Q4 2019
SuccessFactors Review

SuccessFactors Learning Management

- Helen Dun

The long awaited and keenly anticipated Flash Replacement project for Learning Administration is well underway and once again SAP SuccessFactors have lifted the curtain, just a little, on what is in store for us with this major project. As a first look ahead of a 2020 general release, the transition from Flash to HTML promises to provide great improvement to the performance and ease of use for Learning Admin functions. We also see a number of enhancements for Learning Mobile which are covered in greater detail in our Q4 Mobile article of this blog series.

### Learning Admin Flash Replacement

As has been communicated for some time now, across SAP SuccessFactors community pages and our own Zalaris quarterly release articles, the Learning Management module has received huge investment to transition the Flash-based Learning Administration to a more current and effective HTML based user interface. This transition has been long welcomed by the SuccessFactors community ensuring improved continuity and more seamless navigation. Excitingly this Q4 release update provides more detailed information on what is instore for learning administrators with the replacement user interface, due for general release in Q2 2020.

We will take a look throughout this article at some of the key snippets of information on updated features and the new look and feel.

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Learning Admin Access

A seemingly simple yet subtle improvement introduced with this update to HTML will be seen in the access of learning administration. With the current Flash design, learning administration is navigated to from the Admin Centre (and a welcome tile if created) and once launched the full menu to navigate to other modules is no longer accessible from this view. However, with the introduction of the new HTML learning administration

and its new launch tile sat directly within the home page, all other modules will be accessible from the menu drop down, much like the other application views throughout the system *(Figure 1)*. This clearly benefits users by reducing navigation steps when accessing learning management and other SuccessFactors modules and aligns this feature to the behaviour and seamless navigation now used throughout the SuccessFactors suite.
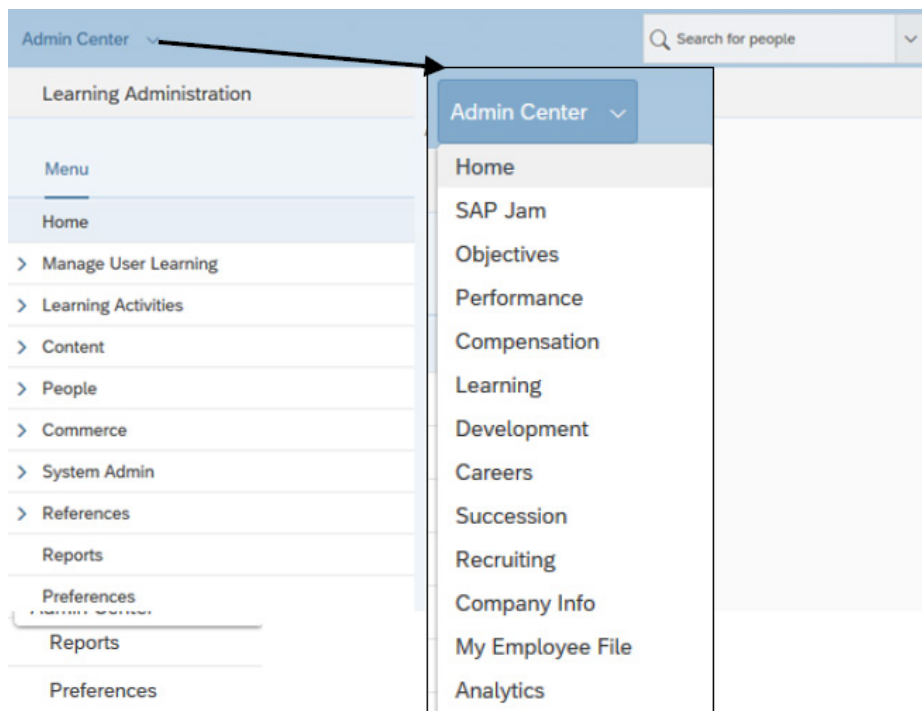
*(Figure 1: Menu View from Learning Administration)*

Screen Design - Common Look and Feel

Another overt enhancement seen with the transition from Flash to HTML will be the update to the look and feel within these screens. Screen design has been a key focus within the enhancement project and this Q4 release begins to touch upon these improvements seen within some of the most heavily used learning administration features first.

