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White Paper



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## Personnel Certification Support System PCSS 2.0 ©

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## Introduction

The Personnel Certification Support System (PCSS 2.0<sup>©</sup>) is a web-enabled application that allows your organization to put its training, testing, certification, licensing, and applicant tracking processes online for 24x7x365 access and operations.

PCSS 2.0<sup>©</sup> is a Certified & Accredited, Section 508, FISMA, and DIACAP compliant online tool that:

- √ Tracks applicants
- √ Tracks training and exam vouchers
- √ Tracks training and testing materials

With a customizable:

- √ Web interface
- √ Workflow
- √ Approval process
- √ Knowledgebase
- √ Reports

And more...

## Problem Statement

Organizations wrestle with how to maintain productivity while executing an effective training, certification, and licensing program to meet state and federal requirements, as well as internal requirements, professional development, and incentive programs.

Getting your employees trained, certified, and credentialed, keeping track of an employee's credentialing status, and your training and certification resources can be resource intensive. PCSS 2.0<sup>©</sup> puts your entire training, certification, and credentialing program online and accessible 24x7x365!

### **Previous Options**

There are other companies offering software solutions that will provide online training, online credentialing examination registration, and other training and certification tasks but none offer a **comprehensive** approach to credentialing processes and tracking.

### **The PCSS 2.0<sup>©</sup> Solution**

Now your personnel don't have to find the time during work hours to apply for training, certification, and credentialing. Or worry about who will have access to their training, certification, and credentialing records.

Your managers can administer their training, certification, and credentialing program Any Time!

All from a convenient dashboard.

Managers can:

- √ Approve requests for training, certification, and credentialing
- √ Track the credentialing status of personnel by individual, department, or organization
- √ Track training and exam voucher usage, expiration, and more...
- √ Track monetary resources spent on credentialing programs
- √ Use robust reporting tools to plan for current and future credentialing programs

### *Benefit 1*

PCSS 2.0<sup>©</sup> is a robust software solution that is accessible over the Internet/Intranet. Allowing your employees to have 24x7x365, world-wide access to your training, certification, and credentialing program.

PCSS 2.0<sup>©</sup> will fit seamlessly into your existing Microsoft Windows environment.

### *Benefit 2*

Multiple organizations can use the same instance of PCSS 2.0<sup>©</sup> while maintaining separate training, certification, and exam voucher management workflows. Allowing you the advantage of economies of scale without losing organizational, departmental, or group program management flexibility

Training, certification, and credentialing resources can be separated at a high-level or a granular level, depending on your needs.

Access to data, tasks, administrative pages, and reports are based on end-user roles which can be defined based on your business rules. Multiple departments, organizations, and groups can have different business rules.

Your business process are built into the PCSS 2.0<sup>©</sup> software. No more will your human resource, training, and credentialing personnel have to remember complex rules that change. Business rules can be changed in real-time from your administrator's page. Special programming skills are not required.

### *Benefit 3*

PCSS 2.0's<sup>©</sup> web interface can be customized for your organization. Your personnel can manage their individual training, certification, and credentialing from their own dashboard. Completing task like:

- ✓ Applying for training or certification vouchers, materials, and more...
- ✓ Track their application or credentialing process
- ✓ Schedule training and exams
- ✓ Access the credentialing program knowledgebase
- ✓ Contact technical or customer support
- ✓ Communicate with their credentialing office, and more all from a convenient dashboard available 24x7x365

Managers can manage their individual or group training, certification, and credentialing program from their own dashboard. Completing task like:

- ✓ Approving applications for training and certification
- ✓ Track training and certification resources
- ✓ Track personnel as they move through the credentialing process
- ✓ Get reports on-demand
- ✓ And more, all 24x7x365

### **Implementation**

PCSS 2.0<sup>©</sup> software can fit seamlessly into your existing network, or you can purchase our hosted solution.

Our implementation team can help you choose, install, and maintain the solution that's right for you.

### **Who Is Using PCSS 2.0<sup>©</sup> ?**

The Department of Defense – Defense Information Assurance Program (DIAP) released the Directive 8570.1-m implementation manual. DANTES and DIAP collaborated on a joint pilot program to implement an electronic exam voucher program, to procure and manage the Information Assurance Workforce Improvement Exam Voucher Management Program. (IA WIP). PCSS 1.0<sup>©</sup> was implemented to procure and manage the Information Assurance Workforce Improvement Electronic Exam Voucher Management Program (IA WIP).

Read about PCSS in [CrossTalk – The Journal of Defense Software Engineering](#), July 2008.

**“ ... The CIO DIAP put the enterprise-wide concept into practice by developing and conducting a certification voucher program on behalf of the DoD components (known as the Voucher Pilot Program).** Personnel certification requirements were gathered from the components and coordinated with commercial certification providers in the form of bulk voucher purchases. The Personnel Certification Support System (PCSS), an online voucher management system, maintained all voucher allocation and distribution information for each component. The PCSS will continue to be used for the second year of implementation as an effective tool to manage certification vouchers....” Bieber, G. (2008, January). Educated and Trained Information

Assurance Workforce: Key to Our Mission Success. CrossTalk The Journal of Defense Software Engineering, 21, 26-27. [Click here to read the entire article](#)

### **Summary**

In summary, PCSS 2.0 is a comprehensive training, certification, and credentialing solution. It tracks personnel, training and certification resources.

It fits seamlessly into your existing network architecture or can be offered as a hosted solution.

PCSS 2.0 offers a customizable web-interface, is accessible 24x7x365 and provides real-time training and exam voucher procurement, exam scheduling, resource and personnel tracking, reporting, and more.

All from one web-enabled application that gives you a customized, flexible, training, certification, and credentialing program for one organization, multiple components, and workgroups.

[Contact us](#) today for a no obligation demonstration.  
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