

Today's Presenters



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Product Manager

- 20+ years experience in software support, design and product development
- Joined UL ComplianceWire Team in 2015



Xin Hu

Product Owner

- 10+ years experience in software development and product management
- Joined UL ComplianceWire Team in 2022



ComplianceWire[®] 2023R2 Release Webinar

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Agenda

- 2023R2 Release Milestones & Schedule
- 2023R2 Release Overview & Scope
 - New Learner Dashboard & Assignment Definition Updates
 - New Form Functionality
 - Administrative Improvements
 - Other Miscellaneous Enhancements
- Contact Information



2023R2 Release Schedule

Beta Environment	09/18/2023-10/27/2023
Preview Period	10/30/2023-12/01/2023
Client-facing Release Webinar	11/01/2023
<u>GO-LIVE</u>	12/02/2023
<i>Validation Summary Report</i> <i>Available in Platform Documentation</i>	12/04/2023



Preview Started October 30th, 2023!

- <https://training.compliancewire.com>
- Test Scripts & Risk Log available at <https://training.compliancewire.com/validation>
- Release Guide was sent via e-mail.
 - Also available on the training environment via platform documentation as well
<https://training.compliancewire.com/Users/Support/Media/CurrentReleaseNotification.pdf>

2023R2 Release Overview & Scope



Risk-Reducing Visibility, Traceability & Control

New/improved non-admin specific functionality, towards the goal of increasing awareness compliance for various users (stakeholders, learners & admins)

- Individual learner dashboard
- Assign Curriculum Vitae like other assignments
- ELMS learner/manager dashboard link with hidden tabs and menus
- +N form signers (with defined sequence of individual signer groups)
- Form response history
- Response history from dropped in-progress forms
- Option to execute smart curriculum rule on Not Qualified form completion
- New company preference to prevent non-organization administrators from editing their own due dates



Time-Saving Administration & Ease of Use

New/improved admin functionality & UIX, towards the goal of making role-based assignment & qualification easier to define & manage

- Bulk exclusion of users & removal of users from user groups
- User status column within user group membership grids
- Optional grace period for Due by Effective Date assignments
- Assignment definition entity page



Value-Multiplying Flexibility & Scalability

New/improved data & workflow integrations or enhanced platform stability, quality, performance & scalability (including tech-debt if ever specifically identified)

- UL Create SSO
- Launch behavior of library courses with current completion



Audit-Ready GxP Reporting

New/improved reporting & audit logging primarily towards the goal of proving compliance both internally & to external regulatory inspectors

- New Report: Assignment Definition Report
- View greater than 5,000 users in some user group membership grids

New Learner Dashboard

- New Learner Dashboard (My Dashboard) in Knowledge Center provides the learner visibility into their Curriculum, Assignment, and On-Time Completion information
- Learners can select My Dashboard as their default view Profile Settings
 - Managers with access to Team Dashboard can select either one as default
- Managers with access to Team Dashboard can swap between dashboards via dropdown selection on the Dashboards Tab

Key Benefits

Provides improved awareness of the Learner's compliance status allowing them to monitor and take necessary actions to improve individual performance.

Forms Updates – Additional Signers

- Existing and new forms may have up to three additional approver signatures with the following new features:
 - Allow for up to three additional approver signatures
 - New Qualification/Acknowledgement process flow
 - Group defined signer levels for routing approvals
- The following reports have been updated to reflect additional signer information
 - Form Incomplete Assignment Status by User
 - Completions Report by User
 - Completions Report by Training
 - Training Report

Key Benefits

Allows greater flexibility with form workflows, allows routing to other departments/personnel, or add learner's manager for visibility for OJT type forms.

Form Updates Cont'd – Response Entry History & Retention

- Starting with the 2023R1 platform release, we began storing form response history in support of this release. If a form was started and bookmarked after the 2023R1 release, the system can render the response history in certain scenarios.
 - View Response History
 - Button is visible on Learner, Approver, and Completion pages
 - Not visible on Form Actions when “Manager/Approver Only” forms are selected
 - User, Date, and Time information are attributed to each response
 - View Previous Responses
 - Displayed if previous in-progress form assignment was dropped and contained bookmarked responses
 - Button is visible on Learner and Approver pages

Key Benefits

If you have multiple trainers associated to a form, response edits are attributed to the individual. In the event of a dropped form assignment, the system provides visibility into previous progress.

