



An Expert's Guide to Optimizing SAP Learning Solution

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hyperCision

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



Note

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***



Note

Items with * will be covered specifically in this presentation

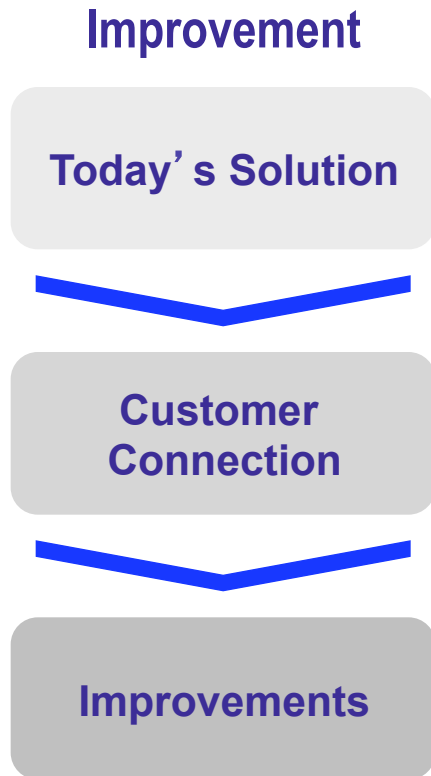
Things to Keep in Mind

- **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**

What We'll Cover

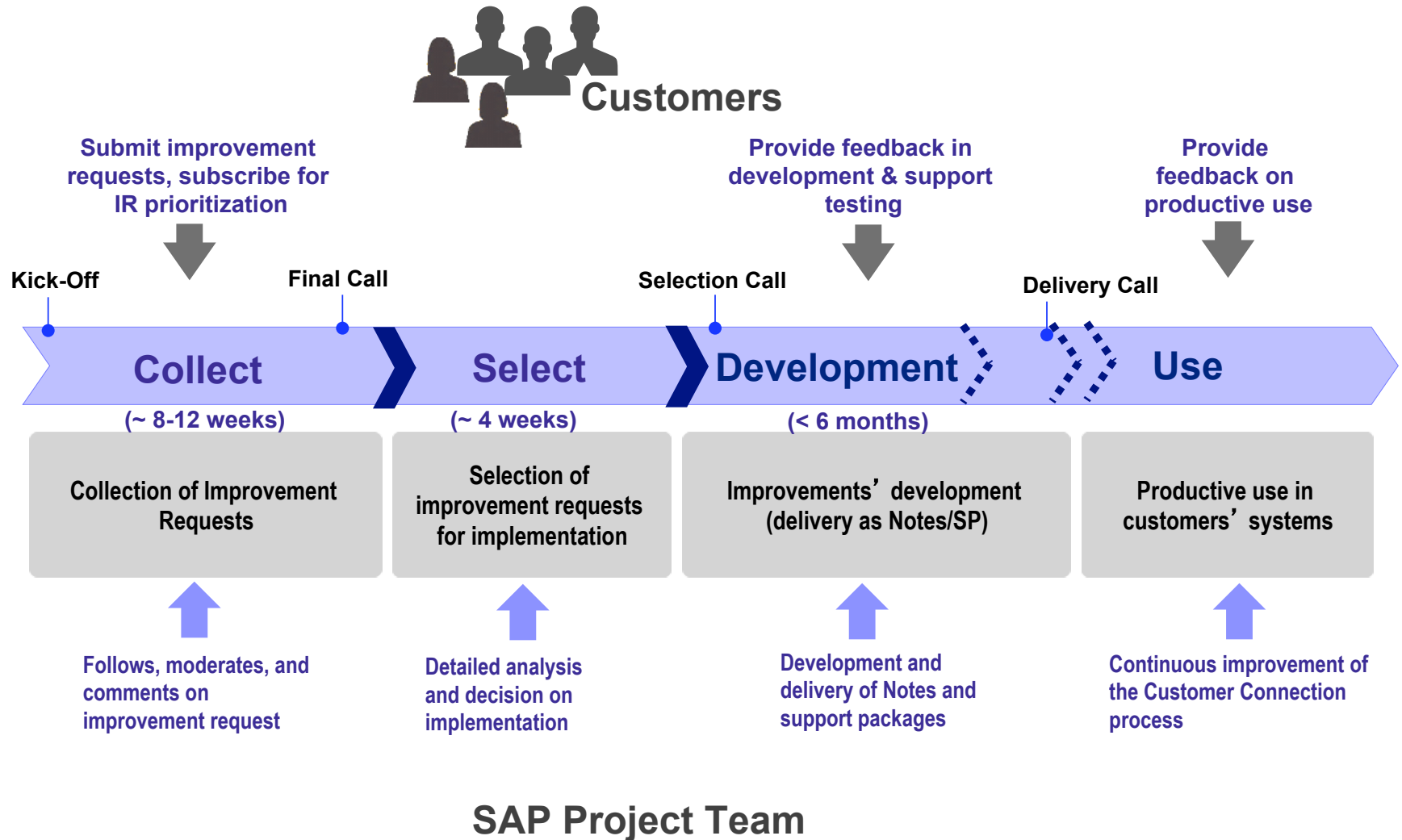
- Learning and your talent strategy
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Customer Connection



