HR Part II

Lesson 07: Learning Management - Programs

Overview

- This lesson provides an overview of the concepts and terminology associated with the Programs functionality in SAP SuccessFactors Learning.
- Programs is a feature that enables you to maximize the end user's learning experience by combining a variety of learning elements and activities, and structuring them in the manner and order that you intend them to be consumed.
- Through participating in discussions, viewing demonstrations, and completing exercises, this course provides you with the basic skills in Programs administration and management, and the process involved in building a Program.

Lesson Objectives

This unit has the following topics:

- Topic 1: Programs - End User
- Topic 2: Creating a Program
- Topic 3: Modifying a Program
- Topic 4: Managing Programs
- Additional information in appendices, including:
  - Configuration
  - Comparisons

Upon completing this unit, you will be able to:

- Access Programs
- Describe the various types of Programs
- Add a new Program
- Use Program tiles to manage a Program
- Associate a Program with SAP Jam groups
- Assign Programs to users
- Report on Programs

Topic 1 - Programs - End User

Overview

The goal of this topic is to provide you with an overview of the Programs functionality from the end user perspective in SAP SuccessFactors Learning.

Objectives

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

- Describe the main concepts of Programs
- Access Programs as an end user

Overview of Programs for End Users

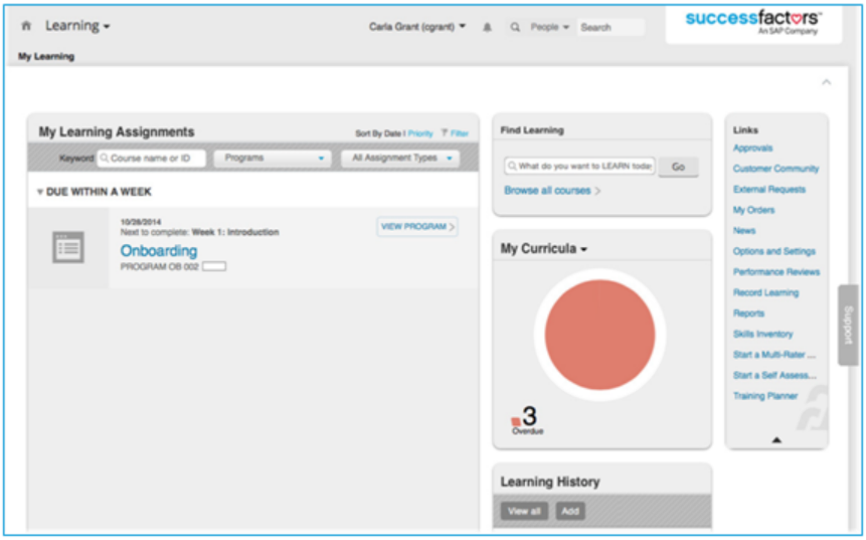
Programs combine learning activities to create a schedule of learning. The schedule of learning is controlled by the Program's agenda, which functions like an academic syllabus. It outlines activities over the duration of the Program.

For example, you can create a month-long employee Onboarding Program. The agenda can be weekly: a different learning activities for each week over a month.

The learning activities can be internal learning items or they can be external content (such as a link to a welcome video hosted on the company intranet). Open Content Network (OCN) courses may also be added to Programs. A Program may include text descriptions of activities the users must perform outside of SAP SuccessFactors Learning (such as get a security badge or have a discussion with HR).

The syllabus style of Program agendas supports academic training, event-based training (e.g., a new hire event), and self-paced training.

Overview of Programs for End Users



Accessing Programs

End users within SAP SuccessFactors Learning can view Programs that are assigned to them by their supervisor or by an admin either directly or via an Assignment Profile. They may also search for Programs in their catalog and recommend Programs to other users.

If the Program has been assigned to the user, the user will see it in his/her learning plan (My Learning Assignments). If searching for a Program within a catalog, the user can filter by Program within the Category area of the catalog. From the results screen, the user may view the Program details by clicking on the Program title, or choose to self-assign the Program by clicking on Enroll.

Supervisors and others with supervisor responsibilities (such as alternate supervisors or Human Resource Business Partners) may assign a Program from their catalog to the users that report to them.

Program completions will appear in the Learning History portlet in Employee Central.

Once starting a Program, users can then manage their progress through the Program. As they progress through the Program, a completion percentage bar reflects progress accordingly.

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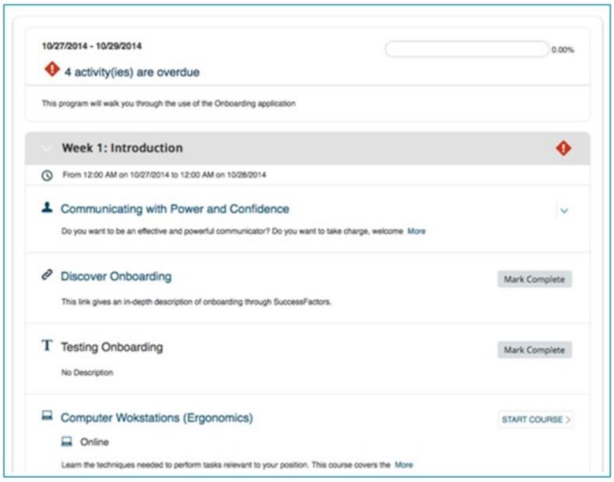
Accessing Programs

Note: If SAP SuccessFactors HCM suite includes the Career and Development Planning module, (CDP) Programs may also be added to Career Development Plans by selecting Learning Activity and searching for the Program in the catalog. Programs may also be associated with one or more Competencies which may assist users in searching for the best Program to help them achieve improvement in these related Competencies.



Conclusion

In this topic, you were introduced to the Programs functionality from the end user perspective.

You should now be able to:

- Describe main concepts of Programs
- Access Programs as an end user

Topic 2 - Creating a Program

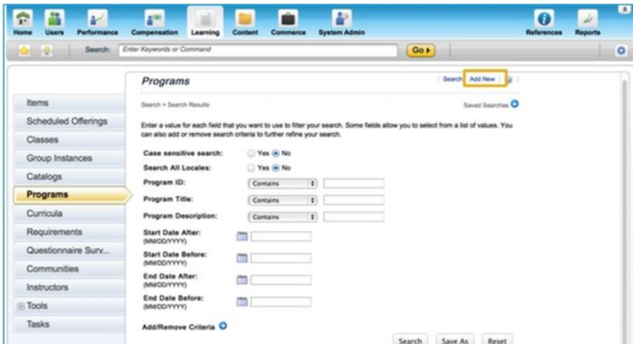
Overview

In this lesson, you will create a Program in SAP SuccessFactors Learning.

Objectives

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

- Add a new program.



