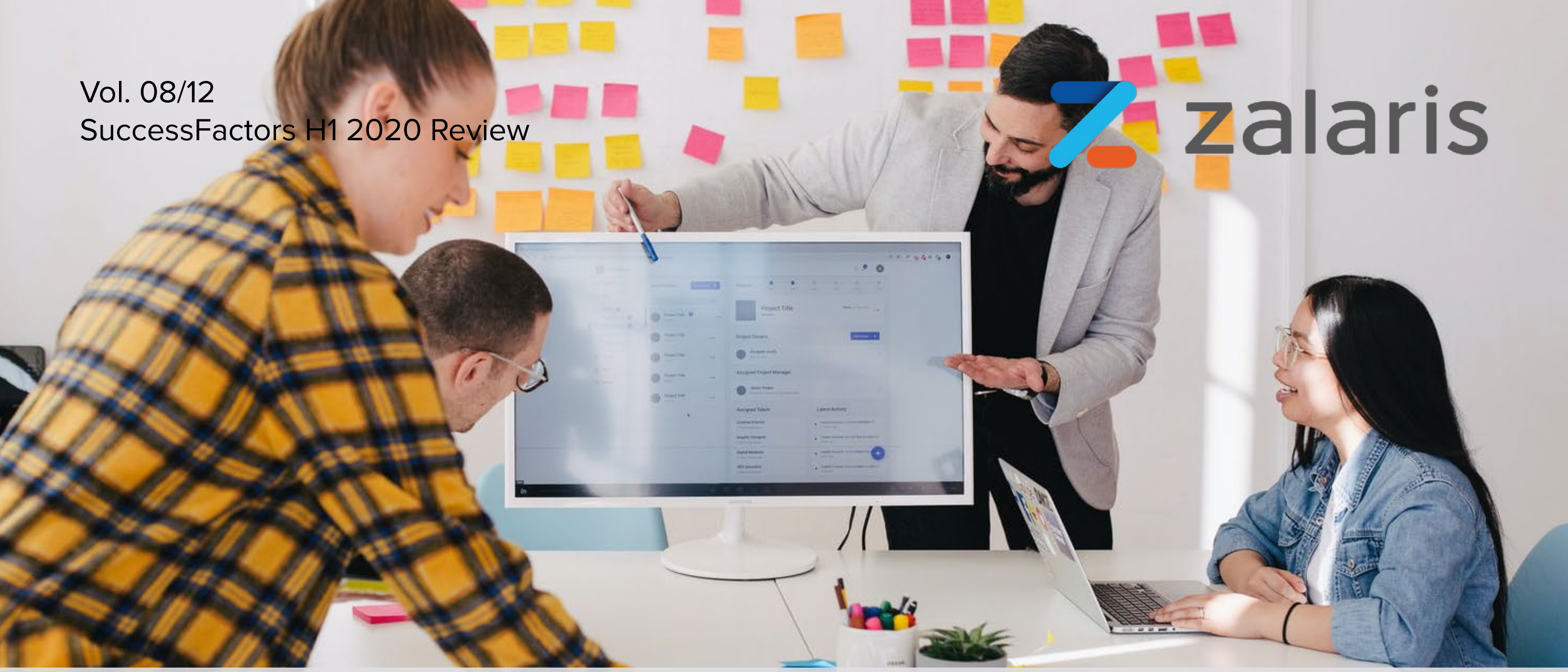


Platform & People Analytics

For this release, I was disappointed to see only seven changes to Reporting and Analytics, given we have waited since Q4 2019 for the changes and the area is of high interest for most people involved in HR. Luckily however, in the rest of the Platform area, there are lots of exciting new features that make up for it (49 changes in total). We will focus on features of interest to HR administrators this time around, including People Search changes and Admin Alerts 2.0.