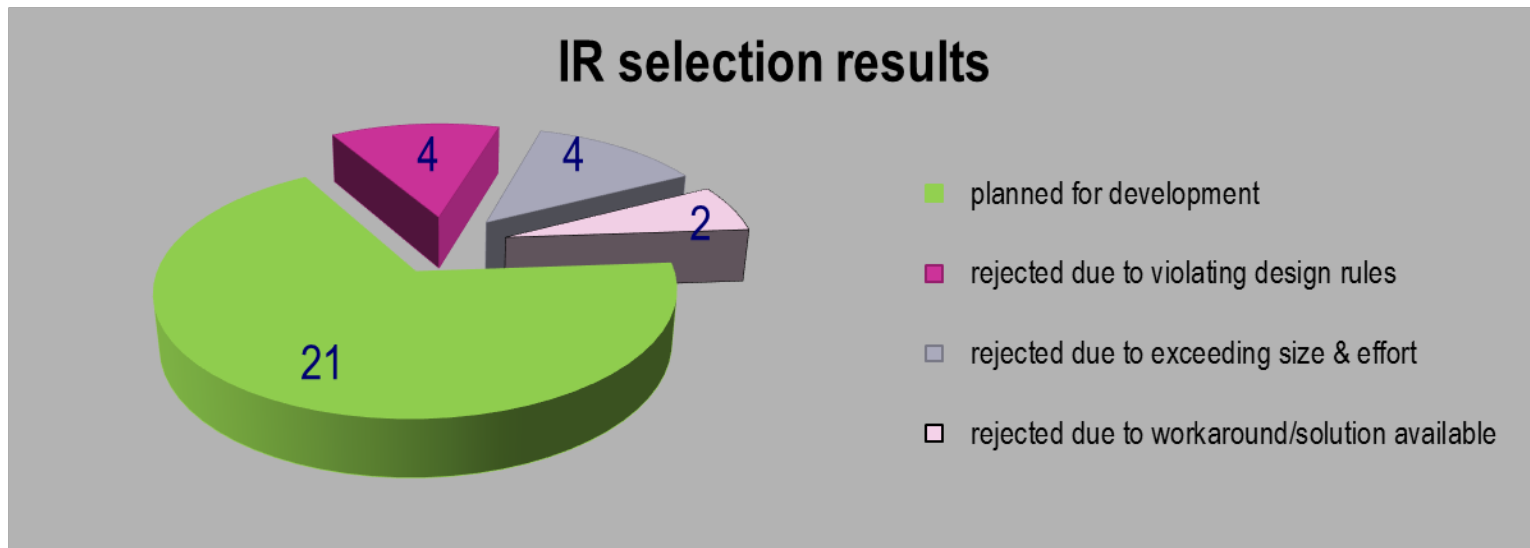
- **Dedicated channel for incremental enhancements and improvements of SAP solutions already in productive use**
- **Delivery via SAP Notes and SAP Support Packages for easy and fast adoption – without the need for upgrading the solution**
- **Collaboration in a project approach with dedicated focus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

Customer Connection Focus Topic Process



LSO Customer Connect Stats

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



Source: SAP



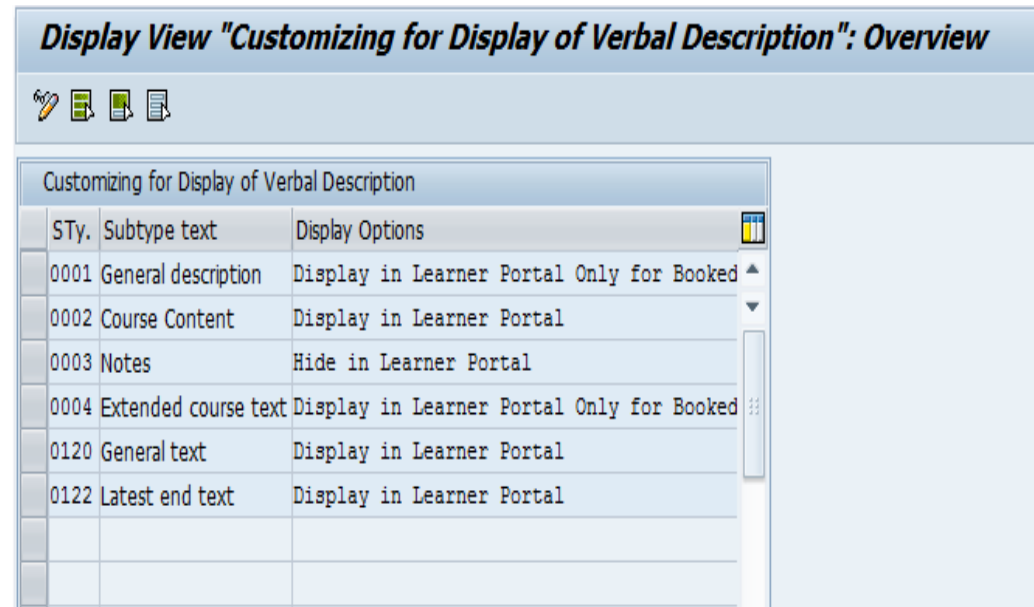
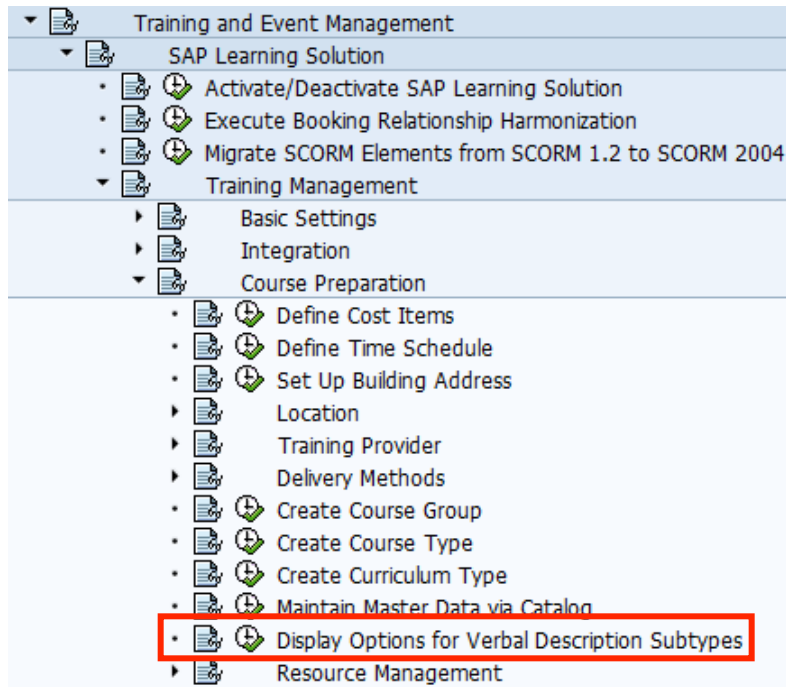
Note

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

Completed Courses

From: To: Location: All Filter Reset Generate PDF

All (42) Classroom Training (19) Virtual Classroom Sessions (2) Web-Based Training (8) Online Tests (2) Curricula (3) Static Web-Based Training (1)

You already participated in these courses in the past.