User Form Header

An enhanced user form header will be introduced to better support learning administrators in identifying key information on the learning user in question. This user form header will be visible at the top of the form page, displaying the key user information such as name, department, supervisor and the user's profile picture where available *(Figure 2)*.
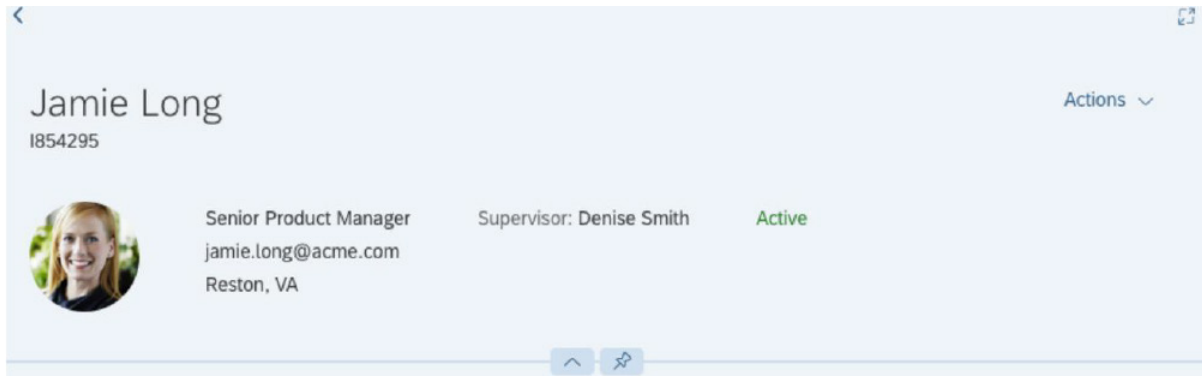
(Figure 2: User Form Header)

User Form Fields

Several changes to user form fields are also applied with this transition from Flash, where we see a number of fields set to read only. The reason for this is primarily to support a stronger level of data accuracy throughout the system by reducing the number of routes user data can be changed, and due in part to the ongoing deprecation of the current native login approach for Learning. All personal information and employment information changes must be completed and maintained within Employee Central or the core HR system. With the user fields set to read only and a screen message included to the same effect, it can be ensured that this behaviour is respected from within the learning module *(Figure 3)*.
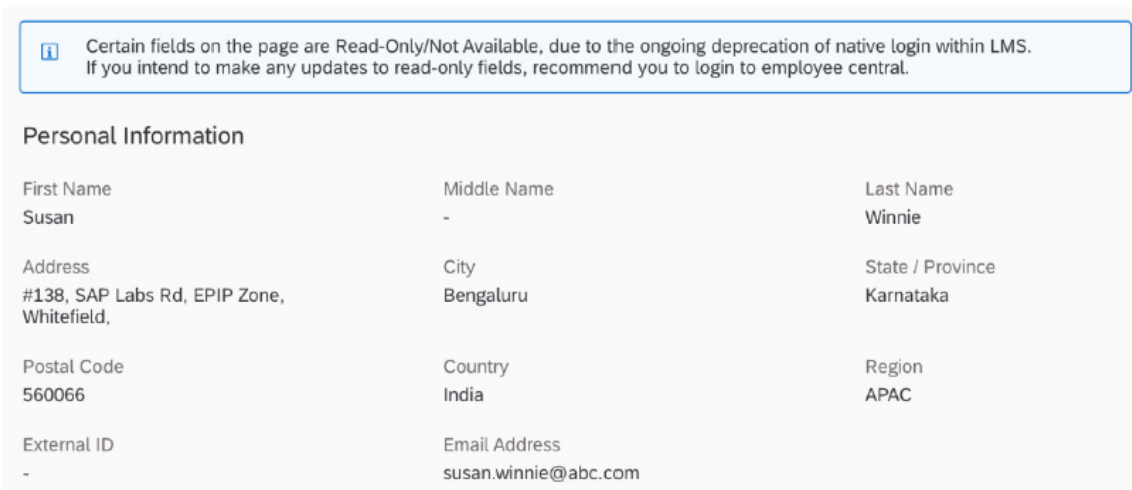
(Figure 3: Read only Field and Message)

