# TTG Systems
The Competency Intelligence Leader

What's New in TRACCESS CI (8.6)

At TTG Systems, we are continuously changing and updating our software to meet the needs of our clients. The main features of TRACCESS CI (8.6) were incorporated to do just that.

## Attaching Exported Report to Email

Previous versions of TRACCESS CI only allowed the notifications of newly generated reports to be sent via email. TRACCESS CI (8.6) allows the owner of a report to attach the actual report to the email after generation.
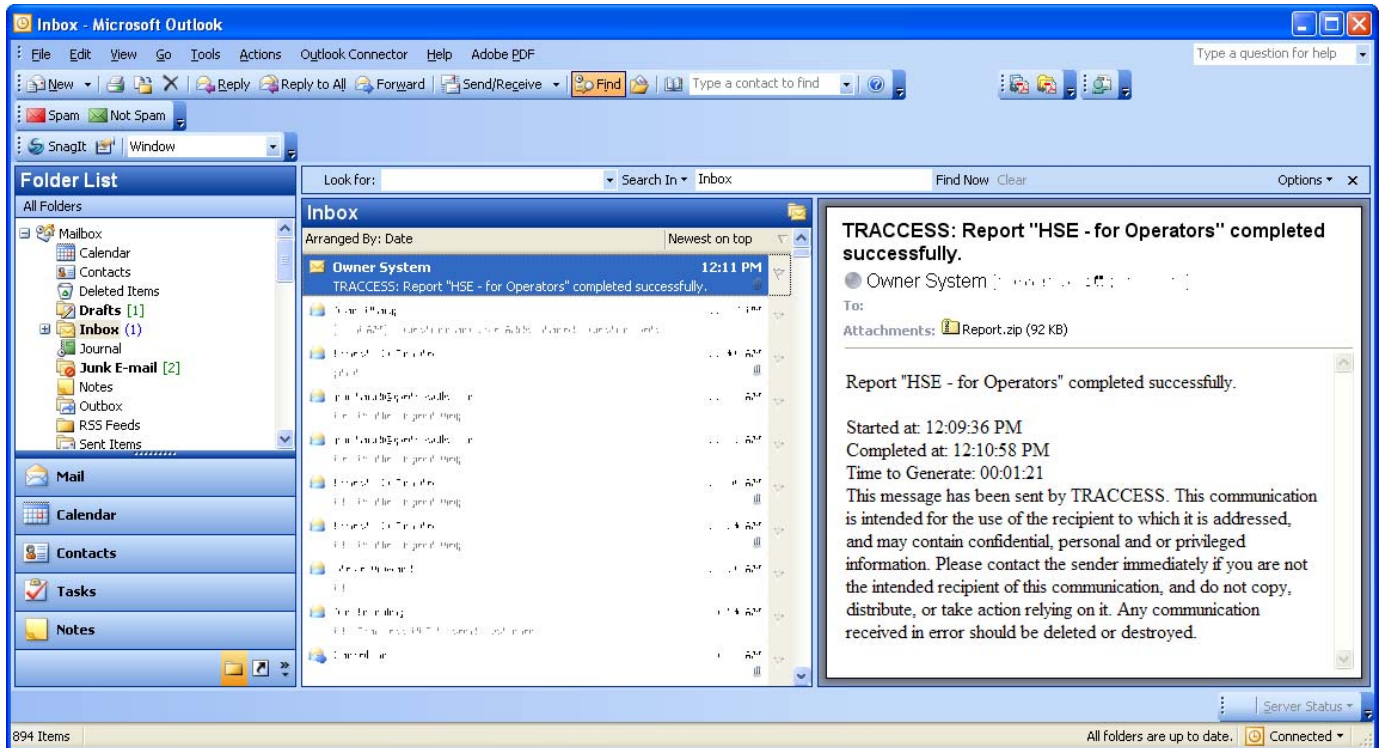
Report is included as Email Attachment

The reports themselves can now be accessed from a person's Inbox, and subsequently forwarded to others. When the report template is created, you can select two report formats: one for when the report is being viewed in TRACCESS, and one for the report that is to be attached to your email message. The View format and the Mail attachment format are also available in several formats including: TRACCESS Report, Microsoft Excel, Microsoft Excel Data Only, Adobe Acrobat PDF and Microsoft Word Document. (These available formats differ depending on the selected report type).