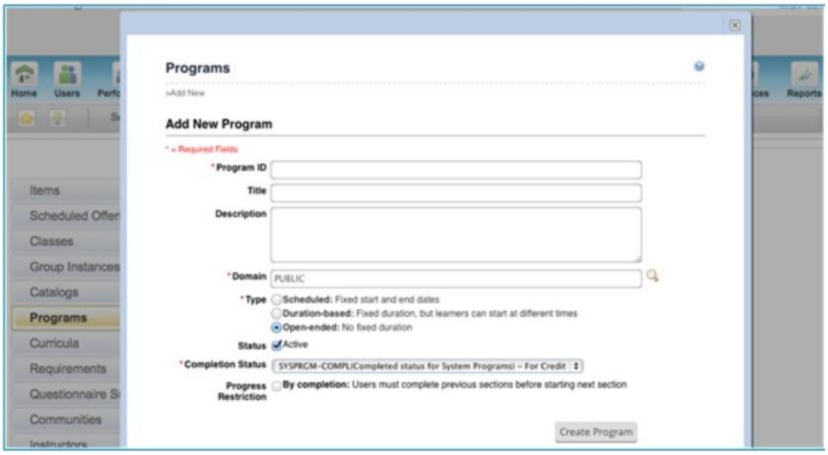
Configuration Settings: As with other functionality of SAP SuccessFactors Learning, there are configuration settings that need to be set before administrators may create Programs for the first time. Please see the appendix at the end of this guide for these settings.

Creating a Program

As an administrator, you have the ability to create a new Program by combining various types of learning activities into a schedule of learning, whenever necessary.

Adding a New Program

You can add a new Program from Learning Administration by selecting the *Programs* tab and clicking *Add New*.



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Creating a Program

Here, you can add the following information to create a new Program:

- Locale: Which language we will use for the text of this Program. Additional locales may be added later for text descriptions.
- Program ID: A unique identifier of a Program. We recommend that you create a descriptive naming strategy so that administrators can identify the Program more easily. This is a required field.
- Title: A name for the Program that displays in the user interface. We recommend that you enter a title that helps users identify the Program.
- Description: A description displaying in the user interface that should help users understand what the Program is about.
- Domain: A security attribute of core SAP SuccessFactors Learning records. An admin role determines which domains you can access. If the role is restricted, you cannot view or edit a record in a given domain.
- Assignment Type: Will this Program usually be assigned as Required, Optional, or some other version of these.

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Creating a Program

- Type: Defines the time frame for a Program. This is a required field with three options to choose from:
  - Scheduled: Fixed start and end dates
  - Duration-based: Fixed duration but users can start at different times
  - Open-ended: Self-paced with no time limitations
- Status: The Active checkbox is checked by default to allow Programs to be added to catalogs so that they are assignable to users.
- Completion Status: This is the completion status users will receive upon successful Program completion.
  - Progress Restriction: Controls how a user works through the sections of an agenda. Selecting the By Completion checkbox will require the user to complete each section before continuing to the next one.

Steps to add a Program

1. Consider the purpose of the new program and design an agenda.
2. Add the Program in SAP SuccessFactors Learning.
3. Select the appropriate type (Scheduled, Duration-based, or Open-ended).
4. Edit the agenda for the program and include at least one activity in at least one section.
5. Edit the settings for the program and determine whether progress should be restricted by completion of each section (or by date for a scheduled type program).
6. If desired, publish the program to catalogs and assign the program.

Conclusion

In this lesson, you learned how to create a Program in SAP SuccessFactors Learning.

You should now be able to:

- Add a new Program.

Topic 3 - Modifying a Program

Topic Overview

In this lesson, you will modify a Program and build an agenda for it in SAP SuccessFactors Learning.

Objectives

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

- Review Program record display
- Edit Program settings
- Add a scheduled offering to a Program
- Associate a Program with SAP Jam groups
- Associate Competencies with a Program

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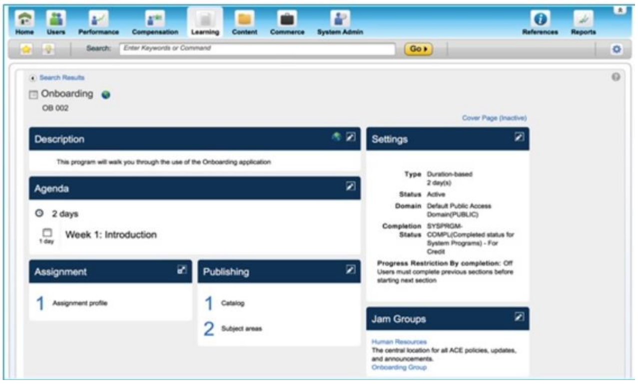
Program Record Display

An administrator may make changes to a Program by editing one or more of the Program’s "tiles" which work similarly to tabs on other entities such as items and offerings. To access a Program, go to *Learning > Programs within Learning Administration* and search for the Program using various search criteria. Click the Program ID to display the tiles associated with that Program.

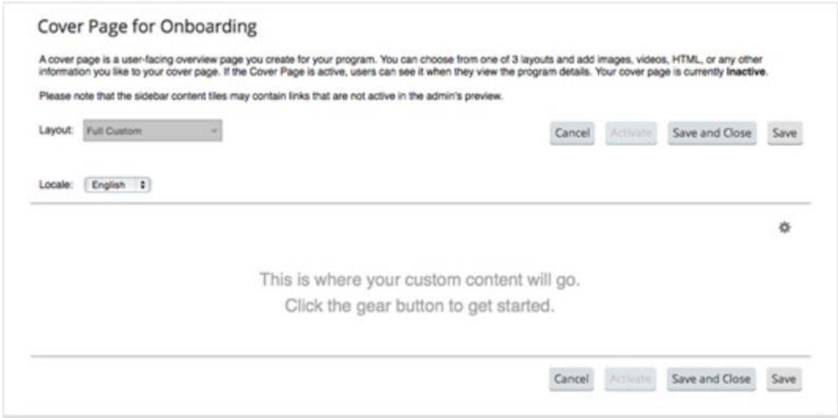
Some of these tiles are:

- Description
- Settings
- Agenda
- Assignment
- Publishing
- Jam Groups (if enabled)
- Competencies



Cover Page

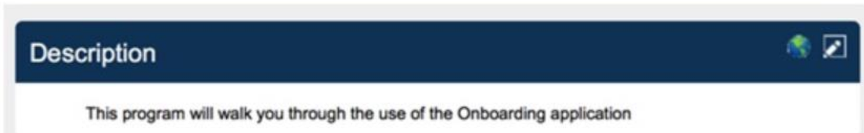
A cover page is a user-facing overview page you create for your Program. You can choose from three layouts and add images, videos, HTML, or any other information to your cover page. If the Cover Page is active, users can see it when they view the Program details. The cover page shown in the below figure is currently inactive.



Description Tile

The *Description* tile allows you to provide information to describe what the Program is about. HTML tags may be added to the description and the system will display the results when the user views the Program details.

You can enter a Program description by clicking the Edit button. To access the translation pop-ups for any localized field, click the Translation button.

