Capgemini

HR Part II

Lesson 04: Online Content Management

Lesson Objectives

This lesson has the following topics:

Topic 1: Online Learning Overview

Topic 2: Content Objects

Topic 3: Items with Online Content

Topic 4: Blended Items

Topic 5: Using the Import Assistants

Additional information in appendices, including:
- User Online Status
- The AICC Wrapper
- AICC Export
- Offline Player
- Launch Online Content in Same Browser Window
- Open Content Network (OCN)
- Deployment Options
- Skillsoft Connector
- LearnTest App
- Course Home Tips

Upon completing this unit, you will be able to:

- Define online content terminology
- Integrate web-based training (WBT) into SAP SuccessFactors Learning
- Add and edit content objects
- Create online and blended items
- Use the Import Content tool

Introduction

Learning online provides users the flexibility to educate themselves in a self-paced, interactive, and convenient learning format. Users access online training through the SAP SuccessFactors Learning user application and launch asynchronous training at their own convenience. Blended learning combines both online and instructor-led training.

Through discussion, demonstration, and hands-on computer lab work, this course teaches you the concepts and terminology associated with online content management in SAP SuccessFactors Learning. You will use the step-by-step, hands-on exercises to gain basic skills in integrating online content in SAP SuccessFactors Learning, and using SAP SuccessFactors Learning to add and modify content objects and blended items.

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Topic 1: Online Learning Overview

Online learning is a convenient and cost-saving approach to delivering training to users. Before we integrate content into SAP SuccessFactors Learning, we need to discuss the creation process, associated online content terminology, and industry standards.

Objectives

Upon completion of this lesson, you will be able to:

- Describe online learning
- Define online content management terminology
- Explain the SCORM and AICC industry standards and their differences
- List the steps to configure SAP SuccessFactors Learning with online content

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What is Online Learning?

Online learning refers to the electronic access of asynchronous training, such as a slide show presentation, an audio or video presentation, a web-based exam, or a document (e.g., a Standard Operating Procedure manual).

SAP SuccessFactors Learning enables users to launch online content directly from items on their learning plan and can automatically record learning events for completed online items.

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Managing Online Content

Content objects are the building blocks of an online item. A content object is a pointer to a single, launchable file. For example, the item, Online MS Word Basics contains the three following content objects:

Item: ONLINE MWB101 MS Word Basics	
Content	**File Type**
Creating, Saving, and Editing Word Docs (HTML)	Web Page (HTML)
Simulation of Saving a Word Doc	Web Page (HTML) with an Adobe Flash Movie (SWF)
Exam of Microsoft Word Basics	Web Page with JavaScript (HTML)

These three examples represent three separate content objects in SAP SuccessFactors Learning. Users launch a content object from an online or blended learning item in the SAP SuccessFactors Learning user application.

It is important to note that the content object specifies the content location and launch method of communication with SAP SuccessFactors Learning (e.g.,AICC, SCORM, etc.). It does not store the actual content.

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AICC/SCORM Standards 1/2

AICC and SCORM are standard methods for online content to communicate with a learning management system (LMS). AICC (Aviation Industry CBT Committee) content communicates back and forth between the LMS with simple http communication; SCORM (Sharable Content Object Reference Model) communicates by a JavaScript using a reverse proxy.

SAP SuccessFactors Learning supports AICC, SCORM 1.2, and SCORM 2004 (a.k.a. SCORM 1.3). Refer to the following websites for documentation:

* AICC: http://www.aicc.org
* SCORM: http://www.adlnet.org

The following table translates SAP SuccessFactors Learning terminology into SCORM and AICC equivalents.

SAP SuccessFactors Learning	SCORM	AICC
Content Object	Sharable Content Object (SCO)	Assignable Unit (AU)

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AICC/SCORM Standards 2/2

SCORM is derived from AICC standards, but differ in their content structure definition.

AICC requires four text documents:

- course (.crs)
- structure (.cst)
- description (.des)
- assignable units (.au)

On the other hand, SCORM uses a single manifest XML file to describe the content structure (imsmanifest.xml). This XML file includes greater detail about the content than the AICC text files.

The SCORM 2004 standard provides the ability for content to contain advanced sequencing and navigation within a course. Because of this addition to the standard, special care must be taken to ensure the communication rules are imported into the system. More information on importing SCORM 2004 content is provided later in this guide.

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Communication between Content and SAP SuccessFactors Learning

JavaScript functions within the actual content set bookmarks, record content object completion, and send examination data.

Organizations create "in-house" content using courseware development tools, such as Adobe Dreamweaver, Articulate Storyline or Presenter, and Trivantis Lectora. SAP SuccessFactors Learning provides the ability to include content objects created with any authoring system within the same item.

Another option is purchasing AICC/SCORM compliant content from third-party vendors. Administrators can "mix and match" in-house development with third-party vendor courses, incorporate a combination of these technologies in their program, and combine various technologies within the same item.

Finally, SAP SuccessFactors Learning provides a set of specific JavaScript functions for additional tracking functionality.

A listing of the most popular LMS tracking functions is available in "Appendix D: Tracking Functions" of this guide.

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Online Content Process

Follow these steps to successfully create and implement an item with online content in SAP SuccessFactors Learning:

1. Create the content (using any development tool)
2. Upload the content to a public location (e.g., content server)
3. Identify the content type and its location
4. Add content objects/content packages in SAP SuccessFactors Learning
5. Add an item in SAP SuccessFactors Learning
6. Assign the online content to the item during item creation or under the *Online Content* tab from the *Related* area of the item record in SAP SuccessFactors Learning
7. Test the online item from the SAP SuccessFactors Learning user application
8. Add the item to a catalog and/or to the user's Learning Plan

It is good practice to use a development instance of SAP SuccessFactors Learning to test online content. After sufficient testing, export the item structure from the development environment using AICC Export under the *Online Content* tab from the *Related* area of the item record.

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Conclusion

In this topic, we discussed the basics and standards of online content. Online learning is any electronic content that is accessible and tracked from within a learning management system. SAP SuccessFactors Learning supports the integration of SCORM and AICC compliant content. Content objects specify the location and type of content. Users access content objects from online and blended learning items in the SAP SuccessFactors Learning user application. Use the online content process to effectively and efficiently integrate content within SAP SuccessFactors Learning.

You should now be able to:

- Describe online learning
- Define online content management terminology
- Explain the SCORM and AICC industry standards and their differences
- List the steps to configure SAP SuccessFactors Learning with online content

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Topic 2 - Content Objects

Content objects are the "building blocks" to each online item. It specifies the location of the content and how to communicate user interaction to SAP SuccessFactors Learning.