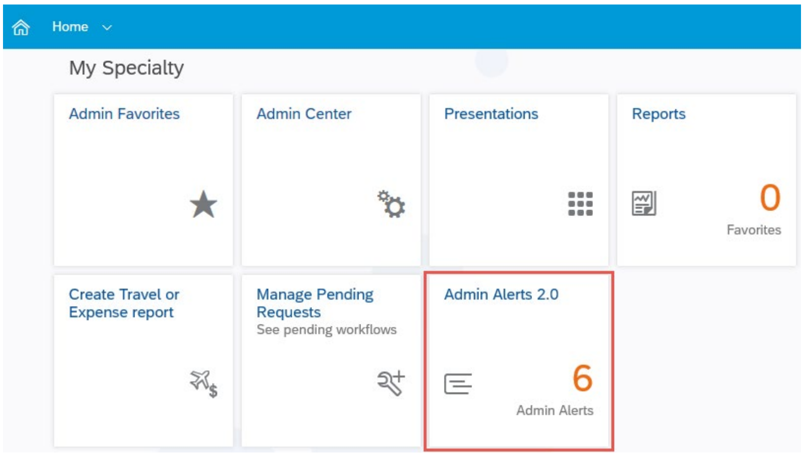
Signe Mørkenborg Larsen
SuccessFactors Consultant,
Zalaris Denmark

Admin Alerts 2.0

If you still have not enabled Admin Alerts 2.0 now is the perfect time as there are significant improvements. I also suggest revisiting the Q4 2019 release if this area is new to you.

Tile Enablement

First, a tile is now available in Manage Home Page specifically for Admin Alerts 2.0. The tile allows you to get directly into the alerts without having to go through Admin Center: this also enables users who should not have access to Admin Center to still get access to alerts by using the tile. This tile is useful if you have, for example, a team of users taking care of these alerts but who should not have any more access for the admin tasks of Admin Center. The tile will also help HR admins to be reminded of the current number of alerts as soon as they log in.



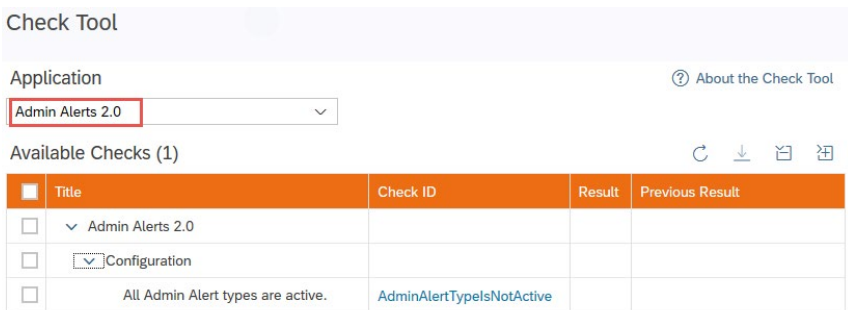
Team Assignment of Admin Alerts

There is a new assignment feature to let users working in a team, assign alerts to each other, similar to the way you can assign workflows to your colleagues in Employee Central. You can get an overview of both unassigned and assigned alerts, including who they have been assigned to. So far, it only works for workflows, Time Valuation, and Invalid Dynamic Role Users, but I am sure that we will see more alerts added in the future. I recommend that you activate this feature to help your admin team managing alerts without having to check who is taking care of each alert.

In addition to the above, you can also use the new acknowledgement feature if you have Employee Central Time Management and alerts for Time Valuation. This feature means that you can move the alert to the acknowledged tab if you do not want to take care of it right now because you have other more important alerts in your inbox. This approach is an easy way to keep your alerts in order, and from this new tab, you can start working on the alert or pass it on when you have time to look at it. However, I would have liked for more alert types to be added before SAP introduced this feature. At least now we get to try it out, and it then gives SAP a chance to tweak it later. I recommend that you share any feedback with SAP.

