Q4 2019
SuccessFactors Review

Onboarding
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The wait is almost over as SAP SuccessFactors introduce the next generation Onboarding 2.0 solution for general release in this Q4 cycle. These feature enhancements are introduced to simplify and accelerate Onboarding processes. With this release, the module will be seamlessly integrated with Employee Central, Recruiting, Extension Framework, Business Rules Engine and much more. I am thrilled to draw your focus on some of the best topics in this article.

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Onboarding 2.0 Overview

Onboarding 2.0 have focused on many areas of improvement and below are a few key examples.

- Flexible definition of Onboarding and Offboarding programs, tasks and participants are now added to predefined onboarding process list

- HR data can now be gathered along with other custom data which are required prior to Employee start day

- Onboarding triggers from Recruiting or 3rd party Applicant Tracking system, Crossboarding triggers from Recruiting, Employee Central or 3rd party Applicant Tracking System and Offboarding triggers from Employee Central

- Create custom processes for Onboarding / Crossboarding providing an ability to rearrange the steps and have multiple documents flow in parallel within the process

- Responsive design will allow Fiori apps to run on desktop, tablets, smartphones and hybrid devices

- Onboarding compliance forms for country localisations (14 countries) will have no need to custom build these forms as part of ONB 2.0
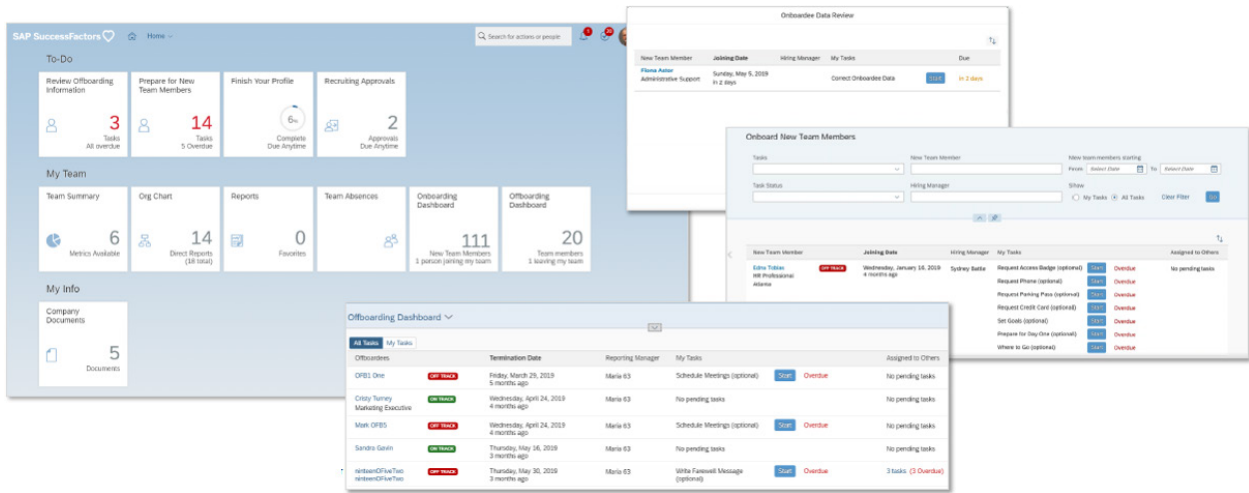

(Figure 1: Example of Homepage for Onboarding, Crossboarding and Offboarding)

Onboarding 2.0 Enhancements

The Onboarding 2.0 solution provides a major update to the look and feel of Onboarding and associated features as well as seamless integration across many areas of the SuccessFactors suite, helping Onboarding actions and processes to better embed for Users. Below we look a little closer at enhancements introduced from Q4 2019 development cycle.