Course	Delivery Method	Schedule	Location
corr test	Classroom	Start 26.05.2010 At 17:00 End 26.05.2010 At 19:00	SAP Labs India - Neha's Location
C Language programming technique basics Curriculum Pointers in C++	Classroom	Start 04.03.2013 At 08:30 End 06.03.2013 At 17:00	Bangalore
ABAP	Classroom	Start 31.08.2013 At 00:01 End 01.09.2013 At 23:59	Bangalore
ABAP	Classroom	Start 31.08.2013 At 17:00 End 01.09.2013 At 12:00	Bangalore
ABAP	Classroom	Start 01.10.2013 At 08:30 End 03.10.2013 At 17:00	Bangalore

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

Follow-Up Process Improvements

Follow Up Data

Training Evaluation

Course: Advanced ABAP
 Start date: 31.12.2013 End Date: 22.05.2014
 Delivery Method: Classroom Training Firmly Booked

Follow Up Participation

Transfer	Attendee Name	Confirmed	Pass	Reason	Reason for Course Failed	Follow-up
<input checked="" type="checkbox"/>	A A	X	X	0000		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	One Absence	X	X	0000		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Viqar Ali	X	X	0000		<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Sayanee Chankraborty	X	X	0000		<input checked="" type="checkbox"/>

Transfer Qualifications

Transfer	Attendee Name	Qualification name	Qual.start	Quali. End	Proficny	Proficien.
<input checked="" type="checkbox"/>	A A	Collaboration (AAL)	22.05.2014	31.12.9999	4	4
<input checked="" type="checkbox"/>	One Absence	Collaboration (AAL)	22.05.2014	31.12.9999	4	4
<input checked="" type="checkbox"/>	Viqar Ali	Collaboration (AAL)	22.05.2014	31.12.9999	4	4
<input checked="" type="checkbox"/>	Sayanee Chankraborty	Collaboration (AAL)	22.05.2014	31.12.9999	4	4

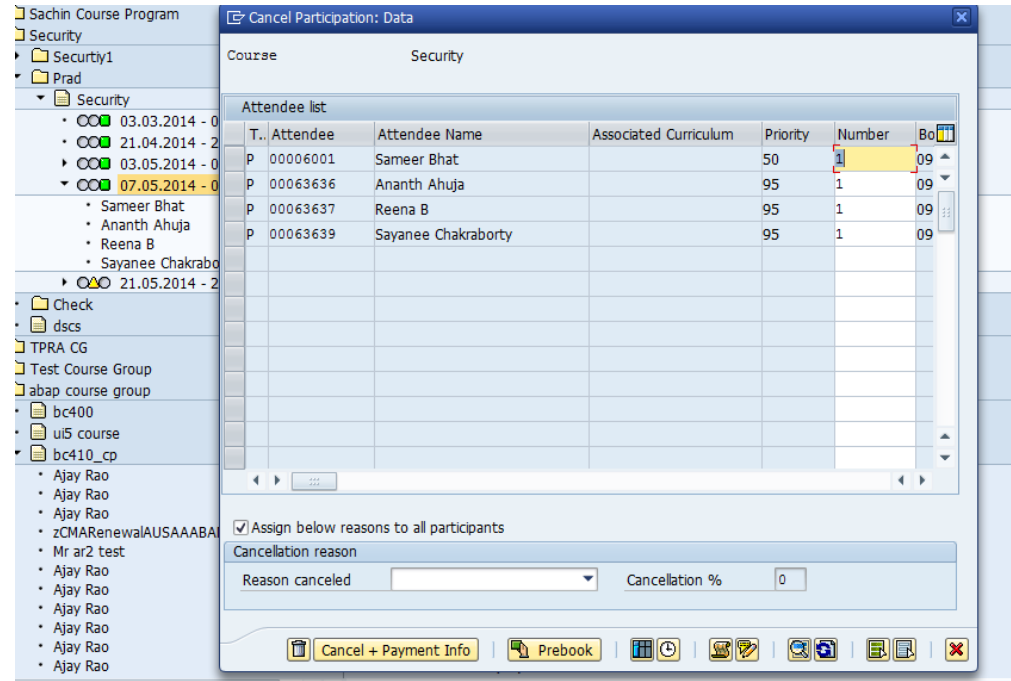
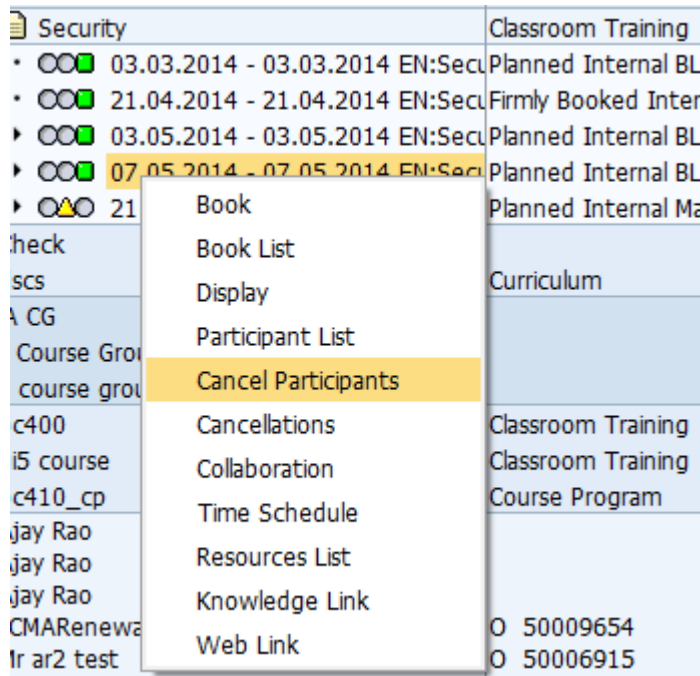
Follow Up Courses

Transfer	Start date	End date	Course Name	F	Hist.
<input checked="" type="checkbox"/>	31.12.2013	22.05.2014	Advanced ABAP	<input type="checkbox"/>	<input type="checkbox"/>

- 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: Location: [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

The screenshot displays two SAP interface components. On the left is the 'Requests for Manual Correspondence' dialog box, which includes a 'Filter Values' section with fields for Classroom (01 E | 51737132 Course type), Selection Time Period (1800.01.01 - 1999.12.31), and Notification Group (Book Participation). Below this is a table of 'Correspondence Requests' with columns for Status, Name, Correspondence Type, Automatic, Lang., Medium, Role, and Recipient. The table contains one entry: 'New | Vijay M | Learner - Booking Confirmation/Course | ✓ | EN | Internet Mail | Learner | Vijay M'. At the bottom of the dialog, the 'Edit E-Mail' button is highlighted with a red box. On the right is the 'Change Standard text: LSO_EMAIL_TEXT Language EN' editor, featuring a toolbar with icons for undo, redo, and other editing functions, and a text area for editing the standard text.