Check Tool

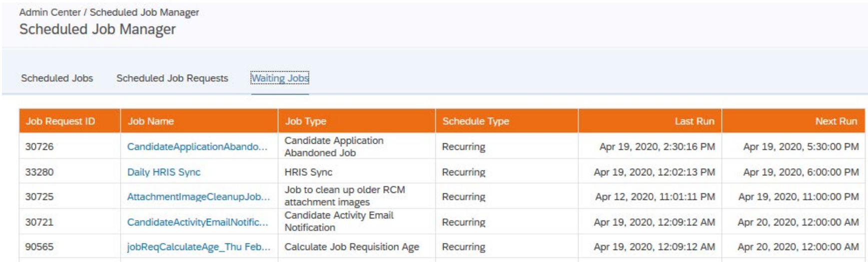
You can now also check any errors, invalid alert types or outdated alerts (more than 30 days without processing) by using the check tool. This is great for improving your data quality or checking that you have not missed any alerts. I have the impression that this is often forgotten by busy HR admins, but it could save you some time tracking errors or making corrections later on. Having dedicated employees check this out daily or weekly could be a good idea.



HR Admin Enhancements

Scheduled Jobs Manager in Admin Center

A monitor of your scheduled jobs is now available in the Admin Center. Make sure that you check it out and get to know the jobs you have running. Previously, this information was only available for partners or SAP Support via Provisioning. With this release, you can now see if, for example, your HRIS sync job is not running anymore, and that is why your data from Employee Central has not been updated to the Employee Profile, or passed on to other modules like Learning or Performance. In particular, after a Refresh has been carried out (a copy of one system to another, e.g. Production to Test), we sometimes see jobs not running as we would expect. This monitoring feature will allow you, the customer, to have a better overview and control of your system's processes.



Job Request ID	Job Name	Job Type	Schedule Type	Last Run	Next Run
30726	CandidateApplicationAbando...	Candidate Application Abandoned Job	Recurring	Apr 19, 2020, 2:30:16 PM	Apr 19, 2020, 5:30:00 PM
33280	Daily HRIS Sync	HRIS Sync	Recurring	Apr 19, 2020, 12:02:13 PM	Apr 19, 2020, 6:00:00 PM
30725	AttachmentImageCleanupJob...	Job to clean up older RCM attachment images	Recurring	Apr 12, 2020, 11:01:11 PM	Apr 19, 2020, 11:00:00 PM
30721	CandidateActivityEmailNotific...	Candidate Activity Email Notification	Recurring	Apr 19, 2020, 12:09:12 AM	Apr 20, 2020, 12:00:00 AM
90565	jobReqCalculateAge_Thu Feb...	Calculate Job Requisition Age	Recurring	Apr 19, 2020, 12:09:12 AM	Apr 20, 2020, 12:00:00 AM

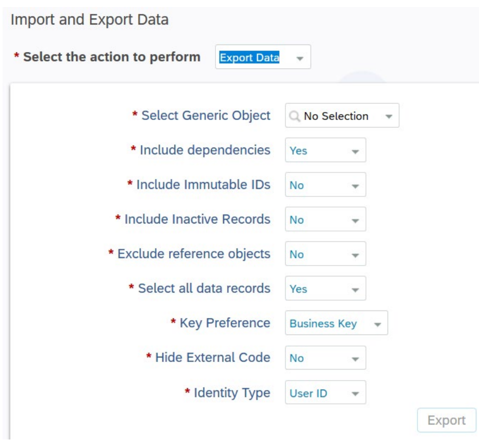
Workflow Approval Alerts for MDF Objects

If you have created any workflows for Metadata Framework (MDF) Objects, for example changes to positions or time off, then the workflow will no longer be triggered, both when the workflow is initiated, and again when approved. Alerts are now triggered for MDF objects with workflows only after the workflows are approved.

This change is useful in that it creates fewer notifications and thus a reduced disturbance for the involved parties in a workflow. It is typically the case that parties only need to be alerted when the workflow is finally approved. However, I would recommend that your workflows, processes and documentation are reviewed so that everyone is made aware, and no one is relying on notifications that they will no longer receive.

