An Expert's Guide to Optimizing SAP Learning Solution

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hyperCision

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In This Session

- Discuss why learning is a key element of your talent strategy
- Review best practices to optimize your learning solution in the areas of content integration and reporting
- Learn how to improve your SAP HCM LSO functionality with new functionality and UI enhancements
- Understand integration options for SAP Learning Solution with other talent management applications in your landscape

What We'll Cover

- Learning and your talent strategy
- Learning Solution optimization
- Customer Connection and the Learning Solution
- HR Renewal and the Learning Solution
- Additional Enhancements from SAP Services and Partners
- Wrap-up

Learning and Your Talent Strategy

- A few years ago, analysts stopped reviewing Learning Management Systems (LMS) in favor of Talent Management Solutions (TMS)
- Our customers have followed suit:
  - Defined learning and talent strategy
  - Aligned L&D objectives with organizational goals/business strategy
  - CLO or C-suite executives
  - Centralized/federated learning function
- Integrated talent management solutions make this process simple

76.1% of organizations link learning objectives to corporate performance goals to at least a moderate extent and 43.5% link it to a high or very high extent

Brandon Hall Group's 2014 Learning & Development Benchmarking study

Talent and Your Learning Strategy

- While the goals of the talent strategy should be driven by corporate goals and objectives, the learning strategy goals should be driven by your talent strategy
  - If a corporate objective is to increase revenue by 10% over the next 2 years, how does this impact your talent strategy goals?
  - And in turn, how does this impact your learning strategy goals?
    - What would cause revenue to increase?
    - What might prevent revenue from increasing?
- Once your learning strategy goals are defined, you can define your learning strategy
- And – determine how your technology (your LMS) will support it

Key Ways an LMS Supports Your Talent Strategy

- **Compliance**
  - Identification of key training needs: Individual and by organization/department
  - Alignment to reduce risk
- **Development**
  - Suggested training based on competencies
  - Targeted training based on performance
- **ROI – Individual and organizational**
  - Reaction
  - Training
  - Transfer
  - Results

Learning Trends

How Do You Align Strategy and Technology?

- Understand your business goals
- Understand your technology strategy
- Understand your LMS roadmap
  - Are you optimally using your LMS today?
  - Can you optimize your LMS today?
  - What is the roadmap for your LMS?
  - Will these support your learning strategy? Your talent strategy? Your corporate strategy?

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Learning Solution Optimization

- SAP Learning Solution – optimization checklist
  - Review existing pain points
    - Discuss with your managers
    - Review with your administrators and content designers
    - Poll your learners
  - Understand current solution constraints
  - Determine solutions
    - Configuration changes
    - New functionality*
    - Customer-specific enhancements
    - Add-ons and solutions*

Items with * will be covered specifically in this presentation

Things to Keep in Mind

- Know the functionality available to you
  - Which release are you on?
  - Does your organization have plans to upgrade?
  - When you last upgraded, did you implement new functionality or was it a "technical" upgrade?
- SAP has released multiple enhancements to the LSO over the last three years
- Partners provide additional solutions
- There are many resources available to help you
  - ASUG Learning Solution Influence Council
  - LinkedIn groups
  - SDN

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- **Customer Connection and the Learning Solution**
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Customer Connection

- Dedicated channel for incremental enhancements and improvements of SAP solutions already in productive use
- Delivery via SAP Notes and SAP Support Packages for easy and fast adoption – without the need for upgrading the solution
- Collaboration in a project approach with dedicated focus and limited timeline per project (approximately 9 months)
- Transparent and tool-based process

Customer Connection Focus Topic Process

Customers

Submit improvement requests, subscribe for IR prioritization

Provide feedback in development & support testing

Provide feedback on productive use

Kick-Off

Final Call

Selection Call

Delivery Call

Collect (~ 8-12 weeks)

Select (~ 4 weeks)

Development (< 6 months)

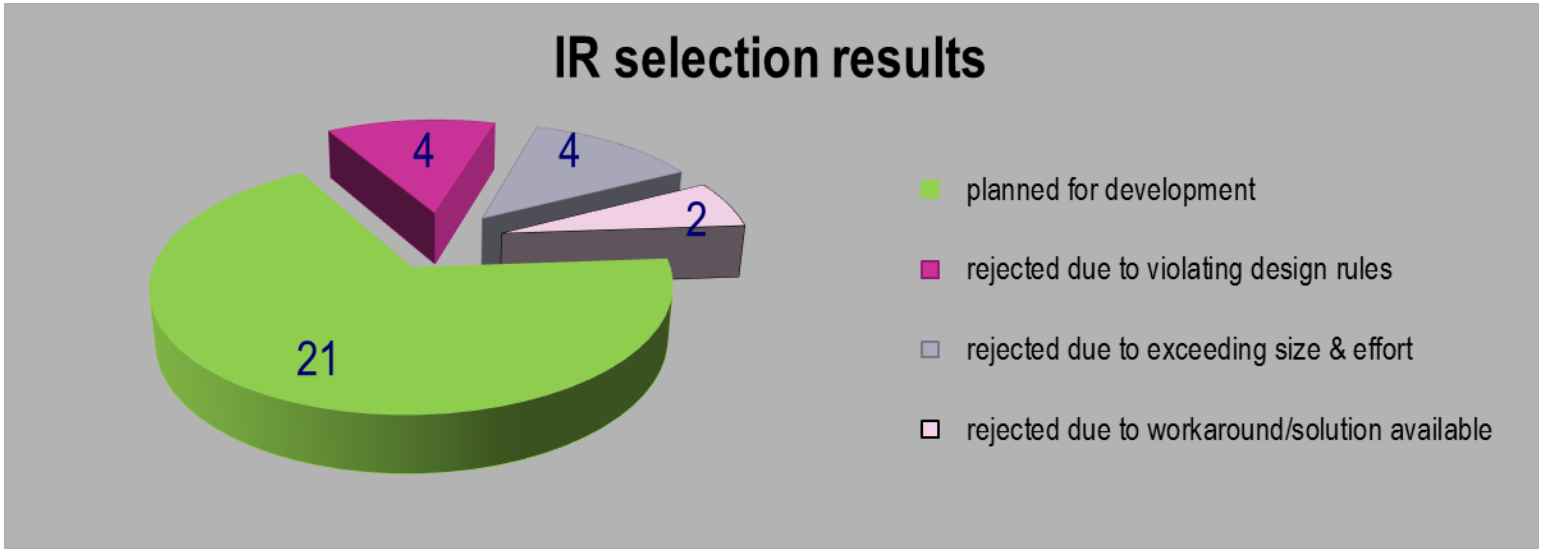
Use

Collection of Improvement Requests	Selection of improvement requests for implementation	Improvements' development (delivery as Notes/SP)	Productive use in customers' systems
Follows, moderates, and comments on improvement request	Detailed analysis and decision on implementation	Development and delivery of Notes and support packages	Continuous improvement of the Customer Connection process

SAP Project Team

LSO Customer Connect Stats

- 21 Improvement Requests (IR) Selected!
  - 64 submitted
  - 31 had 5 subscribed customers



Source: SAP

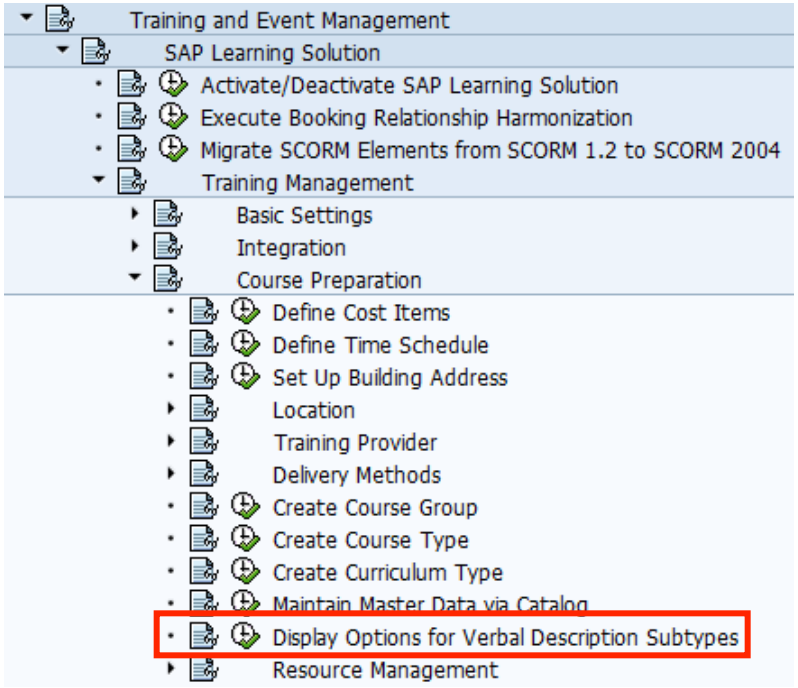
Note

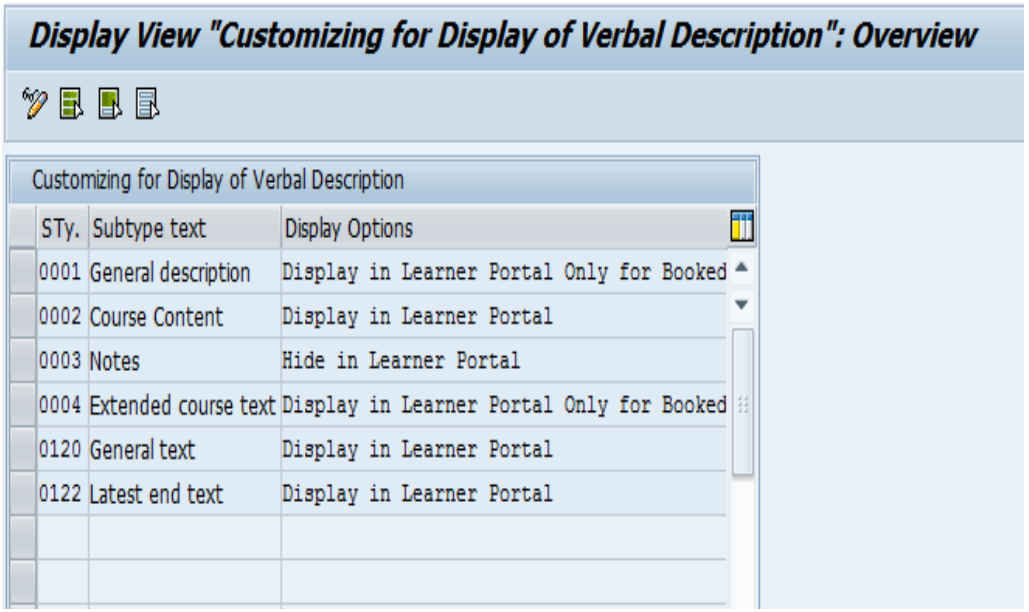
All improvements and comments are available for review on Customer Influence site for SAP Learning Solution: https://influence.sap.com/ct/s.bix?c=D3D8C342-D8B1-4156-94C4-F803E062A38A

Released Improvements

1. **Improve E-Learning Handling with high amount of booking:** A new customizing option (generic and at infotype level) is provided to select the maximum number of bookings per E-Learning object
2. **Book List for curricula (EC) and Training program (EK):** Book list option is provided for Curriculum and subscribe list for Training Program
3. **Display of verbal description only for booked participants:** A new customizing option is provided where customers can select the subtypes which should be displayed to only booked participants
4. **Allow for date range selection on employee Transcript:** Date range selection is provided in the training activities section of the BSP portal
5. **Blended Learning Progress Reporting for Curricula:** A new report is created for viewing the learning progress for Curricula
6. **Streamline Follow-up Process:** Five screen follow-up process is now streamlined into two screens)
7. **One-click participation cancellation:** Cancel list option is provided for course, web-based trainings, curriculum, and course program

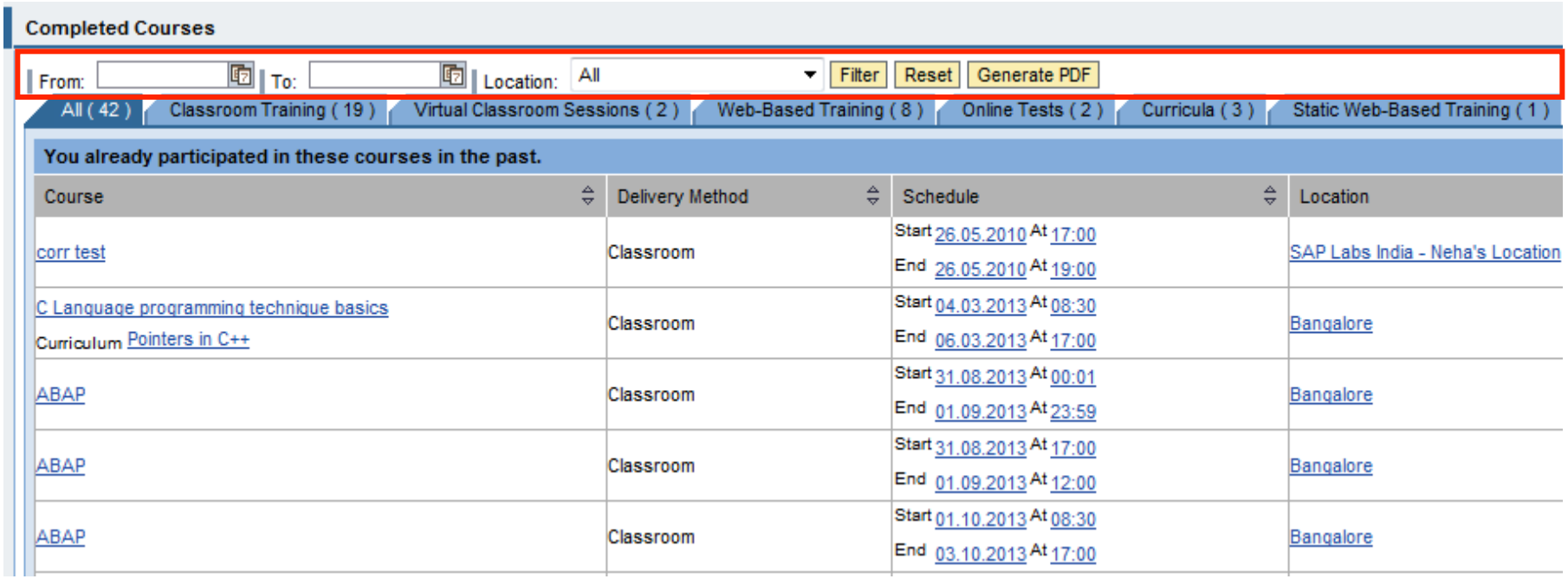
Description Options Display for Learners