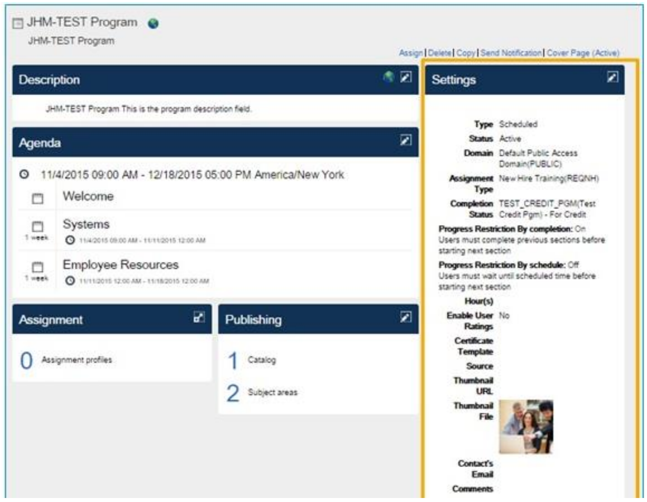


Note: The Program title, description, and agenda sections are all localized fields permitting the admins to enter translations for whichever languages they are using.

Settings Tile

The *Settings* tile allows you to configure various Program settings such as:

- Status
- Domain
- Assignment Type
- Completion Status
- Progress Restriction
- Hours
- Enable User Ratings
- Certificate Template
- Source
- Thumbnail
- Contact’s Email
- Comments
- Grading Options



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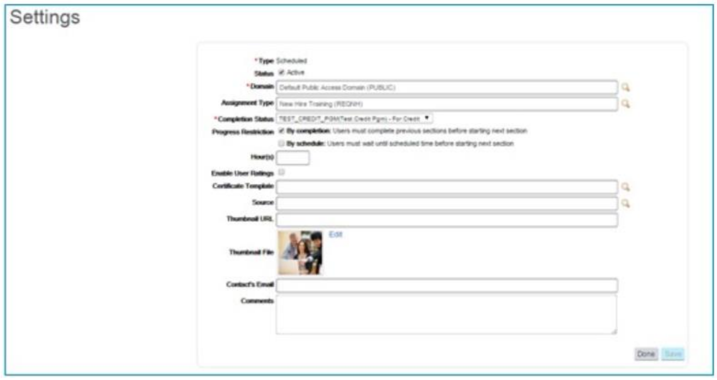
Settings Tile

Programs deliver learning over time, and the Type field defines the time frame for the Program. There are three types to choose from:

- Scheduled: This type of Program has fixed start and end dates. Scheduled Programs require that if instructor-led or blended activities are selected, you must add scheduled offerings to the Program.
- Duration-based: This type of Program has a fixed time limit. The start/end dates and times are determined when the Program is assigned to the user.
- Open-ended: This type of Program is self-paced with no time limitations.



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Settings Tile

The *Status Active* checkbox is checked by default. This enables the Program to be added to the catalog and made accessible to users. If the checkbox is not checked, the Program will not be added to the Program catalog, nor will it be available to users.

A Domain is a security attribute of core SAP SuccessFactors Learning records. You can search for a domain; your admin role determines which domains you can access. Depending on how your admin role is domain-restricted, you may not be able to view or edit Program records in certain domains.

Assignment Type is either optional, required, or a different type that means the same as optional or required.

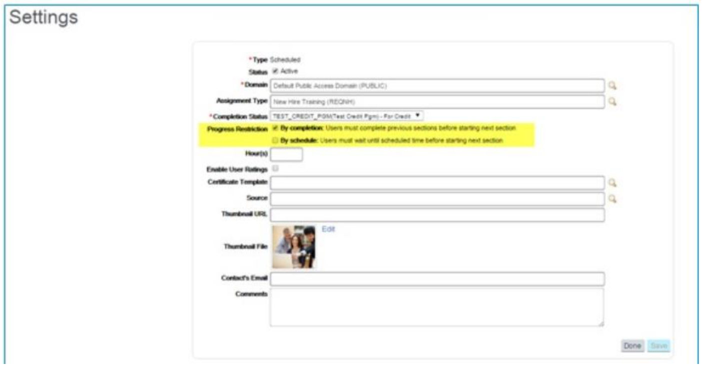
Completion Status is the status users will receive upon successful Program completion.

Progress Restriction

Progress Restriction is determined by the Program type, and controls how a user works through the sections of an agenda.

Programs can have two kinds of progress restriction:

- Progress Restriction by completion: Users must complete previous sections before starting the next section. Any type Program can have this type of restriction.
- Progress Restriction by schedule: Users must wait until the scheduled time before starting the next section. Only scheduled type Programs may have this type of restriction.



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Progress Restriction

Other fields include:

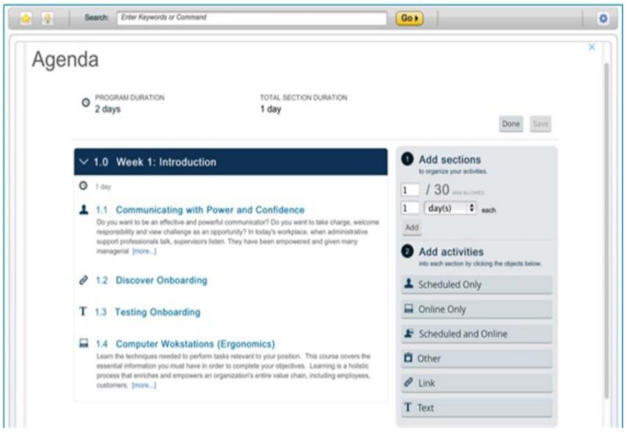
- Hour(s) is the amount of time a user will likely need for Program completion
- Enable User Ratings allows user to rate the Program with a number of stars in the catalog
- Certificate Template determines the look and feel of the completion certificate
- Source is the origin of training (e.g., internal, or specific vendor name)
- Thumbnail URL/File is the thumbnail picture that will display next to the Program
- Contact's Email is typically the owner of the Program to be contacted by the user for more information about it
- Comments is where additional information about this Program may be stored
- Grading Options allows the admin to set a list of either numeric or alphabet grades that are mapped to completion statuses. These could be entered when Program completions are edited using the Learning Event Editor tool.

Agenda Tile

The Program agenda forms the overall structure of the Program. It is broken down into sections, and each section can contain various activities.