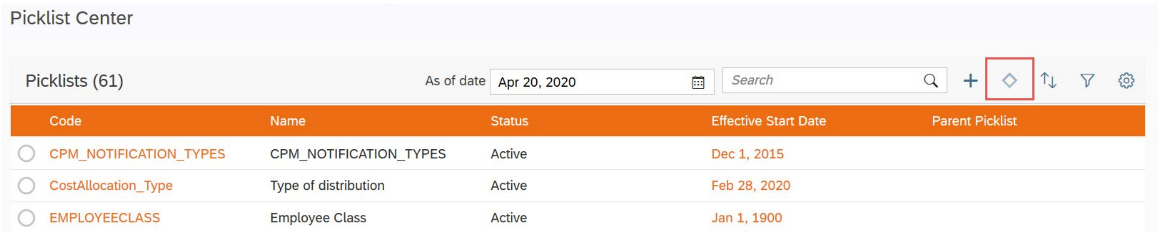
MDF File Export Compression

Whenever you export MDF Generic Object data, it will now be exported as a comma-separated values (CSV) file and automatically compressed for download. The option to compress or not compress the exported file is no longer available. SAP has applied the change to improve the download experience. The new import/export settings like this:



Picklist Deletion

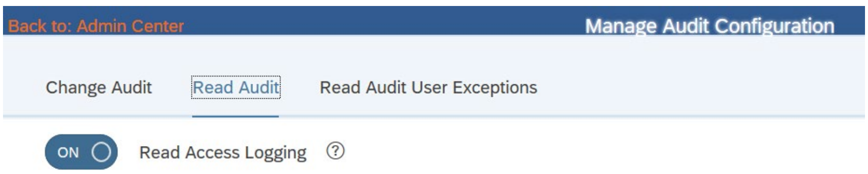
The possibility of being able to clean up your picklists by deleting the values you do not need in Picklist Center, is now being removed. The delete icon has been switched to a square icon representing ‘deactivation’. This could seem a bit unfortunate since some companies have long picklists with entries that have never been used, which could really use a clean-up, and an earlier heads-up about this from SAP would have been useful. On the other hand, we realise that not everyone understands what happens when you delete picklists: that it also deletes the historical data and references to the values being deleted and this cannot be restored again. Hence the need for a deactivation button, and we should be glad to avoid data problems in the future.



Read Audit Enabled in All Data Centres

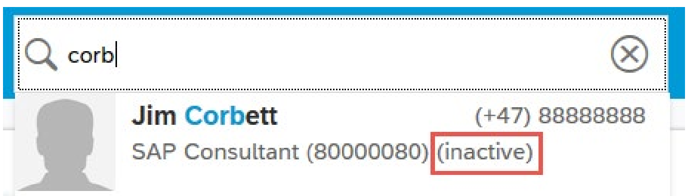
This is the only admin-opt-out feature (meaning it is automatically turned on, so you have to manually turn it off if you are not interested) for this round on Platform. The change will automatically turn the ‘Read Audit’ switch on, so that you can create read audit log reports on information like national ID, ethnicity, or minority status for any group of users. If you do not want this feature enabled, you can navigate to Manage Audit Configuration and disable it.

A tab called ‘Read Audit User Exceptions’ can be used to rule out any users for the read audit reports, such as super admin users or system users with no real person or employment data.



People Search Improvements

First, in People Search, you can now search for future hires in the Global Header, and secondly, they (along with other inactive employees) will be shown as “inactive” in the search.

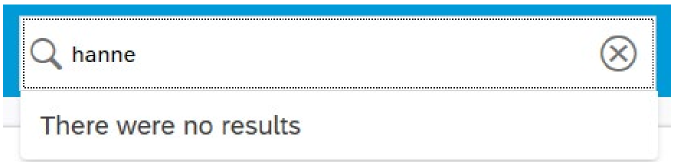


Third, you can add new Employee Central name fields, if you want to be able to search for employees using other sorts of data than the name or ID.

Fourth and finally, you can enable 'fuzzy' searching, which will provide search results that match slight misspellings of a name, or unaccented character equivalents.

For example, searching for "Hanne" will give you the result "Hanna" with the fuzzy search, but not give you any results without.

