



## Q4 2019 SuccessFactors Review

### EC Cross Topics

- *Stephen Hammond*

#### Introduction

The EC Cross Topics area of Q4 2019 release provides a few changes intended to make configuration easier, and to improve performance and data consistency. Let's dive into the details:

#### Employee Profile

A new function in Provisioning now allows you to do a batch export of user photos- previously this required a request to SAP support. The new export job produces a zip file of photos and a separate CSV file linking photos to users. Users are also now provided with more assistance when uploading their profile photos, as regards what size/ aspect ratio/ zoom level is supported.

#### Contingent Workforce Management

It is now possible to upsert work order info for contingent workers in full purge mode. Personal info will remain unchanged but job info is purged- this helps in maintaining data consistency.

You can now enable concurrent employment for contingent workers from the Upgrade Center- rather than having to raise a support ticket. Note that SFSF plan in the next release to make this option the default for customers

who have enabled contingent workforce management. Also bear in mind this upgrade is not reversible.

## EC APIs, Imports, and Centralized Components

It is now possible to rehire a terminated employee under a new user ID- thus isolating the previous history. For certain customers this is desirable, rather than allowing the new manager to see the previous employment history, which may pertain to a different company for example.

On the API side, all MDF objects now support snapshot-based pagination, this is server-side pagination which can help improve the performance of complex queries.

The import of phone data and National ID info is now supported with Centralized services by default. Bear this in mind if you experience any differences when importing this data into the Q4 2019 system, and remember you can revert to the old system behaviour if required by unticking the option 'Enable Employee Delta Import through Centralized Services' in Company System and Logo Settings.

## EC/ERP Integration and Migration

Customers using Infoporter to migrate employee data from ERP to EC can now see in the SLG logs which employees have been filtered out by org filters, employment status etc.- making it easier to understand what is going on and change these filters if necessary.

Further support for the Assignment ID External field has been added for customers who are newly implementing EC/ERP integration. When migrating employee data from ERP to EC the ERP PERNR can be placed in the Assignment ID. New hires created on EC will have an Assignment ID created by EC, which is then used as the PERNR when the new employee

is migrated back to ERP. This is useful for customers who have other systems such as Concur integrated with EC, as it allows the Assignment ID to be used to identify employee data belonging to the same contract easily. Please refer to the release notes if you are planning to use this functionality- there are new parameters on the ERP side and certain prerequisite steps you must take.

The ERP parameter 'Allow replication in payroll correction phase' is now definable per individual payroll area, rather than globally- providing an extra level of fine control.

When running employee or org object integration from EC to ERP, you will be aware of the 'select changes made after date' field- so note that as of SP28 this date can be a maximum of 3 months in the past, to restrict the amount of data being replicated.

The Cloud Integration Automation Service is a new workflow-based tool in the Maintenance Planner within the SAP Support Portal. This tool is intended to support you through the basic steps of implementing integration for the first time. Contact SAP support if you want to participate in using this as a beta customer.

SP 28 of the PA\_SE\_IN add-on is required for all of the above features.

## Implementation Design Principles

Please be aware that SAP are now producing a new set of help documents called Implementation Design Principles (IDPs), which can be found at the SF Customer Community. They aim to complement existing integration guides by providing FAQs and info on specific real-life integration scenarios. For example, there is an IDP that addresses Single Sign On- an area where confusion still often reigns!



## Conclusion

Note in particular the standardised use of Centralized Services for EC Imports- remember this option becomes the default as of the Q4

2019 release. Bear this in mind if you have business rules in place for National ID or Phone data, as your import processes could be affected.



## How Can We Help?

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- **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.
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