

PEAK - HR Service Request Training Plan

[Training and job aids](#) have been created to support TeamDynamix(TDX) requests to the HR Operations Center and Talent Acquisition Center of Expertise. Anyone responsible for making requests can review applicable training material in advance of the transition of service with PEAK or as a just-in-time method when needed.

Below is a recommended sequence for reviewing these resources, organized by the type of request being submitted:

Topic	How to Resources
Introduction/Overview Materials (Recommended Training for All)	
PEAK and TDX Tool Introduction	HR Service Request End-to-End Workflow (~6 minute video) HR TDX Orientation for Requestors and Approvers (~5 min. video) TDX Ticket Management for Requestors (eLearning)
PEAK Hiring Process Guidelines and Overview	Understanding the Talent Acquisition Process (~10 minute video) Talent Acquisition Support by Employee Hire Type (Reference)
Detailed Form Specific Materials (Based on Requestor Responsibility)	
End Appointment	End an Appointment Overview (~7 minute video)
Post a Position	Post a Position (~9 minute video)
Hire	Hire an Employee (~9 minute video)
Modify Appointment	Modify an Appointment Overview (~7 minute video) Modify an Appointment: Pay augment (~4 minute video)
Mass Changes	Completing a Mass Change Form (~3 minute video)

Topic	How to Resources
	Note: Links to mass change spreadsheets are provided on the training site as well as on the TDx form itself.
Expanded Learning Materials (As needed resources)	
Micro-Learnings <i>(Form completion only for specific use case)</i>	End an Appointment (~3 minute video) Modify Appointment: Pay Increase (~3 minute video) Modify an Appointment: Pay Augmentation (~4 minute video)
PEAK and TDX tool expanded learning	How to View a Submitted Service Request & Make Comments on a Service Request (Job Aid) How to Cancel a Service Request (~3 minute video)
Talent Acquisition expanding learning	Job Offer Letters in Recruiting Solutions for PEAK Units (eLearning) How to use Recruiting Solutions for Full cycle Recruited Offer Letters. PEAK-Talent Acquisition Full Cycle for Requestors (Job Aid) PEAK Standardized Hiring Guidelines (Hiring Resource) Talent Acquisition Frequently Asked Questions (FAQs) for Requestors (Reference) Recruiting Solutions Access Changes for unit Recruiters (Reference)
Reference Materials	
Misc. Job Aids and Resources	Earnings Codes (Reference) Compensation Reference Sheet - Parameters and Specific Guidelines for Processing (Reference) Form Guidance Spreadsheet (Reference) Glossary of Terms (Reference)