Further to the personal and employment fields now defined as read only through learning administration, several other fields previously present have been removed altogether. Particularly fields that were originally related to the learning system's native login that have already been surpassed by fields within the full talent suite, such as gender, Plateau Talent Gateway Access, position and résumé as an example. Other personal and employment information fields will remain as editable from the learning administration user interface and will remain so within the new HTML version, only until External Learner functionality has been developed.
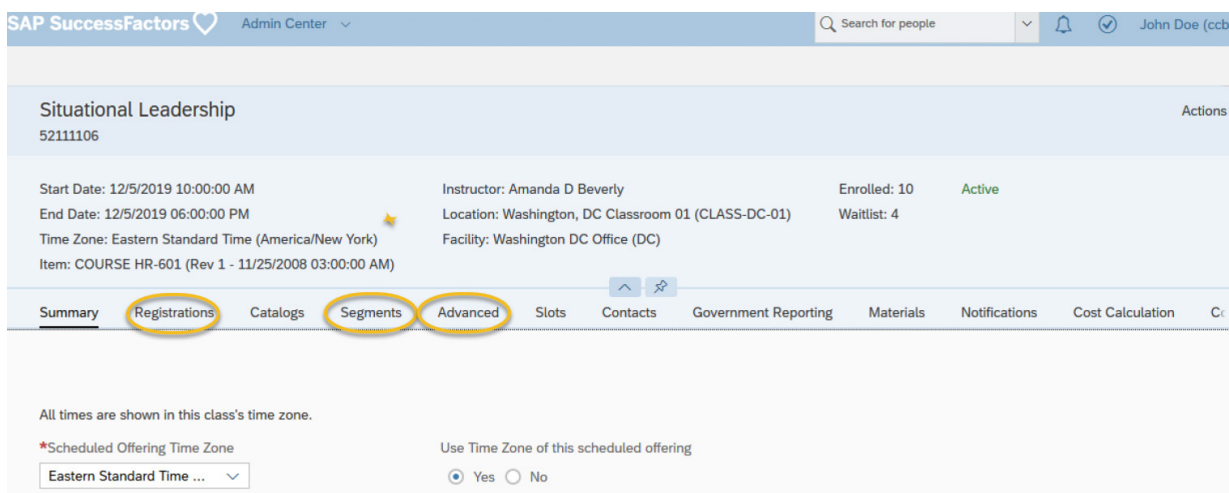
Scheduled Offering – Registration