The *Agenda* tile allows the admin to manage sections and activities to create the desired schedule of learning. Sections enable you to group activities inside the Program agenda. Once added, section titles and durations can be adjusted. Activities are learning actions. An agenda can have up to 100 sections, and each section can have many activities. These activities include:

- Scheduled Only Item
- Online Only Item
- Scheduled and Online Item
- Other Item
- External Course
- Link
- Text
- HTML



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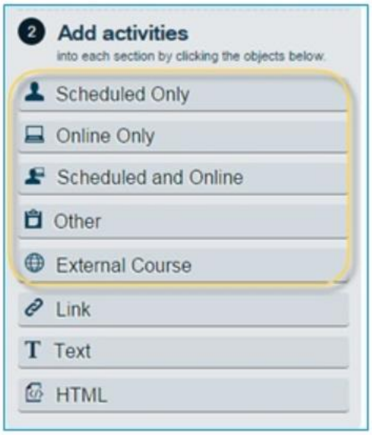
Adding Items

Items are units that can be assigned to a user and tracked for completion. To add an item to a section in your agenda, click any of the *Scheduled Only*, *Online Only*, *Scheduled and Online*, *Other*, or *External* item types from the *Add activities* area. Then search for and select the item you would like to add.

If a user already has the item completed in the learning history, the Program can apply that completion to the item so that the user will not have to complete the item again. A number of days may be entered in the Learning History Credit field to determine how far back to include learning events. For example, if the number of days is 365, only learning events for the item within the past year will count toward item completion. If the user had completed the item over 365 days ago, it will not count and the Program will require that the user complete the item again.

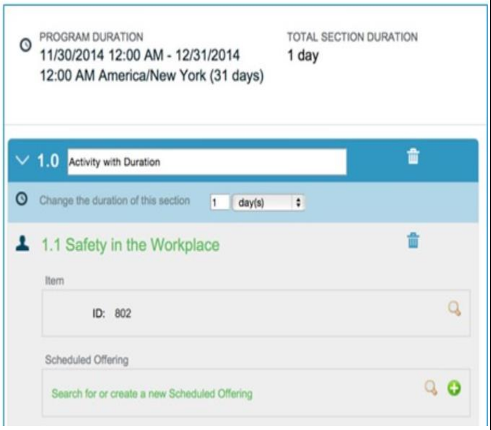


Individual item thumbnails may be displayed in the Program agenda if configured: *System Admin > Configuration > System Configuration > LMS_ADMIN > showSystemDefaultThumbnail=true*.

Add a Scheduled Offering

A scheduled offering is an item that has been scheduled and placed on the training calendar with a specific start date and start time. These may be created for in-person training as well as for Virtual Learning System (VLS) events (such as Adobe Connect, Microsoft LiveMeeting, WebEx, or Centra).

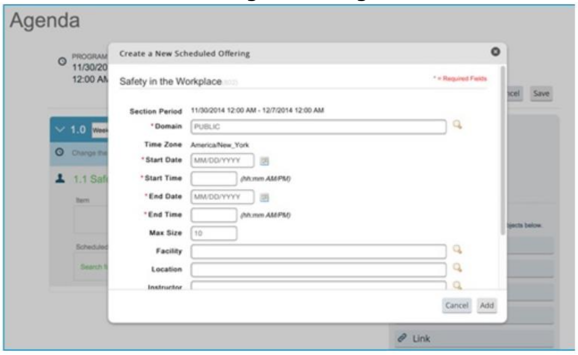
In most cases, the scheduled offering already exists and you can make use of the existing scheduled offerings for Programs. For example, your organization might already have orientation scheduled offerings that you can add to a new hire Program. You can search for and use the existing orientation scheduled offerings in new Programs. To add a scheduled offering to a section in your agenda, click the *Add* button in Add sections, and enter a title for the section. To add an item to the section, click either the *Scheduled Only* or *Scheduled* and *Online* activity type from the *Add activities* area. Then search for and select the item you would like to add.



Note: Scheduled offerings can only be associated to Programs of type: Scheduled.

Add a Scheduled Offering

Once the item is added, you have the option to search for an existing scheduled offering or create a new one. To create a new scheduled offering, click the green + button. Enter all necessary information about the scheduled offering in the window that appears. When all information is entered, click *Add* to add the new scheduled offering to the agenda.



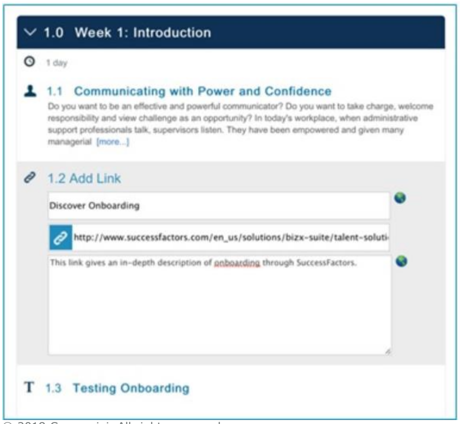
When users are enrolled into the Program, they will automatically be enrolled into any scheduled offerings. When users withdraw or are removed from the Program, they will also be withdrawn from the offerings. For VLS offerings, the Program VLS Enrollment/Withdrawal APM must be run in order to unregister users from the offerings.

Adding Links, Text, and HTML

Links are internet/intranet-based activities. After you have added a link to a section, you can enter the following:

- Title of the link (optional)
- URL of the link (required)
- Description of the link (optional)

Note: An error prompt is displayed if the URL of the link is not entered.



Adding Links, Text, and HTML

Text can be used to describe custom activities. You have the option to enter a title and description for your custom activity when adding it to a section.

HTML can be used to create an activity which may be similar to the Text option but include links, images, and other HTML functions.

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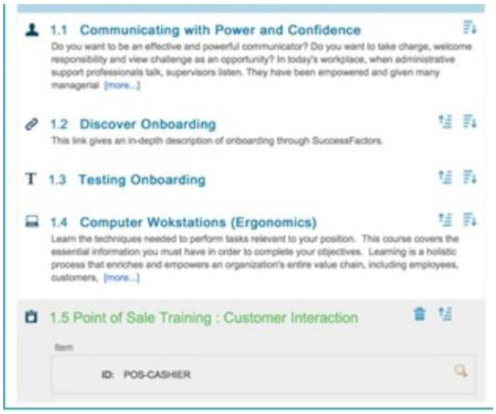
Add Other Item

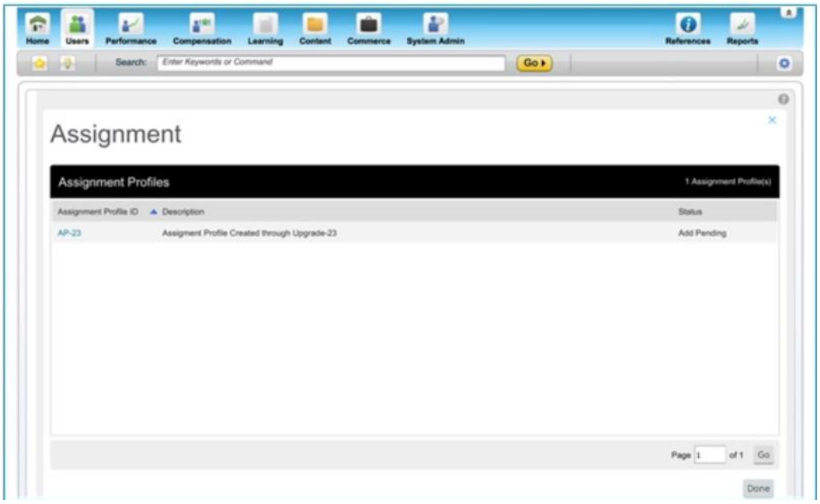
The Other option within Add activities provides a way to add items of the classification "Other" (for example, additional resource material, documents, or task checklists).