Objectives

Upon completion of this lesson, you will be able to:

- Describe a content object and package
- Add a content object
- Specify the content object location and communication
- Identify different launch types of online courseware
- Configure content objects to use AICC and SCORM compliant content

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Content Object Main Concepts

A content object is a record that includes launch method and location. Administrators assign content objects with one or more items. Multiple objects may be grouped into one entity called a content package.

Example content objects include:

- A presentation of course content (PowerPoint)
- An interactive tutorial (Captivate)
- An online publication or article (PDF)
- A quiz, exam, or survey (Flash)
- A web page (Dreamweaver)

A content object specifies the location of the online content (file or URL address). The actual content does not reside within SAP SuccessFactors Learning; content is typically stored on a content server.

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Content Object Record 1/2

The content object record is organized into functional areas by tabs, which contain fundamental information regarding the content object including the location path. This section describes the attributes of these tabs, which include:

- Summary
- Launch Method
- Objectives
- AICC Support
- Cross Domain

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Content Object Record 2/2

To access a content object record, navigate to the Content menu within Learning Administration in the following figure.

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Summary Tab

The Summary tab contains basic information about the content object record, including the content object title, the domain in which it belongs, name of the user who built the object, the build date, description of the content object, and developer tools used to build the object.

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Summary Tab Fields and Description

The following table lists the fields contained on the Summary tab and a description of each.

Field	Description
Title	Indicates the name of the content object and is used in searching.
Domain	Identifies admin ownership of the record.
Build User	Identifies the person who created the content.
Build Company	Identifies the company that created the content.
Build Location	Identifies where the content was created.
Build Date	Indicates the final build date of the content.
Content Object is active	Indicates that the content object is available/unavailable for item assignment.
Content Object is online	Indicates whether the content object is available to users.
Description	Describes the purpose/location of the content object to users.
Developer Tool	Indicates the software tool used to develop the content.
Mastery Score	This is the score required by the user to COMPLETE the selected content object (NOT the Item), and be awarded the COMPLETED status for the corresponding content object. If the Mastery score indicated here is not achieved by the user, the system marks the content object as FINISHED.

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Launch Method Tab 1/2

The Launch Method tab identifies the type and path of the content. *SAP SuccessFactors Learning* offers the following launch methods:

- Content Player

A content object that requires an application not installed on the client workstation requires a content player. The content player calls the applications from a network location to enable users to view the content (the admin must specify the content player).

- Document

The client workstation recognizes the file extension associated with the content object and opens the appropriate application.

- AICC

This content object is AICC compliant and communicates with SAP SuccessFactors Learning using AICC standards.

- Browser

A content object with Internet-based content that is reviewed within a browser. Use this launch method for LMS tracking functions.

- SCORM 1.2, SCORM 2004 (a.k.a. SCORM 1.3), and SCORM 2004 4Ed.

SAP SuccessFactors Learning initializes the SCORM APIs when the user launches the content. Content objects of one of these three types must conform to the appropriate version of SCORM and communicate with SAP SuccessFactors Learning using SCORM standards.

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Launch Method Tab 2/2

- The Launch Method tab is also where you will specify the content parameters, the most important being Filename. The Filename field is where you will enter the link or the URL to where that content resides.

- You may select the *Enable Mobile Device* checkbox to make content accessible from a mobile device. If you have content specifically designed for mobile devices, the content path goes into the *Mobile Filename* field; otherwise, it can be left blank.

Note:
Due to the advanced sequencing and navigation functions included in the SCORM 2004 standard, special care must be taken to ensure these functions work properly in SAP SuccessFactors Learning. Content using this standard should be imported using the instructions listed in the "Content Package" section of this guide. Individual content objects should not be manually created when using SCORM 2004 compliant courseware.

SCORM 2004 4th Edition content objects can be enabled for delivery on mobile devices. JavaScript communication must be enabled and the content must be launched via the mobile browser.

Objectives Tab

The Objectives tab establishes an objective-content relationship. Objectives are associated with multiple content objects, items, competencies, questions, and exams. Administrators use objectives for adaptive learning within the Assessment builder to create exam type Assessments.

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AICC Support Tab

The AICC Support tab automatically passes AICC support data to content under AICC core vendor or SCORM launch data. This data is typically used to send information that is critical to the content launch.

Cross-Domain Tab

The Cross-Domain tab is used for SCORM content located on a different domain name than SAP SuccessFactors Learning. This tab requires activation in system configuration. Please consult with your Project Manager and the SAP SuccessFactors Learning Support team for the best approach of supporting cross domains.

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Conclusion

In this topic, we discussed the functionality of content objects. This "building block" of content specifies the location of the content and how the content communicates with SAP SuccessFactors Learning. Administrators use content objects and objectives for adaptive learning within the LMS online exams. Finally, content objects are grouped into content packages for organization and easy assignment.

You should now be able to:

- Describe a content object and package
- Add a content object
- Specify the content object location and communication
- Identify different launch types of online courseware
- Configure content objects to use AICC and SCORM compliant content

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Topic 3 - Items with Online Content

Content objects must be attached to an item if the administrator wants them to be available on the user's learning plan and accessible in catalogs. Items are the smallest assignable units; therefore, after you create the content objects, you must add them to an item.

Objectives

Upon completion of this topic, you will be able to:

- Define the four types of item classification
- Identify available settings for online items
- Create an item with online content
- Add and modify objects to the online content structure

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Main Concepts of Online Items

An online item is entirely comprised of content objects. Online items are also known as asynchronous learning content since there is no instructor or specific time associated with the item. Users can access online items at their own convenience.

Blending learning, on the other hand, "blends" instructor-led (synchronous training) with content objects (asynchronous training). Administrators schedule blended items for a specific date and time. A scheduled offering segment can restrict the date/time that a user can access content objects. Blended items will be discussed in the next section.

SAP SuccessFactors Learning automatically classifies each item according to the following rules:

- **Instructor-led**: Item only contains segments
- **Online**: Item only contains content objects
- **Blended**: Item contains both segments and content and/or exam or quiz type Assessment
- **Other**: Item contains neither segments nor objects

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Items with Online Content 1/4

An administrator may choose to create a new online only item or an item that will be both scheduled and online (also known as a blended item).

Once the basic information is entered for creating the new item, the content for this item may be selected from among the following choices.

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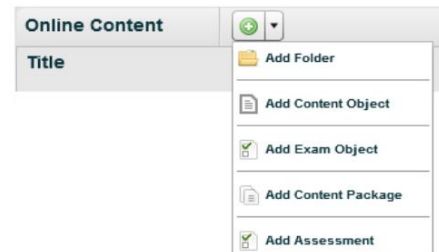
Items with Online Content 2/4

- Add Folder: Folders organize complex content by grouping and sequencing assigned content objects.