Enhanced Manage Pending Hires

Recruiters/Managers can now enjoy the new features of filtering, sorting and configure of column names within the manage pending hire screen as ONB 2.0 is integrated with Enhanced MPH user interface *(Figure 2)*. This provides the end users a highly efficient User Interface for these actions, in line with table filter and sort features seen across SuccessFactors modules. To take full advantage, ensure the RBP permission are granted for access to Configure Columns Page.
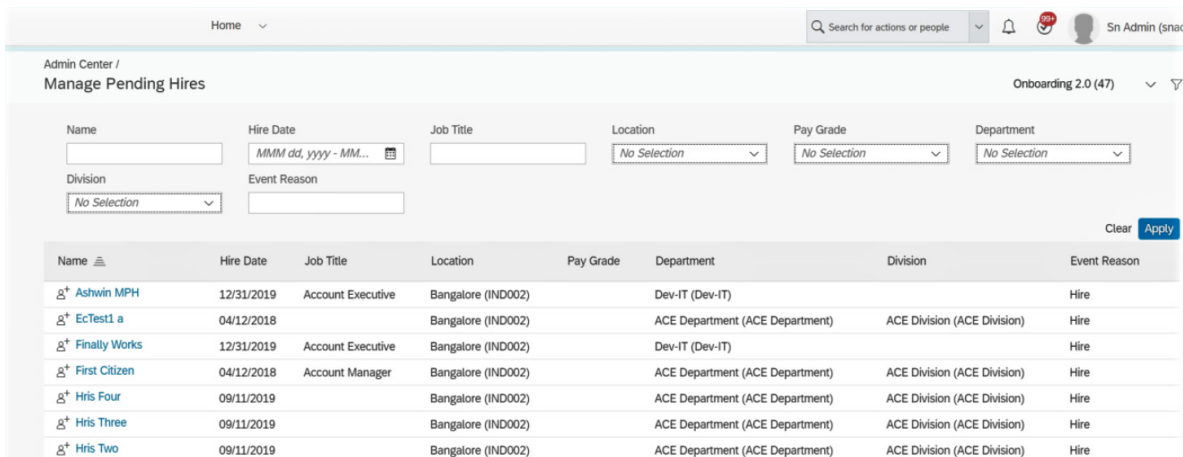

(Figure 2: Enhanced MPH for ONB)

Another interesting Onboarding 2.0 enhancement seen within Manage Pending Hires is the removal of a "rehire check". If during the Onboarding process, a User is confirmed as a new hire, the rehire check will not be launched as it is handled at Onboarding level and no longer required at manage pending hire. This is a somewhat small enhancement, that will certainly enhance efficiency within Onboarding and hire processes, yet it is a show on the level of detail and improvement included with this Onboarding 2.0 enhancement.

Reset New Hire User Password

The two SuccessFactors modules; Learning and Onboarding are now independent from each other. This means Admin users can reset the password for new hires via Admin Centre > Reset User Password page *(Figure 3)*. If 'Enable External Users' from Onboarding and/or Learning is on, this means one of three things:

- If Learning and Onboarding 2.0 is switched on, then all external users from both solutions can be found and password be changed.

- If Learning is switched on, then external users from Learning can be found and password be changed.

