Q3 2019
SuccessFactors Review

Platform and People Analytics

- Stephen Hammond

The future of People Analytics is a major theme of this release, with other areas such as Web Experience, Technology and Admin receiving some minor but useful enhancements.

Let's take a look at what has changed.

Web and User Experience

For customers using Onboarding 2.0, where the Employee Portal is no longer available, you can now create a custom tile on the Homepage to distribute onboarding documents to targeted employees.

SAP are always looking to integrate third-party apps into SFSF more easily, and the new Third-Party To-Do Items tile is one example. As of the Q3 release, only integration with ServiceNow items is possible, but further apps will be integrated in due course.

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There have been some improvements to the Manage Home Page tool, with some layout and button changes to make things simpler. Note in particular that the Tile Catalog tab has been renamed to the Repository. In addition, the Manage Tours page has been updated to the UI5 framework, which will improve page render times to speed things up generally.

Technology

Extensions

Import/export of MDF data now supports Assignment ID rather than just User ID. This means that, by using the new Identity Type field on the MDF object, you can load MDF data specific to an employee assignment.

Management of picklists in SFSF has been an area which has been overdue some

improvements - and the Q3 release delivers some useful enhancements. The Large Picklist UI now allows you to change external codes and start dates for picklist values easily, and also to view last modified information. There is now support for custom sort order in picklists - very handy, for example, where you want your home countries to appear at the top of the picklist rather than the bottom - UK and US customers will appreciate this!

There are a couple of tweaks to the search function in Manage Data. Firstly, searching for multiple words will now display hits where any searchable field contains all of the search terms - improving results. Also, searching for future dated or inactive records is made easier by the 'search as of' and 'include inactives' fields being made fully visible in search- previously, these were hidden under the 'Advanced' checkbox:
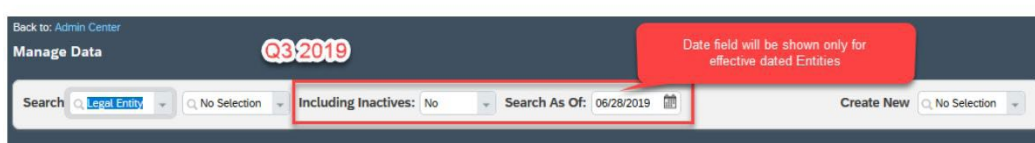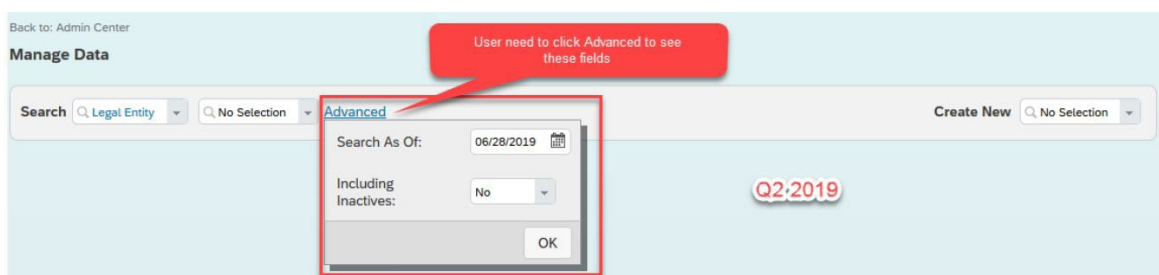
Users of the MDF API should also check the release notes for enhancements to filtering on LastModifiedDateTime.

Business Rules

Maintenance of Business Rules has been simplified in this release. You can now cut and paste expressions from IF conditions to ELSE IF conditions, and vice versa- a nice time saver, as often these expressions contain similar content. There's a couple of new string functions - TRIM and CONDENSE, to remove leading or interior spaces respectively. These functions can strengthen your business rules by handling unexpected input characters.

The Locale of the user can now be read by your business rule - allowing you, for example, to correctly format messages containing dates or number formats in a format that the user will recognise.

Integration

Minor enhancements here - event-based integrations can no longer be defined with the same Source and Target entity. This is to prevent the possibility of an event triggering itself in an infinite loop.

Legacy to MDF Picklist Migration

This tool has been updated for the Q3 release. It now performs a detailed comparison of a legacy picklist to its MDF equivalent and allows the two to be merged if they match exactly. Non-matching picklists can be retained as separate picklists if required.

User Management

SAP are introducing the field Assignment ID as a new, changeable User ID on SFSF. This ID can be changed for an existing employee using the convertAssignmentIdExternal function import. The purpose of this new ID is to support cases such as a company acquisition, where user IDs from multiple systems will be combined and possible duplicates removed.