- 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

<input checked="" type="checkbox"/> Allow Window Resize	
<input type="checkbox"/> Display Menu bar	<input type="checkbox"/> Display Tool bar
<input checked="" type="checkbox"/> Display Address bar	<input type="checkbox"/> Display Scroll bar
<input checked="" type="checkbox"/> Display Status bar	
<input type="checkbox"/> Define Window Size & Position in Pixels	
Window Height <input type="text"/>	Window Width <input type="text"/>
Position From Top <input type="text"/>	Position From Left <input type="text"/>

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

SAP Learning Solution - Microsoft Internet Explorer

http://10.52.54.250:50000/lms/mediator/courseview?sid=2480881251009267237822536956816&language=EN&sys=EHR&client=003

Golf

Play of the game

Every round of golf is based on playing a number of holes in a given order. A round typically consists of 18 holes that are played in the order determined by the course layout. On a nine-hole course, a standard round consists of two successive nine-hole rounds. Playing a hole on the golf course consists of hitting a ball from a tee on the teeing box (a marked area designated for the first shot of a hole, a tee shot), and once the ball comes to rest, striking it again. This process is repeated until the ball is in the cup. Once the ball is on the green (an area of finely cut grass) the ball is usually putted (hit along the ground) into the hole. The goal of resting the ball in the hole in as few strokes as possible may be impeded by hazards, such as bunkers and water hazards. In most typical forms of gameplay, each player plays his or her ball from the tee until it is holed.

Players can walk or drive in motorized carts over the course, either singly or in groups of two, three, or four, sometimes accompanied by caddies who carry and manage the players' equipment and give them advice.

In stroke play, the score consists of the number of strokes played plus any penalty strokes incurred. Penalty strokes are not actually strokes but penalty points that are added to the score for violations of rules or utilizing relief procedures.

Content from Wikipedia (<http://en.wikipedia.org/wiki/Golf>)

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See our solutions at www.scorm.com.

<- Previous Next -> Exit

Settings Print Help Log off

100%

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.



Note

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

What We'll Cover

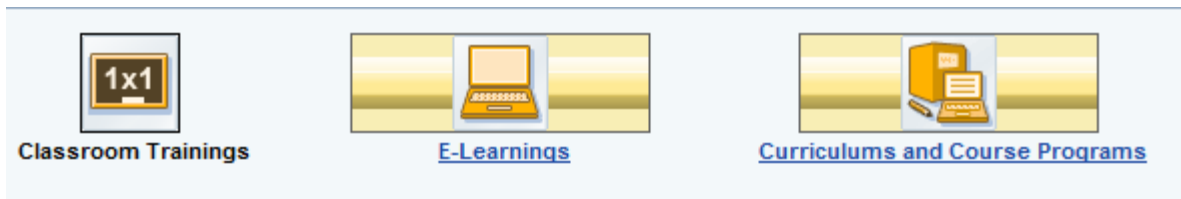
- Learning and your talent strategy
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Improve Usability Experience in SAP HCM LSO

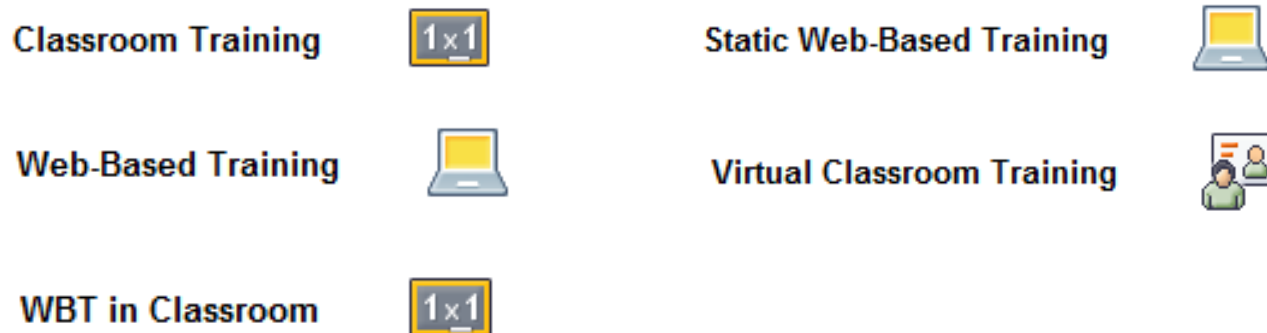
- **HR Renewal Pack 1.0, Initial Shipment provided a new UI for Learners**
 - ♦ **Automatic Follow-up and Confirmation for WBT**
 - ♦ **Improved search, including integration with TREX**
 - ♦ **Training Calendar**
 - ♦ **Ability to “book and start” a WBT**
 - ♦ **Microsoft Calendar integration**
- **HR 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



Training Home Page (cont.)

The screenshot shows the SAP Training Home interface. At the top, there are three main categories: Classroom Trainings, E-Learnings, and Curriculums and Course Programs. Below these is a 'My Bookings' section with a calendar for May 2013 and a list of bookings. On the right, there is a search bar, a 'Links' section with various navigation options, and a 'Notifications' section.

My Bookings

Filter My Bookings [Filter]

Filters [Reset]

Language [+]

All Languages

Location [+]

All

Time Frame [+]

From: 05/12/2013 []

To: 12/31/9999 []

Delivery Method [+]

All (4)

Calendar (May 2013)

Mo	Tu	We	Th	Fr	Sa	Su
18	29	30	1	2	3	4
19	6	7	8	9	10	11
20	13	14	15	16	17	18
21	20	21	22	23	24	25
22	27	28	29	30	31	1
23	3	4	5	6	7	8

Bookings List:

Date	Course	Location	Language
12 MAY	Emergency Preparedness	Houston	English
15 MAY	Carbon Capture Technology and Economics	Houston	English
16 MAY	Budget Approval for Executive Staff	Houston	English

Search

Search Term [] [Go] [Advanced Search]

Links

- [Browse Catalog](#)
- [Profile Matchup](#)
- [Training Calendar](#)
- [Training History](#)
- [Top Ten Courses](#)
- [Prebookings](#)
- [Favorites](#)
- [Settings](#)

Notifications

Follow-Up Actions (1) [+]

Categorized Learning activities

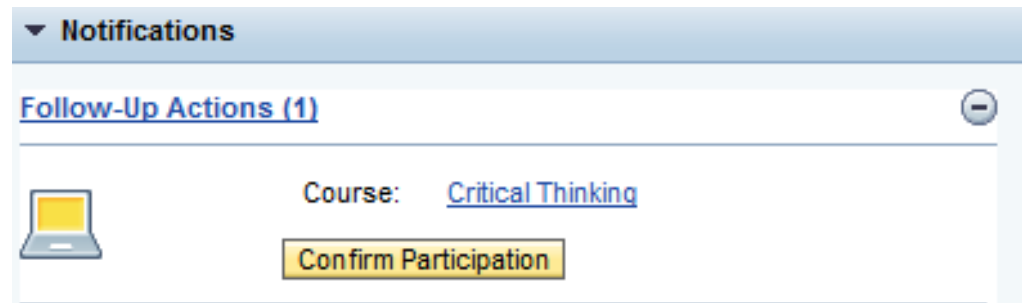
Advanced Search

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

← Back | ↑ Training Home

Search Term Search

Search Filters [Reset](#)

Free Seats Only
 Free Courses

[Language](#) (+)
 All Languages

[Location](#) (+)
 All Locations

[Delivery Method](#) (+)
 All (6)

Legend
Booked Courses ■
Unbooked Courses ■

Month Week

May 2013

Refresh | Navigate

	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
Course	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Budget Approval for Executive Staff																									
Carbon Capture Technology and Economics																									
Disaster Recovery Plan for Systems																									
Emergency Preparedness																									
HIPAA Privacy Rule																									
Log Reduction Analyst																									

Booked Courses

NEW!