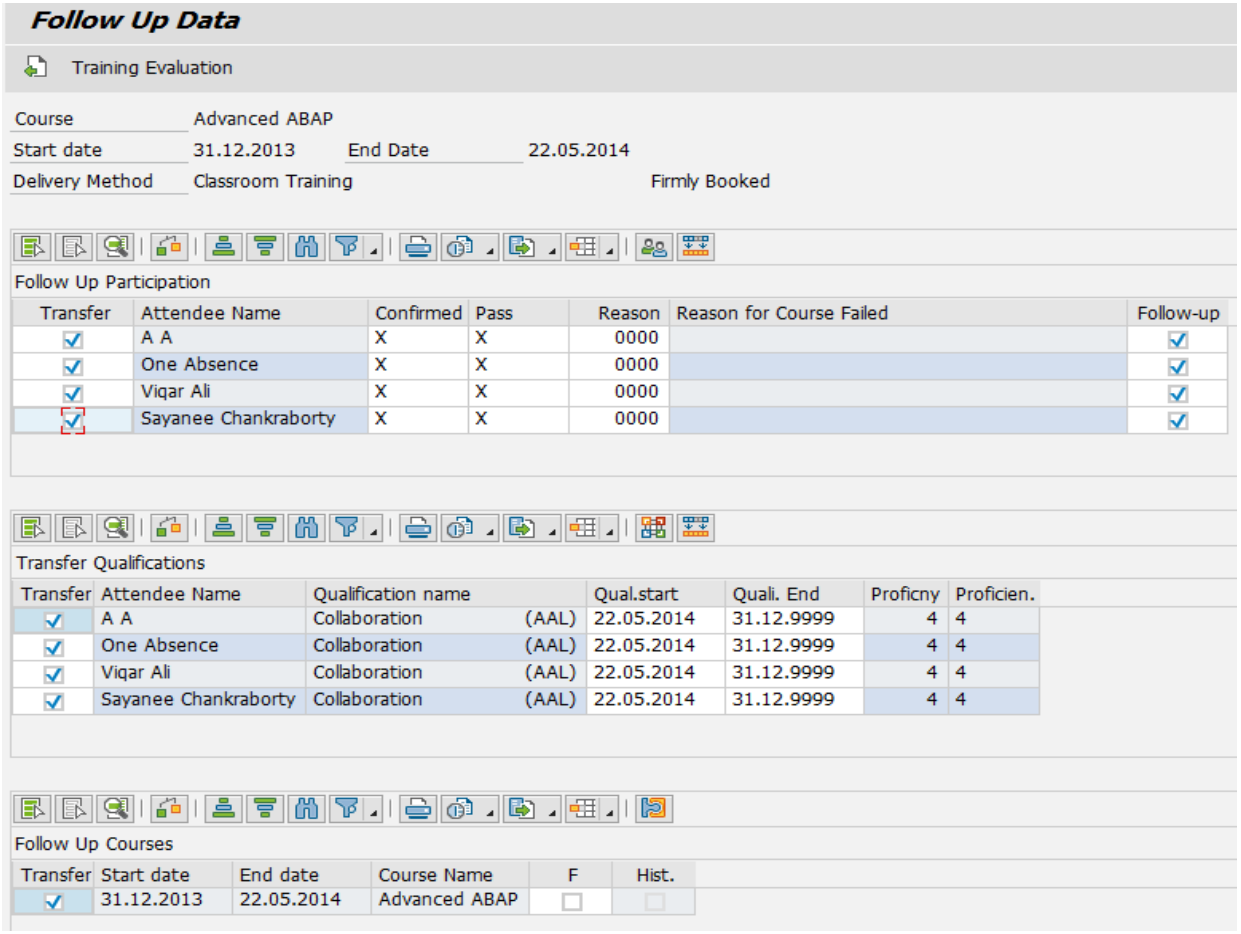
- A new customizing option is provided: Select the display options for subtypes which should be displayed to participants

Transcript Improvements



- Learners may filter transcript by date range and location. In addition, they may download the transcript to PDF.

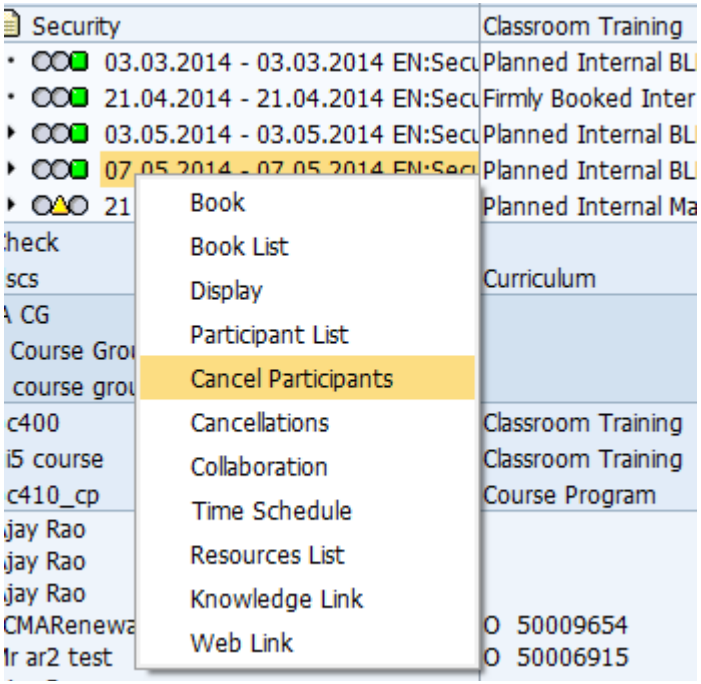
Follow-Up Process Improvements

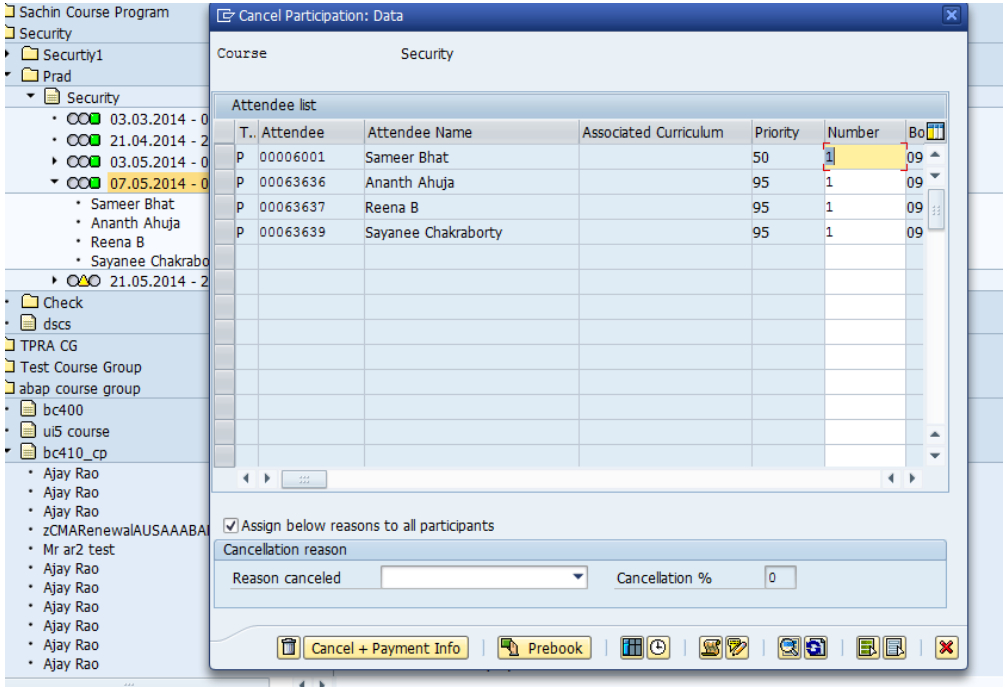


- **Follow-Up participation, Transfer Qualification, and Follow-Up Course: Merged to a single screen**

One-Click Cancelation

- The Participation Menu now supports “Cancel Participants” or “Cancel Subscriptions”
- Provides a function to select multiple participants from the participant list for cancelation



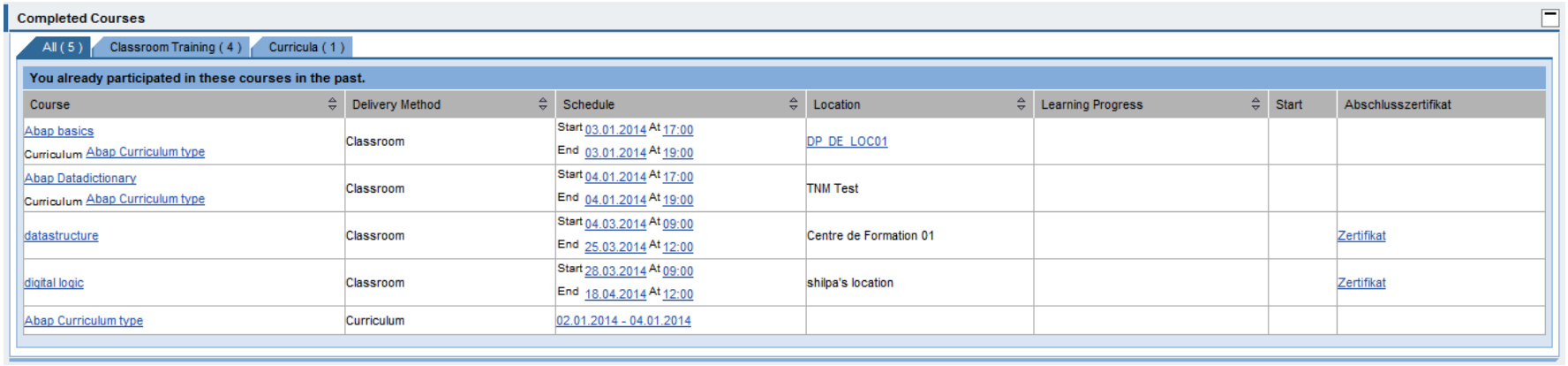


Released Improvements

8. **LSO Evaluation process:** Send notification upon course completion: A new batch report is created to send email notifications to participants upon course completion. A follow-up actions tab is also enabled in the BSP portal.
9. **Completion Certificate:** Learners can print the completion certificate from the learner portal. Customizing options are also available for the training administrator to display/hide score, show pass/fail certificate, etc.
10. **Default Customizing Entry of Appraisal Form for Each Delivery Method:** A new customizing view is created to select the appraisal form for each delivery method
11. **Partial Attendance:** A new infotype is created to record attendance data for participants. The participants list and bookings per participant reports have been modified to show the attendance data.
12. **Long-term and fairly long-term bookings of curriculum:** Same as partial attendance
13. **Disable storage of time and number of attempts in WBT:** New customizing option (generic and at infotype level) is provided to disable the storage of time and number of attempts

Completion Certificate

- For completed courses, there is now an option to print a Completion Certificate from the portal

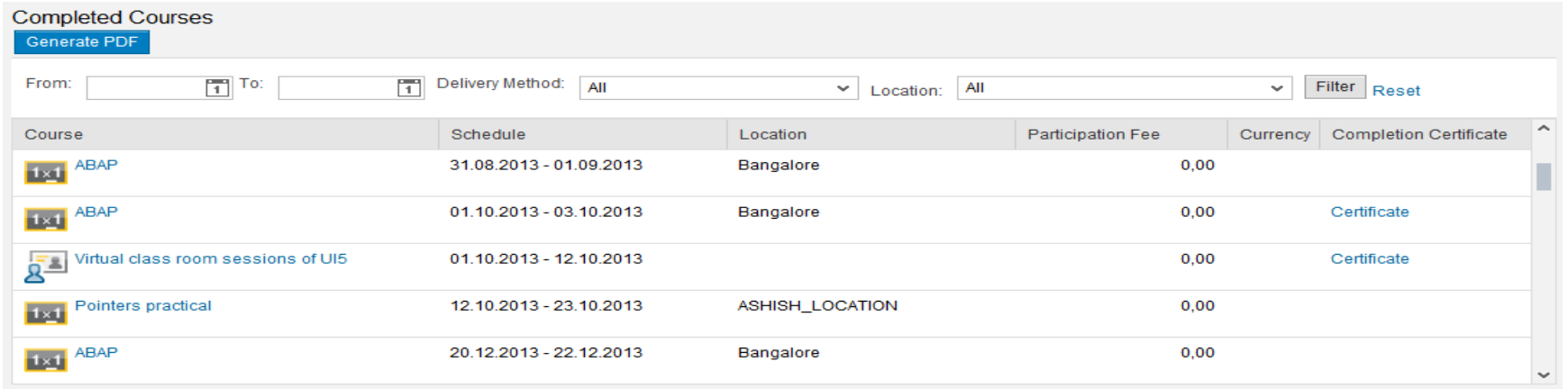


Completed Courses

All (5) | Classroom Training (4) | Curricula (1)

You already participated in these courses in the past.

