



Lessons to Migrate from SAP Learning Solution to Cloud- Based Learning Solutions from SuccessFactors

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hyperCision

About hyperCision – Corporate Facts and Timeline

- Privately held, woman-owned corporation
- Founded in 2001
- Responsible for the 1st US implementation of the SAP Learning Solution in 2003
- Formal SAP Partnership formed in 2006
- SuccessFactors Partnership formed in 2012
- Delivered 1st partner-led validated SuccessFactors LMS implementation

About hyperCision – Our Purpose, Mission and Values

Our Purpose:

To earn the respect and trust of our clients by doing what we say we will do. We've built our business by putting our clients' interests before our own.

Our Mission:

To become our client's trusted HCM technology advisor.

We Highly Value:

- Doing the job right the first time, on time, on budget
- Delivering genuine business impact to our clients
- Achieving uncommon results with world-class software
- Helping each other, our partners and the community

About hyperCision – Our Approach

Our approach is simple: we hire the best people in the industry and give them the foundation, tools, and guidance to allow them to deliver strategic HCM transformation for our clients.



PEOPLE

- Platinum-level consultants
- Passionate about HCM
- Results-oriented
- Knowledge sharing
- Over 8 yrs avg. experience



PROCESSES

- Project mgmt and controls
- Repeatable execution
- Best practice-driven
- Use software accelerators



PRINCIPLES

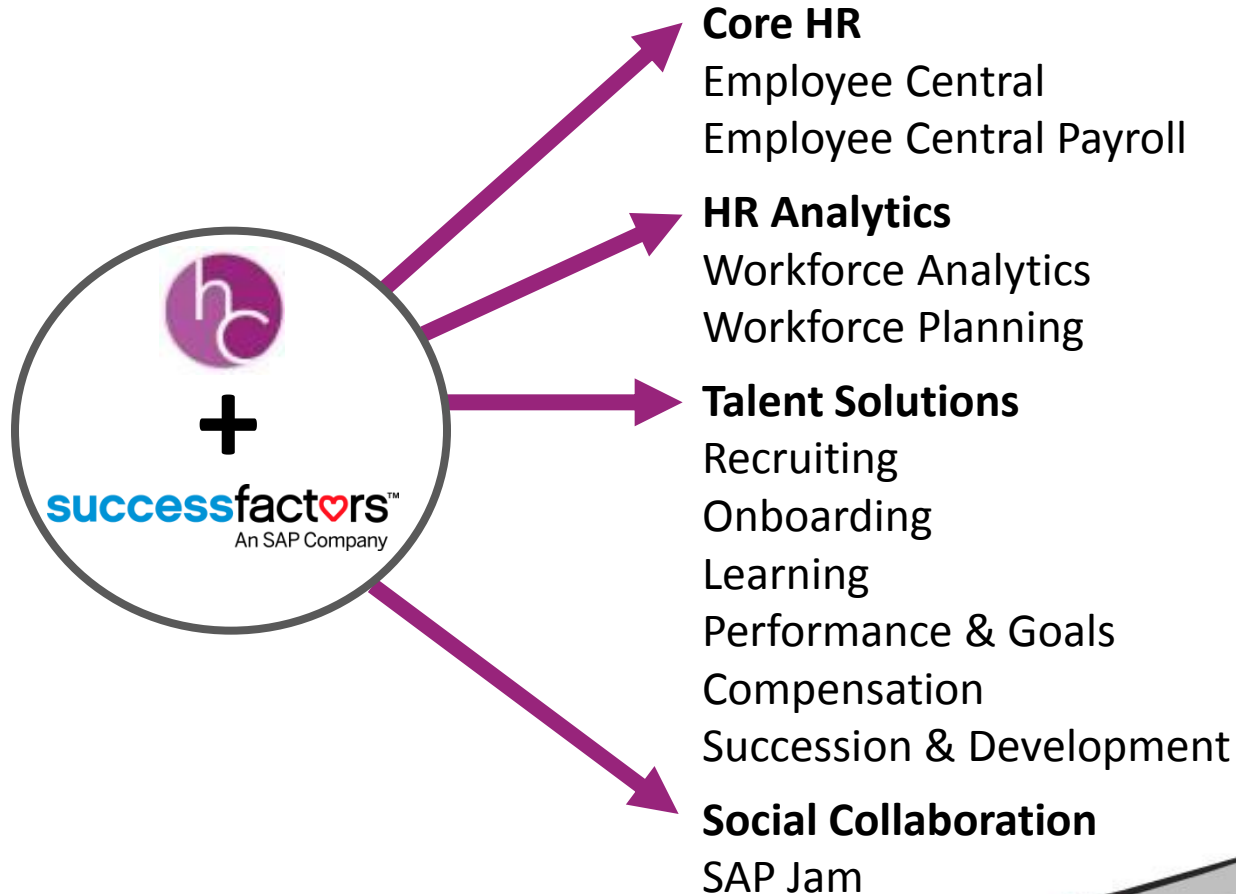
- Put our client's interests 1st
- Become trusted advisors
- 100% project transparency
- Really care about our clients



STRATEGIC HCM TRANSFORMATION

About hyperCision – Our SuccessFactors Expertise

Should your HCM technology roadmap include leveraging the cloud, we have expertise across the SuccessFactors landscape to bring success.



