

Q3 2019

SuccessFactors Review

Onboarding

- Andra Stoica

SAP SuccessFactors Q3 release brings minor universal enhancements from Onboarding to Employee Central data mapping. This new enhancement has targeted the implementation consultants and it is intended to ease the data mapping configuration. I am looking forward to seeing it all working together in the Onboarding 1.0 version.

The enhancements for Onboarding 1.0 are minor in Q3 compared to what SAP has released for the Onboarding 2.0 version, where we can notice the difference from one release to another, as there is a major alignment of the solution with the Employee Central ways of working.

Onboarding 1.0

The 1908 release is not bringing any major enhancements for the Onboarding 1.0 version, however there are two minor enhancements I would like to briefly introduce in the blog.

The “rule registration location information” feature has been implemented in addition to the already existing functionality of providing the rule assignment information, this feature allows you to navigate directly to the correct screen to assign the rule. The feature is an addition to the existing functionality of providing assignments or rule registration information and will be beneficial when defining the new hire activities or the offboarding eligibility rules.

The next enhancement is focusing on the data mapping between Onboarding and Employee Central and it is related to field mapping of the multi-panels. SAP is proposing a new way of sending data across by using StartIndex and NumberOfField properties. The benefit of using this new method will allow implementation consultants to quickly map multi-panel fields

from Onboarding to Employee Central. An example of multi-panels is the emergency contact details, the dependents or the national ID.

Compliance Updates

The compliance updates have been introduced for the United States, Canada and Australia. These updates comprise few changes in the forms, standard panels, the instructional text and translation updates. These changes are available in multi languages.

Upcoming Events and Important Information

The new Onboarding 2.0 solution is currently in Early Adopter Care Program and it is currently released for Beta Customers. The solution will be made available to the general population as of Q4 2019 (next release). If you are an existing customer with the Onboarding 1.0 version deployed, you could opt-in for an upgrade as of 1911 or if you are a customer planning to implement Onboarding in the future, please remember to consider the latest updates coming with the new solution.

Onboarding 2.0

The new release is definitely bringing some flexibility compared to the standard process, my favorite enhancements are the Process Variant Manager Tool which allows extensibility to define additional customer specific Onboarding and Offboarding steps. Another great improvement is the custom tile which grants access to new hires to the company documentation, SAP is making it easy for all parties, the implementation consultants, the customers and the new hires.

Rehire with New Employment

This feature allows a person's new employment in Employee Central from either Recruiting, External Applicant Tracking System (ATS) or Onboarding module. This feature is based on a system check which allows three options; Accept as Rehire, Accept and New Hire and Cancel Onboarding. The Re-hire with new employment is based on the EC Re-Hire configuration i.e. Person and Personal Information will be the same whereas; the Employment, the Compensation and job Information will be new. This development will continue in the 1911 Release.

Data Protection and Privacy

It is now possible to purge audit data for external onboarding users, this means that all of the audit data for the external users can be successfully purged. It is beneficial to use this new feature mainly because before the users' data was excluded and therefore; not purged.

Additionally the Data Privacy Statement functionality is extended to Onboarding 2.0 and can be set for external users.

Email Services

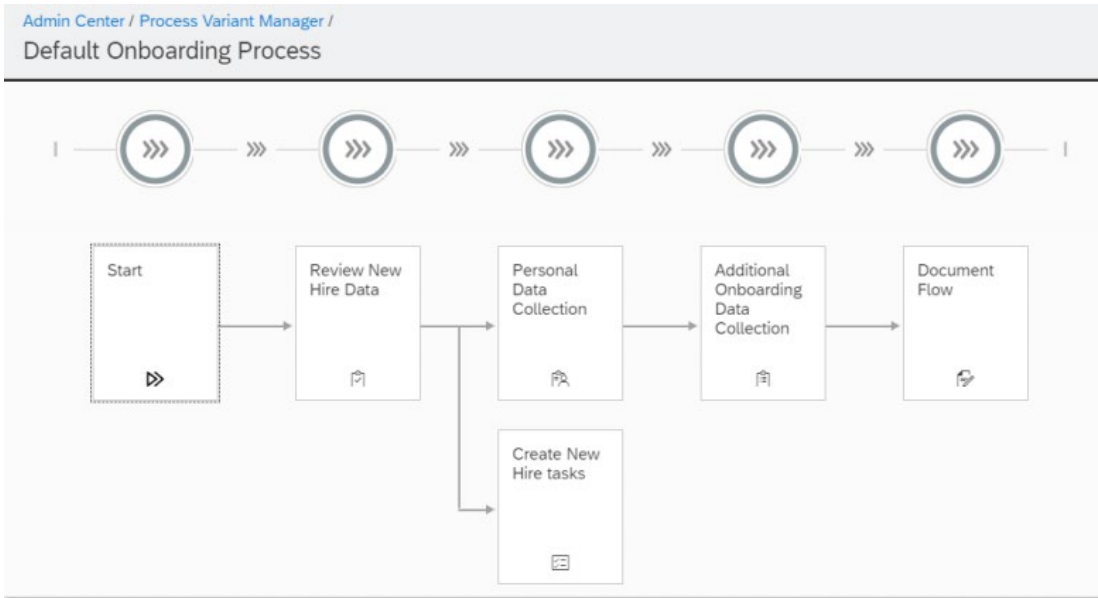
Onboarding 2.0 1908 release brings some flexibility to the email background and layout of the emails, which can be customized to meet business requirements. In addition, before saving the emails it is possible to preview the layout and its content. It is known for a long time that Onboarding 2.0 updates will also include a new notification framework which is again built on MDF framework.