- Add Content Object: Administrators assign individual content objects.

Add Folder

*Required Field(s)

*Folder Name: ⌐ction to Word 2002

Save in Folder: Root Level ▾

☐ Force sequential completion of content

Changes will be saved when you click "Save" on the Online Content page.

OK Cancel

Add Content Object

*Required Field(s)

*Content Object: en_US_74020_11 🔍

*Object Name: Module Objectives

Parameters:

Mastery Score: (Range 0-100)

☐ Mark this object complete when launched

— or —

☑ Record learning event when content passed

☑ Record learning event when content failed

⊞ Use Objectives: There are no associated objectives for this content

Add To Folder

Save in Folder: Introduction to Word 2002 ▾ ⊕ Add Folder

Changes will be saved when you click "Save" on the Online Content page.

OK Cancel

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Items with Online Content 3/4

- Add Content Package: Add multiple objects to the item content structure (content package is a grouping of content objects and/or exams/surveys).

- Add Assessment: add either exam or quiz type Assessment. Refer to SAP SuccessFactors Learning: Online Exams and Quizzes Unit for additional information.

Add Content Package ☒

*Required Field(s)

*Content Package: AW_PACKAGE_Org1 🔍

Add To Folder

Save in Folder: Root Level ▾   ⊕ Add Folder

Changes will be saved when you click "Save" on the Online Content page.

OK   Cancel

Add Assessment ☒

*Required Field(s)

*Assessment ID: [   ] 🔍
Assessment Type:

*Assessment Name: [   ]

☑ Restrict access to other online item objects when this assessment is in progress

☐ Record learning event when assessment passed

☐ Record learning event when assessment failed

Review Options

☐ Enable Assessment Review

Add To Folder

Save in Folder: Root Level ▾   ⊕ Add Folder

Changes will be saved when you click "Save" on the Online Content page.

OK   Cancel

Note: Add Exam Object will only add exams created in Question Editor tool which is a legacy functionality.

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Items with Online Content 4/4

Multiple folders and objects may be added depending upon the complexity of the item desired. Typically, an item will have a single content object or an exam object but may contain any number of both.

Once the online structure is determined, you must configure the item settings. Common settings include:

- Whether the item is ready for launch by the user (or test user)

- Whether a learning event will be recorded automatically for the item after a user successfully completes all online objects (content, folders, assessment and/or legacy exam objects)

- Completion status for successful completion of the item

- Failure status for an unsuccessful attempt (Based on this configuration, you may also set the number of attempts a user has to pass an item (if the content is configured to record failure for the item, such as with an Assessment, legacy exam, AICC, or SCORM object). Once the user reaches the maximum number of attempts, the item is locked and the administrator must unlock the item. Once unlocked, the user has one more attempt to pass the item

- Whether to take the user directly into the first content object location and skip the content structure page if there is more than one object

Note: After settings are entered or changed or whenever objects are added, edited, removed, or reordered on the Online Content page, you must remember to click the *Save* button.

Edit Settings and Status

*Required Field(s)

☑ Content is available for launch (available for users)

☑ Record learning event when all content is complete

*Completion Status: COURSE-COMPLETE (Course Complete) - For Credit

Failure Status:

Failure Action:

☑ Skip content structure page on launch

☐ Available for Offline Player download

Days From Launch to Expiration: (whole number)

AICC and SCORM

☑ Allow users to review content from Completed Works

AICC Max-Normal: 99

Changes will be saved when you click "Save" on the Online Content page.

OK   Cancel

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Testing the Content on the User Side

Once the online item has been correctly built and configured, you will want to assign it to yourself or a test user and launch the content to be sure it works the way you want it to.

Note: An Admin may NOT test content by proxying to a user. You must be logged in as the user in order to launch content.

Things to test:

1. The item can launch

2. The user is directed to either the structure screen or the first object

3. If there is more than one object, can the user advance to the next object at any time or only after completing the first object (if force sequence is configured)?

4. Does the item mark itself complete when one of the following conditions occurs:
 - The user has completed all objects successfully
 - The user has passed an exam or quiz type Assessment
 - The user has completed a SCORM or AICC object that can mark the item complete

5. Once the item has been completed, can the user perform post completion option such as launching a survey, recommending the item, rating the item, and printing a certificate?

Once the item is completed, the User can recommend it to others or print their certificate of completion for the course. These actions may also be executed from the Learning History.

Note: Online content can be reviewed from the Learning History for SCORM, AICC or Browser type content objects if permitted.

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Testing the Content on the User Side

Online Content Structure

LW-Currrent Events
WBT LW-CURR-EV
Revision: 1 - 11/16/2016 03:37 PM America/New York

The item has been completed.

The sub-objects need to be completed in sequential order

✔ 11/18/2016 CNN
CNN News

✔ 11/18/2016 MSN
MSN News

✔ 11/18/2016 Google
Google news

Course Wrap-up

Recommend

Print Certificate

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Associated Benefit for Multi-Language Content

Often, online content needs to be launched in more than one language. Admins can allow multiple content objects in the same item to record completion. For example, you can set up three content folders, one each in English, Spanish, and French. One content object in each folder can send completion, so that the user can select the preferred content and get completion in any language. Learning history will be recorded for the same item, regardless of language.

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Capture Content Object Score as Item Grade when Recording Learning

When an admin configures the content object to record a learning event as passed or failed, the LMS can automatically record the score a user received on that content object that is associated with an item.

Navigate to *System Admin > Configuration > Global Variables > General Settings area to enable this feature*.

Users and admins can see the grade when viewing details in Learning History.

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Modifying an Item with Online Content

Administrators may change the settings and add or change content objects for online items. To modify the online content objects of an item:

1. Search for and access the online item.

2. Select the *Online Content* tab from the *Related* area in the following figure.

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Adding and Organizing Content Objects 1/4

Click the Associate content to item icon to modify the item's content structure by adding, editing, removing, or reordering object types (folders, content objects, content packages and Assessments).

Related	More ⊕	Online Content	⊕ ▾	Settings ▾	🟢 Available for launch	❶ ⌃

Title	Enforce Or...	Remove
☰ Cleanroom Access	No	Remove All
⠿ ▼ 📁 Lesson 1	No	❌
⠿ 📄 Cleanroom Procedure		❌
⠿ ▼ 📁 Lesson 2	No	❌
⠿ 📄 Gowning Procedure		❌
⠿ ▼ 📁 Exam	No	❌
⠿ 📋 Post Assessment		❌

Sequencing sets the order in which the objects must be completed. You can set the sequencing at the item level and/or for each folder.

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Adding and Organizing Content Objects 2/4

Click the item level title link or the folder title link to open the Edit Folder pop-up window. Click the Force sequential completion of content checkbox and click *OK*.

