

MAY  
**2024**



**EAGLE POINT**  
SOFTWARE

# Monthly Release Notes

Your Monthly Guide to  
What's New and  
Improved!

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# ENHANCEMENTS AND REPAIRS

## Pinnacle Series

### Management Utility



System access occurs through the browser, and admin browser via your internet browser, with permissions contingent on the user's platform access level.

## Repair

### ✓ **Fix for Missing Custom Properties in the 'Modify Live Event' Window**

- **Issue Description:** We have addressed an issue where custom properties were not visible or editable in the 'Modify Live Event' window across various versions of the MU. Users experienced problems viewing existing custom properties and saving new ones during live event management.
- **Impact:** This issue affected all users attempting to manage live events using custom properties.
- **Resolution:**
  - The issue was thoroughly investigated, and we identified that it was linked to recent updates to the MU. A discrepancy in how custom properties were handled between different MU versions was causing the problem.
  - Enhanced compatibility checks were performed between MU versions to ensure consistent behavior when viewing and editing custom properties.
  - Ensured that custom properties added or modified in the 'Modify Live Event' window are saved correctly and persist across sessions
  - Conducted extensive testing, including creating and modifying live events to confirm that all custom properties are visible and editable as expected:

# KnowledgeSmart

## KnowledgeSmart

### KnowledgeSmart Enhancement

#### ✓ KnowledgeSmart Password Update

We are excited to announce significant updates to the KnowledgeSmart platform that will enhance security and give our customers better control over user authentication processes. Here's what's new:

#### ○ **Access to Password Settings:**

- **Administrative Control:** Password settings are now accessible to administrators under Settings > Passwords, enabling tenant-specific configurations.
- **Multi-Tenant Configuration:** If you manage multiple tenants, password settings must be configured individually per tenant.

### Password settings

Use complex passwords  
 Minimum of 8 characters  
 At least 2 upper case character (A-Z)  
 At least 2 lower case character (a-z)  
 At least 2 numeric character (0-9)  
 At least 1 special character (e.g. !, #, \$, %)

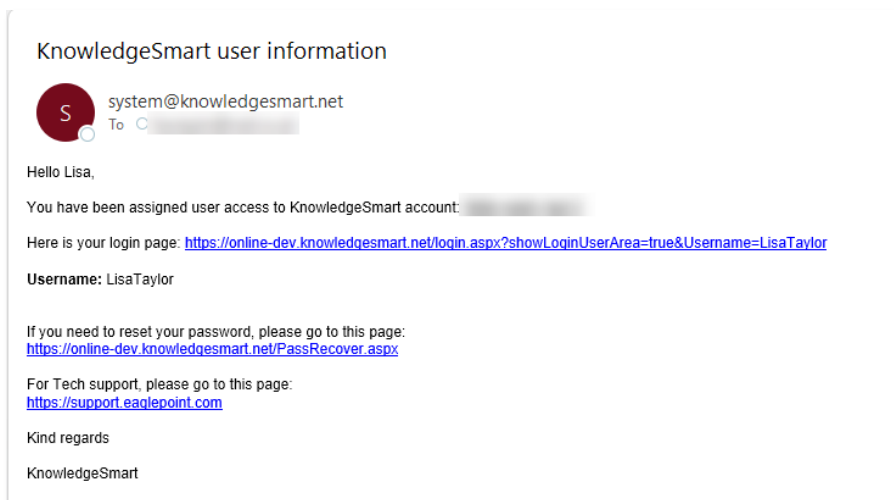
Passwords expire in  days

Passwords cannot match previous  password(s)

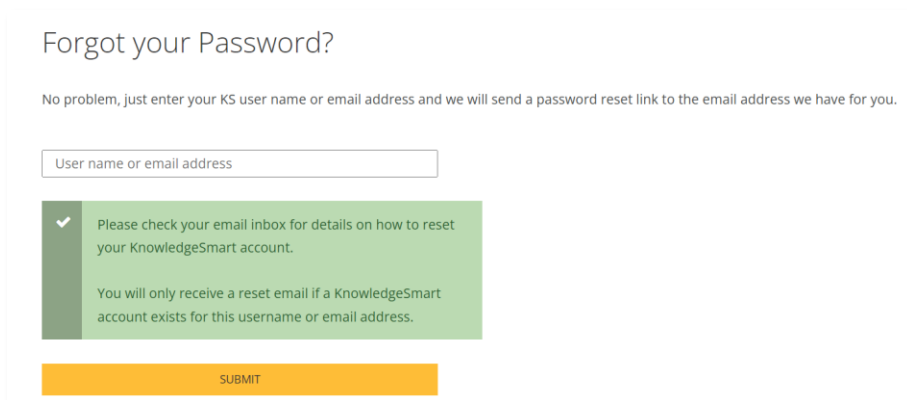
#### ○ **Complex Password Requirements:**

- **Enhanced Security:** Administrators can enforce complex password requirements, including a minimum of 12 characters with mixed case and alphanumeric characters.
- **Current Users Unaffected:** Existing passwords will remain valid until users change them.