In This Session

- **Why SuccessFactors Learning?**
- **Understand the steps of the migration process for moving from the SAP Learning Solution to SuccessFactors Learning**
- **Understand how to map data from the SAP Learning Solution to SuccessFactors Learning**
- **Determine the dependencies and prerequisites for moving your on-premise learning solution to the cloud and how your existing SAP Learning Solution landscape and training data will impact the migration**
- **Evaluate various options for migrating online training content to the cloud**

What We'll Cover

- **SuccessFactors Learning overview**
- **Migration model and standard connectors for SuccessFactors Learning**
- **Methodology, business rules, and formatting data**
- **Options for migration of data**
- **Content migration**
- **Wrap-up**

Learning as a Strategic Initiative

- **Continuous Learning is key to the success of today's top performing companies**
 - **Driving profit and innovation**
 - **Retention of star employees**
 - **Changing demographics and development of new employees**
 - **Globalization and alignment of diverse cultures**
- **A Learning Management System (LMS) can drive and support continuous learning:**
 - **Expand learning into the work environment**
 - **Support Learning across organizational and global boundaries**
 - **Take learning beyond the traditional formal LMS environment**
 - **Focus on compliance**
 - **Elimination of non-integrated solutions**

'...High performing companies...put in place systems, content, and management practices that enable people to learn continuously: formally in classrooms, informally on the job, and through developmental experiences, feedback, and social experiences.' Josh Bersin, Learning Management Systems 2013

SuccessFactors Learning Supports Continuous Learning

- **Comprehensive for learners**
 - ◆ Continuous learning
 - ◆ Mobility
 - ◆ Extended enterprise
- **And administrators**
 - ◆ Web-UI with wizard-support
 - ◆ Content integration without pain
 - ◆ Integration across talent management
- **Built for compliance**
- **Continuously evolving**
- **Reduced technology cost**
- **Increased speed to implement**

Comprehensive Solutions

SuccessFactors Learning

Learning Metrics & Analytics

Social Learning via SAP Jam

- Mentoring/development
- Concept-oriented OJT
- Near real-time knowledge objects from SMEs
- Collaborative groups and communities

Learning Management System (LMS)

- Instructor Led Training (ILT)
- eLearning
- Task-oriented OJT
- Exams/assessments
- Reporting and dashboards

iContent Content-as-a-Service

- Self-managed storage
- Fully-managed service
- Distribution via Akamai Content Distribution Network

Extended Enterprise with eCommerce

Mobile Learning via SuccessFactors Mobile Platform

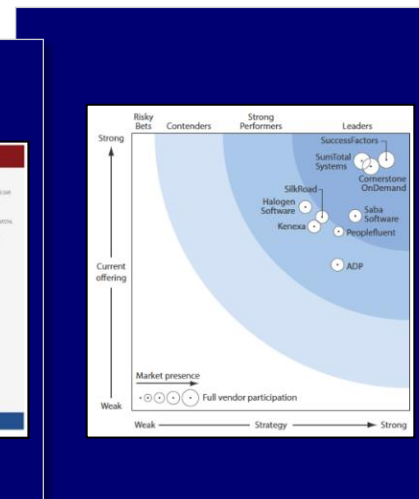
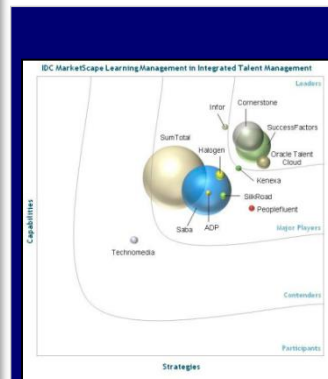
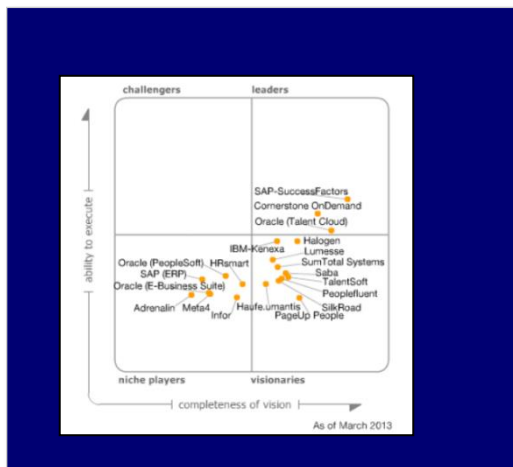
Key Capabilities

- **Continuous Learning**
 - ◆ **Social integration**
 - ◆ **Ratings and recommendations**
 - ◆ **Mobile**
- **Action from Anywhere**
 - ◆ **Mobile**
 - ◆ **Integrated into all your activities:**
 - ▶ **Onboarding**
 - ▶ **Performance and Succession**
 - ▶ **Day-to-Day social/informal**
 - ▶ **Day-to-Day structured**
- **ROI support**
 - ◆ **Learning dashboards and reports**
 - ◆ **Immediate insight**



SuccessFactors Learning – A Learning Leader

- Top Ten Industry Analyst Reports over the last year
 - ▶ 2013 Gartner MQ for Talent Suites
 - ▶ Bersin by Deloitte, 2012 Learning Market Map
 - ▶ The Forrester Wave™: Talent Management, Q1 2013
 - ▶ All five IDC Integrated Talent Management MarketScope Reports for 2013 (Including Learning)



