ul style="list-style-type: none"> The company is nationally based, operating over multiple regions/departments. There may be regional level leaders for each region/department. 	<ul style="list-style-type: none"> User Groups are created for each region or department, each containing the relevant Company Admin. The Company Admin may add additional Users to the User Group as needed.
Regional / Small Sized Company		
Example of company structure	User roles	User groups
<p>The company is small or regional based with one HR department.</p>	<ul style="list-style-type: none"> The main administrator/contact as a Company Super User. All other roles/access should be assigned by the Company Super User or Company Admin. 	<ul style="list-style-type: none"> User Groups are created for each department or team. The Company Super User may create additional Users as needed.

Project Tags

Project tags are important for keeping track of units used and to monitor the general activity on the platform. Project tags could be geographical locations, departments within a company, or company categories. Within a tag, you can then specify sub-categories called tag values. Examples of this could be:

Tag: “Department”

Tag values: ‘HR’, ‘Marketing’, ‘Sales’, ‘Finance’

You may also choose to have multiple tags with multiple tag values. Examples of this could be:

Tag: UK

Tag values: Sales, HR

Tag: France

Tag values: Sales, HR

Tag: Germany

Tag values: Sales, HR

Project Tags can be used as a filter when searching for projects, generating usage statements or analysing system wide information within dashboards.

Next Steps

You should now be more familiar with the key terminology used on TalentCentral and be prepared to participate in your Company Super User training.

We look forward to showing you how to optimise the set-up of your new system. Should you have any questions prior to the training, please do not hesitate to contact systemtraining@shl.com.