Course	Delivery Method	Schedule	Location	Learning Progress	Start	Abschlusszertifikat
Abap basics Curriculum Abap Curriculum type	Classroom	Start 03.01.2014 At 17:00 End 03.01.2014 At 19:00	DP_DE_LOC01			
Abap Datadictionary Curriculum Abap Curriculum type	Classroom	Start 04.01.2014 At 17:00 End 04.01.2014 At 19:00	TNM Test			
datastructure	Classroom	Start 04.03.2014 At 09:00 End 25.03.2014 At 12:00	Centre de Formation 01			Zertifikat
digital logic	Classroom	Start 28.03.2014 At 09:00 End 18.04.2014 At 12:00	shilpa's location			Zertifikat
Abap Curriculum type	Curriculum	02.01.2014 - 04.01.2014				



Completed Courses

Generate PDF

From: To: Delivery Method: All Location: All Filter Reset

Course	Schedule	Location	Participation Fee	Currency	Completion Certificate
ABAP	31.08.2013 - 01.09.2013	Bangalore	0,00		
ABAP	01.10.2013 - 03.10.2013	Bangalore	0,00		Certificate
Virtual class room sessions of UI5	01.10.2013 - 12.10.2013		0,00		Certificate
Pointers practical	12.10.2013 - 23.10.2013	ASHISH_LOCATION	0,00		
ABAP	20.12.2013 - 22.12.2013	Bangalore	0,00		

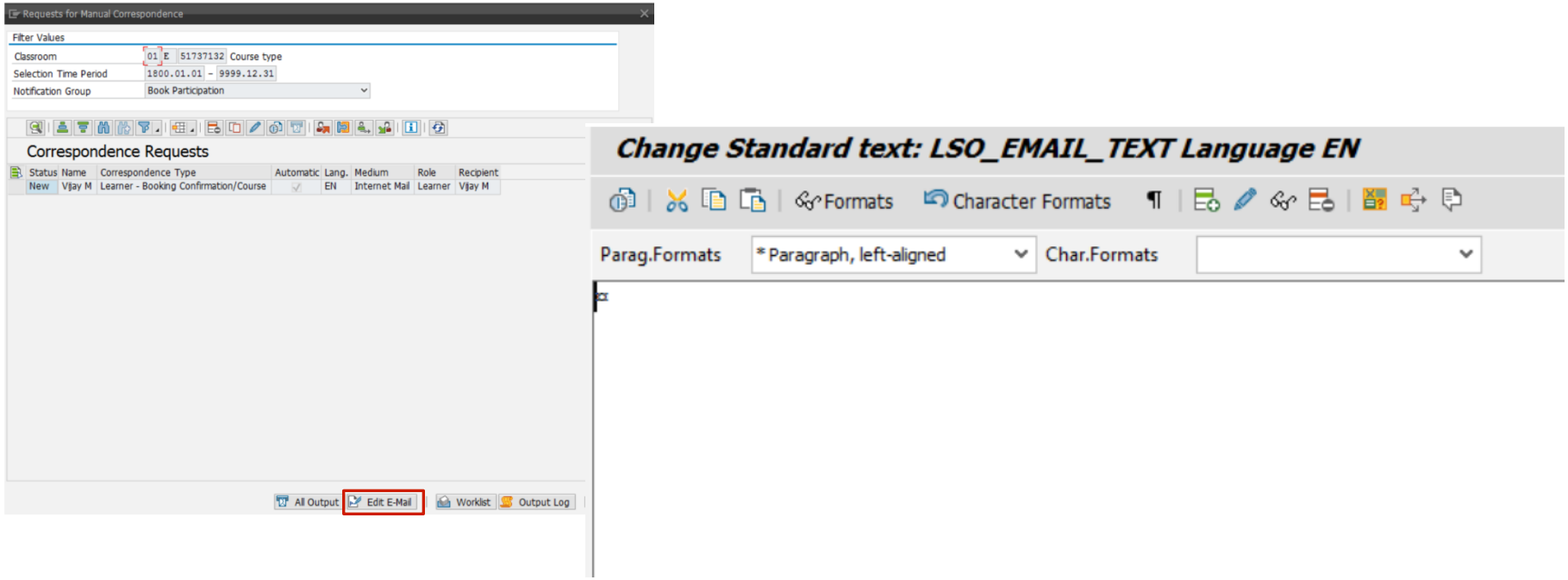
Released Improvements

14. **New customizing option:** Disable rebooking correspondence if only capacity was changed: New switch has been provided which can be used to deactivate the correspondence to the participants in case only the course capacity was changed
15. **Prevent automatic correspondence when event date has passed:** The correspondence can be deactivated for all notification types (except follow-up, activity allocation, as these can be done only when the course is in the past).This functionality was already available for SAP Script correspondence through BAdI.
16. **Confirmation date of WBT:** A confirmation time stamp will be stored for all completions and will display in the Participant List report (RHXTEILN_LSO)
17. **Rework of the SCORM-Reporting:** The delivered SCORM report (RHSCORM2004_LSO) will include Booking Date, Access Counter, Participation Confirmation Time Stamp columns.
18. **Standard Report "Courses per Organizer":** A new report is created to display all courses for which an organizer is responsible, as well as attendees for these courses

Released Improvements (cont.)

19. **Individual/flexible correspondence & email in LSO:** Flexible correspondence may be activated, which will allow an administrator to "Edit Email" for manual correspondence. Individualized texts can be sent to one or more attendees.
20. **Enhance Testing Support:** The option exists to track attempts for online tests. A new report was also delivered to view the results "Track Test Results and Attempts for Participant" (RHTATTMPTS_LSO).
21. **A. Improved Content player:** Global customizing now supports the following:
    - Display/Hide Menu Bar
    - Display/Hide Tool Bar
    - Display/Hide Address Bar
    - Display/Hide Scroll Bar
    - Display/Hide Status Bar
    - Allow/Prohibit Learners to resize Content Player window
    - Define size of Content Player window
    - Define position of Content Player window

Individual and Flexible Correspondence

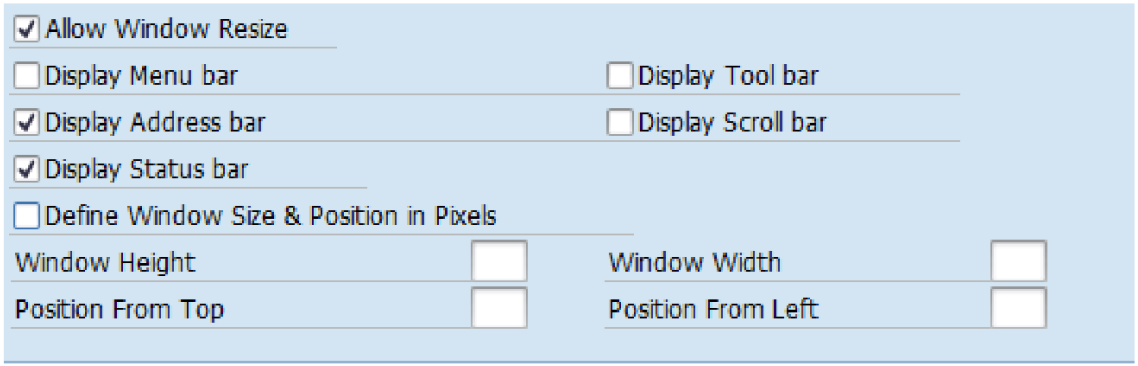


- Activation of this function will allow administrators to select "Edit E-Mail"
- This will call a dialog box for inserting custom text in notifications

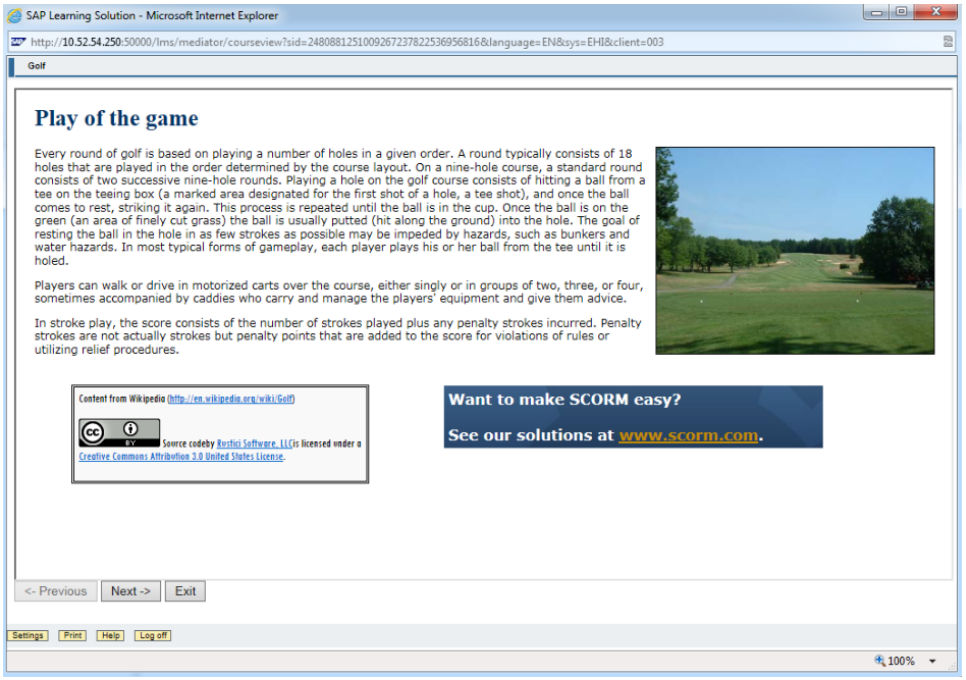
Note

As delivered, the function only supports text additions for booking confirmation correspondence. It may be configured to support other notifications, such as cancelation emails.

Content Player Enhancements



- A new infotype at the Course Type level controls Content Player look and feel



Released Improvements

21. **B. Improved Content player:** Content player will now automatically save progress if a learner does not confirm that he or she is still reviewing the content. In the past, progress may have been lost. Note: This improvement is only supported back to 6.04 and will be delivered in April 2015 with standard Support Packs.

Learn about improvements, their status, and related support packages via the SAP Improvement Finder: sapimprovementfinder.com

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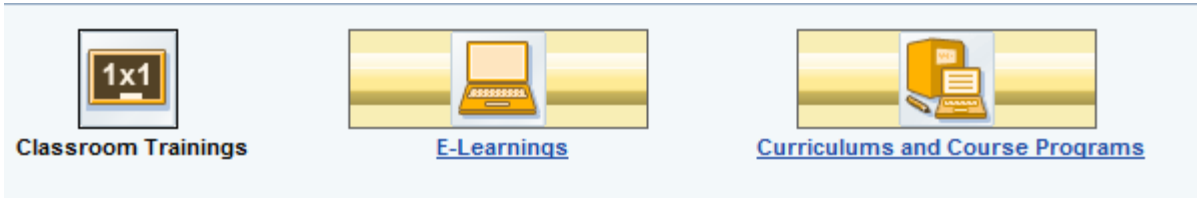
Improve Usability Experience in SAP HCM LSO

- HR Renewal Pack 1.0, Initial Shipment provided a new UI for Learners
  - Automatic Follow-up and Confirmation for WBT
  - Improved search, including integration with TREX
  - Training Calendar
  - Ability to “book and start” a WBT
  - Microsoft Calendar integration
- HR Renewal Pack 1.0, Feature Pack 4
  - UI5 Application based on SAP Fiori design: Employee Profile, including Learning information for Managers
  - UI5 Application “My Learning”
  - SAP Jam integration
- HR Renewal Pack 2.0, Feature Pack 2
  - Enhancements to the integration with SAP Jam to support formal training through informal media

Training Home Page

- **Consolidated view of the Training Plan, Training Activities, and links to other functions:**
  - **Training activities are presented by training category**



  - **New icons introduced for different delivery methods**

Classroom Training

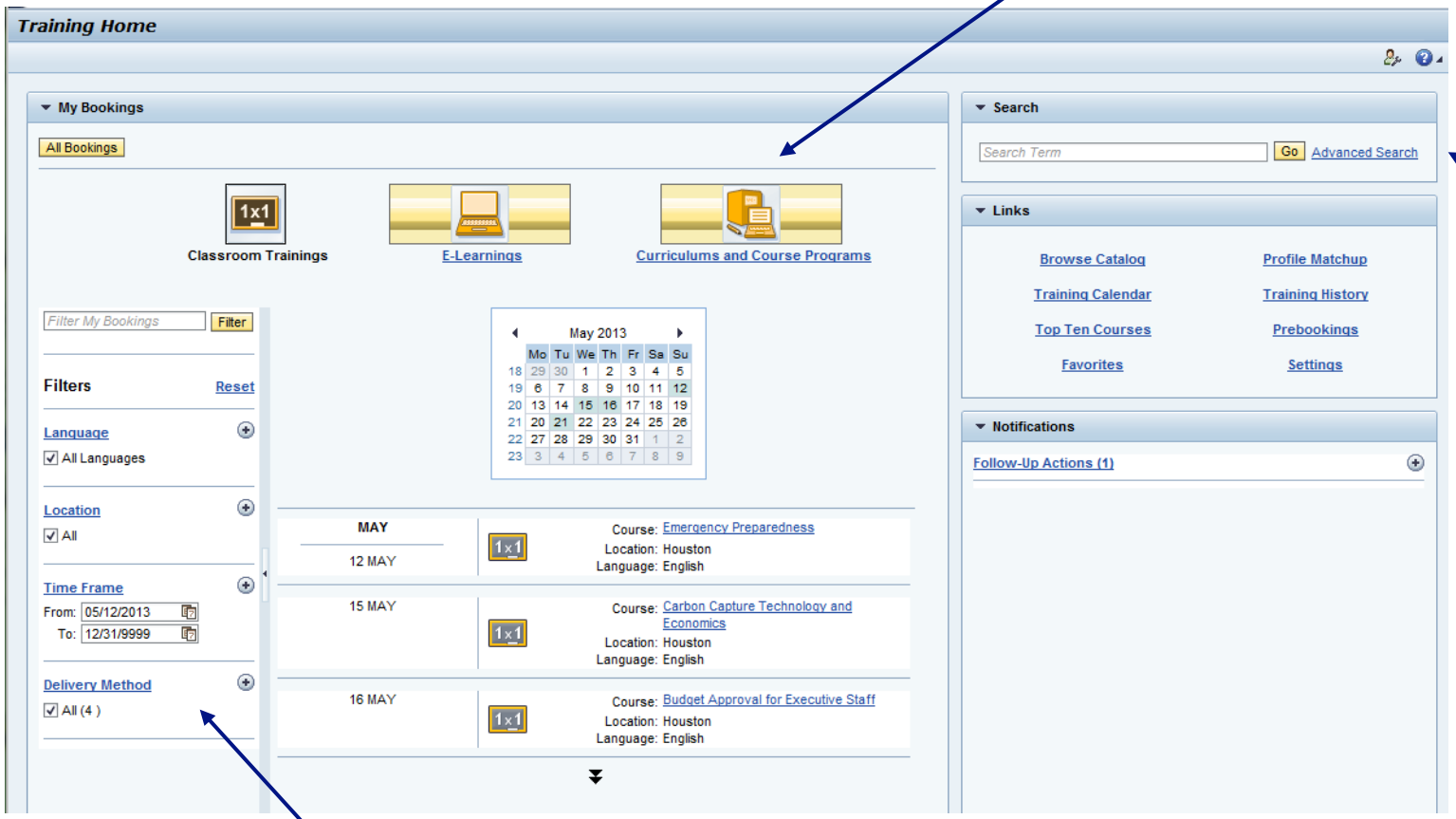
Static Web-Based Training

Web-Based Training

Virtual Classroom Training

WBT in Classroom

Training Home Page (cont.)