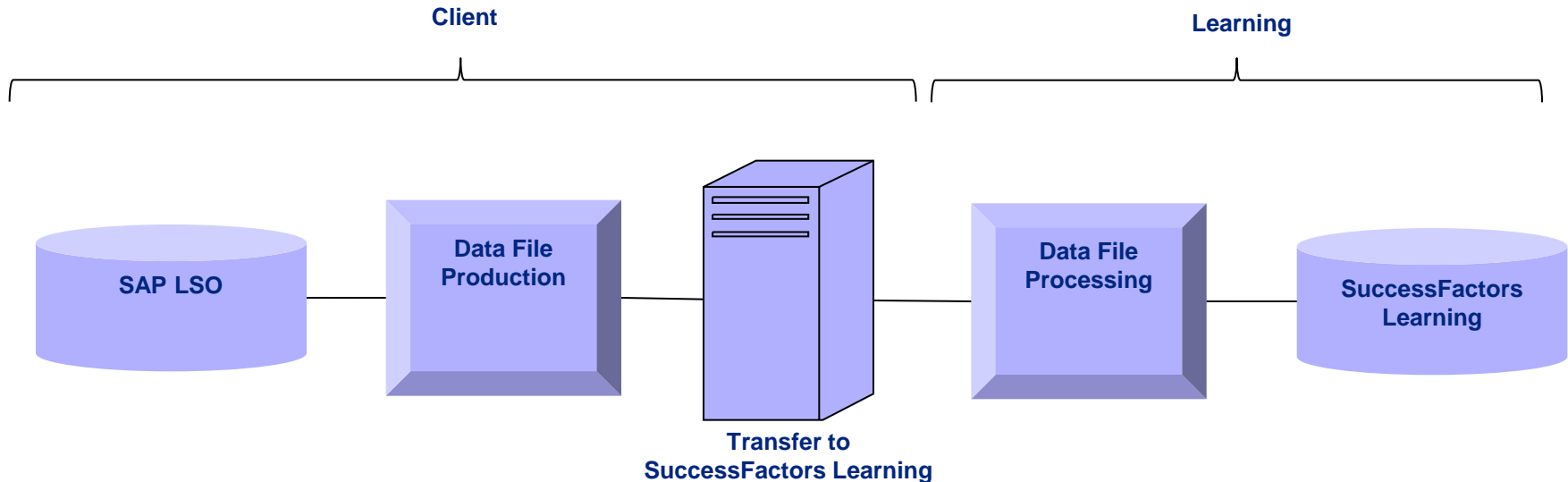
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Real Wins with SuccessFactors LMS

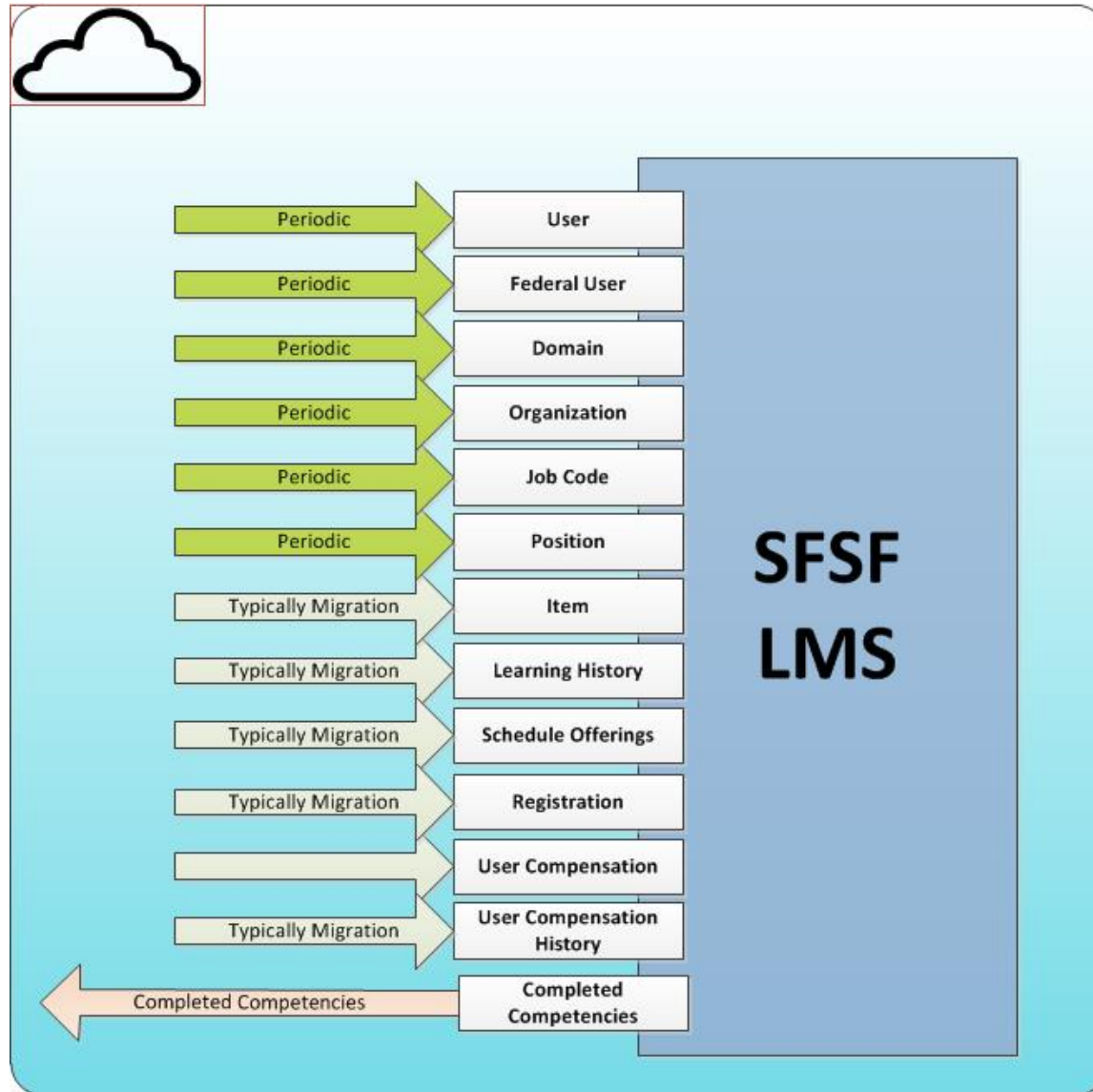
- **SuccessFactors is SAP's go-forward solution for Talent**
 - ◆ **SuccessFactors Learning: Continuous focus in investment and development with quarterly releases new functionality**
 - ◆ **SAP Learning Solution: Selected innovations aligned with SAP's standard maintenance strategy**
- **Customer success stories**
 - ◆ **Large Oil and Gas – Learning was the SAP (often neglected)**
 - ◆ **US-based utility – The opportunity to align their LMSs and gain benefits of an integrated system**

