



## HR Highlights January 2022

### Commonwealth of Virginia Learning Center (COVLC) Updates

**COVLC Upgrade.** At the beginning of this month, we are excited to share that we will be kicking off our upgrade project for the COVLC. We will begin with cleaning up the system in preparation of moving over to our new SaaS platform through our supplier. More information to come as things begin moving in the New Year!

**COVLC Administrator Per Agency.** As a reminder, the DHRM COVLC team is focused on managing the infrastructure of the COVLC for the 300+ domains that are using the system. Our team has responsibility for partnering with our supplier to establish the system structure, manage system performance, and generally ensure that the system is available for use. Ultimately, we are responsible for understanding how the system works so we can provide training to each agency's COVLC Administrator on how to use and navigate the system.

Keeping that in mind, it is the responsibility of the individual agency COVLC Administrator to manage the domain(s) for their agency including providing support for agency employee user issues. If the agency COVLC Administrator can't resolve the issue at their level, then they can escalate that to DHRM's COVLC Help Desk where we will investigate and work to resolve the issue. However, our COVLC Help Desk is typically focused on the more complex issues that often take additional time to be resolved. Please keep this in mind when seeking assistance from the COVLC Help Desk.

As a note, we are working on a curriculum for agency COVLC Administrators that will be available in the COVLC. This should provide learning that will be available for new administrators and as refreshers for current administrators.

Lastly, make sure your agency understands a backup COVLC Administrator is critical to the ongoing maintenance and support of your agency domain. Notify us if a COVLC Administrator is planning to retire or move to another position. When this occurs, agencies are expected to identify a new agency COVLC Administrator and notify the DHRM COVLC team at [covlchelpdesk@dhrm.virginia.gov](mailto:covlchelpdesk@dhrm.virginia.gov).

If you have any questions or need assistance with these or other COVLC related topics, please send your question to [covlchelpdesk@dhrm.virginia.gov](mailto:covlchelpdesk@dhrm.virginia.gov). Thank you!