Categorized Learning activities

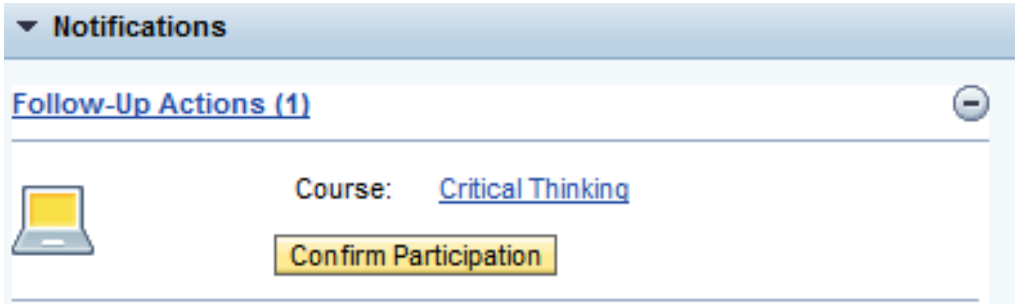
Advanced Search

Links and notifications

Filters for My Bookings

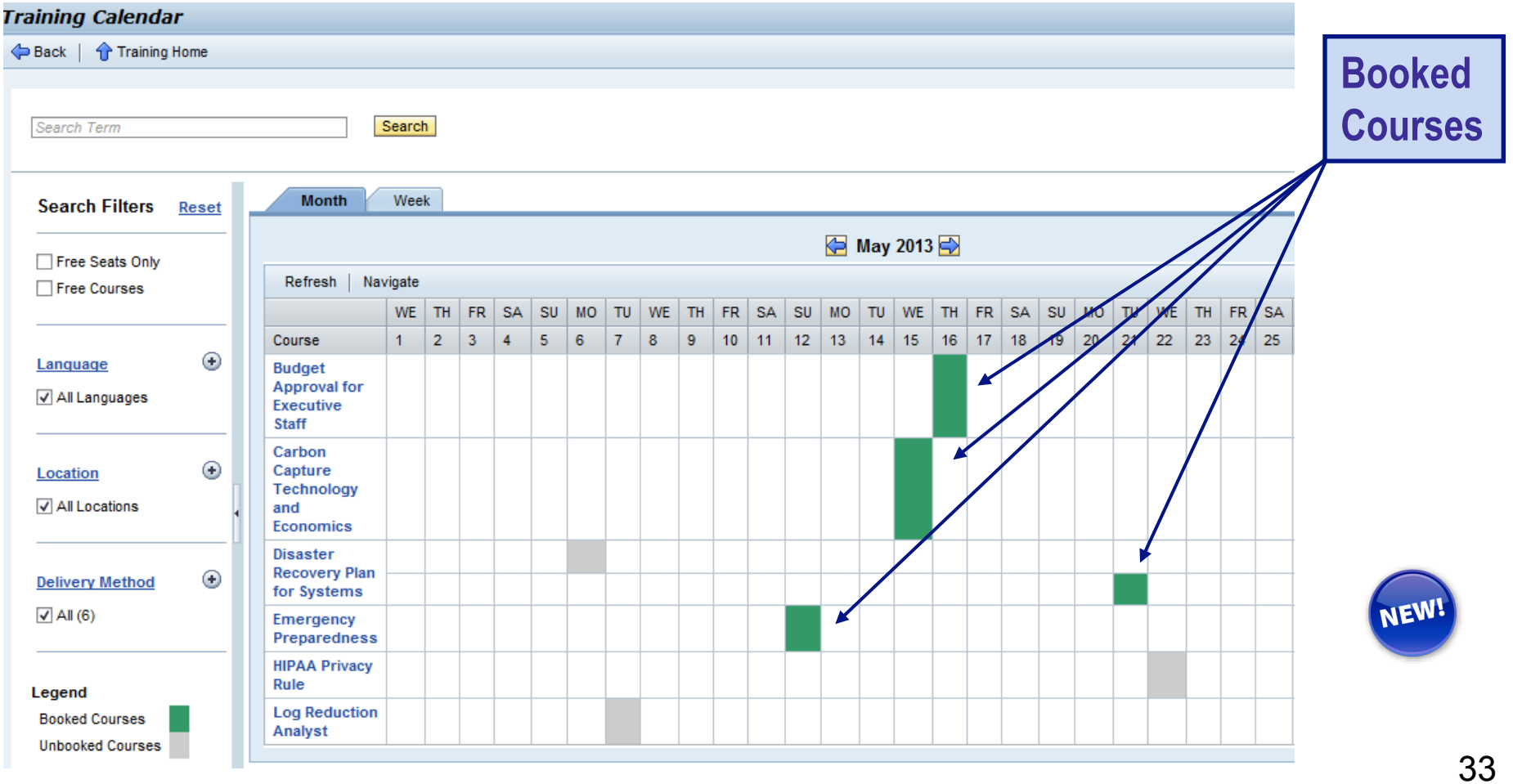
Training Home Page (cont.)

- Notifications section on the home page displays alerts for Mandatory Courses, Missing Qualifications, Expiring Qualifications, and Follow-up Actions
- A notification available in the section, when expanded, provides options for further action such as Follow-up, Appraisal Completion, and Certificates



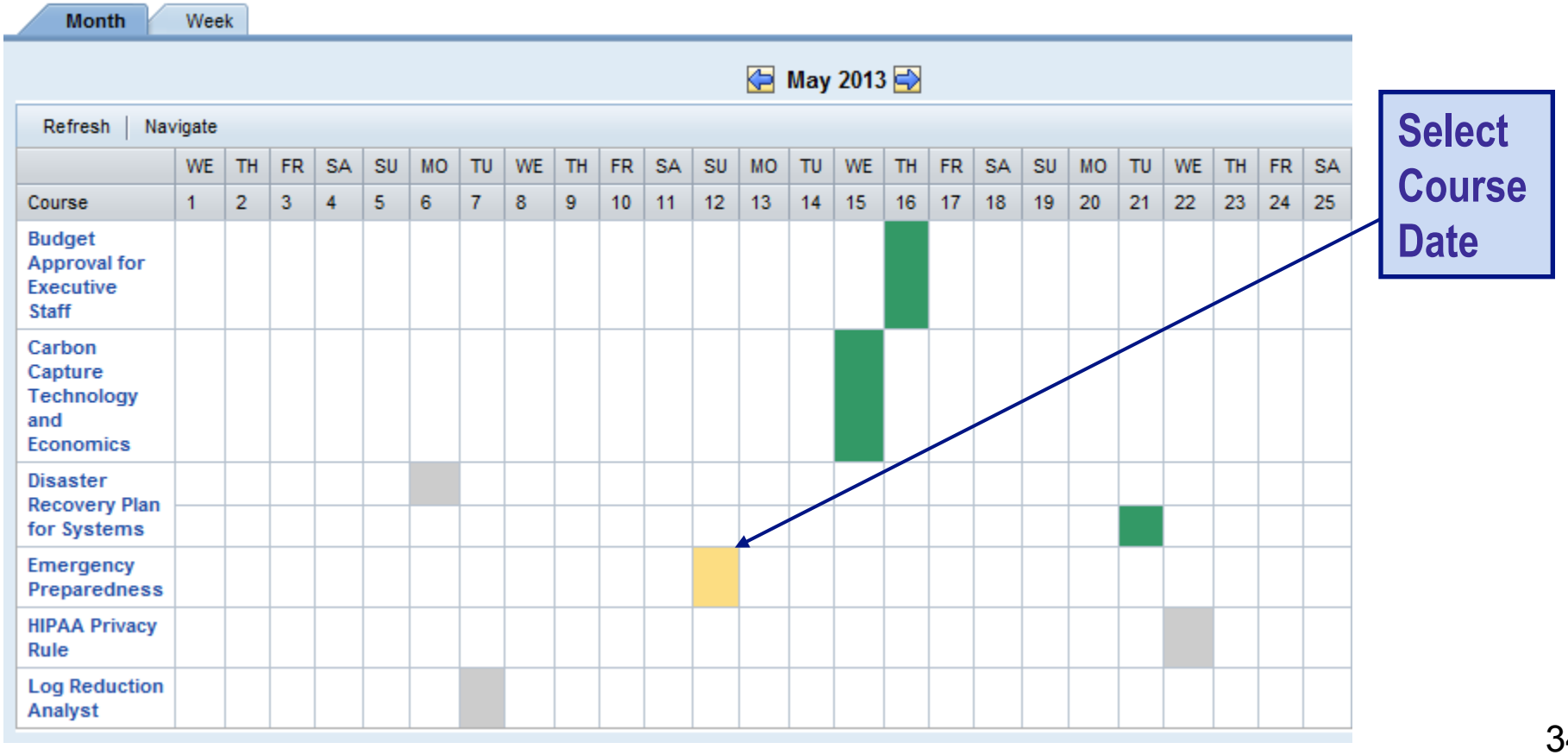
Training Calendar

- Displays training activities (time-dependent) in a Month or Week View
- Search Filters, Course name can be used to view specific courses



Training Calendar (cont.)

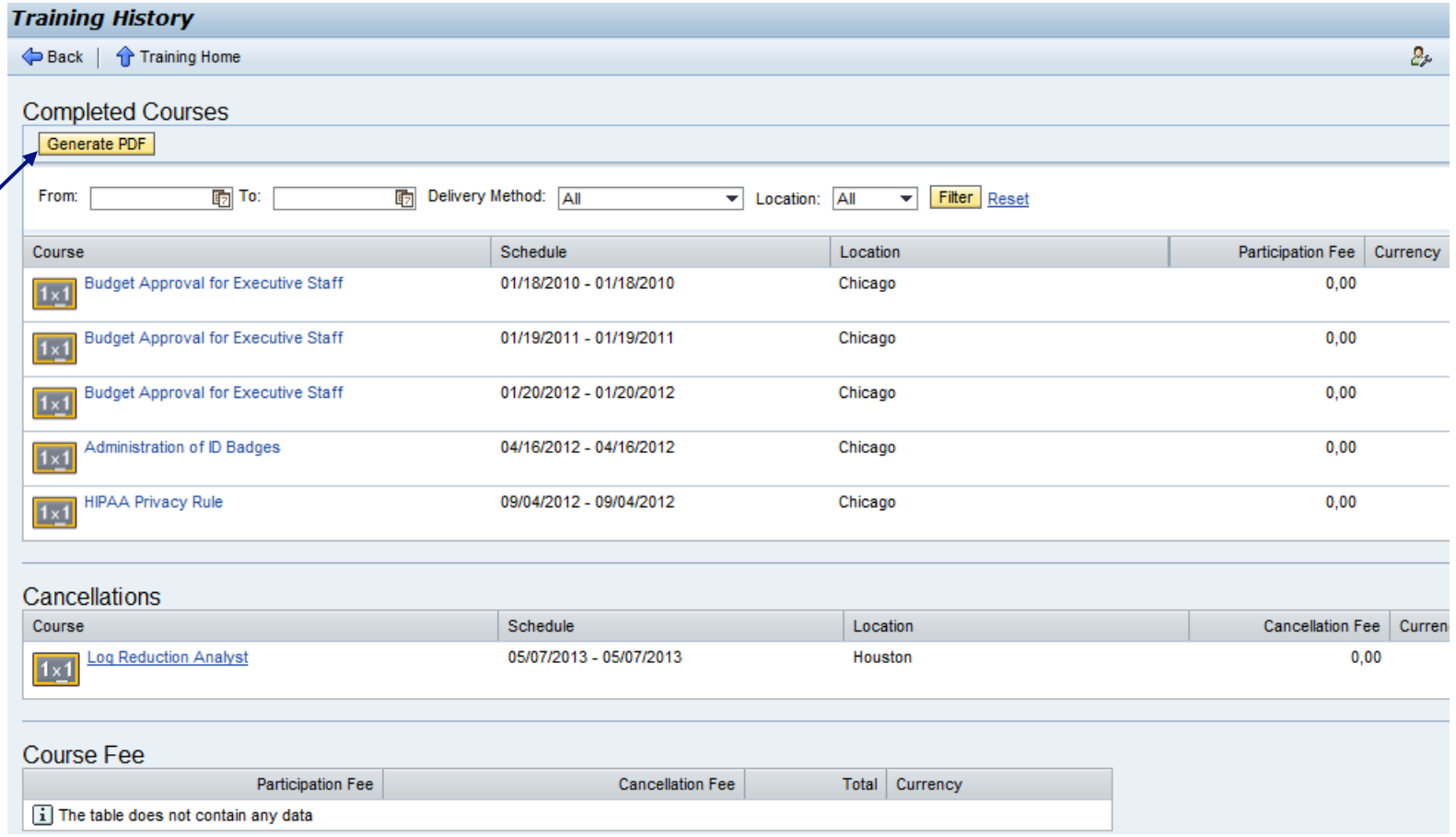
- Training Calendar allows a Course date to be booked by selecting the course and using the Navigate button. This takes the learner to the Course Details page, where the course can be booked.