Producer/Consumer Model for Migration



SuccessFactors Learning standard connectors are built on a producer-consumer model that requires all data input files to match a standard pre-defined format. This makes the connectors agnostic about the source of the data.

SuccessFactors LMS Connectors



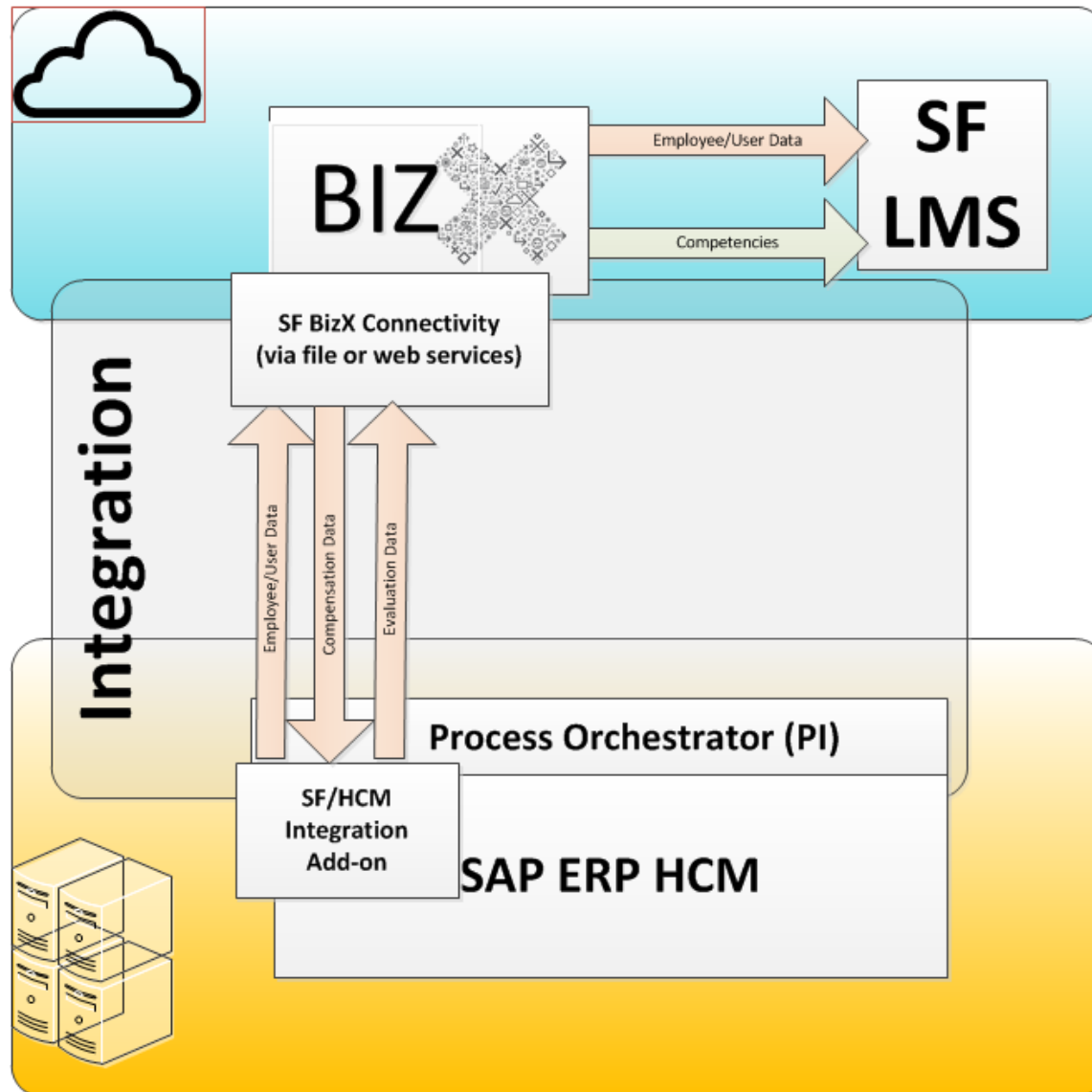
10 Standard Connectors

Connector	Description
User	Loads new users and updates existing records. Capable of creating a references, such as domains, but not capable of managing hierarchical relationships of references.
Federal User	Contains all values of the standard user connection, but adds additional fields required for Federal agencies.
Domain	Loads new existing, updates existing records, and manages the hierarchical relationship of domains.
Organization	Loads new organizations, updates existing records, and manages the hierarchical relationship of organizations.
Job Code	Formerly known as job position, the job code, connector creates new and updates existing job code values, such as domain, if curricula should be automatically assigned and more
Position	Similar to the job code connector in that the position are typically instances of job codes. For example, job code 199 may represent an administrative assistant, while the position, Phoenix – 199, may represent an administrative assistant in the Phoenix office. The connector creates new records and update existing.