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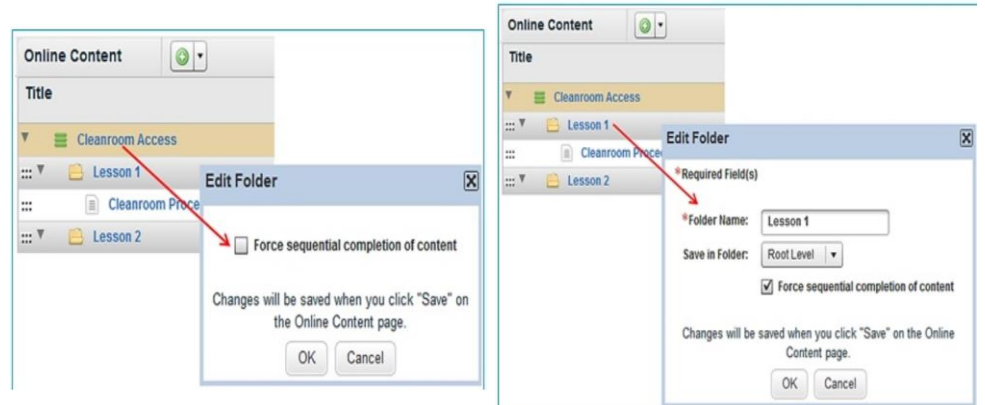
Adding and Organizing Content Objects 3/4

The Online Content area is updated. Notice the Enforce Order column is updated to reflect the changes made.

Click *Save* to save your changes.

When changes are made to the online content of an existing item, the admin may choose to run the item revision process to differentiate between users who have completed the old content versus those who complete the new content.

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Adding and Organizing Content Objects 4/4

However, in some cases, the admin may just want to change the existing item without creating a new revision. When changes are made to the *Online Content* tab of an item with online content, the system displays a warning that asks the admin whether or not the item should be restarted by any users who were in progress. If all users should immediately see the updated content, the Admin should choose *Yes* to reassign the item and force users who are in-progress to start over. In the rare event that the changes were minor and it's okay that some users proceed with the old content, the Admin would choose *No*.

Warning

There are Users who have been assigned this item. You must reassign it for them to see your changes. If you continue, your changes will be saved, and you may then select which Users to whom the item will be reassigned.

Note: Reassignment of this item (on the next page) will cause Users to lose all of their progress on this item.

Do you want to continue?

[Yes] [No]

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Conclusion

In this topic, we discussed creating online items. The *Online Content* tab from the *Related* area of an item record specifies the online content structure of the item. An online item is entirely comprised of content objects while blended items include both content objects and time-based segments.

You should now be able to:

- Define the types of item classification
- Identify available settings for online items
- Create an item with online content
- Add and modify objects to the content structure

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Topic 4 - Blended Items

Topic Overview

Blended learning courses are a combination of instructor-led and web-based training. Items with online content may contain segments to be scheduled to permit users to register for or be registered for the training.

Objectives

Upon completion of this lesson, you will be able to:

- Describe blended learning
- Define the three distinct restriction options for blended items
- Identify available settings for blended items
- Create a blended learning item
- Modify the blended learning item

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Blended Learning Overview 1/2

Blended learning courses are typically a "blend" of instructor-led and web-based training. The item's *Segment* tab in the *Related* area includes one or more segments which enables the item to be scheduled, and the item's *Online Content* tab includes one or more content or exam/quiz type Assessment objects.

Within a blended item, an admin can specify how restrictive access to the online content should be. There are three distinct restriction options for blended items:

- Least restrictive: *Yes* is selected in the *User can access online content without being registered in offering* drop-down menu in the core area of the item record. Any user who has access to this item (via Learning Plan or catalog) may launch the online content.

User can access online...	Yes	
*Doma	User can access online content without being registered in offering:	

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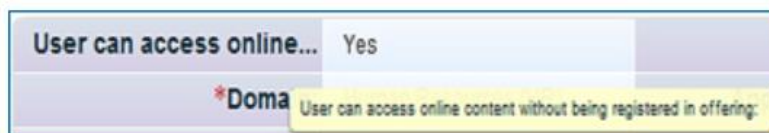
Blended Learning Overview 2/2

- Somewhat restrictive: *No* is selected in the *User can access…* drop-down menu. Users must be registered into a scheduled offering of the item in order to launch the online content. The checkbox displays in the *Edits Settings* and Status page (select *Online Content* tab from Related area of item record, click *Settings*, and select *Modify Settings*).

☐ Content available only during specified segments of a scheduled offering.

- Most restrictive: In addition to *No* being selected from the *User can access…* drop-down menu, the *Content available only during…* checkbox is checked on the Edit Settings and Status page (select the *Online Content* tab from the *Related* area, select *Modify Settings* from the Settings drop-down menu) of the item record. Navigate to the scheduled offering record, and select the *Segments* tab from the Related area. Use the *Online Access* checkbox to determine which segments permit access to the online content. Once selected and checked, users can only access the content during specific times.

Related	More ⊕	Segments ○				Online Access	Actions	Delete
Segments		Description	Duration	Delay Start	Location Type			☐ Select…
Online Content								
Competencies		⊟ Day 1						
Catalogs		Online Training	2.00	1.00	Virtual (VIRT) ▾	☐	Equipment Copy To …	☐
Subject Areas								
Prerequisites		Lab	1.00	0.00	Classroom (CLA! ▾	☑	Equipment Copy To …	☐
Scheduled Offerings								

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Conclusion

This topic discussed blended items and how to create blended items in SAP SuccessFactors Learning. Blended items include both content objects and time-based segments. The Online Content area specifies the online content structure of the item.

You should now be able to:

- Describe blended learning
- Define the three distinct restriction options for blended items
- Identify available settings for blended items
- Create a blended learning item
- Modify the blended learning item

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Topic 5 - Using the Import Content Tool

Topic Overview

Importing the online item content structure into SAP SuccessFactors Learning is an easy, time-saving approach, as opposed to creating content objects manually.

Objectives

Upon completion of this topic, you will be able to:

- Use the import content tool
- Edit a content package

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Import Content Tool 1/6

The import content tool allows you to browse for multiple files to upload. In-page help lists the supported file types that you can upload. Any AICC or SCORM content must be supported by this version of the system and must be contained in a .zip file.

We recommend that you upload content in logical batches. Batching content helps you in later steps. For example, when you create new items for each content object, you provide a prefix for the item and the system increments the item ID. By batching, you can prefix the item ID that makes sense for your conditions. You might import a series of content objects for workplace safety, for example, and prefix them all with "SAFE_" so that you can find them easily later. Or you might upload all content that will be available in the mobile learning tool because you want to make the batch available for mobile offline.