Import of employee records has been made more efficient in the Q3 release - now, only new and updated fields are imported, rather than all records. The purging of old login audit records has now been partly automated - records older than 1 year, or records in excess of a total of 50 million, will be automatically purged. Check your back-up strategy if you think you need to retain this information for longer.

Identity Management

There is now an upgrade available called Create SuccessFactors Identity Authentication Service Integration in the Upgrade Center, which automatically sets up the connection between your SFSF instance and the SAP Cloud Identity Authentication Service (IAS). The IAS can then be customized as required, before an additional upgrade is run to enable the connection.

IAS makes additional login options available, which can be filtered by user. IAS will also allow seamless connection between SFSF and other SAP products in the future.

People Analytics

Before discussing the new functionality here, a word on terminology. SAP SuccessFactors People Analytics is the new umbrella term that encompasses the following:

• SAP SuccessFactors People Analytics, embedded edition (formerly Reporting)

• SAP SuccessFactors People Analytics, advanced edition (formerly Workforce Analytics)

- SAP SuccessFactors People Analytics, planning edition (formerly Workforce Planning)

All the above tools will share the same front-end, via the Report Center.

Embedded edition will provide reporting of live data across multiple SFSF modules, with role-based permission and GDPR protection built in. A new Query Designer UI tool guides you through report creation, and new features such as Calculated Columns and Story Designer let you expand the report scope and present the data in a meaningful context.

Advanced edition will go further, with time-series analysis, compliance support and built-in HR metrics.

Foundational Metric Packs
Core Workforce and Mobility
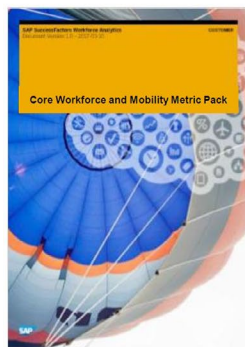
Additional Metric Packs
Absence Management
Career & Development Planning
Compensation Planning
Employee Relations
Financial Management
Goals Management
HR Service Delivery
Learning Management
Leave Accrual
Health and Safety (OH&S)
Performance Management
Recruitment / Staffing
Payroll and Benefits
Succession Management
Survey
Fieldglass
And more…
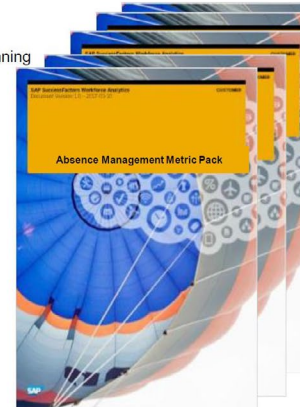
Planning edition will enable you to create planning models for such metrics as headcount and salary cost and compare to current indicative values.

Customers who are interested in trying out embedded edition in their productive instances should register via Early Adopter opt-in at SAP Influence. Note that use of SAP IAS is a prerequisite, and only instances on the following Data Centers can be supported at present: DC2, DC4, DC8, DC10, DC12, DC15, DC16, DC18.

One final reminder - the Report Center front-end will become universal in preview instances as of the Q3 release. In the Q4 2019 release, Report Center becomes universal for productive instances. There will be role-based permission changes required to enable Report Center — see this link for more information.

Admin

System administrators have a few new tools and tricks at their disposal as of this release.

- Admin users can delete a source-target pairing that is set up for Instance Sync, without having to request a support ticket

- Instance Refresh Center now has a self-service capability that triggers back-end workflows for requesting refreshes - note this is enabled on DC4 instances only

- A warning now appears if the target system in the Refresh Center is a productive instance

- A beta function is now available to anonymize sensitive data when refreshing from a productive instance (bear in mind that enabling this feature requires a request to be raised with SAP during the beta phase)

- Check tools in Time Management and Talent Management - certain issues raised by the check tool can now be fixed at the press of a button. This is a very limited feature as of Q3 but expansion of this functionality is planned in future releases

- Changes to role-based permissions that affect dynamic permission groups can now be handled dynamically, without manual intervention, through an enhance refresh framework. This feature is being rolled out in phases to groups of customers.

Conclusion

The features in this release vary from relatively minor UI fixes to more fundamental reworkings of SFSF functionality. The key points to bear in mind are the introduction of the Report Center as the front end for all analytics - you should make the necessary role-based permission settings if you are not already using Report Center - and the introduction of the employee assignment ID as a unique changeable ID - worth looking in to further if you are consolidating users from multiple SFSF instances, now or in the future.

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.