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.

Month Week

May 2013

Refresh | Navigate

	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
Course	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Budget Approval for Executive Staff																									
Carbon Capture Technology and Economics																									
Disaster Recovery Plan for Systems																									
Emergency Preparedness																									
HIPAA Privacy Rule																									
Log Reduction Analyst																									

Select Course Date

Training History View

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

Training History

← Back | ↑ Training Home

Completed Courses

Generate PDF

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

Course	Schedule	Location	Participation Fee	Currency
1x1 Budget Approval for Executive Staff	01/18/2010 - 01/18/2010	Chicago	0,00	
1x1 Budget Approval for Executive Staff	01/19/2011 - 01/19/2011	Chicago	0,00	
1x1 Budget Approval for Executive Staff	01/20/2012 - 01/20/2012	Chicago	0,00	
1x1 Administration of ID Badges	04/16/2012 - 04/16/2012	Chicago	0,00	
1x1 HIPAA Privacy Rule	09/04/2012 - 09/04/2012	Chicago	0,00	

Cancellations

Course	Schedule	Location	Cancellation Fee	Currency
1x1 Log Reduction Analyst	05/07/2013 - 05/07/2013	Houston	0,00	

Course Fee

Participation Fee	Cancellation Fee	Total	Currency
i The table does not contain any data			

Generate
PDF

Advanced Search for Courses

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

Search Course

← Back | ↑ Training Home

Search Term Search

Select one or more filter options and choose Search.

Search Filters [Reset](#)

Free Seats Only
 Free Courses

Language [+](#)

All Languages

Location [+](#)

All Locations

Time Frame [+](#)

From: 12/01/2012
To: 09/07/2013

Delivery Method [+](#)

All (8)

Subject Area [+](#)

Qualification [+](#)

Training Needs [+](#)

1x1 [HIPAA Privacy Rule](#)

Delivery Method: Classroom Training

Description: Describes the statutory and regulatory background and purpose of HIPAA and a general summary of the principles and key provisions of the Privacy Rule. Explains and defines the type of entities that are covered by the Privacy Rule. The term business associate is defined, as are the requirements of the Privacy Rule when they carry out health care

[More Information](#)

Critical Thinking

Delivery Method: Web-Based Training

Description: This course teaches you the skills you need to make better decisions, spur creativity and implement that innovation in a practical way in the workplace. By applying a proven theoretical model of the human brain, you discover your personal thinking style and analyze the styles of others. Using this knowledge and flexing to another's preferred style,

[More Information](#)

Off-label use of an Approved Product

Delivery Method: Static Web-Based Training

Reporting Accidents At Sites

Delivery Method: Static Web-Based Training

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

Course: *Critical Thinking, Web-Based Training*

[← Back](#) | [↑ Training Home](#)

You have already canceled this course date 1 times.

Breadcrumb shows position in the Catalog

[Course Catalog](#) > [hyperCision Course Catalog](#) > [Global Course Catalog](#) > [Human Resources](#) > [Critical Thinking](#)

Web-Based Training

General Data

Language: English

Training Provider: **Human Resources Services**

Fee: Free of Charge

Booking Summary

Status: Not Booked

[Add to Favorites](#) 

Description

General description

This course teaches you the skills you need to make better decisions, spur creativity and implement that innovation in a practical way in the workplace. By applying a proven theoretical model of the human brain, you discover your personal thinking style and analyze the styles of others. Using this knowledge and flexing to another's preferred style,

Prerequisite

Courses

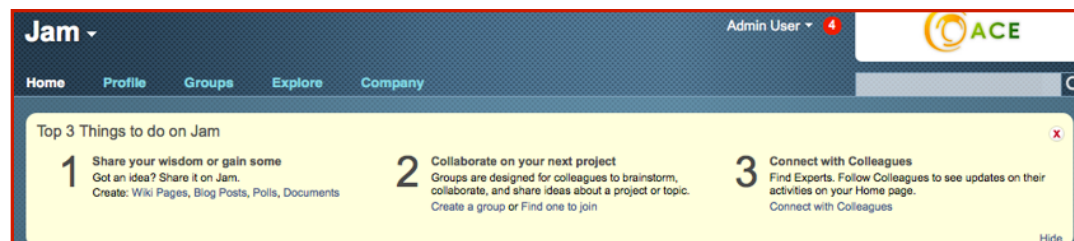
[Budget Approval for Executive Staff \(Classroom Training \)](#)

NEW!
Book and Start

[Book and Start Course](#) [Book](#)

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

The screenshot displays the SAP Jam user interface for 'Admin User'. The top navigation bar includes 'Home', 'Profile', 'Groups', 'Explore', and 'Company'. A search bar is visible on the right. Below the navigation, there are three 'Top 3 Things to do on Jam' cards:

- 1 Share your wisdom or gain some: Got an idea? Share it on Jam. Create: Wiki Pages, Blog Posts, Polls, Documents
- 2 Collaborate on your next project: Groups are designed for colleagues to brainstorm, collaborate, and share ideas about a project or topic. Create a group or Find one to join
- 3 Connect with Colleagues: Find Experts. Follow Colleagues to see updates on their activities on your Home page. Connect with Colleagues

The main content area is divided into several sections:

- Left Sidebar:** User profile for 'Admin User' (Administrative Assistant, Edit Profile). Navigation links for Messages, Notifications (1), admin, Replies, My Bookmarks, My Content History, and My Team's Usage.
- My Follows Feed:** Filtered by People | Groups. Lists users: Janice Jones (1), Linda Lewis (1), Mandy Sampson (1), and Nicole Sanders (1). Includes a 'Mark All Read' button.
- Mobile App Promotion:** 'Jam for iPhone and iPad is here on BizX Mobile.' Includes an 'Available on the App Store' badge and a 'View all mobile clients >' link.
- What's on your mind?:** A text input field with options for Link, Record, Upload, and Share with Group.
- Featured:** 'Presentation of ...' by Marcia Barista.
- Most Viewed:** 'Presentation of ...' with 10 Views.
- Feed Content:**
 - 401K Policy Update:** Marcia Barista posted the document 'Presentation of 401K Policy changes discussed at Q2 All Hands'. Includes a screenshot of a presentation slide.
 - Sid Mormony commented on Darlene Sharp's link:** 'I'm a toastmasters member and can also share some resources. Have we ever considered starting a group here at Ace?' (about 20 hours ago via web in 'Delivering Effective Presentations').
 - Wilms Sown commented on Darlene Sharp's link:** 'Toastmasters is a great program for improving presentation skills, and their website has good resources like this one. Are you a member of toastmasters?' (about 20 hours ago via web in 'Delivering Effective Presentations').
 - Marcia Barista posted the document 'The complete 401K policy':** Includes a screenshot of a document.
 - 401K Policy:** (about 20 hours ago via web in 'Human Resources').
 - Joseph Tong posted the document 'AllHands.ppt':** (about 20 hours ago via web in 'Human Resources').