The Email attachment formatting options also allow you to select whether or not to zip the report to be attached to the email.
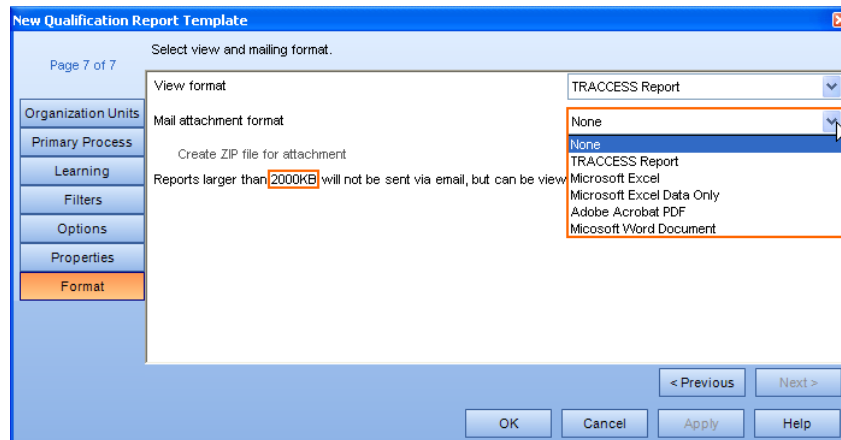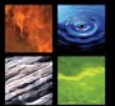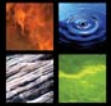
Email Attachment Format

As shown above, the default value of an emailed report is 2000 KB, but this can be modified by your System Owner.

Learner Pie Charts

TRACCESS CI (8.6) allows anyone with access to an Organization Manager to select a Learner and view their overall status in the form of a Pie Chart. Supervisors are now able to instantly see how a Learner is progressing throughout TRACCESS without having to run a report on that person.
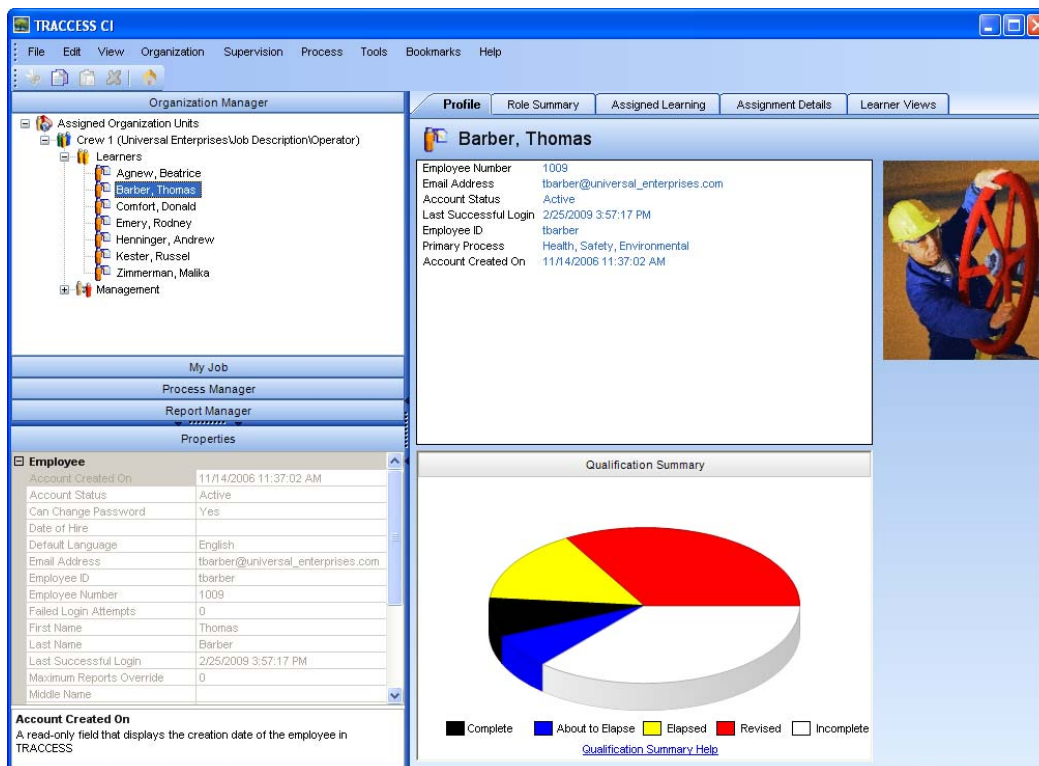
Learner Pie Chart

TRACCESS Knowledge Assessment Enhancements

Save Complete Knowledge Assessments in History Record

TRACCESS CI's internal Knowledge Assessment editor now stores the entire assessment in the database after a learner takes an online assessment.