Training History View

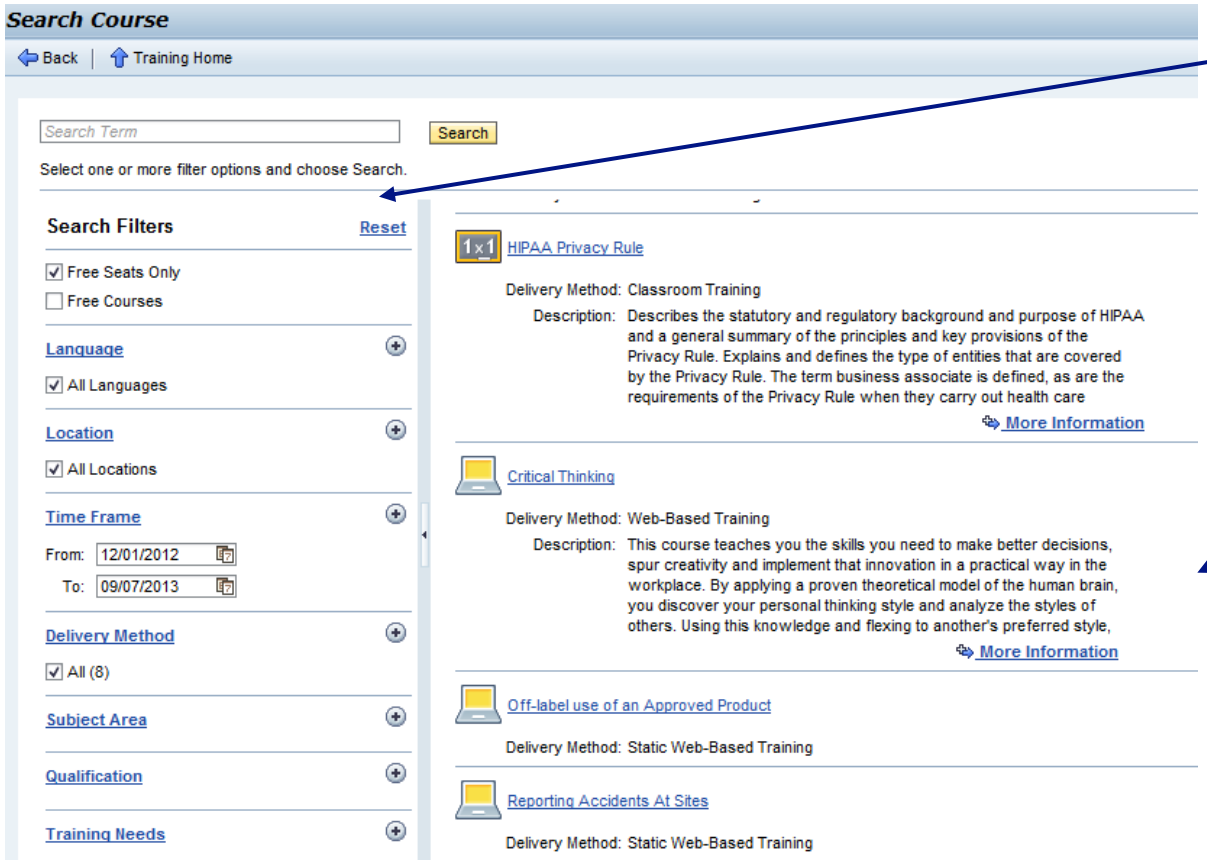
- Training history view displays Courses, Cancelations, and fee
- The displayed courses can be filtered and a PDF generated

Generate PDF



Advanced Search for Courses

- Advanced search provides new filter options for search results
- Course overview made available within search results



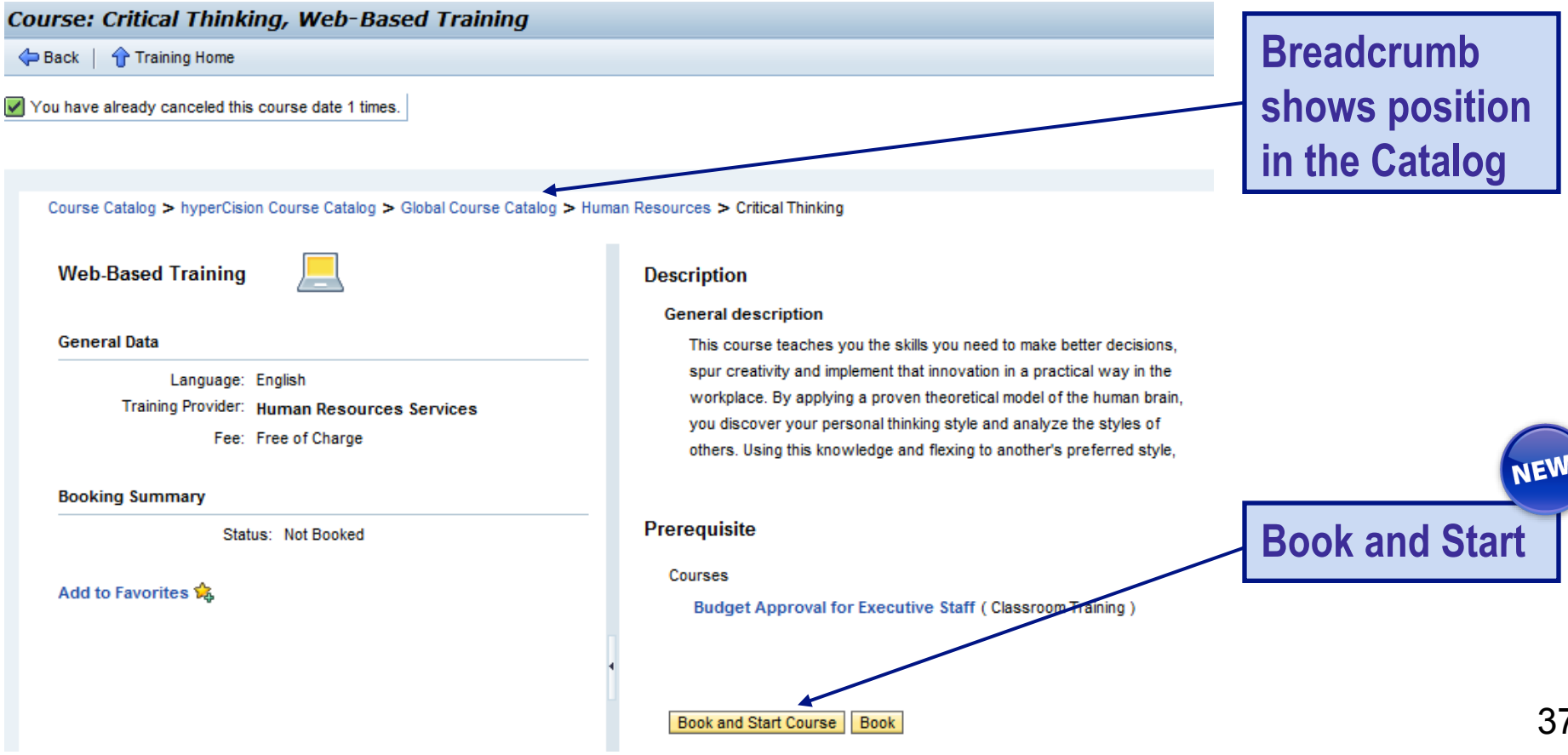
New filters

Course Information

Key Feature

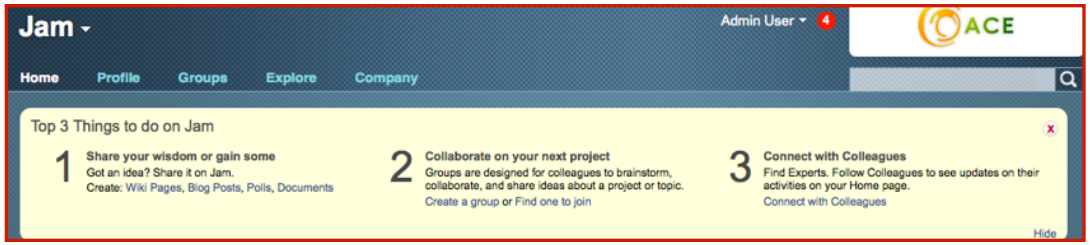
Course Type Details Page: WBT

- New option for "Book and Start" now available
  - "Book," "Book and Start," or both can be made visible using configuration or Course Type settings



SAP Jam

- Supports social and informal learning scenarios
- Integrated throughout the SuccessFactors platform and also with key components in the on-premise solution, including LSO and CRM
- Supports employees as they:
  - Manage their social profile and their network
  - Create and share information with others
  - Monitor activities and information of interest
  - Create and collaborate with others using Groups
  - Find information and connect with expertise

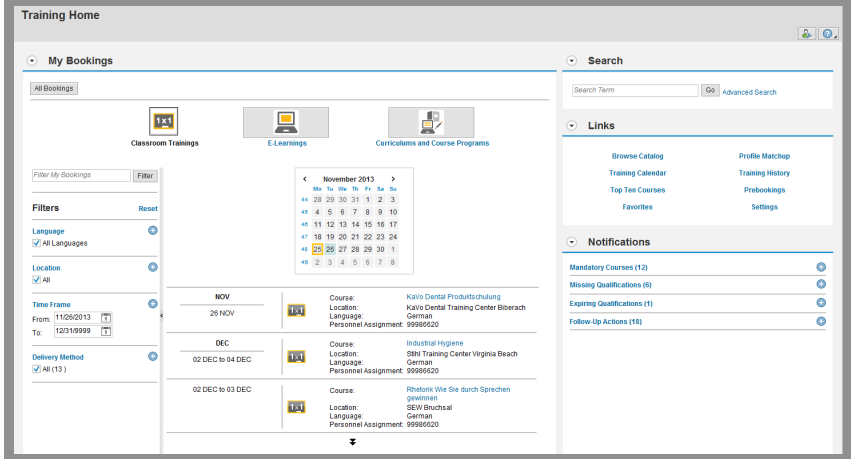


Key Features of SAP Jam

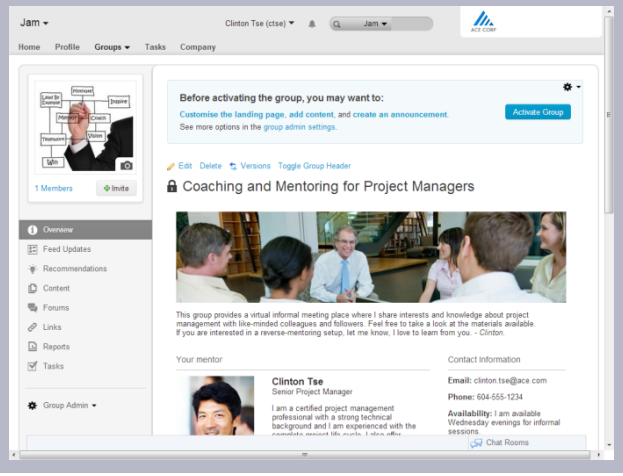
- Feed Wall
- Notifications
- Forums – Discussions, Q&A, etc.
- Document Sharing
- Wiki Pages
- Blog Posts
- Public/Private Folders
- Integrated Video/Screen Capture
- Bookmarking, Tagging, Search
- Decision Making Tools: Polls, Pro/Con Table, Ranking
- Task Management
- Profanity Filter/Compliance Monitoring

Key Features of SAP Jam (cont.)