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

The screenshot shows the 'Training Home' interface. It includes a 'My Bookings' section with filters for Language, Location, and Time Frame. A calendar for November 2013 is visible. Below the calendar, there is a table of courses:

Month	Course	Location	Language	Personnel Assignment
NOV	Kavo Dental Produktschulung	Kavo Dental Training Center Biberach	German	99986620
DEC	Industrial Hygiene	8th Training Center Virginia Beach	German	99986620
02 DEC to 03 DEC	Roboter Wie Sie durch Sprechen gewinnen	BEW Brunschel	German	99986620

• SAP Jam

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

The screenshot shows the SAP Jam interface for a group named 'Clinton Tse (ctse)'. It includes a group header with an 'Activate Group' button, an overview section with a photo of Clinton Tse, and contact information:

Clinton Tse
Senior Project Manager
Email: clinton.tse@ace.com
Phone: 604-555-1234
Availability: I am available Wednesday evenings for informal sessions.

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

Sales Training



Sales Principles

Web-based training



Technology in Selling

Classroom training

SAP Jam

Sales Tools



1

2

2

Change SAP Jam Group ID

Course Type Of Office 2013 for Beginners

Planning Status Active

Validity 01.01.2013 to 30.11.2013 [Change Information](#)

SAP Jam Group ID 01 D 50018240 1

SAP Jam Group ID

Record 1 of 1

Scenario 1 (cont.)

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

Training Home

My Bookings

All Bookings

Classroom Trainings | E-Learnings | Curriculums and Course Programs

May 2014

Mo	Tu	We	Th	Fr	Sa	Su
18	28	29	30	1	2	3
19	5	6	7	8	9	10
20	12	13	14	15	16	17
21	19	20	21	22	23	24
22	26	27	28	29	30	31
23	2	3	4	5	6	7

MAY | Course: Presentation Skills | SAP Jam

08 MAY | Location: ROT, Germany | Language: English

Search

Search Term [] Go Advanced Search

Links

Browse Catalog | Profile Matchup
 Training Calendar | Training History
 Top Ten Courses | Prebookings
 Favorites | Settings

Notifications

Follow-Up Actions (1)

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

Martin Müller | 1

ACF CORP

Notifications | View All

Sachin Kulkarni has invited you to join the group **Microsoft Office User Group**. This is a Public Group on Jam. "You have been invited to the group: Microsoft Office User Group"

Join Decline

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

Start Collaboration

Role in SAP Learning Solution

<input checked="" type="checkbox"/>	Tutor	Firmly booked	as	Group Administrator
<input checked="" type="checkbox"/>	Instructor	With booking / assign...	as	Group Administrator
<input checked="" type="checkbox"/>	Learner	With booking / assign...	as	Group Member

End Collaboration

Role in SAP Learning Solution

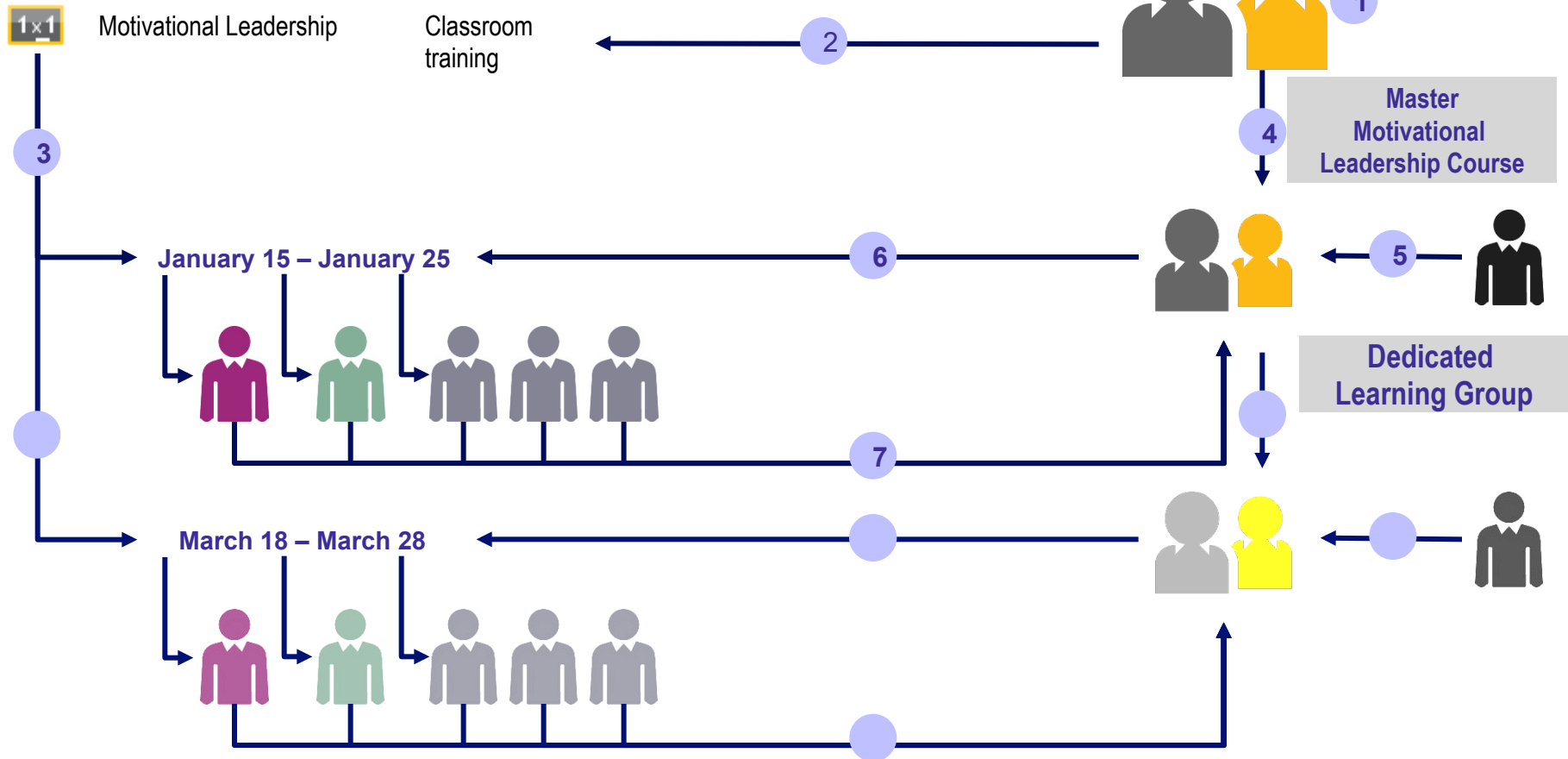
<input checked="" type="checkbox"/>	Tutor	on	Historized	
<input checked="" type="checkbox"/>	Instructor	on	Followed-up	
<input checked="" type="checkbox"/>	Learner	on	End of Course	after <input type="text" value="30"/> days