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Import Content Tool 2/6

In step 1 of the tool, you need to specify whether you're about to *Add New Content*, *Add Content for an Existing Item*, *Replace Content for an Existing Item*, or *Enable Mobile or Offline Content for an Existing Item*.

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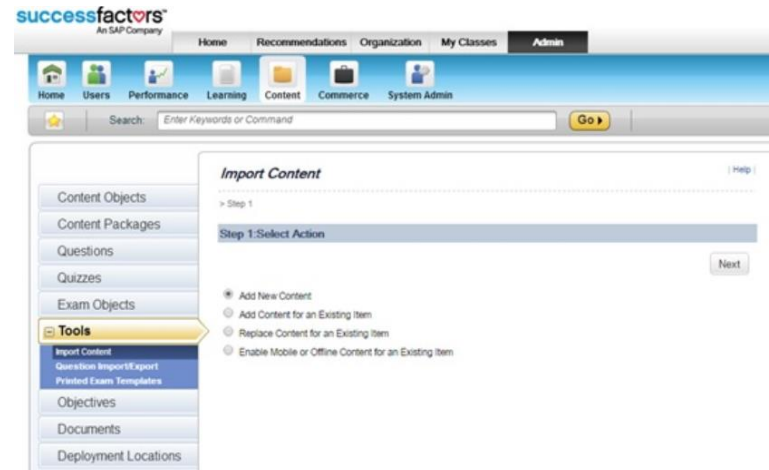
Import Content Tool 3/6

In step 2 of the content import tool, you can specify multiple types of content, for example both AICC and SCORM content. Supported content types are listed on the page. Use the *Browse* button to locate your file and click *Next* to proceed to the next step.

Import Content | Help |

> Step 2

Step 2: Select Files

Select files that you would like to import as content. Any SCORM or AICC files must be in a **.zip** format. Other files may be in any of the following formats: ***.zip;*.pdf;*.doc;*.docx;*.rtf;*.html;*.htm;*.xls;*.xlsx;*.ppt;*.pptx**

[Previous] [Next]

* = Required Fields

* **Content File(s):**   [Browse]

[Next]

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Import Content Tool 4/6

In step 3 of the tool, you configure settings for the batch of content you are uploading. Per batch, you can deploy the content to a content server (and choose the server location), set the domain of the content, use the AICC wrapper (for non-SCORM or AICC content), or enable it for mobile access or offline player download.

Note: The deployment location you choose must already be configured in the system. This location may be configured for iContent.

If you want to import the content as a content package, you could later add the package to other items. If you are importing more than one course at a time, you can opt to create a new learning item for each content package by selecting the checkbox at the bottom.

Step 3: Configure Content and Item Settings

Previous   Import Files

* = Required Fields

Content

The system will create a new content package for each file that you upload. If you upload one file, then you must provide a unique content package ID. If you upload multiple files, you can provide a prefix; the system appends a number to the prefix to ensure that each content package has a unique ID.

Deploy Content:	☑ Deploy content to server
* Server Location:	▼
* Domain ID:	🔍 PUBLIC
Content Package ID:	
Mobile access:	☐ Enable mobile access for all content
	If checked, mobile access will be enabled for all content objects using the imported files. To add a different file for mobile access, edit the content objects after import.
Offline access:	☐ Enable offline player download
	If checked, offline access will be enabled for all content objects using the imported files. To add a different file for offline access, edit the content objects after import.
Use AICC Wrapper	☐ Apply AICC wrapper to any non-AICC/SCORM content
Special Instructions:	

Items

☐ Create a new Learning Item for each content package.

Previous   Import Files

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Import Content Tool 5/6

If you have chosen to create items, each content object is placed in its own learning item, but all learning items in the batch receive the same initial settings. For example, if you set Item Type to COURSE, then the system sets all items that it creates on import to be of type COURSE. We recommend that you set an item prefix so that you can identify the batch of items you create. When creating the item, the system:

- Sets the ID to an incremented number at the end of your prefix. For example, if you type the prefix "PRE" then the system creates PRE_1, PRE_2, PRE_3, and so on. It adds the underscore

- Sets the title to the either the name of the document (for content that is not AICC or SCORM) or the title of the course from the SCORM or AICC XML

- Sets the item classification to Online

- Ignores AICC/SCORM settings when the content object is not AICC/SCORM

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Import Content Tool 6/6

Additionally, you may select the online settings for the item and which catalogs and subject areas to use. It may be useful to check the checkbox for *Assign Content to Test User* so that you may login as that user and test the content (and the import process) before assigning the new item to users or adding it to catalogs.

When you click Import Files in step 3, you will see a validation error if any required fields are missing. If there are no errors, the system will display a list of courses it will import and give the admin the option to Edit Content Object IDs. Editing the IDs to more meaningful ones is a best practice over leaving the generic IDs the system suggests.

On the Edit Content Object IDs screen, the Title and Launch URL are also displayed in order to assist the admin in editing their Content Object IDs.
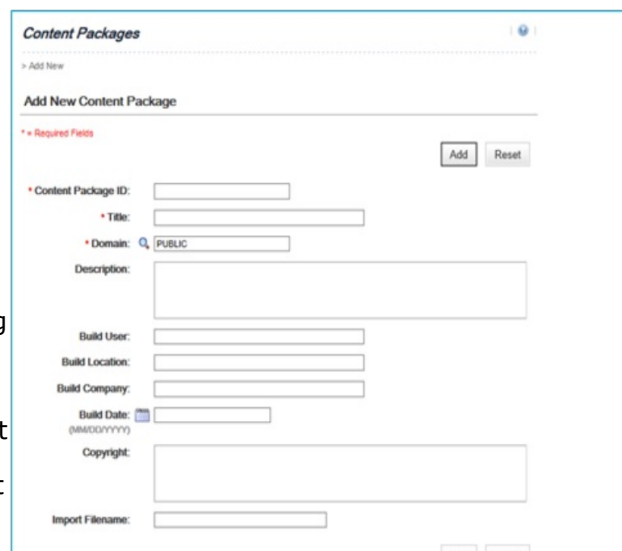
Import Content

> Import Summary

Edit Content Object IDs

Content Object ID	Title	Launch URL
photo-MANIFEST-_RESOUR_5213169	Introduction	/learning/user/onlineaccess/content.do?Course=CUSTOM_qa&url=/self-managed/photo-MANIFEST-_TOC1_1_1/intro.htm
photo-MANIFEST-_RESOUR_5213170	Lesson 1 – Interface	/learning/user/onlineaccess/content.do?Course=CUSTOM_qa&url=/self-managed/photo-MANIFEST-_TOC1_1_1/Lesson1.htm
photo-MANIFEST-_RESOUR_5213171	Lesson 2 – Toolbox	/learning/user/onlineaccess/content.do?Course=CUSTOM_qa&url=/self-managed/photo-MANIFEST-_TOC1_1_1/Lesson2.htm
photo-MANIFEST-_RESOUR_5213172	Lesson 3 – Palettes	/learning/user/onlineaccess/content.do?Course=CUSTOM_qa&url=/self-managed/photo-MANIFEST-_TOC1_1_1/Lesson3.htm

Once you schedule the job and it runs, the system imports the content and reports what it imported. Your admin email address will receive a notification about the import.