Once your agenda is complete, you may change the order of the items by clicking the *up/down* arrows next to each item description.



Assignment Tile

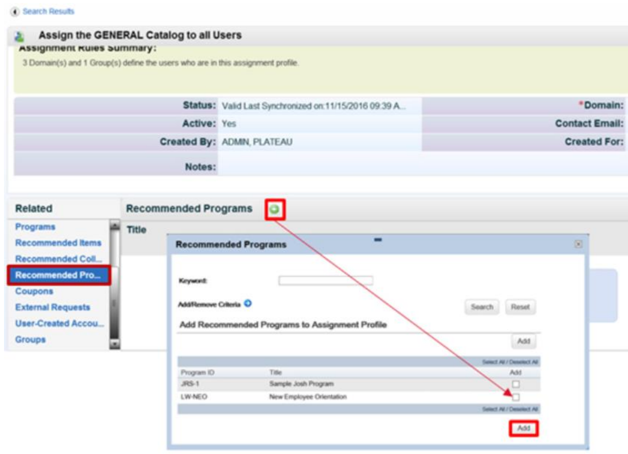
The *Assignment* tile allows you to view the assignment profiles and the status associated with a Program. You can make the Program part of an assignment profile by going to *Admin* > *Users* > *Assignment Profiles* and adding the Programs to the assignment profiles of your choice.



Recommending Programs

An Admin may choose to recommend a Program to a User instead of assigning it from an *Assignment Profile* record. This can be done by navigating to the Related section of the Assignment profile record and selecting *Recommended Programs > Search* for and Add Program to the Assignment Profile.

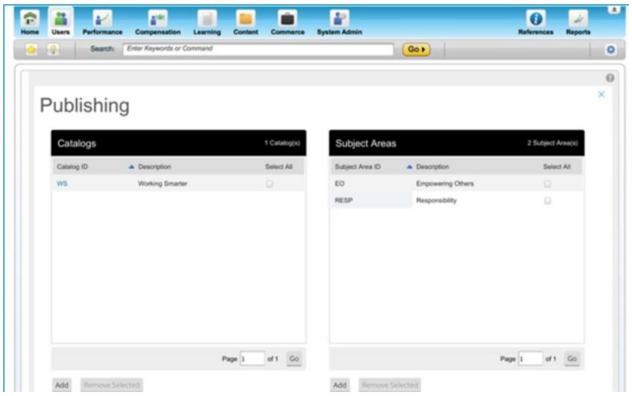
Note: Recommended programs must be in the catalog of the user receiving the recommendation.



The assignment profile status designations are Add Pending, Valid, and Delete Pending.

Publishing Tile

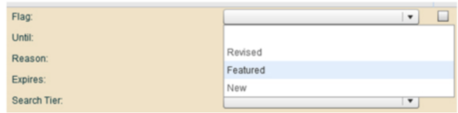
The *Publishing* tile allows you to manage the association of Programs to catalogs and subject areas.



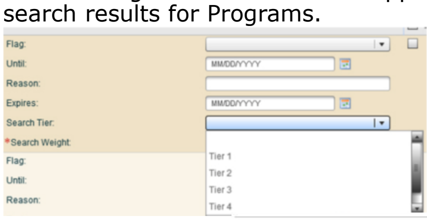
These associations can be added or removed.

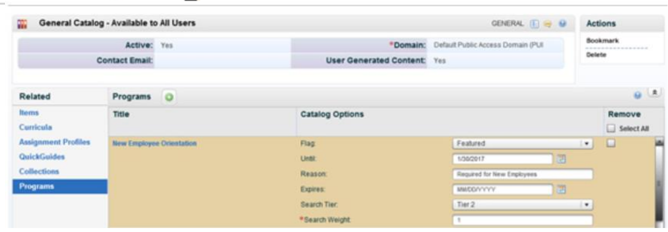
Featuring a Program

On the *Programs* tab of the *Catalog record (Learning > Catalogs),* Programs can be flagged as *Revised*, *Featured* or *New* with an Until date. Featuring a Program will make it appear on the *Featured* tile for users and will make it easier to find in the catalog.



Search Weight Tiers can also be applied within the Catalog record to enhance search results for Programs.

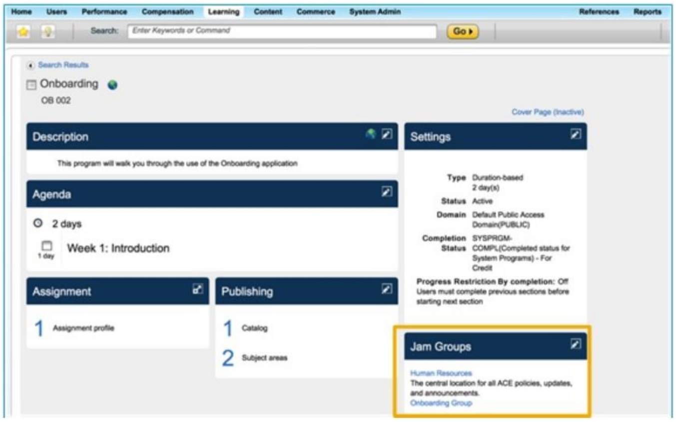




SAP Jam Groups

You can associate SAP Jam groups with Programs and/or provide links into SAP Jam groups. Associating Programs with SAP Jam groups creates a space for users in the Program to access content and discuss events. By providing links into SAP Jam groups in the Program agenda, users can visit the *SAP Jam groups* and join them independently.

To associate Programs with SAP Jam groups, you need to enable SAP Jam integration in *System Admin > Configuration > System Configuration > LMS_ADMIN*. Set *jamIntegrationEnabled* to *true*.



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Associating a Program with SAP Jam Groups

When you associate a Program with SAP Jam groups, you create a space for users in the Program to share knowledge. For example, if you created a self-paced writing workshop to improve business writing in your company, you can associate the Program with a business writing SAP Jam group. In the Program, users see the agenda items in their learning assignments and To Do list. In the Jam group, they can discuss business writing, post their own samples, ask questions, and utilize the other features of SAP Jam. To associate new SAP Jam groups, go to *Learning* > *Programs* and click the *Edit* button on the *Jam Groups* tile.

When you click *Edit*, a workspace opens where you can add existing groups or create new groups. You can also edit the administrators or remove the group from the *Program*.

When you associate a new SAP Jam group with the Program, you can define the group settings that affect SAP SuccessFactors Learning. After creating the group or associating it with the Program, you can edit additional settings.