The following information is stored:

- The questions as they appeared

- The answers as they appeared

- The answer(s) that was/ were selected

- The correctness rule (single answer correct/ multiple answers correct) that TRACCESS was set to at the time

- What the correct answers were set to at the time

The right to access these completed assessments depends on how your roles and permission sets have been configured in the system.

Stored Knowledge Assessment in Employee's Task History

In the example shown above, the employee had a 25% chance of guessing the correct answer seeing as no answers had been provided.
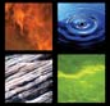
Knowledge Assessment Summary Types

Another enhancement to the internal Knowledge Assessment is the ability to select the summary type per assessment (or what the learner sees after clicking the Submit button).

These include:
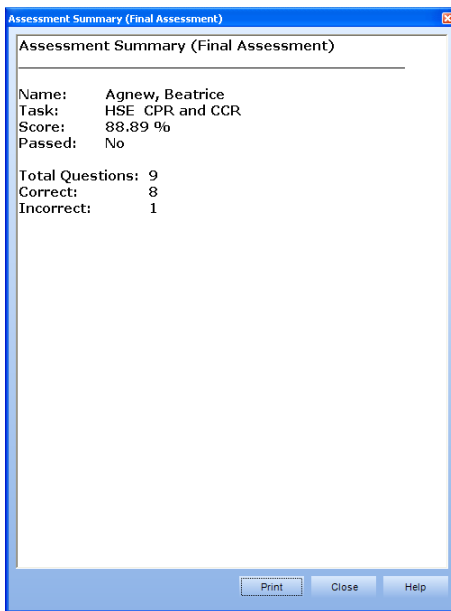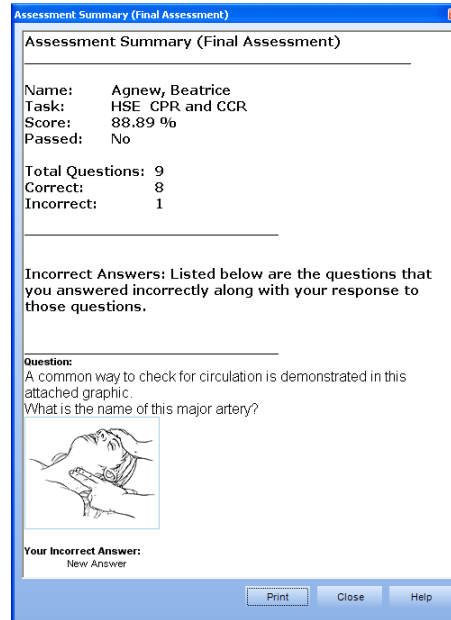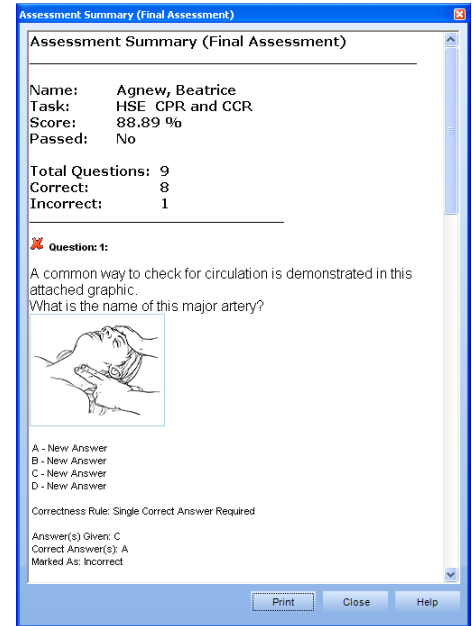
- None (the assessment presenter closes and does not give an assessment summary at all)

Mark Only

**Incorrects Only
(equivalent to previous version
summaries)**

Complete (Entire Assessment)

Making "Allow Knowledge Reassessments" a Task Property

Subject matter experts are now able to define the reassessment details of each Task holding a Knowledge Assessment. This feature enables/ disables a Knowledge Assessment from being retaken once it has been successfully completed. If disabled, as long as a task is complete (which includes both the complete and about to elapse states), a knowledge assessment cannot be retaken.