If you create items for the content objects as part of importing them, we recommend that you double-check the settings in the item record itself because you import and set values by batch. You might want to make an exception to the batch settings.

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Content Package

A content package is a group of content objects. It is an easy and convenient way to organize content for multiple item assignments. Content packages are particularly important for SCORM 2004 (and SCORM 2004 4Ed.) content as they ensure needed sequencing and navigation information is available to *SAP SuccessFactors Learning*. Create a content package using the *Add New* link, the AICC Import assistants, or the SCORM Import assistant.

Content Packages

> Add New

Add New Content Package

* = Required Fields

[Add] [Reset]

* Content Package ID: [_____]

* Title: [_____]

* Domain: 🔍 [PUBLIC_____]

Description: [_____]

Build User: [_____]

Build Location: [_____]

Build Company: [_____]

Build Date: 📅 [_____]
(MM/DD/YYYY)

Copyright: [_____]

Import Filename: [_____]

[Add] [Reset]

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Conclusion

In this topic, we discussed using the content import tool.

You should now be able to:

- Use the import content tool
- Edit a content package

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Online Status: User Record 1/2

SAP SuccessFactors Learning lists all started online or blended items that are not complete under the *Online Status* tab from the *Related* area of the user record in the following figure.

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Online Status: User Record 2/2

Use this tab to view the following content object details:

- User may access the content object
- User completed the content object
- Number of times the user opened the content object
- Total time spent viewing the content object (if tracked)
- Score of the content object (if tracked)
- Content objectives (if tracked)

Item Type:	ONLINE
Item ID:	EXAMPLE-AICC
Revision Date:	12/21/2010 1255 America/Denver
Revision Number:	

Return to Item Objects

Edit Item

Apply Changes   Reset

Has Access:	☑
Finished:	☐
Needs Review:	☐
Complete:	☐ as of Date:

Setting this item to complete will NOT cause a training event to be recorded because this item is not configured to be complete when all online objects are complete. To record a learning event for this item, use the learning event recorder.

Initial Access:	4/12/2012 1707 America/Denver
Last Access:	4/12/2012 1707 America/Denver
Total Times:	1
Total Time:	N/A

Apply Changes   Reset

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Reports Related to Online Content

The following are reports in *SAP SuccessFactors Learning* that relate to online content:

- Online Item Status

This report filters user, item, dates, status, and needs review. It returns the information listed under the Online Status tab.

- Item Object Details

This report filters item and item status. It returns the basic item record information, all assigned content objects, and the item settings for each content object.
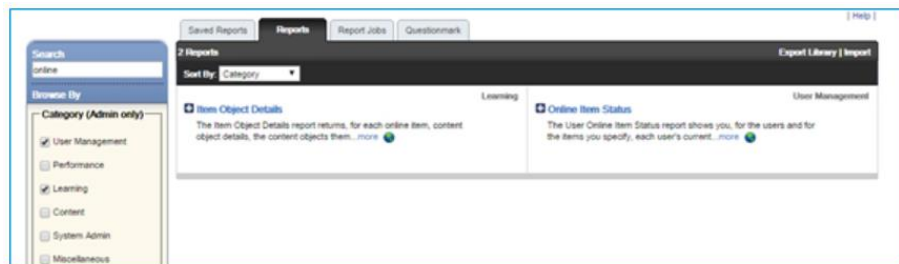
The AICC Wrapper

What is the AICC Wrapper?

Standard Operating Procedure (SOP) documents and other online documents or links may be required reading for your employees. Using the AICC wrapper file, you can "wrap" a PDF, DOC, or PPT into an HTML page and have the system give the user credit for completing the content object only if and when the user indicates that they agree to an acknowledgement.

The SAP SuccessFactors Learning AICC document wrapper files encapsulate online documents into an HTML page. This "wrapper" uses JavaScript to communicate with the LMS to record both the completion of the object and the time spent. Use the wrapper with content that does not contain any mechanism for communicating with the LMS (e.g., Adobe pdf, MS Word doc, etc.) but not with true AICC or SCORM content which would already send a completion parameter or mastery score back to the LMS.

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The AICC Wrapper

There is an old method that may still be used by customers as well as a newer productized method.

The old method uses one or more wrapper files that are first uploaded to a shareable network drive or content server. Then a content object is created that points to the wrapper file in the Filename field. The Parameters field is used to indicate the location of the actual file or link that should be displayed in the main window of the wrapper. This Parameters field will need to contain the prefix: docURL= before the filename or URL of the link.

Edit the Launch Method for the Content Object

Apply Changes   Reset

○ Content Player ○ Document Type ● AICC ○ Browser ○ SCORM 1.2 ○ SCORM 2004 ○ SCORM 2004 4Ed.

Content Parameters

Note: The parameters need to be URL encoded when containing foreign and special characters.

Content Player (For Content Player Launch Method Only):

Filename: /content/aiccwrapper/wrapper.html

Offline Filename:

Parameters: docURL=/content/Uam/Access_External_Group.pdf

Enable Mobile Access: ☐

Mobile Filename:

The newer method no longer requires the Parameters field. The admin needs to specify whatever file or link they want to open in the Filename field. The Launch Method will still be AICC but for this method, the checkbox for Use AICC Wrapper needs to be checked.

This method should be used for customers who want a localized option of the wrapper with the same text (only in each different language) for all users. If it is necessary to have different text and buttons with multiple wrappers, the old method should be used. For example, if one wrapper had the user acknowledge that they've read and understood the content, but another wrapper was needed to confirm that they've read and agree to comply, we would recommend the old method with multiple wrapper files.

