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Q4 2019
SuccessFactors Review

Employee Central – Core HR

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This release is a small one but with a few nice additions like the “No-Shows” and enhancements for workflows. I believe SAP SuccessFactors is gearing up for the new Onboarding 2.0, People Analytics and the change to only two releases next year will hopefully make the release notes more extensive and beneficial for us all.

All pictures from this article are borrowed from SAP Release Notes.

Report a “No-Show” with “Take Action”

This feature allows the user to “Take Action” on the Employee Profile and report, if the employee did not show up for the first day of work *(Figure 1)*. The action “Report No-Shows” will open a pop-up similar to the termination screen and the record will be saved as a Job Information record.

This is a nice feature that helps with the current problem where hired employees will have at least one active day in the system after a termination is done which leaves problems for payroll, accesses etc. that have to be reversed or deleted. Now a record of “No-Show” is recorded on the hire date which makes sure that there will be no active days in the system. If the “No-Show” action is done before the hire date, the user will not even be synched as “active”.

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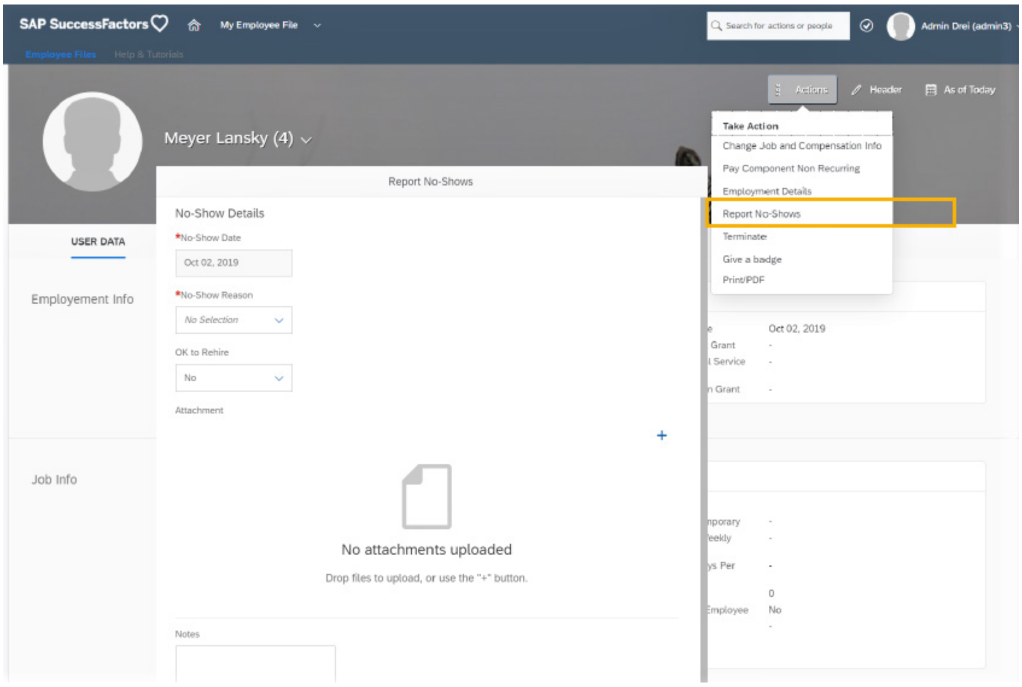
– *Value people*



(Figure 1: Report a No-Show)

Job Information Fields Shown in People Search

From the Q2 2019 release you have been able to add Job Information fields (both standard and custom fields) to the People Profile Header, Quick Card and Employment Switcher to show more information on the employee's employment. Now you can also add these fields to People Search. This means all screens where search for users is possible, e.g. Organization Charts, People Profile Supervisors, Workflows.

Especially if you have employees with multiple employments this will enhance the search for employees, as you can configure other information to be shown than just the standard Job Title + Location. This could be e.g. Department, Contract Type or custom fields that would make the distinction between employments of the same employee easier.

Reuse Background Elements when Rehiring an Employee

You can now change the configuration to pick up the Background Elements from the previous employment when you rehire an employee. This should be quite handy if you have background elements like Education, Languages or Certificates that you want to keep from the previous employment. A recommendation would be to revisit your GDPR rules if you want to use this feature.

Changes to Effective Date of a Dependent's Global Information now Possible

A historical edit is now possible on the Global Information of a Dependent. This is of course only relevant if you have Global Information set up for dependents, but it becomes very useful if the start date of an employee's dependents could have impact on changes to payroll or legal requirements.

Now you can Remarry the same Person you were Divorced from...

...In Employee Central that is. It is now possible to register a dependent that has previously been deleted without the duplicate check validation on Dependent's national

IDs getting in the way. This will for instance enable employees to add a person they have previously been married to as a dependent again, in case they remarry later on.