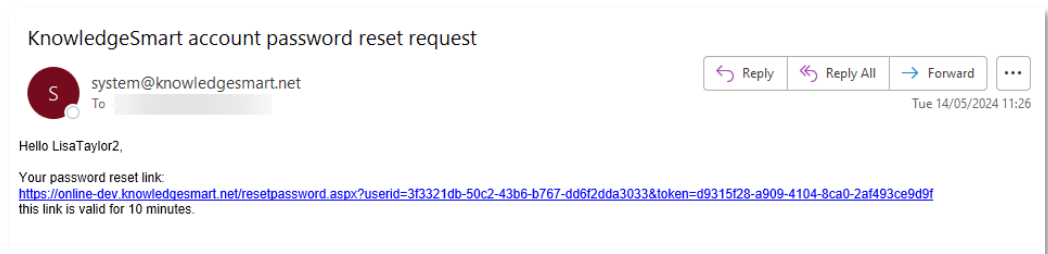
- **Password Expiration:**
  - **Automatic Prompts:** Administrators will prompt users to reset their passwords at intervals set by them, enhancing security through regular updates.
  - **Immediate Application:** Expiration settings change immediately across the tenant.
- **Non-Matching Passwords:**
  - **Historical Check:** Users can be required to set passwords that do not match the previous set number, enhancing protection against repeated use.
- **New User Setup:**
  - **Email Invitations:** New users will receive an email with a unique URL to set up their password without ever receiving a password directly via email.



- **Password Reset:**
  - **Secure URL:** Passwords can be reset via a unique, time-limited URL provided through the user's registered email.



- Once the user enters their username or email address, they are sent the following message to prompt them to enter their new password.



- If they enter a password that does not align with the password settings, they will see the message below.

## Reset your Password

Please enter and confirm your new KS password.

Username:

New password:

Confirm new password:

Minimum of 8 characters  
 At least 2 upper case character (A-Z)  
 At least 2 lower case character (a-z)  
 At least 2 numeric character (0-9)  
 At least 1 special character (e.g. !, #, \$, %)

**✘** Password is not sufficiently complex

Minimum of 8 characters

At least 2 upper case character (A-Z)

At least 2 lower case character (a-z)

At least 2 numeric character (0-9)

At least 1 special character (e.g. !, #, \$, %)

[RESET PASSWORD](#)

These updates are part of our ongoing commitment to providing all users with a secure and efficient platform.

## ✓ Introduction of Revised Enhanced Skills Assessment Policy

- We are excited to announce a significant enhancement to our Skills Assessment Policy Template.
- A robust assessment policy facilitates widespread adoption by ensuring consistent and fair organizational assessments. It streamlines HR processes like recruitment and training, aligns talent management with organizational goals, and enhances strategic planning. This improves decision-making and boosts HR efficiency, supporting organizational growth in a dynamic market.



**KnowledgeSmart**  
Skills Assessment  
Policy Template

Publication Date: 29 April 2024  
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Policy Number/Reference

**KnowledgeSmart**  
by **EAGLE POINT**  
SOFTWARE

**Document Control**

Version:	
Approved by:	
Date Approved:	
Policy Leader:	
Responsible Director:	
Date Issued:	
Next Review Date:	

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Our updated Skills Assessment Policy offers streamlined benefits:

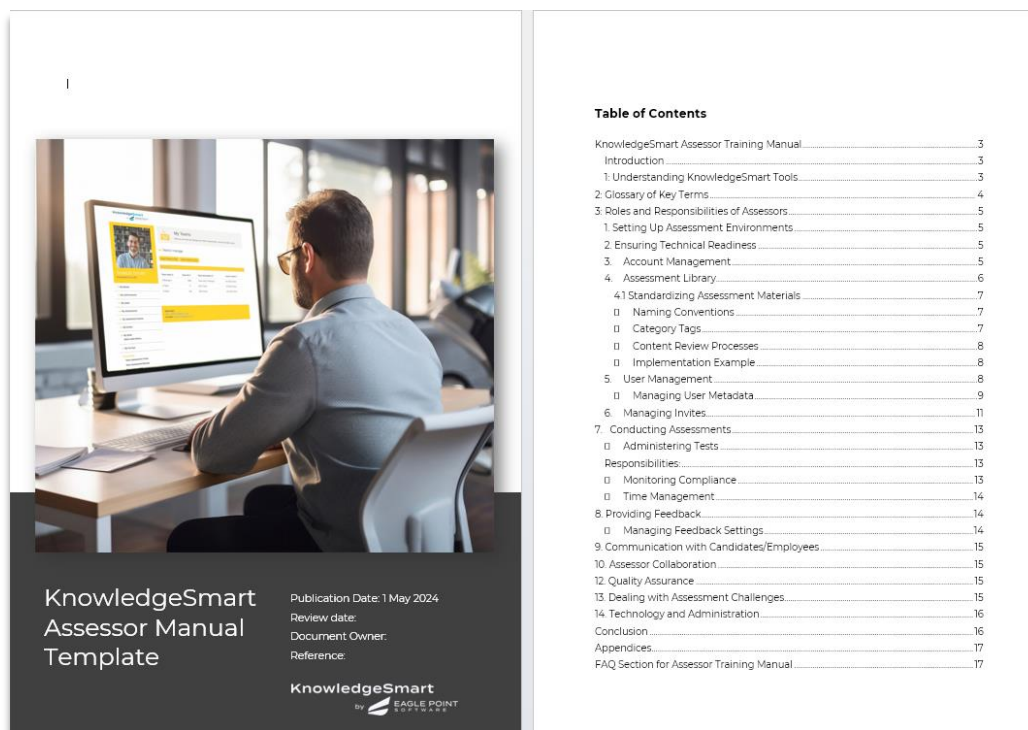
- **Standardized Procedures:** Ensures consistent, fair evaluations across the organization.
  - **Optimized Hiring:** Improves job fit and reduces turnover through precise candidate evaluation.
  - **Focused Development:** Targets training programs to address specific skill gaps, enhancing productivity.
  - **Improved Performance Management:** Provides regular insights for accurate performance reviews and personal growth.
  - **Legal Compliance:** Adheres to employment laws, safeguarding against discrimination claims.
  - **Strategic Workforce Planning:** Informs talent management decisions to align with business goals.
  - **Cultural Engagement:** Strengthens workplace culture by aligning assessments with organizational values.
  - **Effectiveness Measurement:** Assesses the impact of initiatives, aiding continuous improvement.
- **Main Sections of the Policy:**
1. **Introduction:** Introduces the purpose and importance of the skills assessment policy.
  2. **Purpose of the Policy:** Outlines the objectives and standards for using the KnowledgeSmart Skills Assessment System.
  3. **Scope of the Policy:** Defines whom the policy applies to within the organization.
  4. **Responsibility:** Identifies the policy owner and their responsibilities.
  5. **Roles and Responsibilities of Key Stakeholders:** This section specifies the responsibilities of various stakeholders involved in the assessment process.
  6. **GDPR Compliance and Data Protection:** Details the data protection measures and GDPR compliance.
  7. **Account and User Management:** Discusses management of user accounts and password protocols.
  8. **Understanding Admin Permissions:** Describes the administrative roles and their permissions on the KnowledgeSmart platform.
  9. **Maintenance of Interviewee User Profiles:** Explains how non-hired candidate profiles are handled.
  10. **Assessment Strategy:** Provides the core principles and objectives of the assessment strategy.



## List of Addendums:

1. **Appeals Policy and Procedure:** Guidelines for handling assessment disputes.
2. **Example Assessment Plan:** A template for creating specific assessment plans.
3. **Comprehensive Rubric Section for BIM Accuracy Assessment:** Details on scoring and performance criteria for BIM assessments.
4. **Refers to a new 'Assessor Manual,' also available.**

## ✓ Assessor Manual



## Value of the KnowledgeSmart Assessor Manual

The KnowledgeSmart Assessor Training Manual is a comprehensive resource designed to standardize and enhance the quality of assessments conducted within your organization.

- **Consistency and Standardization:** The manual ensures that all assessors follow uniform procedures and standards, promoting fairness and consistency across the board.
- **Detailed Guidelines and Protocols:** Clear instructions on setting up assessment environments, ensuring technical readiness, managing user data, and conducting assessments effectively.

- **Enhanced Assessor Skills:** The manual helps improve assessors' competence in administering, evaluating, and interpreting assessments by equipping them with detailed knowledge of the KnowledgeSmart tools and assessment types.
- **Quality Assurance:** The manual includes guidelines for standardizing assessment materials, maintaining the assessment library, and conducting quality assurance checks, which help maintain the integrity and relevance of assessment content.
- **Effective Communication and Feedback:** Assessors are guided on communicating effectively with candidates and providing constructive feedback, which enhances the assessment experience and supports candidates' development.
- **Problem Resolution:** It prepares assessors to handle various assessment challenges, ensuring they are well-equipped to efficiently manage any issues that arise during the assessment process.

This manual is not only a guide but also a tool for ensuring that assessments are conducted with accuracy, fairness, and integrity, aligning with your organization's standards, and enhancing the overall strategic impact of the assessment process.