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AICC Export

It is recommended that administrators set up content objects and online items in a development instance of *SAP SuccessFactors Learning*. Once the content objects and items are thoroughly tested, administrators upload the online item specification without recreating the records. The online content structure for online or blended items is exported using the *AICC export* tool found in the *Actions* area of the item.
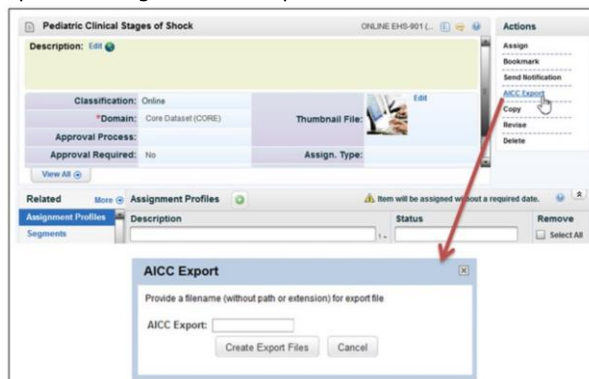
This tool creates the four required AICC text files. Save the files locally and upload them into the production environment using the AICC Import Assistant. Before placing the imported item to the production catalog, re-test the content with a user account.

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Offline Player

Offline content is web-based training (WBT) that users download to their computers to complete asynchronous training without an internet connection. Offline Player, a client application that requires a separate license, displays the offline content and tracks progress.

For example, salespeople could download online items to their laptops, disconnect from the internet, open Offline Player, and complete the WBT. They complete the content at their leisure: in an airport, on an airplane, or in their hotel rooms. Once they log in to *SAP SuccessFactors Learning*, Offline Player automatically uploads the content progress.

If your organization licensed Offline Player, the *Online Content* tab from the *Related* area of the item record displays additional fields. The URL for offline download field is the location of the content archive file in the following figure.

Edit Settings and Status

*Required Field(s)

☑ Content is available for launch (available for users)

☑ Record learning event when all content is complete

*Completion Status: CRS-PASS (Passed Course) - For Credit

Failure Status:

☑ Available for Offline Player download

*URL for offline download: http://content.successfactors.com/communicat

Days From Launch to Expiration: (7000)

AICC and SCORM

☑ Allow users to review content from Completed Works

AICC Max-Normal: 99

Changes will be saved when you click "Save" on the Online Content page.

OK   Cancel

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Offline Player

Admins select the content objects that a user can complete offline by checking the corresponding checkbox in the *Downloadable* column.

Online Content	Settings	Available for launch		
Title		Enforce Order	Downloadable	Remove
▼ **Effective Writing for Effective Communication**		No	☐	Remove All
::: **Writing Effective Business Documents**			☑	✖
::: **New Documents: Creating from Template**			☑	✖

If your organization licensed *Offline Content.* the *Content Object Launch Method* tab includes the *Offline Filename* field.

Content Objects   Search | Add New |

> Search > **Search Results** > Edit Launch Method

Content Object ID: COMM0213

Title: Writing Effective Business Documents

Summary

Launch Method   Edit the Launch Method for the Content Object

Objectives

AICC Support   Apply Changes | Reset

Cross Domain

⦿ Content Player ◯ Document Type ◯ AICC ◯ Browser ◯ SCORM 1.2 ◯ SCORM 2004 ◯ SCORM 2004 4Ed.

Content Parameters

Content Player (For Content Player Launch Method Only):

Filename: /DefaultWebApp/content/SkillSoft/Web/Content/COMM0213A1.htm?SIGNED_APPLET=TRU

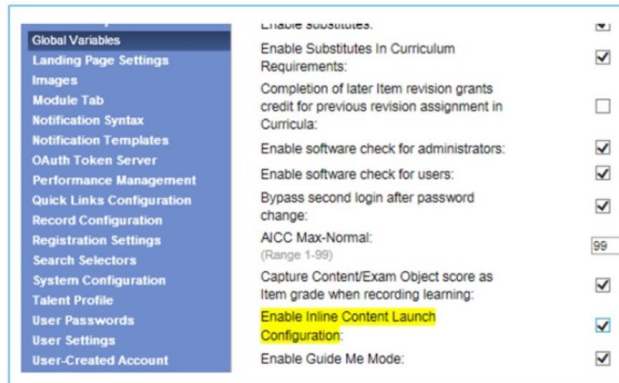Offline Filename: UsingPTM61-WEBplayer.html

Parameters: web_launch

Enable Mobile Access: ☐

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Launch Online Content in Same Browser Window

In earlier versions of the application, *Online Content* in an item always opened in a new browser window.

Administrators now have the choice of opening AICC, SCORM, and browser content within the same browser window. This feature is useful for users with pop-up blockers in their browsers, or with difficulty launching content that is blocked.

Admins can set the value to enable this feature in *Global Variables* (*System Admin > Configuration > Global Variables > Enable Inline Content Launch Configuration*) in the following figure.

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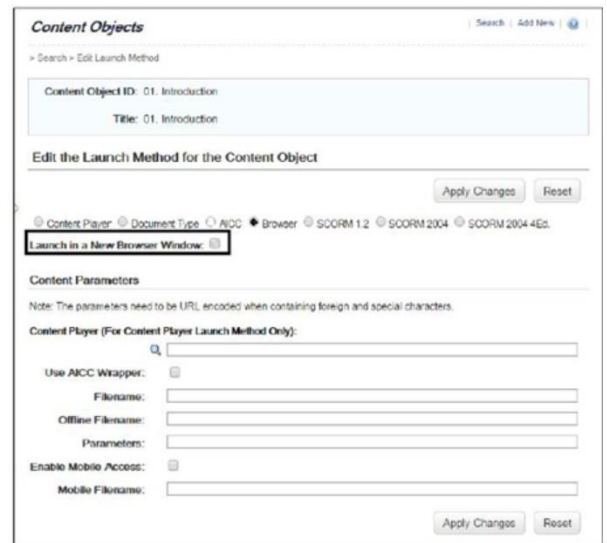# Launch Online Content in Same Browser Window

- When enabled, only content objects not marked to launch in a new window will launch inline.

- If global variable is disabled, all content will launch in a new window regardless of content level configuration.

Note: Whether enabled or disabled, the setting will remain the default configuration behavior.

This configuration is available at the content object and can be updated or set via:

1. Content Creation Tool

2. Content Import Tool

3. Item Connectors (Item Data and Content Module Data)

If the *Launch Method* for the *Content Object* is set to Browser and the Launch in a New Browser Window is unchecked, then the content will launch in the same browser window and this setting will apply to all imported content objects.

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Launch Online Content in Same Browser Window

This setting is also available for the other launch methods (AICC and SCORM (1.2, 2004, 2004 4Ed). Links to web pages must be "https" to open the content within the same browser window.

To update the setting for individual content objects, admins must access content objects after import.

Content

The system will create a new content package for each file that you upload. If you upload one file, then you must provide a unique content package ID. If you upload multiple files, you can provide a prefix; the system appends a number to the prefix to ensure that each content package has a unique ID.