- **SAP Learning Solution**
  - Training management with high degree of automation
  - Support for several delivery methods
  - Support for trainers, admins, employees, and managers



- **SAP Jam**
  - Enterprise social networking
  - Structured collaboration
  - External collaboration
  - Social business processes & work patterns
  - Integrates with SAP LSO and SuccessFactors LMS



Social and Collaborative Learning Scenarios

Nov 2013

1. **Bridge the gap from formal training to knowledge sharing groups**
   - Allow Learners to share documents, knowledge, and QA with each other and experts
   - Access groups based on bookings from the Portal

March 2014

2. **Provide learning groups for time-based learning activities**
   - Private groups for learners, instructors, and tutors before and during classes
   - Supplement formal learning with videos, blogs, other content
   - Access-related groups from the Portal

Oct 2014

3. **Help team members discover related learning activities**
   - From SAP Jam communities, find related learning activities
   - Support ability to promote courses in Jam Groups related to the subject

Scenario 1

SAP Learning Solution

SAP Jam

Sales Training

Sales Principles — Web-based training

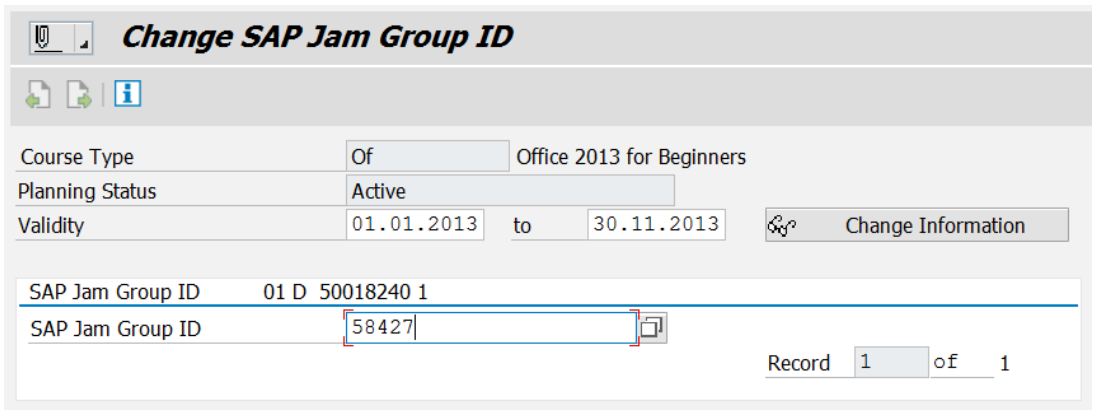
Technology in Selling — Classroom training

Sales Tools

1

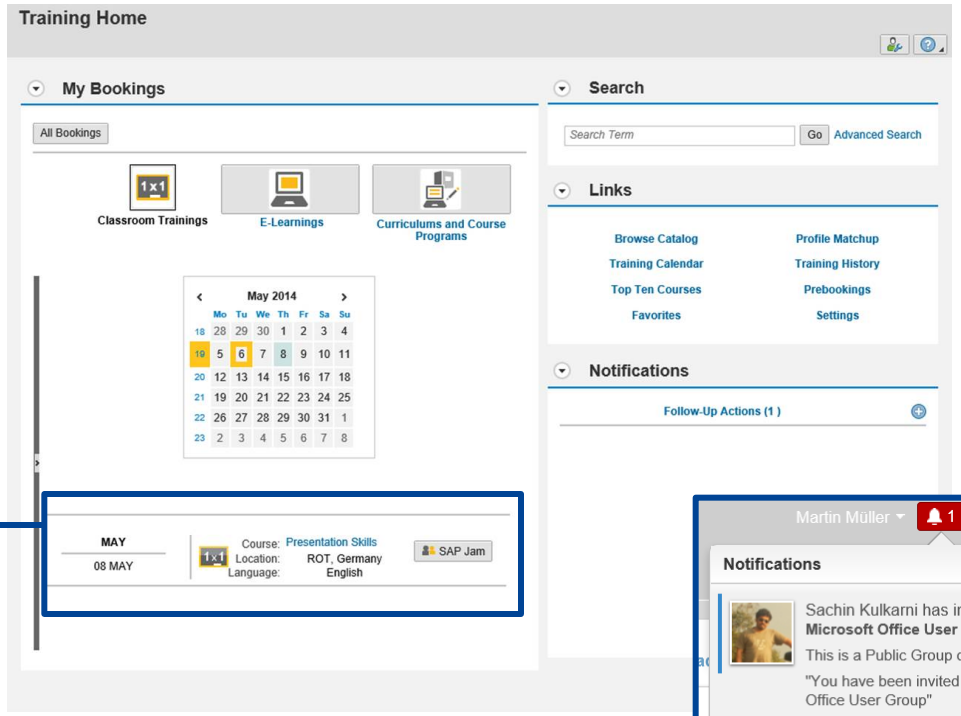
2

2

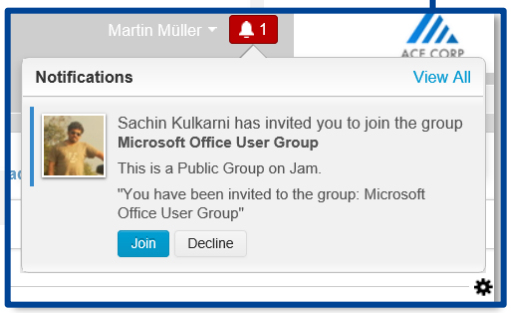


Scenario 1 (cont.)

Learners are guided to the SAP Jam groups from the SAP learning portal



Learners automatically receive invites to SAP Jam after booking in SAP LSO



Scenario 1: Integrating Formal Training and Knowledge Groups

SAP Learning Solution 1x1

1 SAP Jam

Principles of Team Leadership

Master Motivational Leadership Course

SAP Jam Group Settings 01 D 50017880 1

SAP Jam Group Master ID 79840

Start Collaboration

Role in SAP Learning Solution

☑ Tutor	Firmly booked	as	Group Administrator
☑ Instructor	With booking / assign…	as	Group Administrator
☑ Learner	With booking / assign…	as	Group Member

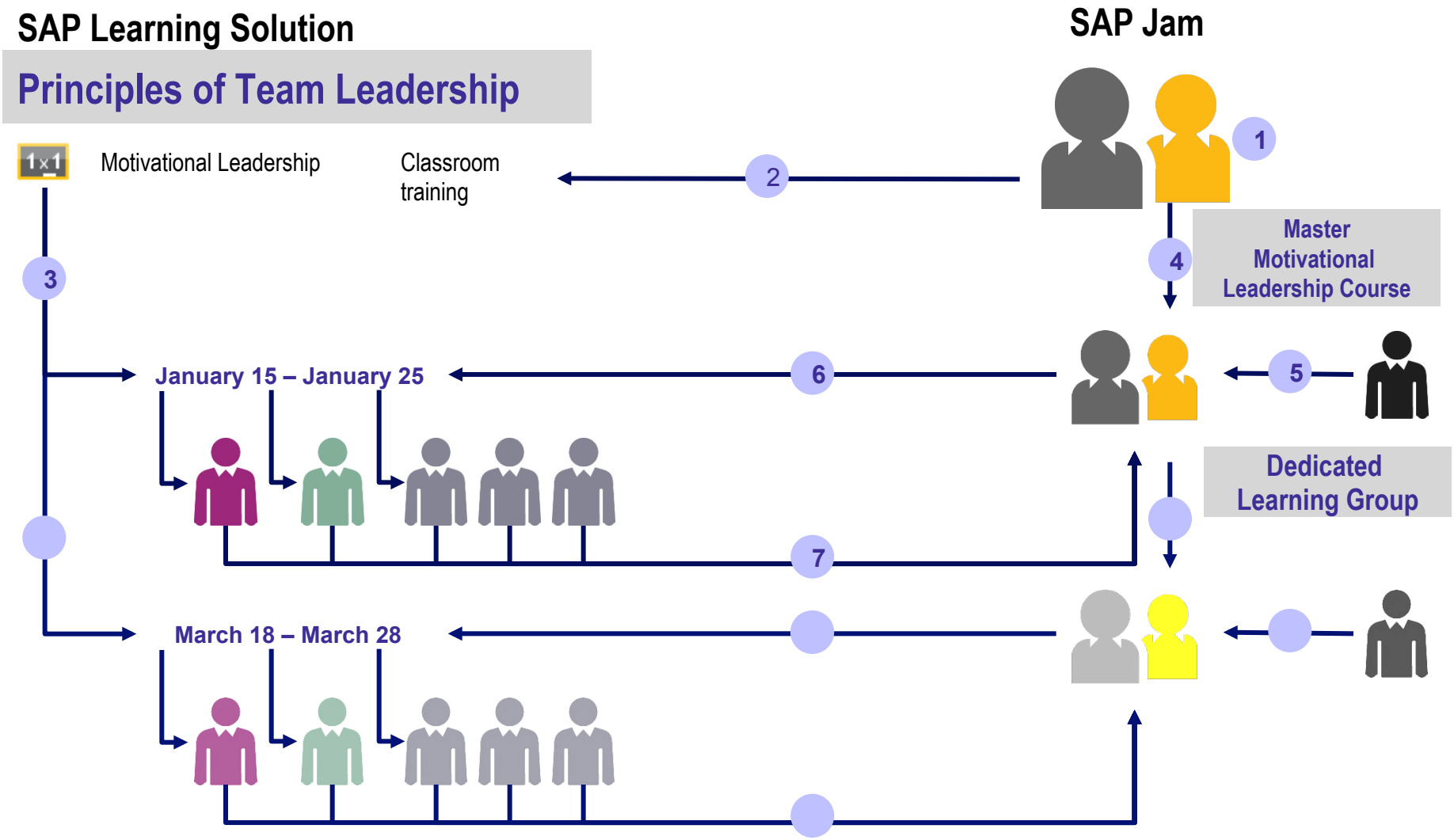
End Collaboration

Role in SAP Learning Solution

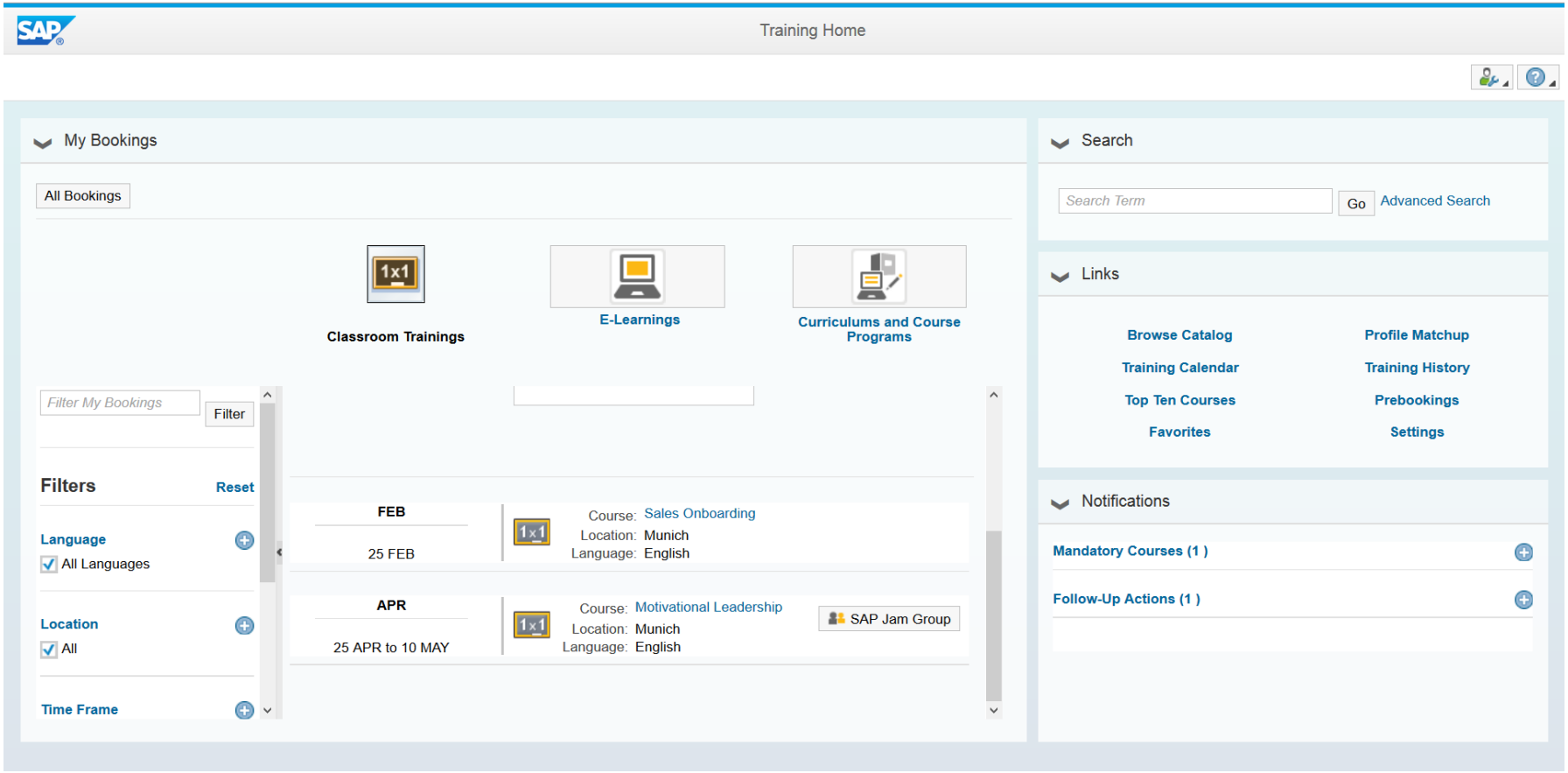
☑ Tutor	on	Historized			
☑ Instructor	on	Followed-up			
☑ Learner	on	End of Course	after	30	days

