SuccessFactors Onboarding

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SAP SuccessFactors have enhanced both Onboarding 1.0 and Onboarding 2.0 in the H1 2020 release.

This first half-year release brings significant universal enhancements to the Onboarding 2.0 Recruit-to-Hire data mapping tool. The new improvements include foundation objects and metadata framework support in the tool, which should eliminate the workarounds used until now, to accommodate the customer's requirement for foundation objects in the recruiting module.

For example, it was not previously possible to integrate the Location field between Recruiting, Onboarding and Employee Central, instead of requiring additional field mappings to support the data flow of the Location object in each module.

It is worth mentioning that the position object has also been introduced in this release in recruiting management, within both the job requisition and the offer templates. It has also been included in the Recruit-to-Hire tool.

Another good enhancement to Onboarding 2.0, which also targets the Recruit-to-Hire user interface, is that it easier to map mandatory fields between Recruiting structures and Employee Central structures. The new user interface has been made more intuitive by introducing on-screen text.

There are also significant improvements to the Onboarding 2.0 onboarding process, which could lead to a process simplification by reducing the number of clicks. I am referring to the possibility to eliminate the New Hire Data Review step form the Onboarding process flow, permitted user submission of the employee steps Personal Data Collection and Additional Data Collection in Onboarding (instead of the Employee performing this step). More details about each major enhancement will be covered in this article.

Onboarding 1.0 receives improvements in the areas of Onboarding Dashboard and Search Picker control.

Onboarding 1.0

The H1 2020 release contains a few significant enhancements for the Onboarding 1.0 version

Onboarding Dashboard

On the Onboarding Dashboard, there is a universal drop-down which allows you to choose the number of records that can be displayed on the screens (up to 100 records). Previously, the Onboarding Dashboard could only show a few records, limiting visible and preventing a full overview of all employees. The feature is an addition to the existing functionality, and it helps users to navigate through and filter employee records more easily.

Search Picker Control in the Panel Designer
The new functionality can be easily identified in the Panel Designer. It is used to search within data lists having many records. It has been introduced to support daily operational activities by reducing the time spent to scroll through a large amount of information in onboarding data lists. However, for data lists with fewer records, it is still recommended to use a picklist, drop-down list, or combo box as this will be a more efficient method of data selection.

Compliance Updates

The compliance updates have been introduced for the United States and Canada. These updates comprise a few changes in the forms, standard panels, the instructional text and translation updates.

Onboarding 2.0

The new release brings major enhancements in the Recruit-to-Hire mapping tool, by introducing foundation objects and metadata framework data mapping, this will be highly appreciated by customers using foundation objects in the recruiting module. The most important upgrades are listed below:

**Integration of Onboarding (2.0) with an External Human Resources Information System**

Customers are now able to integrate Onboarding (2.0) to an external HR Information System (HRIS), excellent news for those who have been waiting for this feature to be released. The onboarding process before the hiring stage remains the same when using an external HRIS. The only difference between having Onboarding 2.0 integrated to an external HRIS and Onboarding 2.0 integration to Employee Central is that with Employee Central, you can update the status to Hired in Onboarding (2.0) by using the updateHiringInfo Application Programming Interface (API).

User Interface Enhancements in Recruit-to-Hire

The Recruit-to-Hire Data Mapping tool has been made more intuitive. SAP has introduced on-screen text and has defined two sections for the data mapping. The first section is corresponding to mandatory onboarding HRIS Elements, without which the Onboarding process cannot be initiated, and the second section is designated to Employee Central HRIS Elements which ensures the correct data flow from Recruiting to Employee Central.
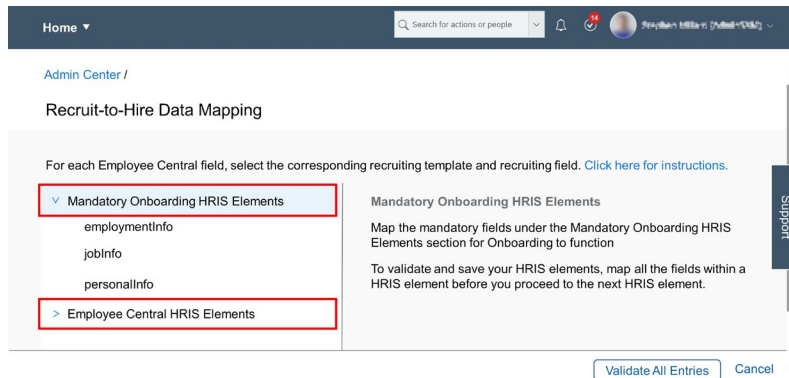
Manual Initiation of Onboarding Process

It is now possible to manually initiate the Onboarding process via "Admin Tools – Add new employee" in Onboarding wizard. This new functionality is beneficial for customers running the recruitment processes offline without using an application tracking system. The mandatory fields that are required in the Recruit-to-Hire Mapping tool remain as mandatory inputs when manually initiating the onboarding process.

No-show Triggered for the New Hire

A no-show event is triggered in Employee Central when Onboarding is cancelled from a new hire's details page. The Onboarding process can be cancelled from the Onboarding Dashboard. It can be initiated when a new hire decides to reject the employment with the company after being onboarded, or when the company decides not to onboard a new hire. The no-show event can be triggered after manage pending hires and before the job start date, or within 30 days after the job start date.

Review New Hire Data Step Is Optional

The first step of the Onboarding process Review New Hire Data, which is typically assigned to the hiring manager or a responsible group, can now be omitted from the onboarding process flow. This approach is a way of simplifying the onboarding process by reducing the number of steps.

Force Completion of New Hire's Data Collection Tasks

The Complete Personal Data Collection and the Complete Additional Data Collection tasks can now be performed by a new hire or a permissioned user. Both tasks are only available to the permitted user when these are listed in a To-Do tile for the new hire. This allows permitted users to finalise the tasks on a new hire's behalf when several reminders have been sent to the new hire; the enhancement has been introduced to speed up the onboarding process.

Compliance Forms in Onboarding 2.0 and Signature Support for Compliance Forms

Firstly, new compliance forms have been introduced for the United Kingdom and Australia.

Secondly, users can now opt-in to either DocuSign or SAP SuccessFactors e-Signature to sign documents once the data for the compliance forms have been collected. This functionality allows customers to improve efficiency by enabling them to digitally sign and authenticate compliance forms.

Conclusion

The new updates in H1 2020 seem to complement the existing functionalities very nicely. SAP's approach to this point has obviously been on bringing parity with Onboarding version 1 to the Onboarding 2.0 solution, rather than introducing new areas of functionality. But, I think a level of functional equivalence has now been attained, and I am looking forward to seeing more exciting features being released in the second half of 2020.

How Can We Help?

Zalaris excels in delivering comprehensive HR and payroll services across the Northern Europe, UK, 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.