Process Variant Manager Tool

A great feature allowing customer to alter the standard process, by adding or removing steps

in the process in order to meet business needs. This new tool will increase process definition flexibility and all customers will benefit from it.



Standard Process



Custom Process

Offboarding 2.0 Admin

The Offboarding Program allows customers to create specific processes for different countries (and not only), the programs are Business Rules driven. Each program can have Offboarding tasks such as: Write Farewell Message, Announce Termination to Coworkers, Create Knowledge Transfer Plan, Schedule Meetings, Manage Assets.

The Offboarding data can now be reviewed by groups of participants by assigning them to the business rules. Compared to the Onboarding 1.0 the new functionality decreases the level of complexity for each Offboarding process, it will be easier to map customers' processes with which is way more flexible than the current 1.0 version.

Admin Center / Manage Onboarding 2.0 and Offboarding 2.0 Tasks / Manage Offboarding Program: Offboarding program for Australia

*ID: OFB1 *Program Name: Offboarding program for Australia

Brief Description: This Offboarding program is for Australia

List of relevant tasks

Task	Required	Overdue (before last worki...	Responsible Group
No task configured yet			

+ Add Task

- Write Farewell Message
- Announce Termination to Coworkers
- Create Knowledge Transfer Plan
- Schedule Meetings
- Manage Assets

Submit Cancel

Access Company Documents via Custom Tile

Last but not least this feature explains how the company resources and documentation can be shared with the onboardees. The documentation is made available through custom tile(s). I find this beneficial considering that the Company Document tool offers

straightforward ways of maintaining the corporate policies, employee handbooks and other relevant policies to the module administrators. It also streamlines the process by offering a single place to store the company documentation. At the same time the content and the documentation is driven by business rules.

Create Custom Tile Wizard

General Tile Navigation Assignments

Rule-based: ☒ ON

Rule Scenario: Show New Hire Onboarding Content

Rule: an Mateo (ShowNewHireContentRule)

☐ ONB2_NewHireContent_India_Bangalore (ONB2_NewHireContent)

☒ ShowNewHireContentRule_USA1_San Mateo (ShowNewHireContentRule)

Language: English US (English US)

*Content:



Finally, a quick reminder and points to consider for all the readers:

- SAP is planning to publish information on the Onboarding 2.0 roadmap providing documentation that compares functionality of Onboarding 1.0 to get a better understanding of what's part of the future solution.
- Onboarding 2.0 will be made available as of the 1911 Release.
- Consider the following if you are implementing or have implemented the Onboarding 1.0 version and you are considering an upgrade to Onboarding 2.0
 - The Onboarding configuration workbook must be up to date
 - Consider using as much as possible the standard features, forms, panels

- The Employee Portal(SharePoint) can be replaced with custom tiles on the SuccessFactors new hire Pre-Day 1

- Custom integrations must be avoided

Conclusion

In conclusion, the Onboarding 2.0 continues to introduce new great features to support different businesses, it seems to offer more extensibility to users (both admin and new hires), we are actually observing resemblance to the EC ways of working, as it has similar data structures, business rules, document management etc.. I am looking forward to seeing more exciting features in the next release.



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.

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