If the function is enabled, the knowledge assessment will function as it did in the past. The default state is to allow Knowledge Reassessment.
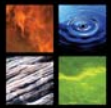
Reporting Information

Process Model Report

TRACCESS CI (8.6) now features the Process Model Report. This report allows you to select the Process Sets, Processes, Sub Processes, Tasks and Resources in the system and see what is there.

Process Model Report

Although this is true of all reports, the fact that the information can be accessed in this report and not altered make it an ideal tool for both Subject Matter Experts and Supervisors – for different reasons. Subject Matter Experts may want to see what has already been completed, and what they have left to complete (i.e., the tasks have been added, but the resources have not OR the tasks have been added, there are no knowledge assessments yet). Supervisors/ Operational Administrators may want to filter for tasks that contain both resources and assessments before assigning particular processes to their Organization Units.
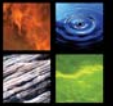
Qualification Pie Chart Report

The Qualification Pie Chart Report in an integrated report that shows a visual representation of a Learner's qualifications, without the details found in the Qualification Report.
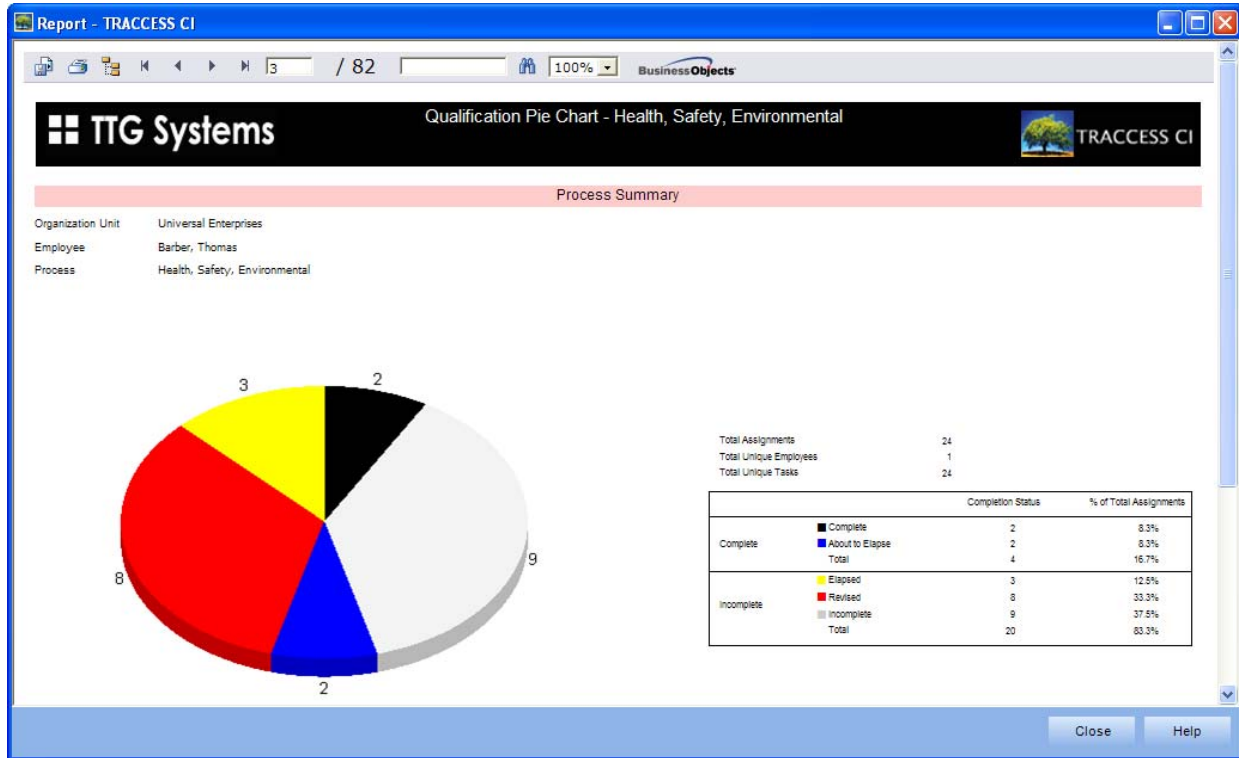
Qualification Pie Chart Report
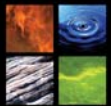
Task Summary Report

Prior to version 8.6, the Task Summary Report offered only completion reporting on a single state for a desired selection of Tasks and Employees. Each report, based on their settings, could only display Incomplete states, or Complete states.