10 Standard Connectors (cont.)

Connector	Description
Item	Creates new items in SuccessFactors Learning and updates existing records. It is most common for the item connector to be used for one-time data migrations, rather than an on going feed.
Learning History	Records item based completions for existing users' completion of existing item records. Both the user and the item record must exist within the system for the record to be accepted. The learning history connector is most commonly used for one-time data migrations.
Scheduled Offering	Schedules instances of existing item records and is typically used for one-time data migrations.
Registration	Updates user registrations in existing scheduled offerings. Both the user and the scheduled offering must already exist in the system. This connector is typically used for one-time data migrations

Talent Hybrid Solution



BizX to SuccessFactors Fields

BizX Field	SuccessFactors LMS Field
STATUS	NotActive
USERID	Stud_ID
USERNAME	Custom Column 1 (SAP Employee ID)
FIRSTNAME	First Name
LASTNAME	Last Name
MI	Middle Name
GENDER	Gender
EMAIL	Email Address
MANAGER	Supervisor
DEPARTMENT	Account ID Account ID Description
JOBCODE	JP_ID (job code ID) Job title
DIVISION	Org ID

BizX to SuccessFactors Fields (cont.)

BizX Field	SuccessFactors LMS Field
LOCATION	JL_ID (job location ID) Job Location Title
TIMEZONE	Time Zone
HIREDATE	Hire Date
EMPID	Not Applicable
ADDR1	Address
CUSTOM01	Country (transformed to 3 letter iso code) Currency Code (transformed to currency code ID)
CUSTOM02	Region_ID
CUSTOM03	Custom Column 10 (Board Area)
DEFAULT_LOCALE	LMS Locale

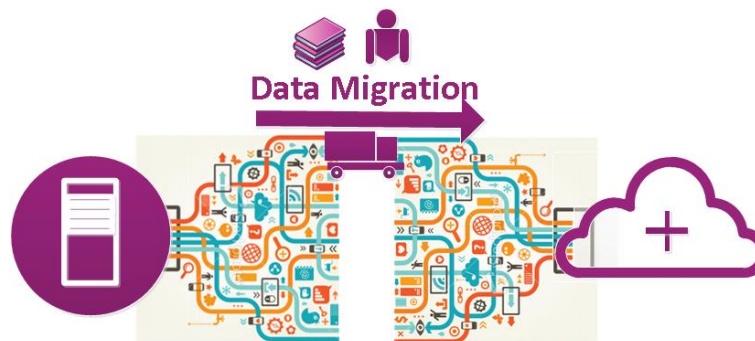
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Migrating Complex Learning Data Is a Real Obstacle

- Identifying, mapping, and translating complex information
 - Course Types/Learning Items
 - Supporting metadata
 - Learning History
 - Organizational Structure
- Requires strong SAP functional and technical knowledge
- Requires SuccessFactors knowledge
- Testing, risk management, and critical path impacts!
- Data Migration:
 - A time-intensive, under-estimated task
 - Drawing on IT, SMEs and QA

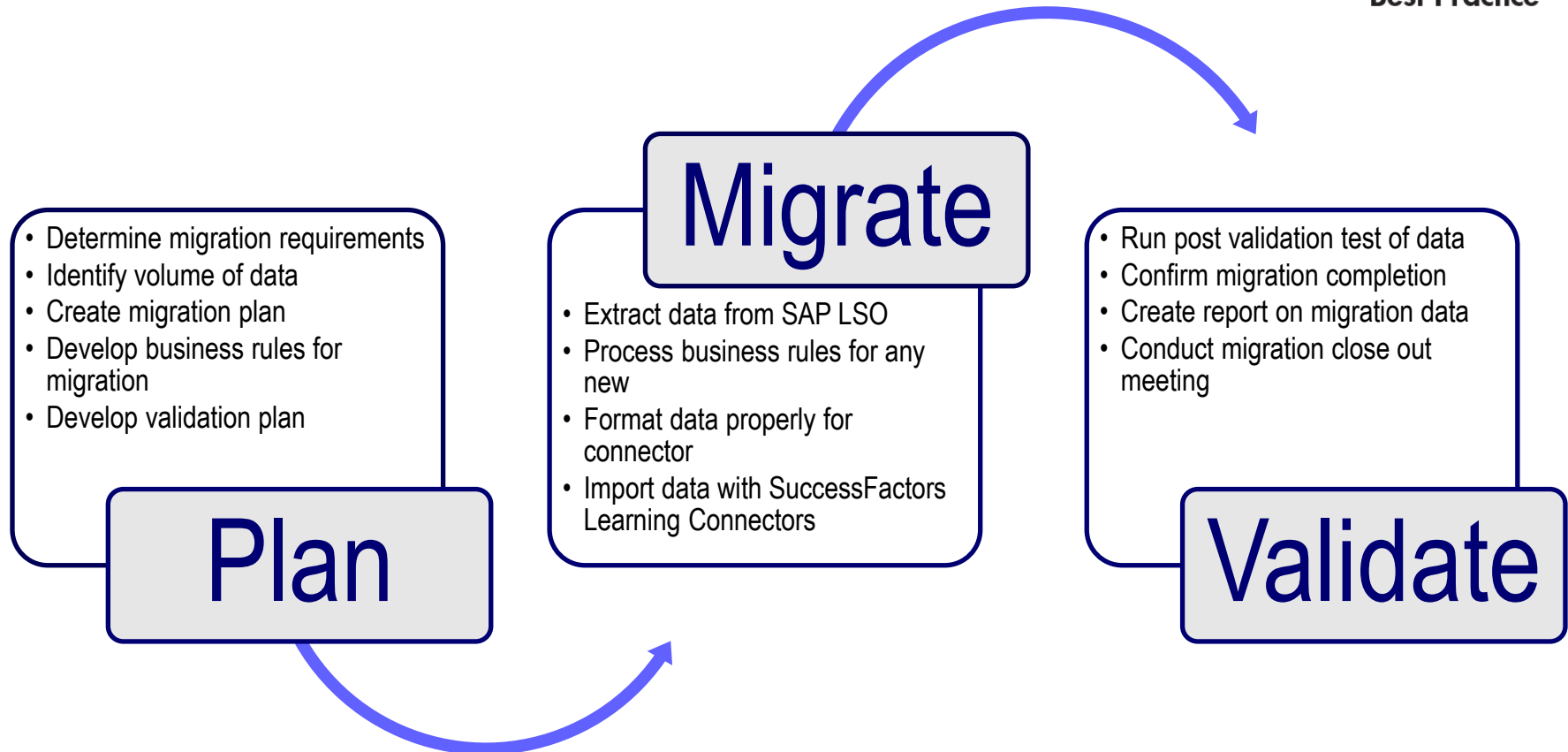
SMEs with experience in both systems are difficult to secure!