- If Onboarding 2.0 if switched on, then the Onboarding external users can be found and the password be changed.
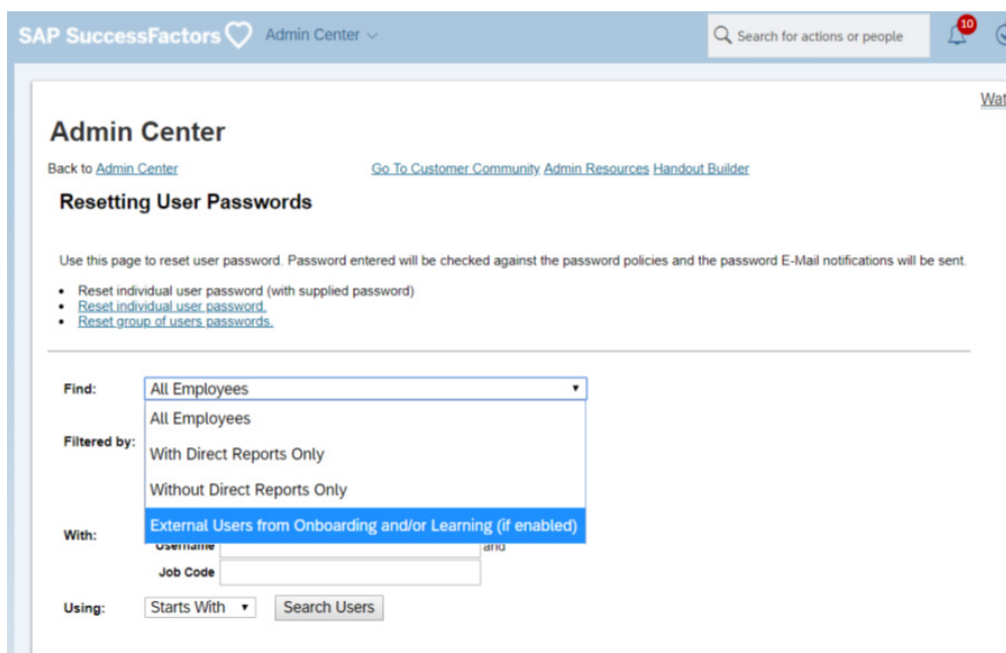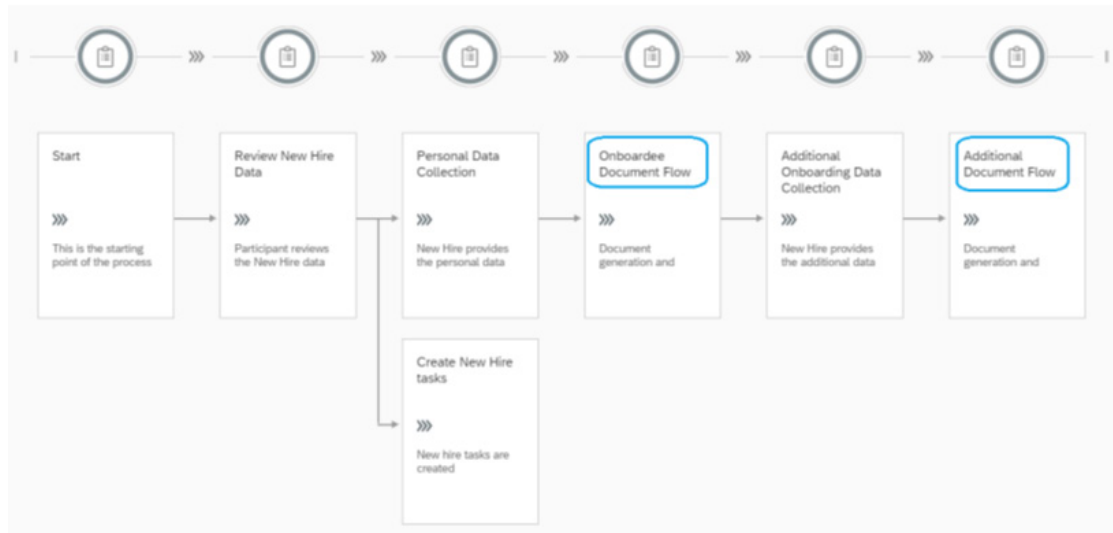

(Figure 3: Reset New Hire User Password)

Process Variant Manager Tool enhancements

The next feature offers the ability to produce variations *(Figure 4)*, change the sequence of Onboarding process steps and configure multiple Document flow. This allows clients/companies to customise the Onboarding process according to their business process needs.

(Figure 4: Process Variant Manager Tool Enhancement)

SuccessFactors eSignature

eSignature is an in-house feature from SAP SuccessFactors and has a good level of functionality to use for basic electronic signature actions. This feature also supports embedded signing from directly within the Onboarding instance which differs from the DocuSign feature in which a document signature is provided via email action. New Hires will now be able to process this signature action by clicking on the To-Do tile on the Home page. SuccessFactors end users will be able to perform the usual activities such as, Declining eSignature, Save & Exit, Download eSignature documents as accustomed to date. Along with this, Hiring Managers will be able to select new hire for whom eSignature needs to be performed.

Onboarding 1.0 Enhancements

As to be expected following the release of a next generation version of Onboarding, the previous Onboarding 1.0 version will receive more minor enhancements going forward. One of which worth mentioning for Onboarding 1.0. is the addition of a new restriction added for MDF objects which are configured as 'Secured=No'. Appropriate permission must be granted to access restricted MDF objects using quick card application pages. Entities affected are:

• OnboardingCentralMeetingEvent

• OnboardingFirstDayItemList

• OnboardingEquipmentType

• OnboardingEquipmentTypeValue

• OnboardingProcessConfig

Finally, a quick reminder to our readers about the upcoming events and important information:

- SFSF Employee Central is a prerequisite for Onboarding 2.0 at general availability.

- It is under clarification when we will switch the Provisioning process for new customers from Onboarding 1.0 to Onboarding 2.0. When finalized, we'll publish it on the Onboarding community page.

- Please be aware that there is no sunset date for 1.0 yet, so customers can continue using that version for some time if they choose.

Conclusion

There are major features coming our way and these are exciting to look forward to. SAP are releasing a lot of positive changes with benefits for users; the full details of Q4 release are available on SuccessFactors community, but in the meantime, I hope you have enjoyed reading some of my personal highlights.

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.