In the current Flash-based learning admin user interface, the registration elements can be quite difficult for many administrators to navigate. It can be argued that there are too many sections and buttons within each section, with some admin actions having a number of possible routes. For example, in the example screenshot below *(Figure 4)* you can observe that slots can be viewed, added and amended via more than one route. As part of the HTML redesign, effort has been made to improve the look and feel, provide consistency in admin navigation and in turn improve ease of use for Registration against Scheduled Offerings.
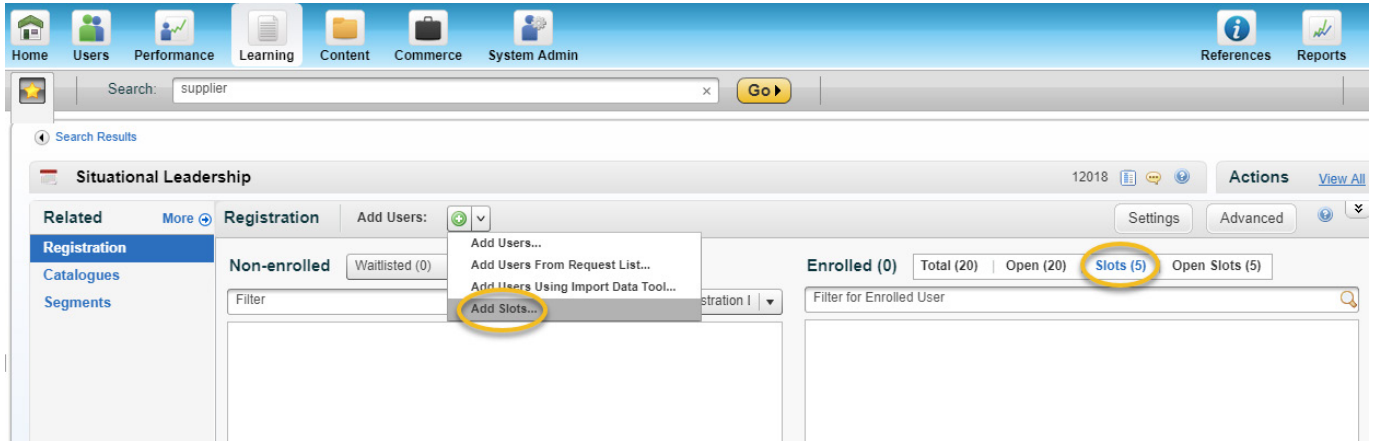
With the Flash Replacement project, we see the areas of learning administration more logically set out in the familiar Fiori style. The Scheduled Offering once selected, is displayed with a summary header bar across the top of the screen displaying the key information on the scheduled offering in a clear and readable format *(Figure 5)*. With this updated summary header, administrators can more easily review items such as, the number of users enrolled and the time zone in which the offering is planned all in one simplified view.

(Figure 5: Flash Replacement Scheduled Offering Registration)

The remaining sections relevant to the scheduled Offering, which had previously been spread out quite diffusely within the screen view, are now presented more coherently in a tabbed format. Registration, Catalogs and Segments still sit within their own sections as per the previous Flash version, however, now sit along the tab layout beneath the Summary Header (Figure 5). Across these tabs we will also see an Advanced tab and a tab for Slots, where these items were once accessible in a number of areas, this enhancement now provides a dedicated tab to perform the required administration actions.

Not only do these enhancements vastly improve the look and feel of the Learning Administration app, they also go a long way to minimise navigation steps and now follow a more logical and structured approach to system actions that SuccessFactors Users have become accustomed to through other modules.

As a final reflection on the enhancements to Scheduled Offering Registration, screen views and actions in particular are greatly improved within this new design. When selecting the Registration tab within a Scheduled Offering, all registered Users will display in a table format with their key information displayed in columns, grouped by registration status, this is visually more pleasing than the previous view, allows for User information to be quickly accessed and as seen with other Fiori enhancements, provides an improved ability to easily sort and group table items for review and action.

Deprecation of Native Login

As mentioned earlier in this article, SAP had announced, as far back as 2016, that Native Login to Learning Management (LMS) would no longer be supported following the full integration of LMS to the SuccessFactors BizX Platform completed Q3 2018. Support for native users and logins is already reducing and will completely end by the 2nd half of 2020.

SAP SuccessFactors encourages all affected Customers to begin engaging with Professional Services to begin preparations for this in good time.

Conclusion

I do hope this summary article has given an interesting insight into the Flash replacement features to come, of course this is just a snippet of what is ahead. If you'd like to dive a little deeper and keep updated, you can review the SAP SuccessFactors Community Innovation alerts on this topic to learn more on the project here.

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.