The Task Summary Report in version 8.6, has been modified to allow for both states to be shown in the same report. Regardless of where the Task appears in the system, you can now see who is complete/ incomplete on this task – and schedule your training accordingly.

On the new Task Summary Report, not only are both Completes and Incompletes shown at the same time, but a new format has also been introduced. This format gives the ability to Organize by Employee, allowing to report in a more organized format based on specific groups of learning and Learners. The Task Summary Report is the only report that does not take into account "where" a task has been assigned to employees, as long as it is currently assigned.

**Task Summary Report
Organized by Task**

**Task Summary Report
Organized by Employee**
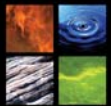
Process Manager Grid View

When a Learner logs into TRACCESS CI, they have access to their Processes, Sub Processes and Tasks in both a tree control and a grid view.   In previous versions of TRACCESS CI, the Process Manager utilized only a Contents area to display the selected learning details. In version 8.6, an option for the grid view has been added to the Process Manager, allowing Subject Matter Experts to view a learning structure in a similar format as Learners. Instead of entirely removing the contents area, two tabs were created: the Contents tab and the Grid View tab.

The Contents tab (as with other contents tabs on the system) is meant for multiple selects. In other words, if you wish to "hide" multiple tasks at once in a derived process, select the sub process in the tree and select the contents tab in the context view. All of the tasks within the sub process are displayed on the right. At this point, the Shift or Control key can be used to either select several tasks in a row, or to select individual tasks.

The Grid View tab shows the process as would be seen in either the Organization Manager when an Organization Unit or Learner is selected, and the Assigned Learning or View tab is selected, or in the My Job when a Process is selected. This view allows the Subject Matter Expert to see what the Learner or Supervisor will see – without having to expand all of the Sub Processes in the tree. Where this view will be of the most benefit is during the use of Derived Processes. The Grid View will make it extremely easy to see which Tasks have been hidden in the Derived Process, and which Tasks are new to the Derived Process (appear on a white background).
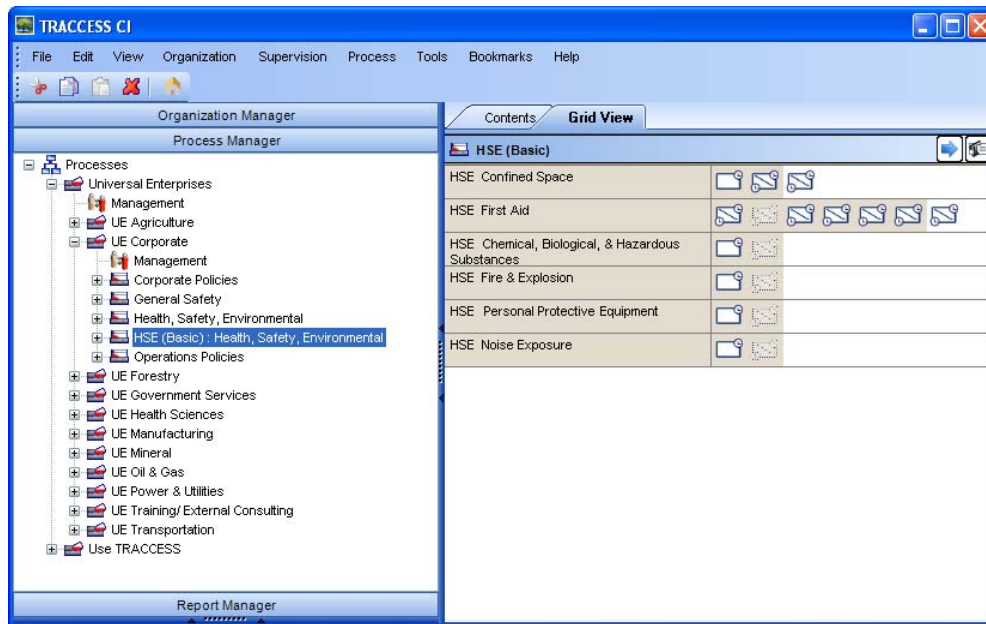
Process Manager – Grid View
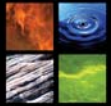
Employee Name Formatting Options