Methodology for Data Migration



Best Practice



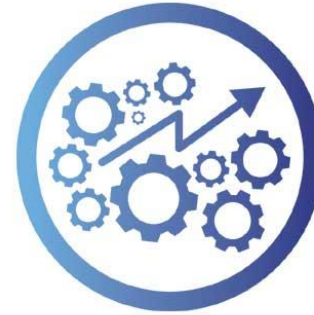
Mapping Fields

SAP Field	SuccessFactors LMS Field
Object ID or Short Name	Item ID (Required Field)
Course Type Name	Item Title (Required Field)
RDS Custom Table	Item Type (Required Field)
To be Specified on Selection Screen	Assignment Type
Course Description	Item Description
Course Group Name	Item Description
To be Specified on Selection Screen	Enroll Threshold Days
Y or N (Specified on Selection Screen)	Sched. Overrides Price
Course Type Start Date	Create Date
Course Minimum capacity	Min Enrollment

Custom Connectors

- **SuccessFactors Learning may support custom connectors**
 - ◆ **Process for request**
 - ◆ **Timeliness**
 - ◆ **SuccessFactors resource builds**
- **Tasks (Example)**
 - ◆ **Source data in LSO**
 - ▶ **Task**
 - ◆ **Multiple objects in SuccessFactors Learning**
 - ▶ **Task**
 - ▶ **Document**
 - ▶ **Item**
 - ▶ **Curriculum**

Business Rules for Data



- Identify data transformation needs
- For unique identifiers
 - ◆ **Item ID**
 - ▶ **Manually entered, requires naming convention**
 - ▶ **Auto-generated**
 - ◆ **Curriculum ID**
 - ▶ **Manually entered, requires naming convention**
- Optional fields, mandatory fields
- Mashed data
- Concatenation of data

Format Rules for Import to SuccessFactors Learning

- End of line carriage return to stop the process
- UTF 8 – Using this allows special characters to go into the system
- Date Format (only Hire date and termination date use dates)
 - ♦ JAN-04-2005 14:00:00 (must be formatted this way, 24 hour time no AM or PM)
- Apostrophe in a name
 - ♦ For a name with an apostrophe you need two apostrophes as in O''Connor
- Valid Country and Time Zone
 - ♦ Canada would be - CA
 - ♦ Eastern Standard time would be - America/New_York



