An Expert’s Guide to Optimizing SAP Learning Solution

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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

- Gameification
- Informal
- Flexible
- Personalized
- Compliance
- Risk
- Rewards
- Tin
- UL
- Diversity
- Badges
- Social
- Content
- MOOCs
- Virtual
- Performance
- Communities
- OJT
- Easy
- On-demand
- Learning
- Strategy
- UX
- HTML5
- Talent
- Multigenerations
- Experience API
- Just-in-time
- Integration
- Rapid
- Microlearning
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

- 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

**Collect** (~ 8-12 weeks)
- Collection of Improvement Requests
- Follows, moderates, and comments on improvement request

**Select** (~ 4 weeks)
- Selection of improvement requests for implementation
- Detailed analysis and decision on implementation

**Development** (< 6 months)
- Improvements’ development (delivery as Notes/SP)
- Development and delivery of Notes and support packages

**Use**
- Productive use in customers’ systems
- Continuous improvement of the Customer Connection process

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**SAP Project Team**

**Customers**
- Submit improvement requests, subscribe for IR prioritization
- Provide feedback in development & support testing
- Provide feedback on productive use

**Steps**
- Kick-Off
- Final Call
- Selection Call
- Delivery Call
LSO Customer Connect Stats

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

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

Source: SAP
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.
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.
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.
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

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
Training Home Page (cont.)

- Categorized Learning activities
- Advanced Search
- Links and notifications
- Filters for My Bookings
• 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.

Select Course Date
Training History View

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

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<th>Schedule</th>
<th>Location</th>
<th>Participation Fee</th>
<th>Currency</th>
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Course Fee

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Advanced Search for Courses

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

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

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

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

Change SAP Jam Group ID

Course Type: Office 2013 for Beginners
Planning Status: Active
Validity: 01.01.2013 to 30.11.2013

SAP Jam Group ID: 01 D_50018240 1
SAP Jam Group ID: 58427

Record 1 of 1
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

Principles of Team Leadership

SAP Jam

Master Motivational Leadership Course

SAP Jam Group Settings 01 D 50017880 1

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

SAP Learning Solution

Principles of Team Leadership

1. Motivational Leadership
2. Classroom training
3.

January 15 – January 25
4. Master Motivational Leadership Course
5.

March 18 – March 28
6. Dedicated Learning Group
7.
Scenario 2
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
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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

Course scheduled

Start of Course

End of Course
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

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

Development Request is embedded into “Manage Participation” service
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


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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

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
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Where to Find More Information


- Group: “SAP LSO Enterprise Learning” – [www.linkedin.com](http://www.linkedin.com)

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?

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Please remember to complete your session evaluation
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