Deploy Content: ☑ Deploy content to server

* Server Location: [▼]

* Domain ID: 🔍 PUBLIC

Content Package ID: [   ]

Mobile access: ☐ Enable mobile access for all content
If checked, mobile access will be enabled for all content objects using the imported files. To add a different file for mobile access, edit the content objects after import.

Offline access: ☐ Enable offline player download
If checked, offline access will be enabled for all content objects using the imported files. To add a different file for offline access, edit the content objects after import.

Launch Mode: ☑ Launch in a New Browser Window
If checked, the setting will be applied to all content objects. To update individual content objects, access the content objects after import.

Use AICC Wrapper ☐ Apply AICC wrapper to any non-AICC/SCORM content

Special Instructions: [   ]

Open Content Network (OCN)

Integration with Open Content Network

SAP SuccessFactors Learning recognizes two types of OCN providers. Standard OCN providers such as Coursera, Open Sesame, OpenHPI, Udacity, Harvard Manage Mentor, edX, LinkedIn_Learning (formerly Lynda) and SAP Learning Hub have an existing connection to SAP SuccessFactors Learning. A non-standard OCN provider is any other open content provider that needs to build their own integration with the SAP SuccessFactors Open Content Network before it can be enabled.

After an OCN Provider is implemented, Admins can directly import their purchased online courses into the Open Content Network framework for user assignment or publishing to catalogs as in the figure.

OpenSesame courses are now available for users as External courses through OCN

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Integration with Open Content Network

Users can launch the content directly from the LMS and be authenticated into the OCN system under their organization account. Completions are automatically marked back to the LMS through AICC communication.

This integration allows course prices to be displayed in the user catalog, as well as displaying "Subscription" rather than a price or "Free" per provider for OCN courses.

Dates of published instructor-led sessions can also be displayed in the LMS catalog.

Standard LMS commerce features are supported.

Note: This is for chargeback tracking purposes only. All course purchases between the customer and the content provider are handled outside the LMS.

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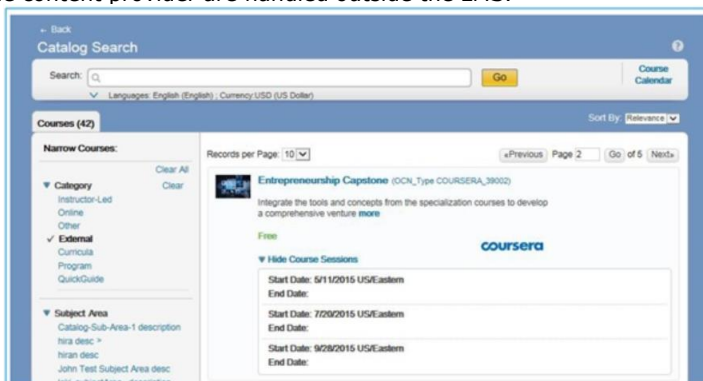
Deployment Options

When using the Import Content tool, the content may be deployed to the content server location. SCORM/AICC content or simple content such as a pdf file may be deployed. Each deployment location may be configured to use iContent settings if necessary.

To create a deployment location, navigate to *Content > Deployment Locations* and click *Add New*. Enter the ID, Description, and Domain for the Deployment Location. Enter the host name, port number, and a username and password.

The URL Prefix, Directory, and Location Type may also be entered. If this location will be used for *iContent Deployment*, check the checkbox. Click the *Add* button when all applicable fields have been populated.

For customers who are self-managing their content and not having their content server hosted by iContent / Premium Content Management service, you will want to update the Cross Domain Proxlet.

	Apply Changes Reset Del
Description:	SFTP Plateau
* Domain:	PUBLIC
* Host Name:	sftp.plateau.com
* Port:	22
* User Name:	kso-midmarket
* Password:	••••••••
URL Prefix:	/FEED/UPLOAD/JOSH
Directory:	
Test User:	magibbs1
Location Type:	SFTP
Active:	☑
iContent Deployment:	☐
Contact Email:	
Display Order: (whole number)	1
Comments:	

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Skillsoft Connector

For customers who are using Skillsoft knowledge center, the Skillsoft connector will bring those courses into SAP SuccessFactors Learning as learning items.

- Creates learning items based on your Skillsoft courses.
- Creates a subject area hierarchy based on your Skillsoft categories.
- For United States Federal customers, you can create an eHRI learning item that includes Custom Columns in the 1100 range to describe the required eHRI values
- Skillsoft courses with "mobilestatus" value as "Phone" are set as mobile-enabled in the LMS
- The course specific thumbnail image can be displayed for the skillsoft courses instead of the default thumbnail image

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LearnTest App

The SAP SuccessFactors iOS LearnTest App (available for the iPad) allows Admins to test their mobile-enabled online content.

- Supports iPhone and iPad devices so that content can be tested and optimized for all screen sizes
- Admins do not need to select the content type
- Ability to report content issues found during testing by asking testers to answer predetermined questions and include the questions, answers, and content file in an email so that it can be sent to Cloud Product Support
- Option to try out and provide feedback on an in-development content rendering architecture

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Course Home Tips

Course Home

This feature, if enabled will simplify the user interface when a user views an item in the catalog or on their learning plan. It will make it easier for users to register into available scheduled offerings of instructor-led items and it will streamline the flow through online items.

When configuring an Online item for Course Home, you may wish to consider the following:

Currently not supported:

- E-signature with approval process is not supported
- Item review will be launched in old UI
- Content settings with: window.top. Header
- PQE is not supported in course home and when you PQE learner will be redirected to old UI
- External users flows are not supported in new flow
- Supervisor flows will be in old UI

Frequently asked questions:

1. Why is the content is not launching in the UI? Check limitations, did you update the Cross Domain proxlet? (for self-managed content)
2. Why do I see scroll bar in the content: content should be authored in response else it will be have scroll bars
3. Thumbnail is not showing up: the image ratio should be 16X9
4. Time commitment is not showing: ensure that the length field is populated

If you want the rating, audience, or contact email fields to display to the user, please be sure the field is enabled for the item (in Record Configuration) and not being hidden and that the item has data in the field(s).

Lesson Summary

In this lesson, we covered:

Topic 1: Online Learning Overview

Topic 2: Content Objects

Topic 3: Items with Online Content

Topic 4: Blended Items

Topic 5: Using the Import Assistants

Additional information in appendices, including:
- User Online Status
- The AICC Wrapper
- AICC Export
- Offline Player
- Launch Online Content in Same Browser Window
- Open Content Network (OCN)
- Deployment Options
- Skillsoft Connector
- LearnTest App
- Course Home Tips

You should now be able to:

- Define online content terminology

- Integrate web-based training (WBT) into SAP SuccessFactors Learning

- Add and edit content objects

- Create online and blended items

- Use the Import Content tool

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