Record of


Scenario 2: Dedicated Learning Groups



SAP Learning Solution

Principles of Team Leadership




Scenario 2

 Training Home





My Bookings


All Bookings



Classroom Trainings



E-Learnings



Curriculums and Course Programs

Filter My Bookings

Filters Reset

Language +

All Languages

Location +

All

Time Frame +

FEB	1x1	Course: Sales Onboarding Location: Munich Language: English
25 FEB		
APR	1x1	Course: Motivational Leadership Location: Munich Language: English
25 APR to 10 MAY		<input type="button" value="SAP Jam Group"/>

Search

[Advanced Search](#)

Links

[Browse Catalog](#)

[Training Calendar](#)

[Top Ten Courses](#)

[Favorites](#)

[Profile Matchup](#)

[Training History](#)

[Prebookings](#)

[Settings](#)

Notifications

Mandatory Courses (1) +

Follow-Up Actions (1) +

Scenario 3: Viral Learning

The screenshot shows the SAP Jam interface for a group named 'Leadership and Supervisor Community'. The group title is 'Leaders & Supervisors'. It has 5 members and is public. The main content area features a triangular diagram with three sections: 'ABILITY' (Knowledge and Skill, Behaviour and Attitude, Intellect), 'CLARITY' (Information and Understanding), and 'ENVIRONMENT' (Infrastructure and Example). Below the diagram is the ACE Leadership logo. The left sidebar contains navigation options like Overview, Feed Updates, Recommendations, Content, Forums, Events, Learning, Links, Tasks, and Trash.

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

The screenshot shows the course details for 'New Supervisor Tactics' within the 'Leadership and Supervisor Community' group. The course is featured in 4 groups. A callout box displays the course ID: 50031535. Below the callout is a table of course dates and details.

Schedule	Location	Language	Seats	Fee
19.01.2015-19.01.2015	Munich	English	5/5	100,00 EUR
09.02.2015-09.02.2015	Munich	English	5/5	100,00 EUR
21.02.2015-21.02.2015	London	English	5/5	80,00 GBP

Additional course details shown in the callout: Course ID: 50031535, Schedule: 19.01.2015-19.01.2015, Location: Munich, Language: English, Available Seats: 5/5, Fee: 100,00 EUR.

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

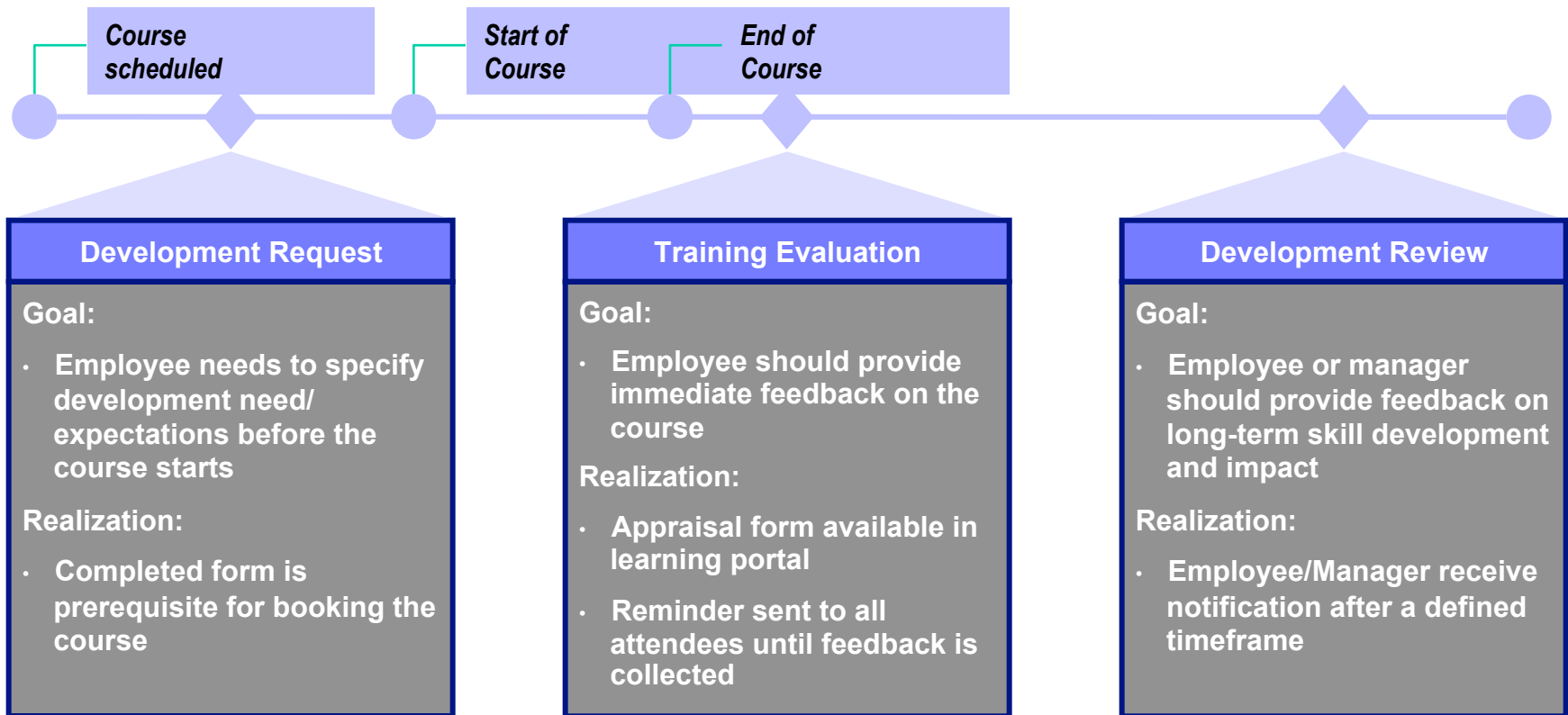
- **Training Effectiveness improvement delivered by SAP SE Services to enhance training measurement functions**
- **Kirkpatrick's Scale defines four levels of measurement for training:**
 - ♦ **Reaction – How your trainees reacted (Happy Sheets!)**
 - ♦ **Learning – Measurement of achievement of Learning 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



Enhancements to Learning Portal Booking

Course: Fundamentals of Management 1, Classroom Training

[Back](#) [Training Home](#)

! You need to complete a development request form for this course first.

