



Q3 2019 SuccessFactors Review

Performance & Goals, 360 Review and Continuous Performance

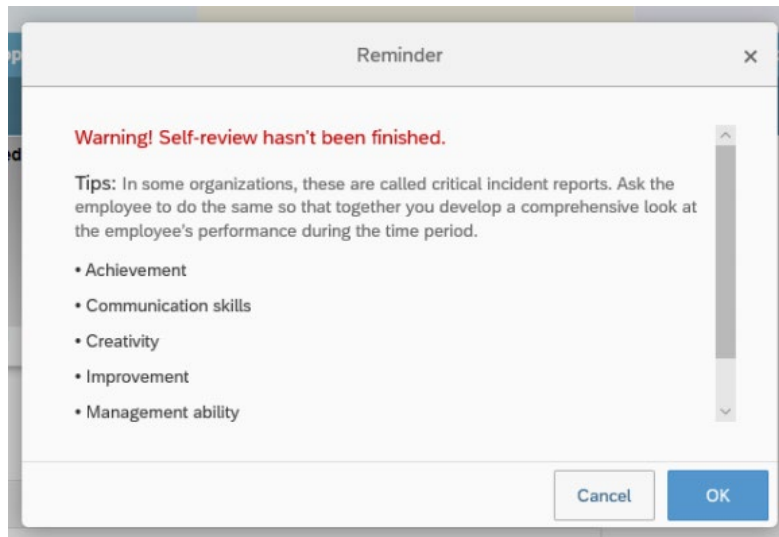
- Helen Dunn

SAP SuccessFactors Q3 release focuses attention primarily on simple enhancements to User experience. This theme is reflected throughout the Performance & Goals, 360 Review and Continuous performance enhancements.

Performance Management

Step Exit Reminder

Improving the experience for End Users, SuccessFactors have introduced a Step Exit Reminder, in addition to the existing Step Exit Confirmation. The Step Exit Reminder allows administrators to configure a message to display on finalising, providing information or guidance to the user on additional actions within the performance form or to remind of any offline steps to take. For example, this message feature can be used to remind a manager to arrange a development meeting in the coming weeks, or to include an additional signatory to the performance form. This message option can be utilised in several ways allowing for a very customer-specific configuration, it can be configured to multiple route map steps and can target different reminder messages to individual roles involved with the performance review.



Notably, this reminder message when configured, will not display to each user during an iterative route map step. The message will display to all users in a collaborative step unless an exit user is defined, in which case only the exit user will see the message.

This feature is developed as part of the customer influence programme so is likely to be well received by those who specifically requested and as an added bonus to most customers.

This message enhancement will help to ensure that the performance cycle runs effectively with in-form actions and offline processes.

Identify and Route Stuck Forms

This universal enhancement is related to the check tool feature and the introduction of a new diagnostic option for Performance forms. The check tool enhancement allows administrators to instigate a set of diagnostic checks designed to identify a blocked performance form and, on most occasions, provide a mechanism to unblock the form. Blocked forms primarily occur due to a failure of the manager transfer tool in which the form is not then routed to the new manager and

investigation has identified that RBP refresh is implicated in this issue. So, whilst this feature offers an effective temporary solution, there is still a more permanent solution to this issue under development.

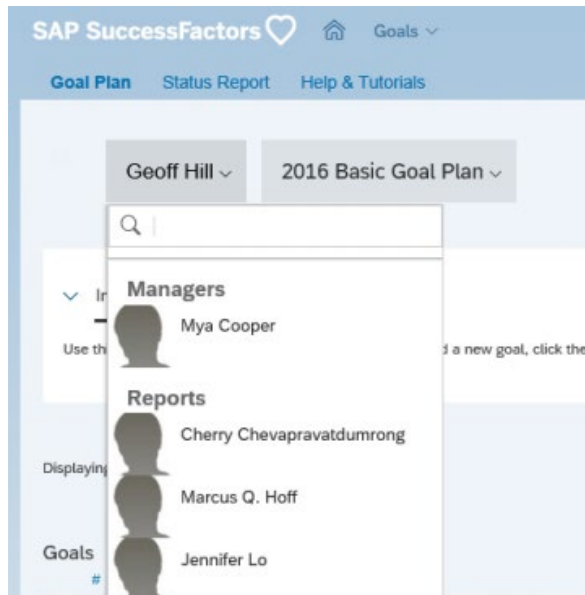
In the meantime, this self-service solution ensures that customers still have the capability to resolve a stuck form and reduce the impact on live performance review cycles, if they find themselves affected by this issue. It's worth noting also that not all customers are greatly affected by this issue.

Goal Management

There are two main areas of note within the release for Goals management and these are both fairly minor changes which look to improve User experience rather than provide new functionality.

SuccessFactors introduced a new People Picker for Goals Management in Q1 2019 to better support the identification of inactive users when searching for Goal plans. In this quarter the options to switch to the previous TGM people selector is introduced for those customers who have a preference to use the original feature.





This feature is very simply enabled through the Goal Management Feature settings in Admin Centre.

We also see developments continue to be made to the BETA Goal Import feature, in which users and goals can be imported to the system via a CSV file upload. As part of this ongoing development a maximum user and goal import limit of 30,000 items has been introduced. This is in place to limit any performance impacts when importing goals and also includes an error notification if a file is loaded exceeding this limit.

Continuous Performance Management

Again, Continuous Performance receives a minor yet useful update with an improved design of the Achievement tab. This small adjustment allows for a clearer distinction between the “by time” or “by goal” tabs when reviewing achievements recorded against goals.

For mobile users of Continuous Performance, it is also worth noting that during the June and July mobile updates for iOS and Android, Managers and Employees now have the

option to view feedback requests made for themselves and direct reports from the mobile app.

360 Review

With no major changes to functionality this quarter the 360 Review updates focus on small adjustments, the most notable of which is regarding the configuration of Legal Scan and Spell Check features in 360 Review. When both features have been disabled through Provisioning and Form Template Settings, they will no longer be available during form routing steps.

Conclusion

The focus for these modules, as we can see, has been primarily on the small adjustments to User experience and the bedding in of previous release enhancements. With the summer months soon passing I expect we will see more to come for Q4.



How Can We Help?

Zalaris excels in delivering comprehensive HR and payroll services across the UK, Northern Europe, the Baltics and Poland. Our industry leadership position, however, goes beyond the borders and constraints of other providers to enable what matters most to our clients: maximising the value of human capital through excellence in HR processes.

- **Scoping Services** - for if you are thinking of moving to the HCM Cloud but are unsure of where to start.
- **Support Services** - for if you are already using SAP SuccessFactors and want a flexible support partner.
- **Release Management Services** - for if you are struggling to take advantage of the quarterly innovations in SAP SuccessFactors.
- **Business Process Services** - for if you are looking for operational support with your HCM processes.
- **Training Services** - for if you are not getting the most out your SuccessFactors system.

Zalaris UK&I (part of the Zalaris ASA group) is the operating name of Zalaris Consulting UK Limited which is a private limited company registered in England, number 03538201, with registered address 62 Wilson Street, London, England, EC2A 2BU.

Please see our UK & Ireland [Our Offices page](#) for postal address & contact.

This content is copyright of © Zalaris UK&I 2019. All rights reserved.