Workflows

Automatic Approval of Workflows

For all workflows except Time Off and Timesheet (they will come in a future release) you can now configure a set number of days after which a workflow will be automatically approved. This is to ensure a good flow in approvals of workflows and minimize the HR tasks of for example contacting Managers, who have not approved a workflow or spending time on accessing “Manage Workflow Requests” and changing or skipping approvers on each individual stalled workflow. On the workflow activity feed the text “Automatically approved on <Date>” will appear. You decide how many days before the Automatic Approval should happen for each approver on each workflow – You can thereby set different days for Automatic Approval of e.g. Managers, Second Level Managers or HR Admins.

“My notifications” only shows the past 6 months

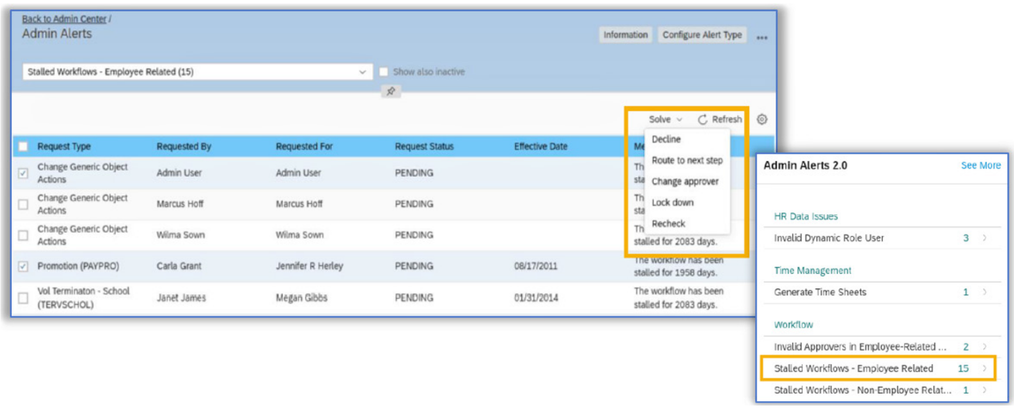
On the “Pending Requests” page “My Notifications” will now only show the notifications from the past 6 months for the user – and you can further filter the notifications for the past month, 3 months or 6 months to help the user focus on the most recent and relevant notifications.

Stalled and invalid workflows can be accessed in “Admin Alerts”

In Admin Center the tile called “Admin Alerts” - from where the HR Admin can see HR Data Issues, Replication errors etc. – The HR Admin can now access Stalled workflows or workflows with invalid approvers *(Figure 2).* This gives an easy access and overview to a list with workflow issues ready to be solved by the HR Admin.

The list of workflows is divided into three categories: 1. Employee Related Workflows which shows workflows on employees within your target population. 2. Non-Employee Related Workflows which are workflows for Foundation Objects or New Hires with no Manager assigned yet. 3. Invalid Approvers, meaning Dynamic Roles with invalid users. From the “Admin Alerts” page you can quickly get an overview of the different issues and react with the appropriate action on several workflows at a time.

This is a small change but could have a huge impact for your HR Admins and the time they spent on workflows.



(Figure 2: Admin Alerts Stalled Workflows)

EC Service Center

View email conversations and attachment in AskHR

Before the email conversations and attachments where only visible in the SAP Cloud for Customer system tenant but now it is visible in the AskHR application using "view email conversations" which will give you access to the interaction history from other channels.

New supported languages for AskHR

AskHR is now also supported for Russian, Polish and Bulgarian.

Other Changes

Changes to Manage Pending Hires page

Manage Pending Hires for the new Onboarding 2.0: The Manage Pending Hires page for customers with the new Onboarding 2.0 is now available and the columns can be fully configured with any fields from the entities available on configuration – unlike the Onboarding 1.0 Manage Pending Hires where there are some limitations. Furthermore, the Manage Pending Hires can now be used for Contingent Workers Drafts and Employee Central Drafts - and the columns can be adjusted to your needs.

Mozambique is now available – Welcome to the family

Standard setup for baseline country version and maintenance of employee data (e.g. National ID, Personal Information, Home Address and Corporate Address, Personal Document Types, Job Information).

Support Payment Information in Document Generation

There is not much more information yet from SAP on this "Minor Enhancement" but let us see if this means that Payment Information can be fully applied to all documents in Document generation, then this could be a potentially great enhancement in my opinion.

Conclusion

So as we have seen this was a small release from SAP SuccessFactors but with some useful additions especially with the Take Action on "No-Shows" since this process is cumbersome at it does happen more often than we want it to - so make sure to get this configuration in place, if you struggle with the admin tasks when an employee does not show up for work as agreed.

I would also recommend that you get the "Admin Alerts" activated for your HR Admins, since this creates a great overview and less admin work and might be an area where more useful alerts will be added in the future. It will also give you an overview of your replication issues to SAP ERP and other useful Admin Alerts.

And then go ahead and remarry your ex – SAP SuccessFactors will not be in the way!

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.