Associating a Program with SAP Jam Groups

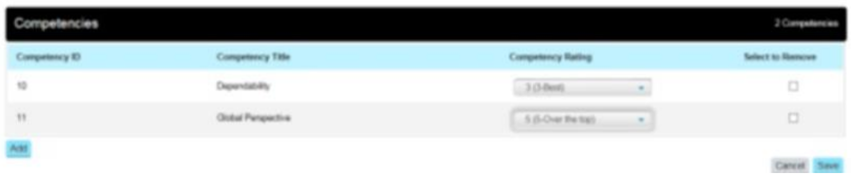
Alternative to Associating SAP Jam Groups

If you do not want to create new SAP Jam groups for every Program but still want to use SAP Jam, you can build a Program agenda that has links to SAP Jam locations like documents within a group. For example, if you create a new hire Program for engineers, you can create a link to a welcome video in the engineering group, a document that describes the core values of engineering at your company, and the discussion forum where new engineers can introduce themselves to the group.

Associating Competencies with a Program

Competencies, which are measurable attributes such as skills, knowledge, abilities, or behaviors may be used extensively in a performance management system. To support this in the LMS, items and Programs may be associated to Competencies in order to indicate specific skills or knowledge the user may improve by completing the item or Program. Edit the *Competencies* tile in order to list the associated Competencies and indicate an appropriate rating next to each. When the Program completion is recorded into the user’s learning history, the achieved Competency level (also known as mastery or proficiency level) is communicated to SAP SuccessFactors HCM (BizX).

Competencies



Conclusion

In this topic, you added a Program in SAP SuccessFactors Learning.

You should now be able to:

- Review Program tile functionality
- Edit Program settings
- Add a scheduled offering to a Program
- Associate a Program with SAP Jam groups
- Associate Competencies with a Program

Topic 4 - Managing Programs

Overview

This topic provides instruction on Programs management, including how to assign a Program and report on Programs.

Objectives

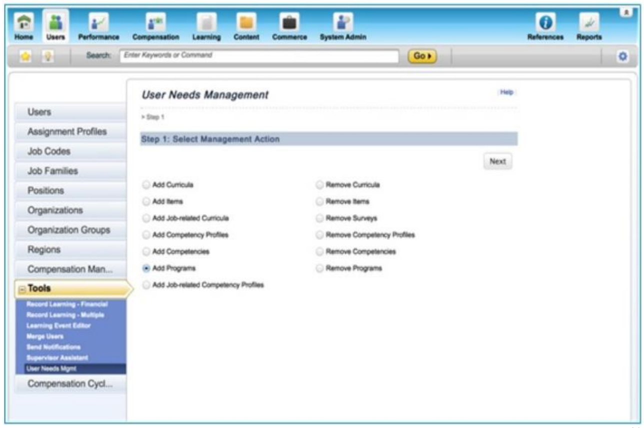
Upon completion of this topic, you will be able to:

- Assign a Program
- Send notifications to users
- Copy a Program
- View and launch the available report types

Assigning a Program

The following methods are used to assign Programs to users:

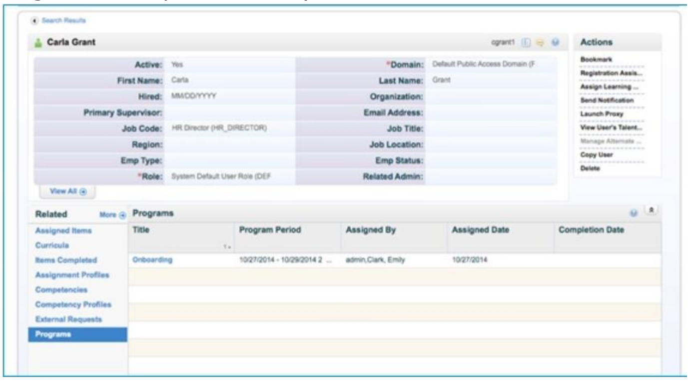
- User Needs Management Tool (*Admin > Users > Tools > User Needs Management*)
- Assignment profiles (*Users > Assignment Profiles*).
- Self-assignment through the user's catalog (accessed from the *Find Learning* tile)
- Admin Recommendation



Viewing Programs

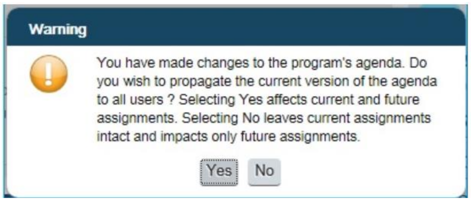
After assigning a Program, the following occurs:

- If the Program is associated with an SAP Jam group, then the user receives an email to join the group (depending on how you have configured the SAP Jam group).
- Users see the Program on their HCM (BizX) To Do list and their *My Learning Assignments* tile in the LMS.
- Users receive standard learning notifications like the Learning Plan notification.
- Supervisors can see their users' assigned Programs and users' learning histories.
- Admins may view the *Programs* tab of the User record (but may not add or remove Programs directly from the tab)

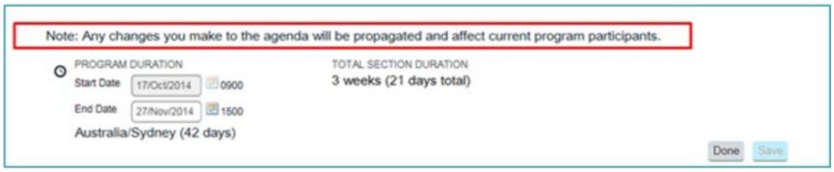


Making Changes to a Program

If an admin makes changes to a Program after users have already been assigned or started it, the changes may need to be propagated. Read the warnings carefully to determine if the changes should affect all current as well as future assignments.



For scheduled Programs, the changes will always affect both current and future Program participants.



Note: Once an Item has been added to a Program, it is considered “in use” by the Program and it may not be inactivated.

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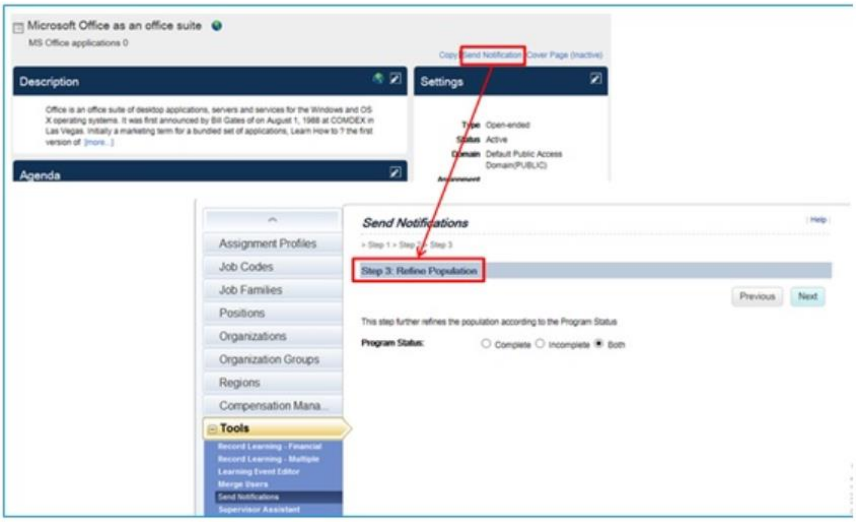
Ad-Hoc Notifications

Once users have been assigned the Program or have had a chance to complete it, an admin may send notifications to the users from within the Program record or from the *Send Notifications* tool.