Form Updates Cont'd – Smart Rule Processing

- The logic involving smart form rule processing has been updated. The smart form rule associated with a form response will now only execute upon a “Qualified” completion.
- Added option to Smart Curriculum to execute rule upon a failed completion of the item.

Key Benefits

Provides greater control and flexibility on Smart Rule execution.

Curriculum Vitae Assignments

- New process for assigning Curriculum Vitae for companies that have it enabled via existing assignment definition process
- New Assignment Definition Type with dedicated assignment periods
- Sunsetting the existing Curriculum Vitae assignment tool
- Migrate existing Curriculum Vitae Assignment Definitions by Organization to Curriculum Vitae Assignment Definitions by User Group.

Key Benefits

You now have the ability to assign Curriculum Vitae assignments to individuals or user groups utilizing group criteria such as Job Role, Location, etc.

Assignment Definition UI Updates

- View and Manage Assignment Definitions page has been migrated to reporting framework, accessible from renamed link in mega menu or base reports
- Recurring Assignment links found under Curriculum and User Group pages have been converted to quick reports
- New Assignment Definition Entity page
 - Return links have been established for admin workflow
 - New links to navigate to assigned entities (user, user group, training item, or curriculum)
 - Other information from previous screen have been migrated to new UI

Key Benefits

Provides flexibility in creating multiple saved reports related to Assignment Definitions. New Assignment Definition Entity page allows us to make future enhancements to the page such as additional reports or information.

Grace Period for initial Make Due by Effective Date Assignment

- New company preference for a company to choose to apply additional grace period logic when Make assignments due by the Effective Date checkbox is checked and applicable.
- Company preference is defaulted to “OFF”
- Uses same grace period settings for existing functionality (At Risk Days & Grace Period Due in Days)
- Does NOT affect One-time and Fixed Date Assignments

Key Benefits

In situations where new hires are assigned training after the approval date but before the effective date, ensures they have ample time to complete the training.

Other Enhancements – User Group Entity Page

- Added the ability to bulk select up to 25 users to be removed from Manually Added membership or Exclusion List
- Added User Enabled column to indicate if user is enabled or disabled for the following user group membership grids
 - Group Hierarchy - Membership Detail
 - Group Hierarchy - Unique Users
 - Group Membership - Unique Users
 - Group Membership - Manually Added Users
 - Group Membership - Criteria-Based Users
 - Group Membership - Manually Excluded Users

Key Benefits

Decrease of administrative time when managing group memberships.

Other Enhancements – User Group Entity Page

- Removed the 5000 record limit on the following user group membership grids
 - Group Hierarchy - Unique Users
 - Group Membership - Unique Users
 - Group Membership - Manually Added Users
 - Group Membership - Criteria-Based Users
 - Group Membership - Manually Excluded Users
- Updated Manually Excluded Users link on left side navigation
 - Moved the Manually Excluded Users link to separate from membership links
 - Updated the badge style to further distinguish between membership types

Key Benefits

Administrator can now search entire group membership for specific users without running a secondary report.

Eduflex/Create Library Course Launch Behavior

- Previously if a learner tries to launch an Eduflex library course from Learnshare, Deeplink or Catalog and if that learner has an existing qualified non-expired completion against that course, the course would be opened in review mode, so that learner cannot get another completion.
- A learner can now launch an Eduflex library course from Learnshare, Deeplink or Catalog even if that learner has an existing qualified non-expired completion against that course, so that learner can get another completion against the same course.

Key Benefits

Provides on demand training for completions when a situation calls for it.

New Company Preference – Prevention of Editing Due Dates

- New company preference to prevent users from updating their own assignment due dates if they do not have an Organization Administrator security role.
- Default is “OFF”, company needs to contact UL Support to turn on this new company preference.
- Administrators can confirm this setting on the Company Preference Report.

Key Benefits

Protects against users with some administrator rights from editing their own due dates and ensures compliance.

New ELMS Dashboard Link

- New link for ELMS users to access CW Dashboards only, ELMS users are not able to view or access other CW tabs/functions via this new link in order to avoid confusion.
- Company needs to setup the new link in ELMS in order to use. Previous link for ELMS users to access Manager Dashboard (Team Dashboard) in ComplianceWire is still working, a company can replace the previous link with the new link if needed.
- New link will navigate user to CW Dashboards with Learner Dashboard (My Dashboard) opened by default, so learner can review his/her own compliance information.
 - Managers with direct reports can switch to Manager Dashboard (Team Dashboard) by clicking dropdown arrow on Dashboards tab.

Contact Information

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