[Course Catalog](#) > [Management Development](#) > Fundamentals of Management 1

Classroom Training 1x1

General Data

Course Duration: 1 Days (8.00 Hour)

Booking Summary

Location: Swindon
 Language: English
 Fee: Free of Charge
 Status: Selected
 Date: 10.11.2014 - 10.11.2014

[Add to Favorites](#)

Description

General description

- The role of the manager
- Management vs leadership
- Good boss/bad boss
- Providing management services to your team
- Would your team choose you?

Follow-Up Courses

Classroom Training

[Fundamentals of Management 2](#)

Select a Course Date

Select	Schedule	Location	Language	Available Seats
<input type="radio"/>	15.09.2014 - 15.09.2014	Swindon	English	12/12
<input type="radio"/>	29.09.2014 - 29.09.2014	Swindon	English	12/12
<input type="radio"/>	13.10.2014 - 13.10.2014	Swindon	English	12/12
<input checked="" type="radio"/>	10.11.2014 - 10.11.2014	Swindon	English	12/12

If there is no course scheduled or the dates are not suitable you can [Prebook](#)

[Book](#)

Before you can request participation, you need to select a date and complete the [Development Request](#).

[Refresh](#)

Please press "Refresh" after completing the development request form to activate the "Request Participation" Button.

Development Request is mandatory for course booking

Development Request can be created right from the learning portal

Enhancements to Manager Self-Service

Manage Participation

Manage Participants: Step 2 (Request form)

< Previous Next >

1 2 a **b** c 2

Select Participants Manage Participation Find Course **Request form** Adjust Payment Details Manage Participation

Course: Fundamentals of Management 1 Start Date: 10.11.2014 Places Available: 12

Course Description: The role of the manager- Management vs leadership- Good boss/bad boss- Providing management services to your team- Would your team choose you?- Would you choose them?- Team roles- Managing in a matrix structure- Cross-cultural and international management- Performance management- Objective setting- Evaluation, knowledge and skills- Dialog reward structure and how to use it effectively- Personal development plans

Development Request Form
All leaning and development should be linked to business objectives and individual needs. Please complete this document so that we understand your requirements. This will be sent to your manager for approval.

What are your individual needs/objectives you have for undertaking this development?*

What are the business objectives for you undertaking this development?*

How will you measure whether your performance has improved?*

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

Change View "LSO: 3-Tier Training Templates": Overview

New Entries

LSO: 3-Tier Training Templates

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



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

Twine Console

Reporting Forums Log an issue

Import New Package

Packages

Search Clear

Product Recalls Courseid | 686

SCORM 2004 2nd Edition 1 version 1 registration

Update Package Properties Statement Viewer Delete

FSMA-Food Safety Modernization Act Courseid | 654

SCORM 1.2 1 version 2 registrations

Update Package Properties Statement Viewer Delete

Packaging and Labeling Controls_Mitigate Risk Courseid | 590

SCORM 2004 4th Edition 2 versions 5 registrations

Update Package Properties Statement Viewer Delete

Reporting Significant

Statistics

13 packages 17 registrations 212 statements

Packages by Learning Standard

SCORM 1.1	0
SCORM 1.2	4
SCORM 2004 2nd Edition	3
SCORM 2004 3rd Edition	0
SCORM 2004 4th Edition	3
AICC	0
Tin Can	3

Administrative console for uploading content and reporting on content data

Brandable content player that does not lose connectivity to the LRS

twine

HIDE MENU

1 of 6 PREVIOUS NEXT CLOSE ITEM RETURN TO LMS HELP

Hazard Control Hierarchy

- At the top of the hierarchy are elimination and substitution, which remove the hazard entirely or replace the hazard with a safer alternative.
- If elimination or substitution measures cannot apply, engineering controls and administrative controls, which seek to design safer mechanisms and coach safer human behavior, are implemented.
- Personal protective equipment ranks last on the hierarchy of controls, as the workers are regularly exposed to the hazard, with a barrier of protection.

Elimination and Substitution

Engineering and Administrative Controls

Personal Protective Equipment

Please Click Next Selection

twine

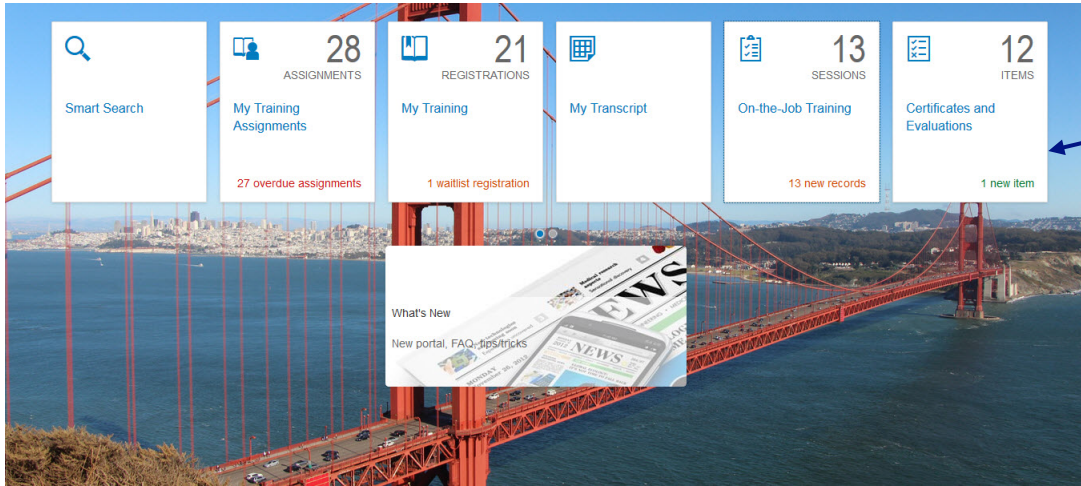
Personal Protective Equipment

- PPE Introduction Update
- PPE Eye Protection Update
- PPE Skin Protection Update
- PPE Respirators Update
- PPE Hearing Protection Update
- PPE Final Quiz Update

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
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Please remember to complete your session evaluation

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