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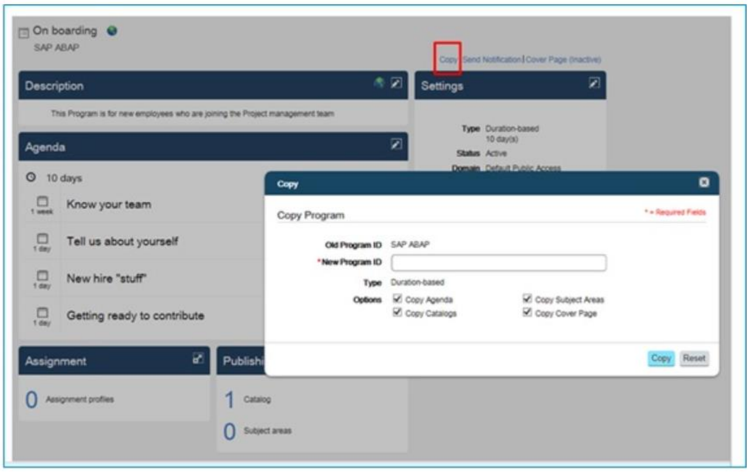
Copying a Program

An existing Program may be copied if an admin wants to reuse much of an old Program but perhaps change the dates or content so that it may become a new one.

The admin may select whether to copy the agenda, cover page, catalogs, or subject areas of the existing Program to the new one.



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Learning Event Editor

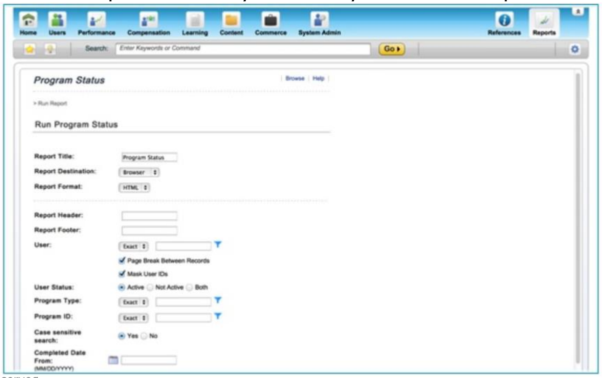
When users complete all of the required items and other activities of the Program, a learning event will be added to their learning histories.

If a correction is necessary, attachments need to be added, or if grading options are used, an Admin may use Learning Event Editor to make these changes. This tool is found under *Users* > *Tools* > *Learning Event Editor*.

Reporting on Programs

To launch reports, administrators go to the *Reports* section, and users go to *Home* > *Links* > *Reports*. Following is a list of standard reports:

- Certificate of Completion Report: Users can run this report to print a certificate of completion when they complete a Program.
- Learning Plan Report: Administrators, supervisors, and users can run this report to see their learning plans, including Programs.
- Learning History Report: This report includes completed Programs and Program items for the administrator, supervisor, and user.
- Program Status Report: This report includes Programs that are in progress per user and Programs that have been completed by user. It includes completion status and completion date. This report also may be run by users and supervisors.



Conclusion

This topic provided instructions on Programs management and you learned how to assign a Program and report on Programs.

You should now be able to:

- Assign a Program
- Send notifications to users
- Copy a Program
- Run the Program Status report

Appendix A - Configuration

Configuration Overview

Before admins can create Programs in SAP SuccessFactors Learning, the following need to do the following:

- Configure Admin Roles
- Edit the Domains

Appendix A - Configuration

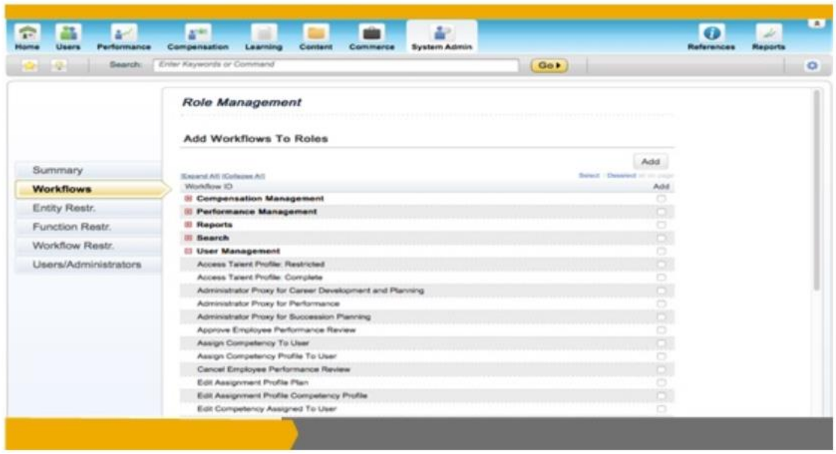
Admin Roles

Programs may be created by admins with the appropriate permissions in their admin role(s). To update your admin security role(s) to include the Program workflows, navigate to *System Admin > Security > Role Management > Select Role > Workflows > Edit* and *add one or more from list*. There are Program workflows in the Learning Management, Jam, User Management, Reports, and Search sections including:

Add Program, Add/Edit Program HTML, Add/Edit Program Links, Add/Edit Program Text, Copy Program, Delete Program, Edit Program Catalog, Edit Program Custom Columns, Edit Program Subject Area, Edit Program Assignment, Search Program, Search Program Custom Columns View Program, View Program Custom Columns, Add/Edit Program Jam Groups, Run Program Status Report, View User Program Status Report, Assign Program to User, Edit Assignment Profile Program, Unassign Program from User, View Assignment Profile Program, and View Programs Assigned To User on user record.

Appendix A - Configuration

Admin Roles

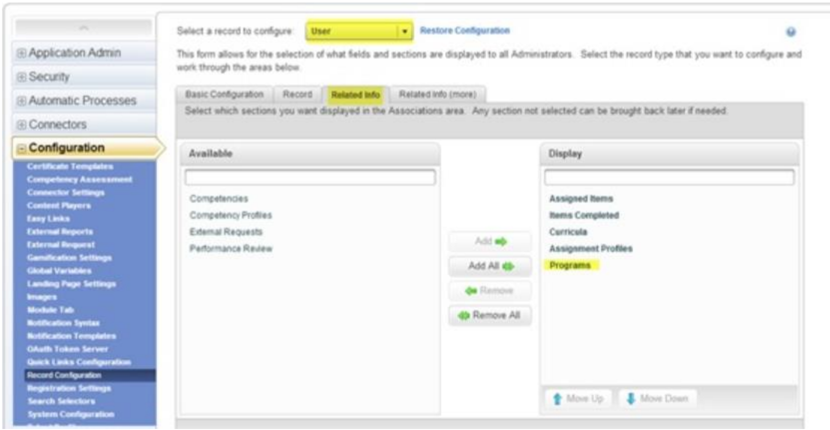


Note: There are also workflows in the System Admin category, however these might only be useful to a high-level System Admin who is responsible for global configurations.