Record 1 of 1

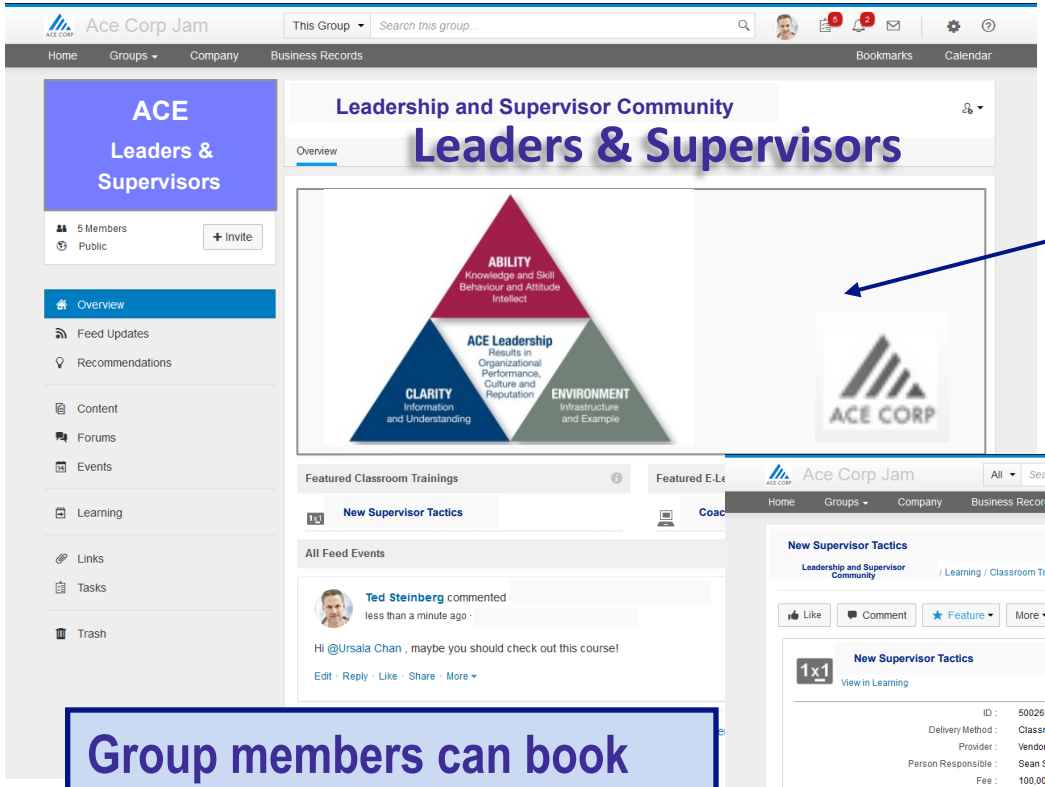
Scenario 2: Dedicated Learning Groups



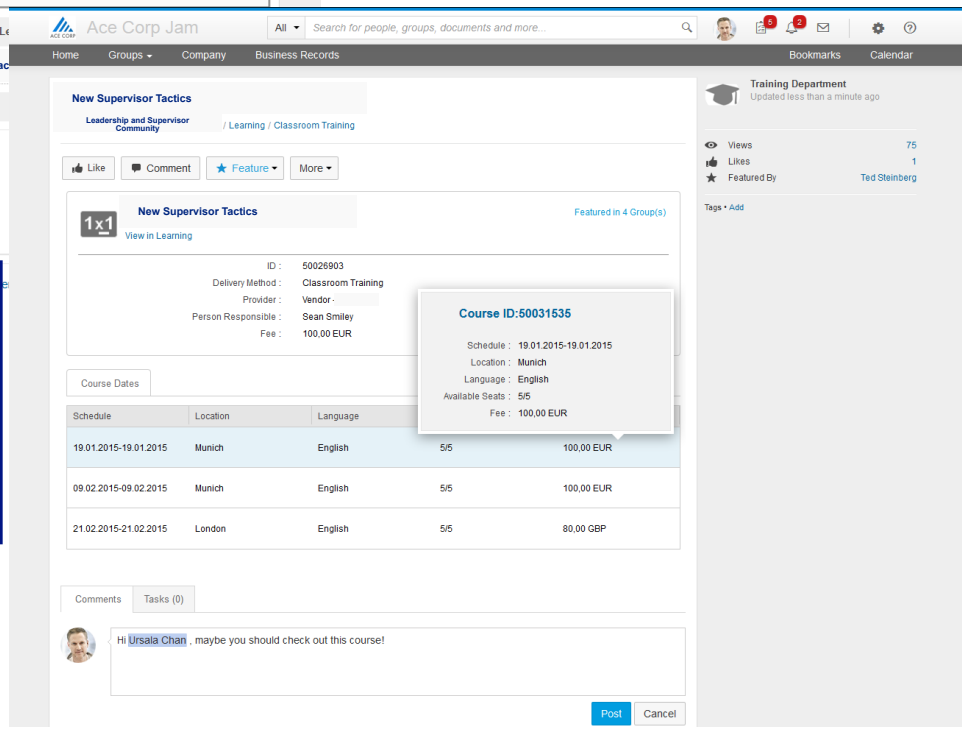
Scenario 2


Training Home
My Bookings
All Bookings
Classroom Trainings
E-Learnings
Curriculums and Course Programs
Filter My Bookings
Filter
Filters
Reset
Language
All Languages
Location
All
Time Frame
FEB
25 FEB
Course: Sales Onboarding
Location: Munich
Language: English
APR
25 APR to 10 MAY
Course: Motivational Leadership
Location: Munich
Language: English
SAP Jam Group
Search
Search Term
Go
Advanced Search
Links
Browse Catalog
Profile Matchup
Training Calendar
Training History
Top Ten Courses
Prebookings
Favorites
Settings
Notifications
Mandatory Courses (1)
Follow-Up Actions (1)

Scenario 3: Viral Learning



Jam Groups may be created as support groups & for knowledge sharing. Course information can now be shared in these groups.



Group members can book courses by linking into the Learning Solution directly from the related Jam group

Implementation Tips and Prerequisites

- **Prerequisites**
  - HR Renewal Learner Portal
  - Enterprise Edition of SAP Jam
  - SAP HR Renewal 2.0*
  - SAP Gateway*
- **Implementation**
  - Technical configuration and key user enablement
    - Basic authentication of SAP ERP against SAP Jam
    - Learning Solution customization to support SAP Jam integration
    - Key User Enablement/Best Practices

* Required for Integration Scenario 3

What We'll Cover

- Learning and your talent strategy
- Learning Solution optimization
- Customer Connection and the Learning Solution
- HR Renewal and the Learning Solution
- **Additional Enhancements from SAP Services and Partners**
- Wrap-up

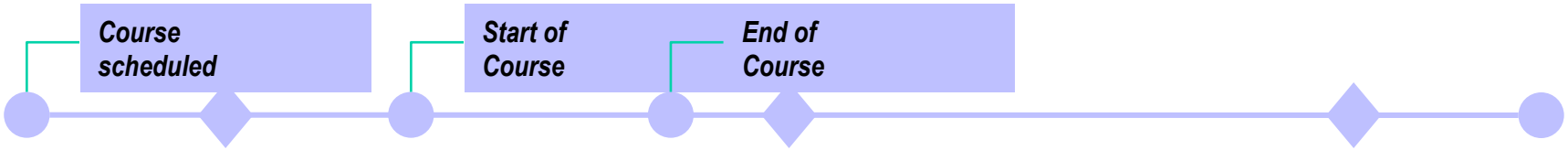
Measuring the Impact of Training

- Training Effectiveness improvement delivered by SAP SE Services to enhance training measurement functions
- Kirkpatrick's Scale defines four levels of measurement for training:
  - Reaction – How your trainees reacted (Happy Sheets!)
  - Learning – Measurement of achievement of Learning Objectives
  - Behavior – Application of training
  - Results – Measurement of impact of training across the organization
- This solution enhances Level 1 functions and delivers Level 3 solution

Note

This is a package that SAP SE sells as a project. It is not part of the standard Learning Solution functionality.

Course Lifecycle



Development Request

Goal:

- Employee needs to specify development need/ expectations before the course starts

Realization:

- Completed form is prerequisite for booking the course

Training Evaluation

Goal:

- Employee should provide immediate feedback on the course

Realization:

- Appraisal form available in learning portal
- Reminder sent to all attendees until feedback is collected

Development Review

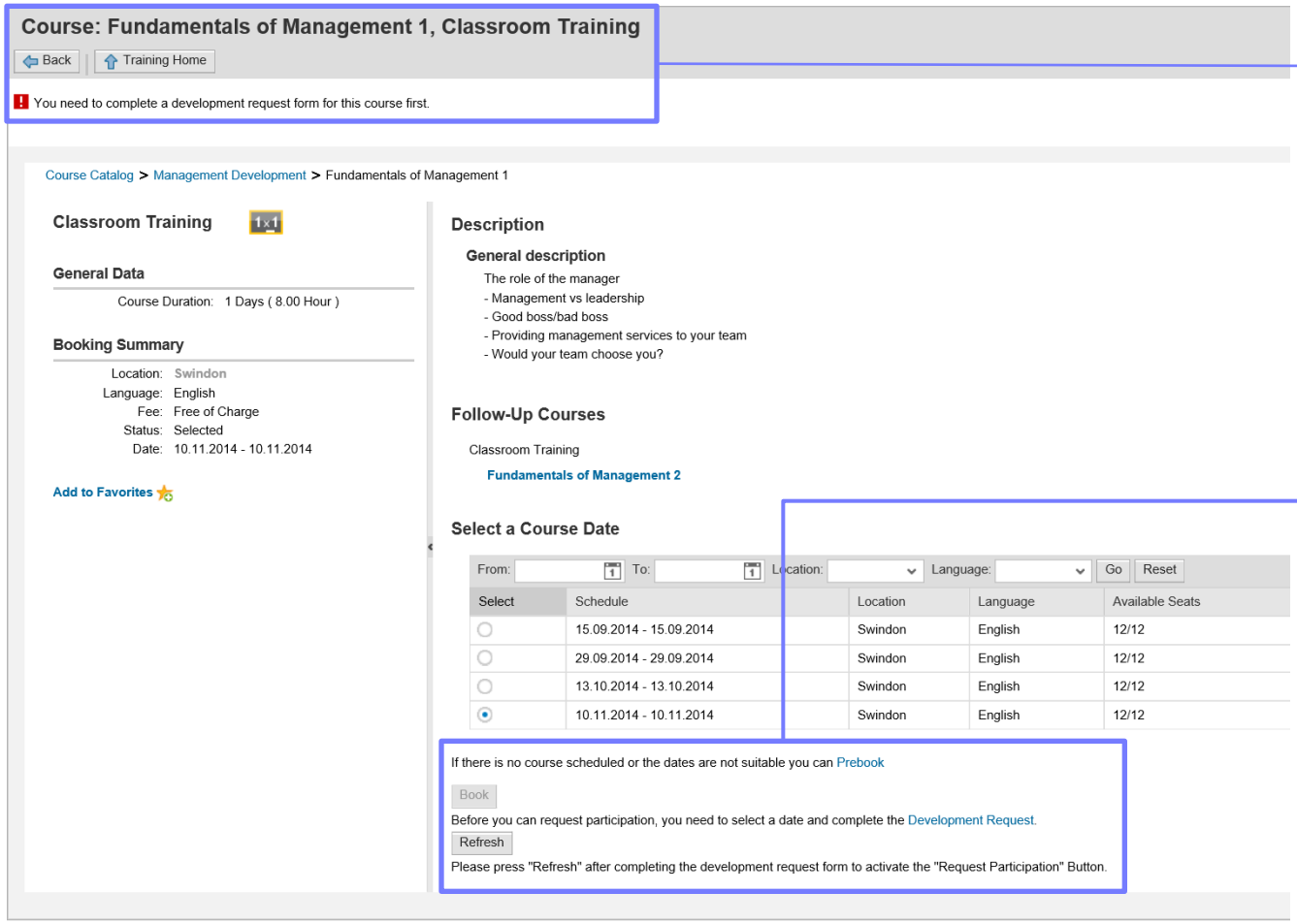
Goal:

- Employee or manager should provide feedback on long-term skill development and impact

Realization:

