



## WFM: Configuring and Administering Workforce Management

This course covers administrative tasks to maintain Infor Workforce Management, and also covers significant Workforce Management processes to help define key troubleshooting tips for common issues, improving your ability to sustain the application for the long term. This training is for version 6.2.2 and all previous versions.

### Course duration

16 hours

### Prerequisite knowledge

To optimize your learning experience, Infor recommends that you have the following knowledge prior to taking this course:

- Familiarity with the Workforce Management application and navigation

### Course agenda

The agenda below details the contents of this course, including lesson-level learning objectives and supporting objectives.

Lesson	Lesson title	Learning objectives
	Course overview	Review course expectations.
1	Infor Workforce Management (WFM) system administration overview	<p>Describe the basics of WFM system administration.</p> <ul style="list-style-type: none"><li>• List the components of the WFM application.</li><li>• Describe the WFM system administration folder.</li><li>• Explain WFM registry maintenance.</li><li>• Create WFM registry parameters.</li><li>• Modify WFM registry parameters.</li></ul>

Lesson	Lesson title	Learning objectives
2	Job Scheduler administration	Configure and maintain the Job Scheduler. <ul style="list-style-type: none"> <li>• List the various task types.</li> <li>• Navigate the Job Scheduler.</li> <li>• Remove a task from the Job Scheduler.</li> <li>• Add a task to the Job Scheduler.</li> <li>• Edit a Job Scheduler task.</li> <li>• Run a Job Scheduler task.</li> <li>• View the task log.</li> <li>• Troubleshoot common Job Scheduler task errors.</li> </ul>
3	WFM application maintenance	Describe how to maintain the modules of the WFM application. <ul style="list-style-type: none"> <li>• Apply and maintain WFM user security.</li> <li>• Manage WFM interactions.</li> <li>• Manage WFM interfaces.</li> <li>• Manage fundamental WFM time and attendance processes.</li> <li>• Describe how to manage necessary Labor Forecasting and Schedule Optimization (LFSO) components.</li> </ul>
4	Archiving configuration maintenance	Describe WFM archiving. <ul style="list-style-type: none"> <li>• Define tables to purge.</li> <li>• Set up the WFM archiving policies.</li> <li>• Set up and test an archiving task using the Job Scheduler.</li> <li>• Verify the archiving task process.</li> </ul>
5	Migration and upgrade tools (on-premise only)	Use data migration tools and apply upgrades (on-premise only). <ul style="list-style-type: none"> <li>• Define data migration terminology.</li> <li>• List the steps of the migration process.</li> <li>• Describe the migration tool file types.</li> <li>• Describe how to perform general administrative tasks.</li> <li>• Describe the Migration Tool Administration menu.</li> </ul>

Lesson	Lesson title	Learning objectives
		<ul style="list-style-type: none"> <li>• Describe the different methods to perform a database upgrade.</li> </ul>
6	Console, logs, and diagnostics	<p>Analyze and troubleshoot issues in WFM.</p> <ul style="list-style-type: none"> <li>• Describe the Console.</li> <li>• Apply Configuration Mode by localizing form fields.</li> <li>• Explain the Log4j settings.</li> <li>• Apply changes to the Log4j settings.</li> <li>• Use the Error Log Management form.</li> <li>• Describe the WFM Audit Log table.</li> <li>• Explain the WFM-provided diagnostic tools.</li> </ul>
7	Maintaining WFM-related servers (on-premise only)	<p>Describe how to maintain WFM-related servers (on-premise only).</p> <ul style="list-style-type: none"> <li>• Describe how to maintain the WFM application server.</li> <li>• Describe how to maintain the WFM database.</li> <li>• Describe how to maintain the Job Scheduler service.</li> <li>• Describe how to maintain the LFSO Dash server.</li> <li>• Describe how to maintain the Cognos® server.</li> <li>• Describe how to maintain the clock server.</li> <li>• Describe how to troubleshoot the servers.</li> </ul>
Course summary		Debrief course.