Appendix A - Configuration

Configure the User Record

To configure the user record to show the *Programs* tab, navigate to *System Admin > Configuration > Record Configuration > (User is selected by default) > Related Info* tab. Select the *Programs* tab from the Available list on the left and click *Add* so it will appear in the *Display* list on the right which lists all tabs displayed to the user.



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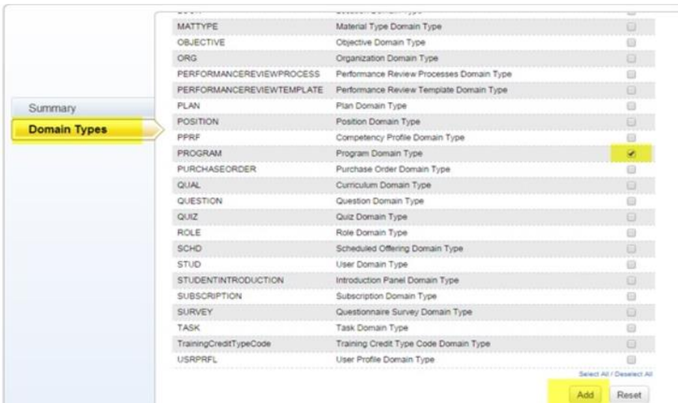
Appendix A - Configuration

Edit the Domains

If *Programs* will be created in domains other than Public, you can edit each domain to include the Program domain type. Navigate to *System Admin > Security > Domains > (Select Domain) > Domain Types* tab > click *add one or more from list*. Click the checkbox next to the *Program Domain Type* and click the *Add* button.

The Public domain already has the Program domain type.

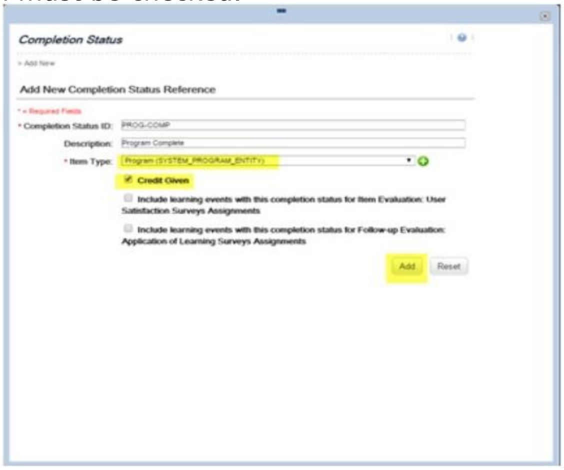


Appendix A - Configuration

Completion Status

To set up *Completion Status* value(s) for Programs, go to *References* > *Learning* > *Completion Status*. Search for the desired completion status and if one does not already exist for Program Complete, create one. Item Type must be set to Programs (SYSTEM_PROGRAM_ENTITY) and the *Credit Given* option must be checked.

When done, click *Add*.



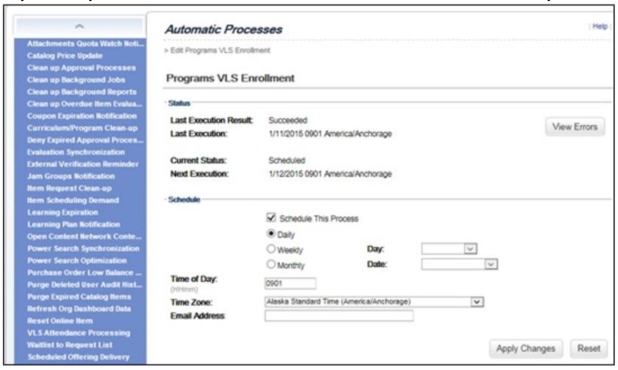
Appendix A - Configuration

Curriculum/Program Cleanup APM

This APM must be scheduled in order to remove earlier revisions of items from Curricula and Programs.

Programs VLS Enrollment APM

This APM must be scheduled in order to enroll users into VLS (Virtual Learning System) events contained within Scheduled Programs.



Custom Columns

If necessary, custom columns may be configured for the Program record. *System Admin > Custom Columns > Programs*.

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Appendix B - Comparisons

Curricula

Admins will want to decide when to use Programs instead of using other records such as curricula, assignment profiles, or classes. It may be useful to use a combination of these records in a complete training strategy.

A curriculum may contain one or more items, requirements, or subcurricula. The curriculum will check the history to see if the user has completed any of the items or requirements. The curriculum status will be calculated based on the latest successful completion of all effective required items and requirements.

Similarity to Programs: Both may be set to ignore item completions that are too far in the past. Both may be assigned by the User Needs Management tool, through Assignment Profiles, or added to Catalogs.

Advantages: A curriculum is the only record that may be used to track retraining. Users may be given a choice in how they may meet curriculum requirements.

Disadvantages: Curricula may not contain links, text, or html activities like Programs can. Only individual items or choices of items (requirements) may be added to curricula. Curricula may not be used to register users into specific scheduled offerings.

Appendix B - Comparisons

Assignment Profiles

Dynamic groups of users who meet the criteria defined by groups of rules and domains. May be used to assign items, curricula, Programs, and catalogs. May also be used to recommend items. May not be used to register users into specific scheduled offerings. While users may be manually added to an Assignment Profile, it is best practice to run the Synchronization APM to keep the population up-to-date.

Appendix B - Comparisons

Classes

A class may be used when a static list of users needs to be associated with multiple scheduled offerings.

Similarity to Programs: When the scheduled offerings are associated to the class record, there is a setting for Auto Enroll. When users are added, they will automatically be enrolled in the offerings that have this setting. This works the same as offerings added to a Scheduled type of Program.

Advantages: A single curriculum may be associated to the class record. Curricula may not currently be added to Programs.

Disadvantages: Classes may not be associated to Assignment Profiles. Users must be manually added to (or removed from) the class. Classes may not be assigned through the User Needs Management tool and may not be added to catalogs.

Summary

In this lesson, you have learnt:

Topic 1: Programs - End User
Topic 2: Creating a Program
Topic 3: Modifying a Program
Topic 4: Managing Programs
Additional information in appendices, including:
- Configuration
- Comparisons

You should now be able to:
- Access Programs
- Describe the various types of Programs
- Add a new Program
- Use Program tiles to manage a Program
- Associate a Program with SAP Jam groups
- Assign Programs to users
- Report on Programs