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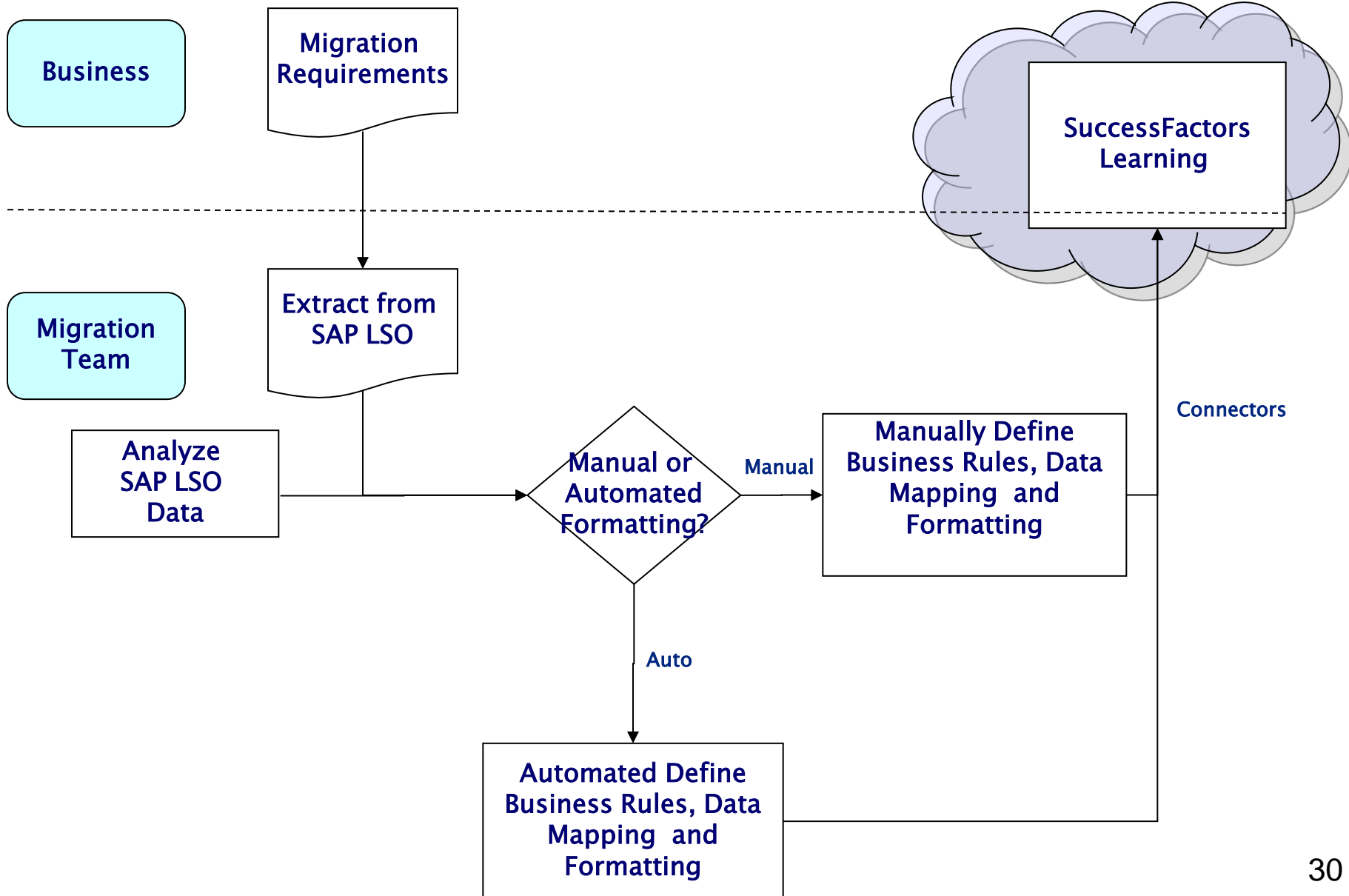
Migration Options

- **Manual**
 - ◆ High level of effort
 - ◆ High level of risk
- **Custom development**
 - ◆ Moderate to high level of effort
 - ◆ High level of flexibility
- **Rapid Deployment Solution**
 - ◆ Moderate level of effort
 - ◆ Based on best practices

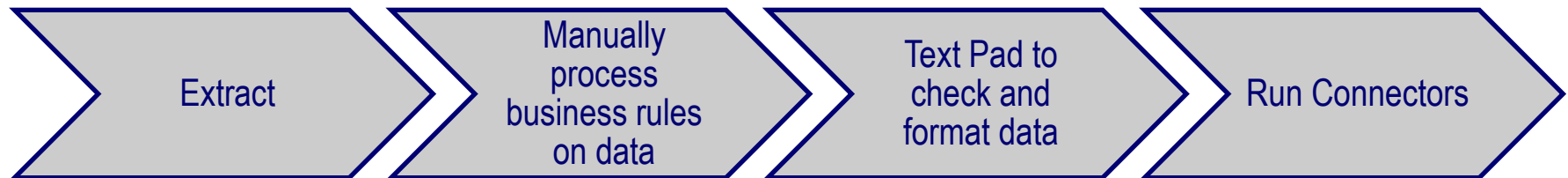


Decision Point

Migration Process Flow



Manual Migration



Caution

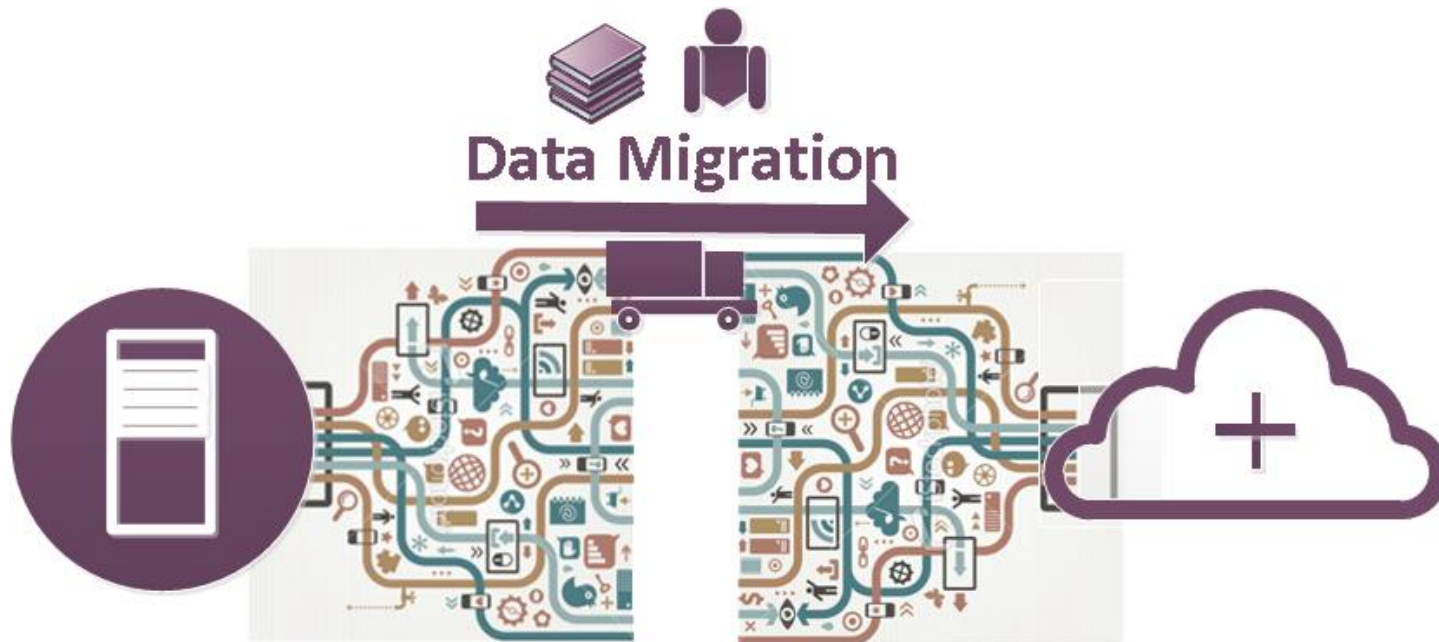
Custom Tools for Data Transformation and Format