In Western society, a person is most often referenced as Last Name, First Name. In most cases, this works fine and does not cause any issues or problems. However, what do companies do with the following scenarios:

- More than one person with the same first and last name

- Countries who do not make use of the first (or last) name field at all

- Companies whose employees are more known by their Employee IDs

As a solution to some companies' display name format problem, TRACCESS CI (8.6) introduces a new employee property (Middle Name) and has created a Display Name Format editor to allow for customized display names per installation. The display name can be made up of the following employee properties:

- First Name

- Middle Name

- Last Name

- Employee ID

- Employee Number
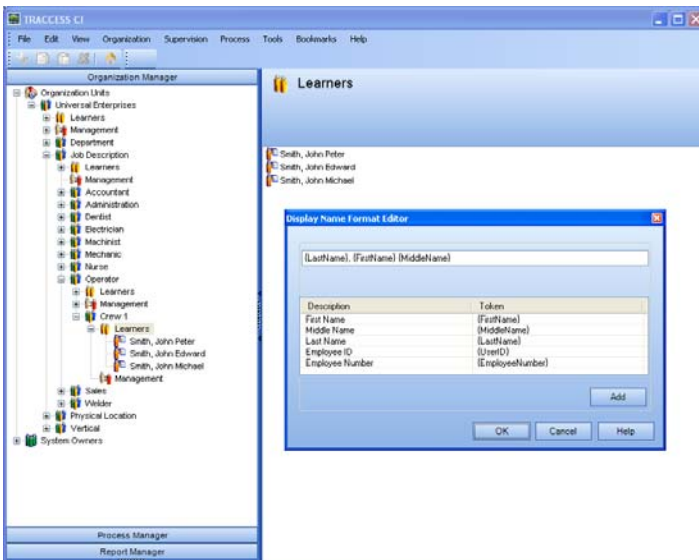
Last Name, First Name Middle Name
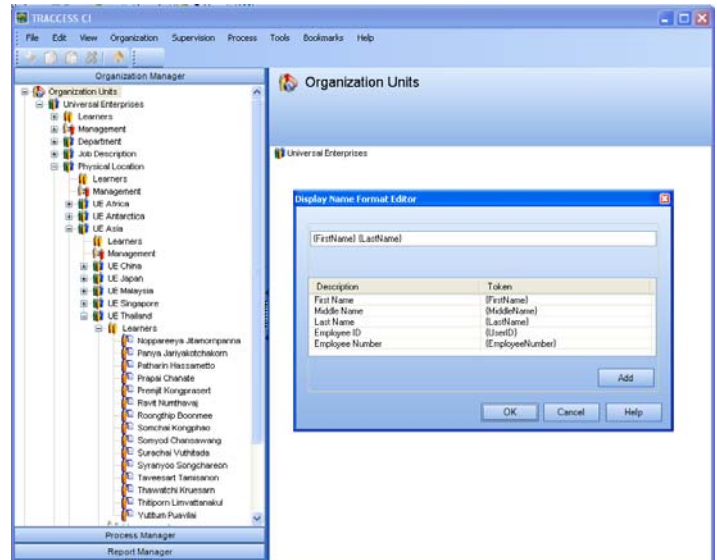
First Name Last Name
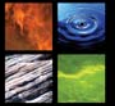
Import Employee Tool Creates Org Units

When a company is first introduced to TRACCESS CI, they are happy that the addition of employees is straight-forward when completed in the application. It is a simple right click, Create New Employee. If they are happy with this functionality, they are ecstatic with the import of employees in the form of a spreadsheet.