- Employee/Manager receive notification after a defined timeframe

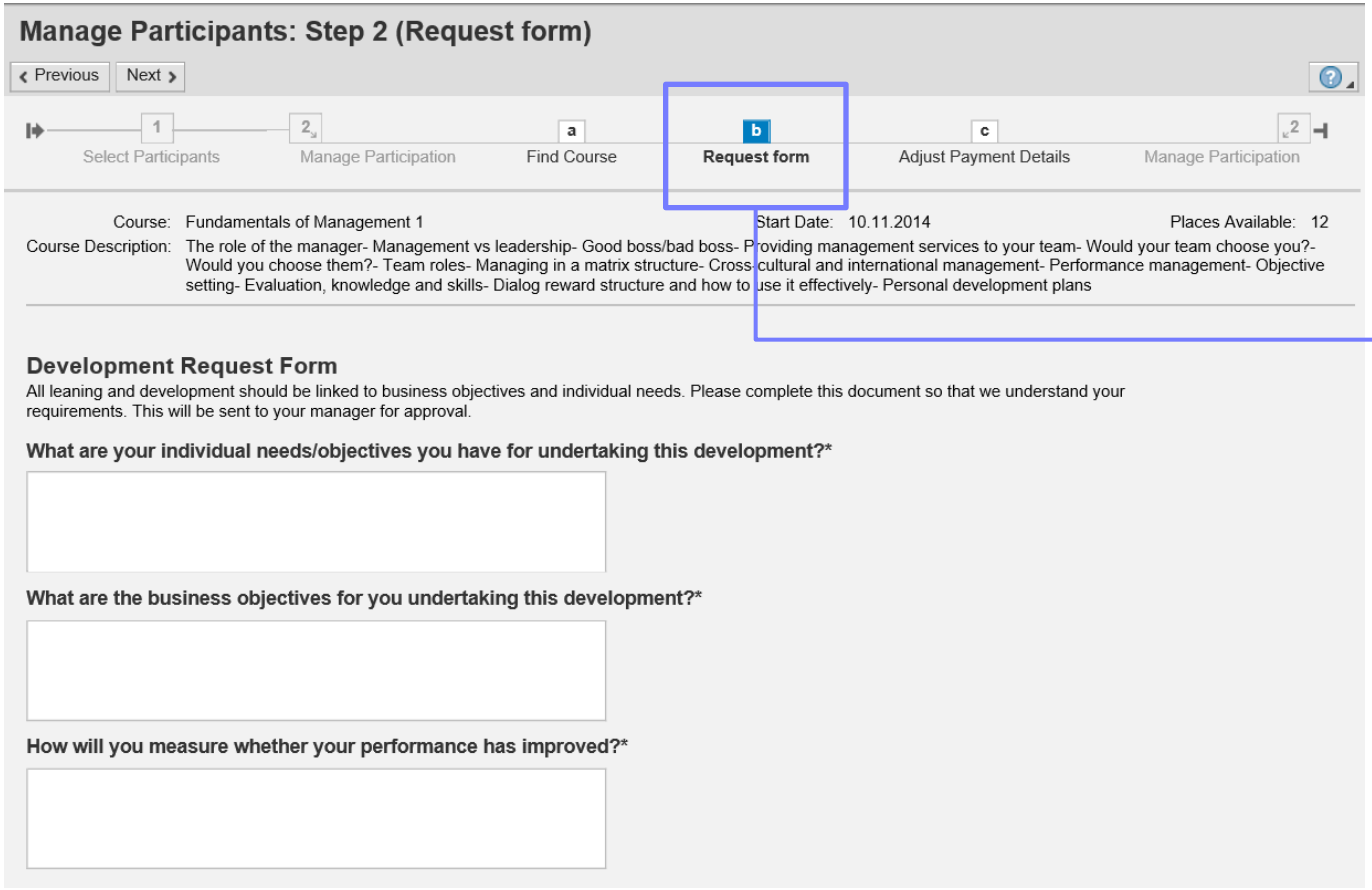
Enhancements to Learning Portal
Booking



Development Request is mandatory for course booking

Development Request can be created right from the learning portal

Enhancements to Manager Self-Service
Manage Participation

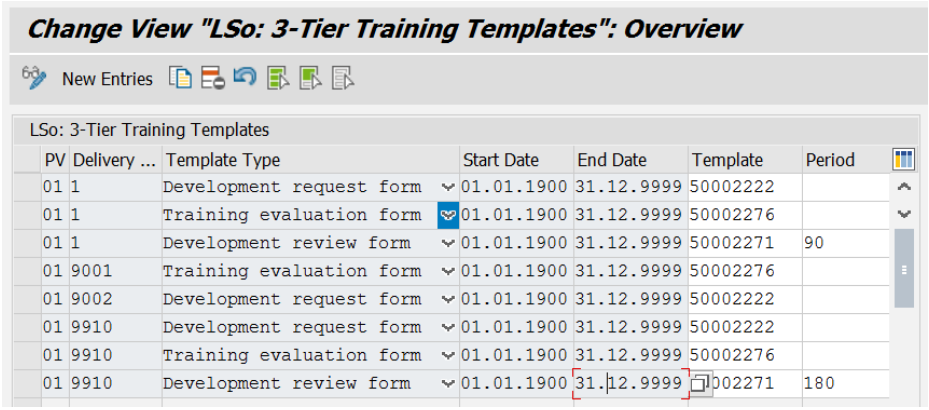


Development Request is embedded into "Manage Participation" service

- Only one development request needs to be maintained by the supervisor, even if several employees should be booked at the same time

Implementation

- **Customizing**
  - Define which tiers should be used based on the delivery method
  - Different evaluation templates can be assigned per tier (per delivery method)
  - Period defines the time between the end of the course and the reminder for the development review form



PV	Delivery ...	Template Type	Start Date	End Date	Template	Period
01	1	Development request form	01.01.1900	31.12.9999	50002222	
01	1	Training evaluation form	01.01.1900	31.12.9999	50002276	
01	1	Development review form	01.01.1900	31.12.9999	50002271	90
01	9001	Training evaluation form	01.01.1900	31.12.9999	50002276	
01	9002	Development request form	01.01.1900	31.12.9999	50002222	
01	9910	Development request form	01.01.1900	31.12.9999	50002222	
01	9910	Training evaluation form	01.01.1900	31.12.9999	50002276	
01	9910	Development review form	01.01.1900	31.12.9999	50002271	180

More information: Martin Mueller, "Improving training effectiveness in SAP Learning Solution" (SAP SCN, January 2015).

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Assessment Management with Questionmark

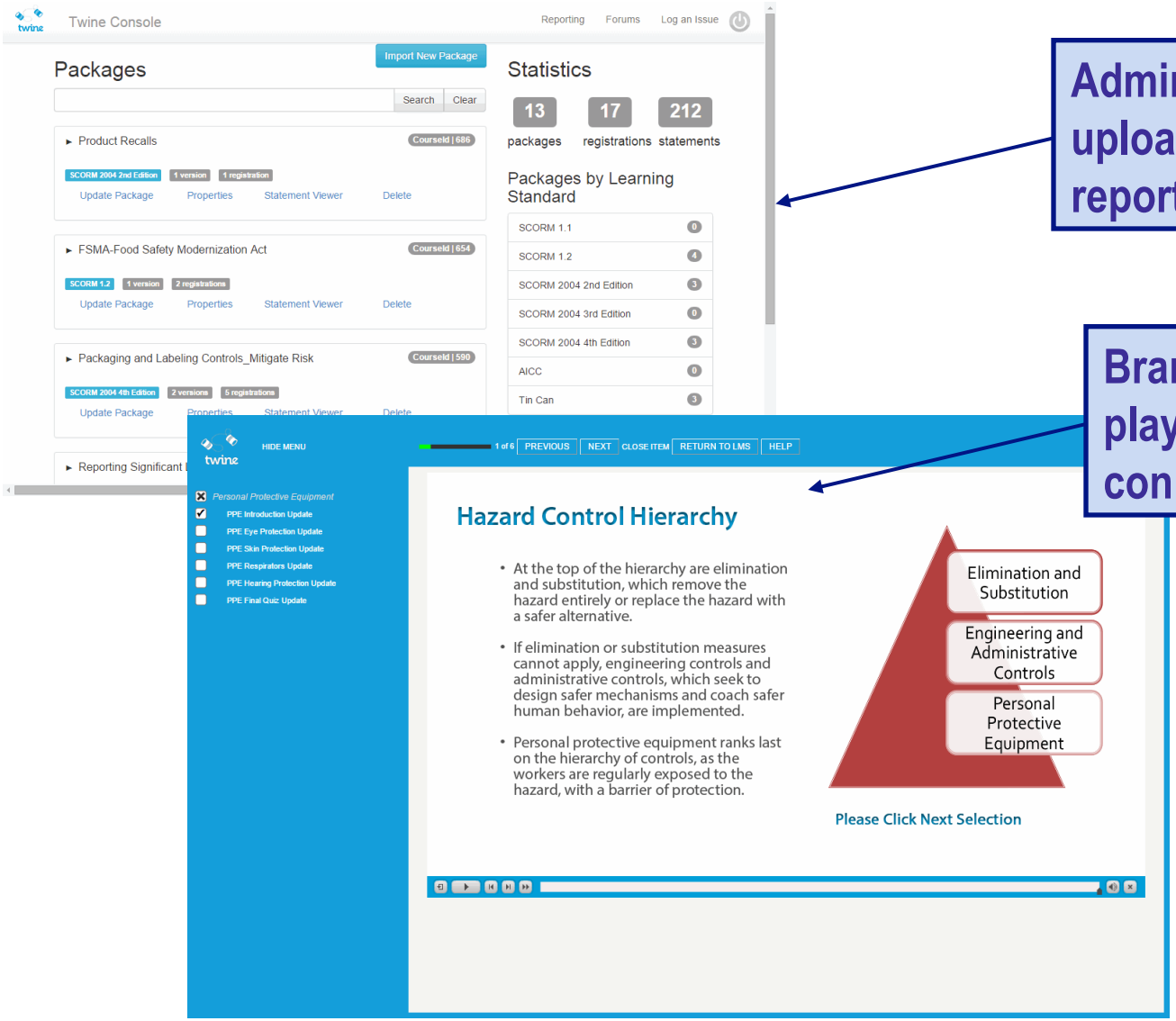
- The Questionmark Perception assessment management solution provides support for:
  - Pre-employment skills tests, certification exams, course evaluations, employee surveys
  - Supports all question types, including drag/drop, hot spot
  - Provides a robust reporting engine for assessment results and analytics
- The Connector enables LSO customers to integrate seamlessly
  - Learner launches assessment from LSO
  - Completion results are sent back

Questionmark

A New Content Player: Twine

- Provide support for the Experience API (Tin Can) and a delivered Learning Records Store (LRS), powered by Rustici and delivered by HCLabs
- Eliminates issues with delivered content player
  - Improved reporting
  - Connectivity
  - Mobility
- Based on the same engine that powers SCORM Cloud (the SCORM testing and delivery suite)
- Provides branding and customizing options

Twine



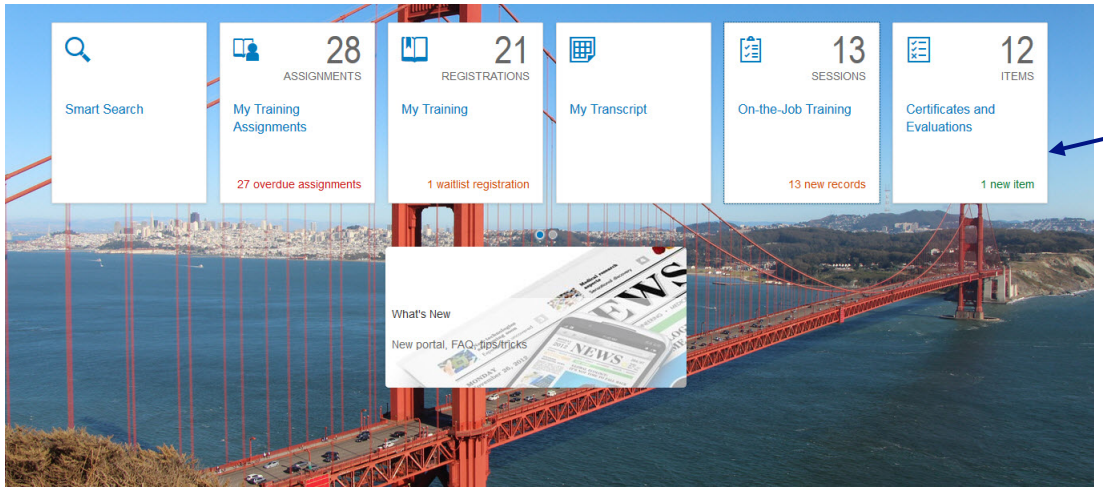
Administrative console for uploading content and reporting on content data

Brandable content player that does not lose connectivity to the LRS

Usability and Functionality Enhancements: RegLearn

- Functional and usability enhancements delivered by HCLabs in an SAP Certified add-on
  - Learner Portal
  - Administrator/Instructor Portal
  - Manager Portal
  - Back-end administration
  - Mobility
- Designed to support heavily regulated industries with enhanced profiling, OJT, reporting, apprentice programs
- Continues to evolve with new UI and mobility solutions based on SAP UI5 and SAP Fiori design

RegLearn



SAP Fiori apps built specifically to support learning

Reports and applications leverage SAP UI5 technology

Training Transcript

download csv | download pdf | Show only latest

Course	Delivery Method	Start Date	Complete Date	Vers.	Location	Score	Result	Reason
Line Clearance Program	Course Program	2011-05-04	9999-12-31		n/a	0.00	Passed	
Classroom Course #1	Classroom Training	2015-01-13	2015-01-13	1	Chicago	100.00	Passed	
OJT Auto-Complete without Previous T...	Static Web-Based Training	2014-10-22	2014-10-22	1	n/a	0.00	Passed	
OJT Auto-Complete with Previous Train	Static Web-Based Training	2014-10-22	2014-10-22	1	n/a	0.00	Passed	
V2.0 Green Tire Assembly	Web-Based Training	2012-05-09	2014-07-25	V2.0	n/a	0.00	Passed	
IRB Facts	Web-Based Training	2014-07-09	2014-07-09	V1.0	n/a	0.00	Passed	
IRB Test	Online Test	2014-07-09	2014-07-09	V1.0	n/a	0.00	Passed	
V5 - Correspondence Testing	Web-Based Training	2014-03-04	2014-06-12	5	n/a	0.00	Passed	
Multi-Assignment Test: Static WBT	Static Web-Based Training	2014-03-17	2014-03-17		n/a	0.00	Passed	
HR Policy Manual	Web-Based Training	2013-12-27	2013-12-27	V3.0	n/a	0.00	Passed	
Introduction to Plant Safety	Classroom Training	2013-12-10	2013-12-10		San Diego	0.00	Passed	
Multi-Assignment Test: Classroom	Classroom Training	2013-12-09	2013-12-09		Chicago	0.00	Passed	
Word 2010	Classroom Training	2013-11-22	2013-11-22		Houston	0.00	Passed	

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Where to Find More Information

- Prashanth Padmanabhan, Christian Hochwarth, Sharon Wolf Newton, et al., *SAP Enterprise Learning* (SAP PRESS, 2009).
- Overview: SAP Learning Solution – http://bit.ly/1flbZZJ
- Martin Mueller, "Improving training effectiveness in SAP Learning Solution" (SAP SCN, January 2015). – http://bit.ly/1zPPwVu
- Martin Mueller, "Social and Collaborative Learning powered by SAP Learning Solution and SAP Jam" (SAP SCN, January 2014). – http://bit.ly/1zPPnkQ
- Group: "SAP LSO Enterprise Learning" – www.linkedin.com
- SAP HR Renewal 1.0 – http://help.sap.com/erp_hcm_ias_2012_01

7 Key Points to Take Home

- A corporate learning strategy should be driven by your corporate talent strategy, which should be driven by corporate goals
- Just as your learning strategy does not evolve in a silo, your LMS will not work in a silo. Integrated Talent Management is key to a successful LMS.
- While SAP is focused on the Cloud for strategic development, a large LSO and TEM customer base ensures that development is ongoing for the Learning Solution
- SAP Jam integration to the LSO is robust and well-received and is continuing to improve
- Customer Connection drove 21 improvements to the LSO in 2014
- Additional solutions, such as the SAP Service provided Training Effectiveness improvement or the SAP-Certified RegLearn add-on, provide additional enhancements
- Continue to support user groups such as DSAG and ASUG. The customer's voice will drive ongoing enhancements.

Your Turn!

Questions?

How to contact me:
Sharon Newton
snewton@hypercision.com

Please remember to complete your session evaluation

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