- **Custom solutions built in-house or by your integration partner**
 - ◆ **Pros**
 - ▶ **Get the data you need, in the format you need**
 - ▶ **Eliminate restrictions placed by manual or standardized tools**
 - ◆ **Cons**
 - ▶ **Requires SAP and SuccessFactors skill-sets**
 - ▶ **Investment in design; development; testing add to the implementation cost**
 - ▶ **Opens up the scope of the migration – more choices lead to more opportunities for problems**

SAP Data Migration via Custom Tools

- Custom tool used for internal SAP implementation of SuccessFactors Learning
- Data pulled from multiple legacy systems and compiled in the Learning Data Exchange (LDX)
 - ◆ Formatted data
 - ◆ Processed business rules
 - ◆ Added course URL
 - ◆ Process standard data spreadsheet for connector upload
- Connectors run to import into SuccessFactors Learning

SAP-Qualified Rapid Deployment Solution



Note

Rapid-deployment solutions (RDS) are pre-packaged solutions that accelerate your implementation. They include the solution, the documentation, and services or service-options.

Learning Migration Rapid Deployment Solution

- **The Learning Migration Rapid Deployment Solution (RDS)**
 - ♦ **Applicable to HCM On-Premise clients wishing to migrate from SAP's Learning Solution (LSO) to SuccessFactors Learning Management System.**
 - ♦ **Migration of data from SAP LSO to SuccessFactors requires breadth of skills and expert knowledge of both systems.**
 - ♦ **Accelerates migration by providing tools that mitigate gaps in resource skill and knowledge**
- **Leveraging the RDS**
 - ♦ **Provides best practice default process for migrations**
 - ♦ **Delivers flexibility to support unique business requirements/mappings**

Learning Migration Rapid Deployment Solution (cont.)

- Data migration is frequently a gotcha for projects – the RDS will minimize risk and accelerate the project timeline
 - ◆ Data elements supported
 - ▶ Course Catalog
 - ▶ Course Types/Learning Items
 - ▶ Learning History Objects
 - ▶ User data*
 - ▶ Course meta-data



*User Data relevant only for non-integrated LMS

Learning Migration RDS and Connector Demo



Demo

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Content Migration Options

- **iContent**
 - ◆ **SCORM bulk importer was introduced in LMS version 6.3**
 - ▶ **Allows admins to upload numerous courses at once**
 - ▶ **Content may be auto-deployed to the server**
 - ▶ **Can auto-generate items for imported content**
- **Leave content in SAP KM repository**
 - ◆ **Need to compile list of URLs for upload to SuccessFactors Learning**
- **Third-Party Repository**
 - ◆ **SuccessFactors Learning will allow you to point to the repository of your choice**

iContent Overview

- **iContent provides content hosting**
 - ◆ Internal content
 - ◆ Third-party purchased content
- **iContent includes:**
 - ◆ Web servers, disk space, and network delivery
 - ◆ Content integration activities
 - ◆ Content updates and management
- **iContent portal**
 - ◆ Provide a single content portal for administrators
 - ◆ Assure optimal e-learning course delivery
 - ▶ **Utilizes the Akamai Content Distribution Network (CDN)**



Note

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Where to Find More Information

- **Extractor Information from SAP LS:**
http://help.sap.com/saphelp_nw70/helpdata/en/31/6ef6e88b7ac744bf720a20eb0b738d/frameset.htm
- **SuccessFactors Learning Needs Management:**
https://connect.successfactors.com/Login/Documents/LearningNeedsMgmt_v64_v1.pdf
- **hyperCision Rapid Deployment Solution:**
http://help.sap.com/saphelp_nw70/helpdata/en/31/6ef6e88b7ac744bf720a20eb0b738d/frameset.htm
- **SuccessFactors Content Integration (Matt Turley):**
<http://www.successfactors.com/static/docs/successconnect/sf/successfactors-content-integration-turley.pdf>

7 Key Points to Take Home

- There are 12 standard connectors for SuccessFactors Learning
- Connectors are agnostic and can import properly formatted data from any system
- Following a solid methodology and plan to migrate your content will make it much easier
- Complete a set of business rules for data migration is a necessity
- You must follow the 5 format rules or the connectors will fail
- There are three ways to migrate data from SAP LSO to SuccessFactors Learning: Manual, Custom, a third party tool
- iContent is the repository that would be recommended by SuccessFactors learning as the place to store all online courses

Your Turn!



Questions?

How to contact me:
Michael Reedy
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Please remember to complete your session evaluation

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