

Question	Answer
How can I find my unfinished courses?	Go to Training Partner Online - http://www100.abb.com/TPOnline/NET/Home.aspx . Then on the Homepage you will find information about Unfinished or Pending Learning Events.
What are the consequences of delay or not completing the courses?	Only courses with status "Completed" can be successfully migrated into ExpertusOne tool. Learning Activities with status different than "Completed" will be migrated, but they will require to start them again.
Can I find unfinished courses in the New Tool after Go-live?	Yes, you will find information about them, but they will have to be started again.
Where can I address questions regarding Training Partner issues? (access, functionality etc)	All incidents can be submitted via following channels: 1) MyIS Portal https://abb.service-now.com/MyIS/ (for ABB personnel) 2) Group Chat - contact name is ABB Global IS Service Desk 3) Global IS Service Desk email: ABBGlobalServiceDesk@abb.com (for non-ABB customers) 4) Numbers under link (select 44 for Applications)
What is ExpertusOne solution?	ExpertusOne is a cloud-based solution provided in a Software-as-a-Service (SaaS) model. The tool gives learners instant access to all of the knowledge and resources they need, and will therefore enable them to expand their competencies, share and collaborate with others, and source specific/individualized learning tools that maximize learning objectives achievement. The system is built for mobile first, and therefore learners can learn any time anywhere. The tool is intuitive and does not need any user training. ExpertusOne reduces the need for manager interaction. Managers can assign learning objects to their team members, or access ad hoc reporting engine, all in a matter of seconds, from a single login. Reports can also be automatically generated and emailed to managers. ExpertusOne contains simplified and streamlined administration workflows to support the tracking of formal and informal training. This approach and design reduces the number of clicks and administration time. The tool provides managers, instructors and administrators access to learning content at many places, as well as options for managing rosters and running compliance reports directly within ExpertusONE Mobile application. The new LMS will enable learning agility of the ABB learning community, and at the same time simplify learning administration.
When we can start using new system ExpertusOne?	Go-live of a new system is planned for August 1 st 2017 12:00 AM CET.
If the learner is 100% complete after the blackout, when s/he logs in on August 1, will s/he still have that 100% and the Training Plan that s/he finished will remain in the Completed Tab under My Programs?	Yes, if course/TP is completed, the status will remain as completed in E1 after the blackout.