Before:



After:

Each of these four features can be enabled via Company System and Logo Settings, but please note the following.

1. The set of 'inactive' users includes both terminated employees and new hires.

2. In the majority of implementations, all employees have access to the People Search functionality.
As a result, it is likely that everyone will be able to see these employees if you turn this on.

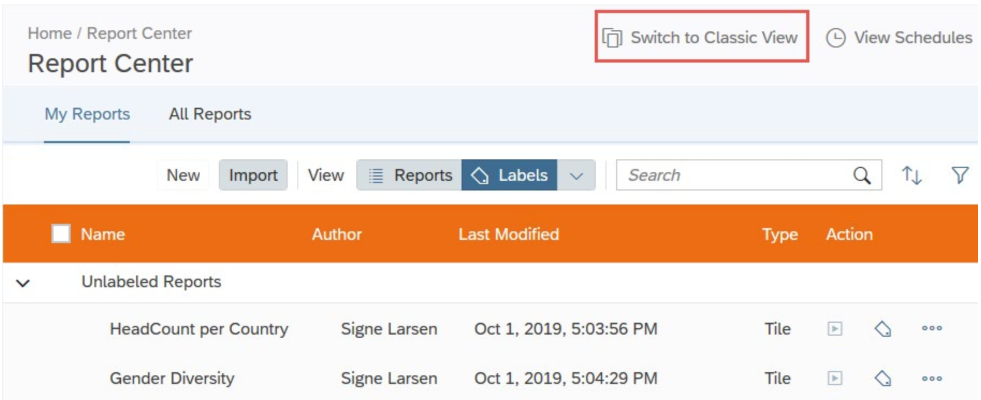
The 'fuzzy' search option is a nice feature, but I advise you to consider your data first. If you have many employees with very similar names, it could lead to a situation that makes searching more difficult rather than easier.

Reporting and People Analytics

Reporting

For reporting, there are fewer points of interest for this release: except the fact that the link from Report Center, called 'Switch to classic view', will now be dependent on you having the right permissions for the reports it is linking to. If you have some reports that you are still using here, please make sure to check your preview system to ensure that you still have the permissions needed for accessing your reports.

I recommend that if you do have such reports, that you consider moving them into Report Center instead of keeping them in the 'Classic View' so that you do not depend on this link. Please also check your access to the Executive Review Report from Compensation in Scheduled Report since these are impacted by this as well.



People Analytics

In this area, interesting things are happening, but I would have loved to see more changes delivered. It has been six months since we had the last set of changes, and this is an area that most customers have been expecting a significant development update.

First, you should now be able to report on all data created for workflows on MDF objects, including request details, comments added by users in the workflow, user details, and status of the workflow. This change will allow customers to build more details into reports and analyse things like what comments are frequently added to working time changes, and which could lead to improvements in processes. Another example is that it could be used to analyse which roles are most frequently requesting changes to a position. This sort of information should enable HR to gain a deeper insight into workflows and processes and in particular, where there are opportunities to improve them.

Report - Story can now be exported from an instance and imported into the same or another instance using its own ACN file format. This export-import option will give much needed flexibility since the reports can then be easily moved and duplicated without having to rebuild them from scratch.

In addition, you can also schedule a Report - Story to run at any given time. You could run them in the evenings so to remove any potential for negative impact on system performance during the day. They could be set to be run repeatedly, which could then enable a monthly headcount report to be ready for an Executive Meeting or a Monday morning status on workflow progression.

Lastly, Analytics now supports nine additional languages if you have enabled the language packs. The additional languages are Canadian French, Catalan, Danish, Dutch, German-Swiss, Mexican Spanish, Swedish, UK English and Welsh.

Conclusion

The main conclusion I would draw is that you really should be using Admin Alerts 2.0. It is awesome. More updates and upgrades seem to be coming to it with every release. It will ease your HR Admin workload, and it is a small change to start using it.

In addition, be sure to make a ‘fuzz’ in your company about whether or not you need the ‘fuzzy’ search -and do be curious about People Analytics - great things will come to those who wait!