TRACCESS CI (8.6) allows for the creation of Organization Units during the import employee process using the Membership column. If a particular Organization Unit does not exist, the person doing the import has the right to create Org. Units, and the Allow Org. Units to be created is enabled on the Import dialog, TRACCESS CI will automatically creat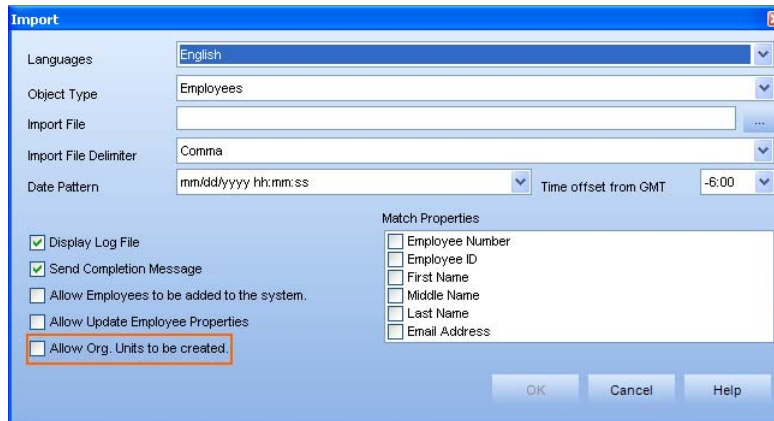e these Organization Units. In this way, a completely empty database could have its organization structure configured using a spreadsheet.
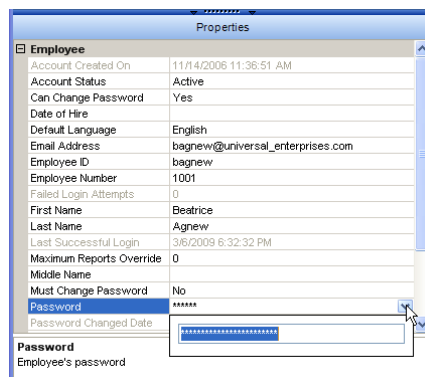

Import – Allow Org. Units to be Created

Conversely, when employee turnover occurs, the Membership column can be used to remove employees from their Organization Units in order to be archived.

Password Encryption

In efforts to further protect the security of information stored in TRACCESS, passwords are now stored in a secure format so that they can no longer be accessed directly from the database. What this means for database administrators is quite simply that passwords are now encrypted. What this means for TRACCESS Operational Administrators or Supervisors is a slight change as to what is displayed on screen.

In previous versions of TRACCESS CI, after clicking the down arrow next to the Password field would display the number of characters in an Employee's password. (An empty field would indicate that the password was blank). In TRACCESS CI (8.6), the password field will always be displayed as shown below.

Employee Password Field – With Encryption

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Reset Layout

When someone logs out of TRACCESS, their preferences (i.e., the placement of their splitters and their screen size) are stored in memory. If they happen to access TRACCESS on a different screen resolution the next time they login, one that is not compatible with their previous preferences, the situation below may occur.
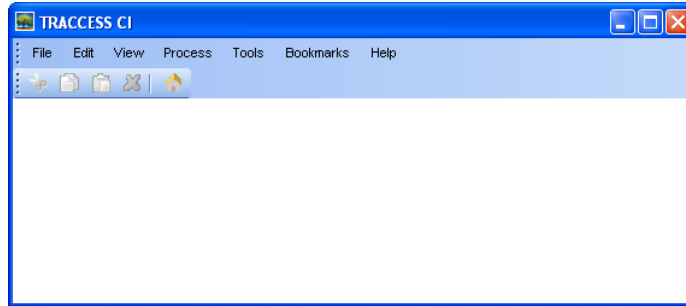
For this very reason, the **View/ Reset Layout** option was added to the main menu. Selecting this option puts the splitters back to their default positions.

Capability Assessment Credentials

In TRACCESS CI (8.5), we introduced the functionality of digital/ electronic signatures to the application. However, since an electronic signature was already part of the Capability Assessment signoff prior to this version, there was no way of shutting off the electronic signature for capability assessments.

In TRACCESS CI (8.6), if you wish to use digital/ electronic signatures, you will be prompted for an employee ID and password when setting qualification dates, setting course marks and completing capability assessments. If you do not wish to use digital/ electronic signatures, you won't be prompted for an employee ID and password when setting qualification dates, setting course marks and completing capability assessments.

Spanish and French Language Packs

The application of TRACCESS CI (8.6) is now available in Spanish and French, and the help file is now available in Thai.. Contact TTG Support @ support@ttg-inc.com for more information about these language packs, or the multilingual functionality of TRACCESS CI.