



Governance & Roadmap

SAP SuccessFactors Learning

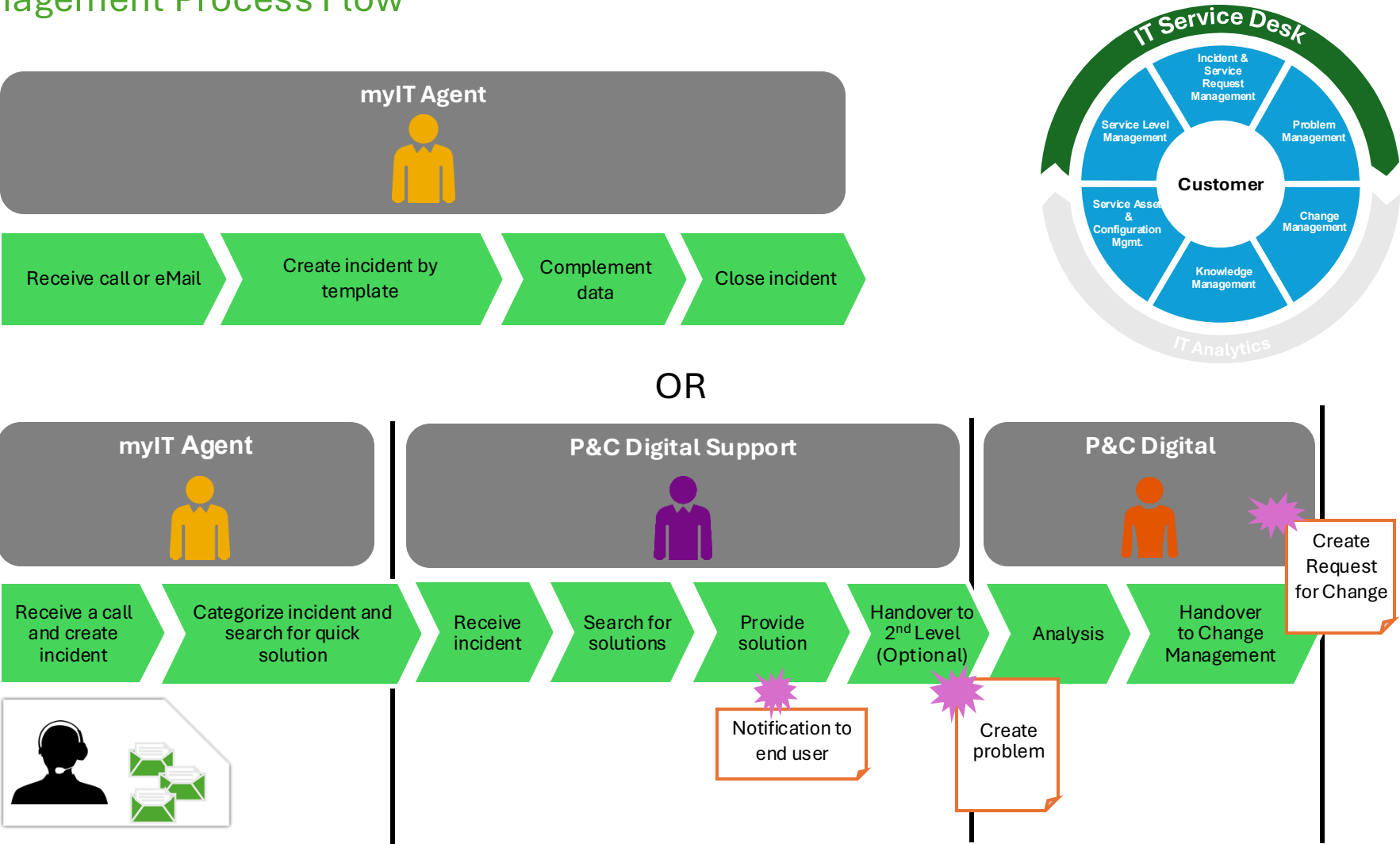
15 May 2025

Jacques Maeda

HR Tech Lead

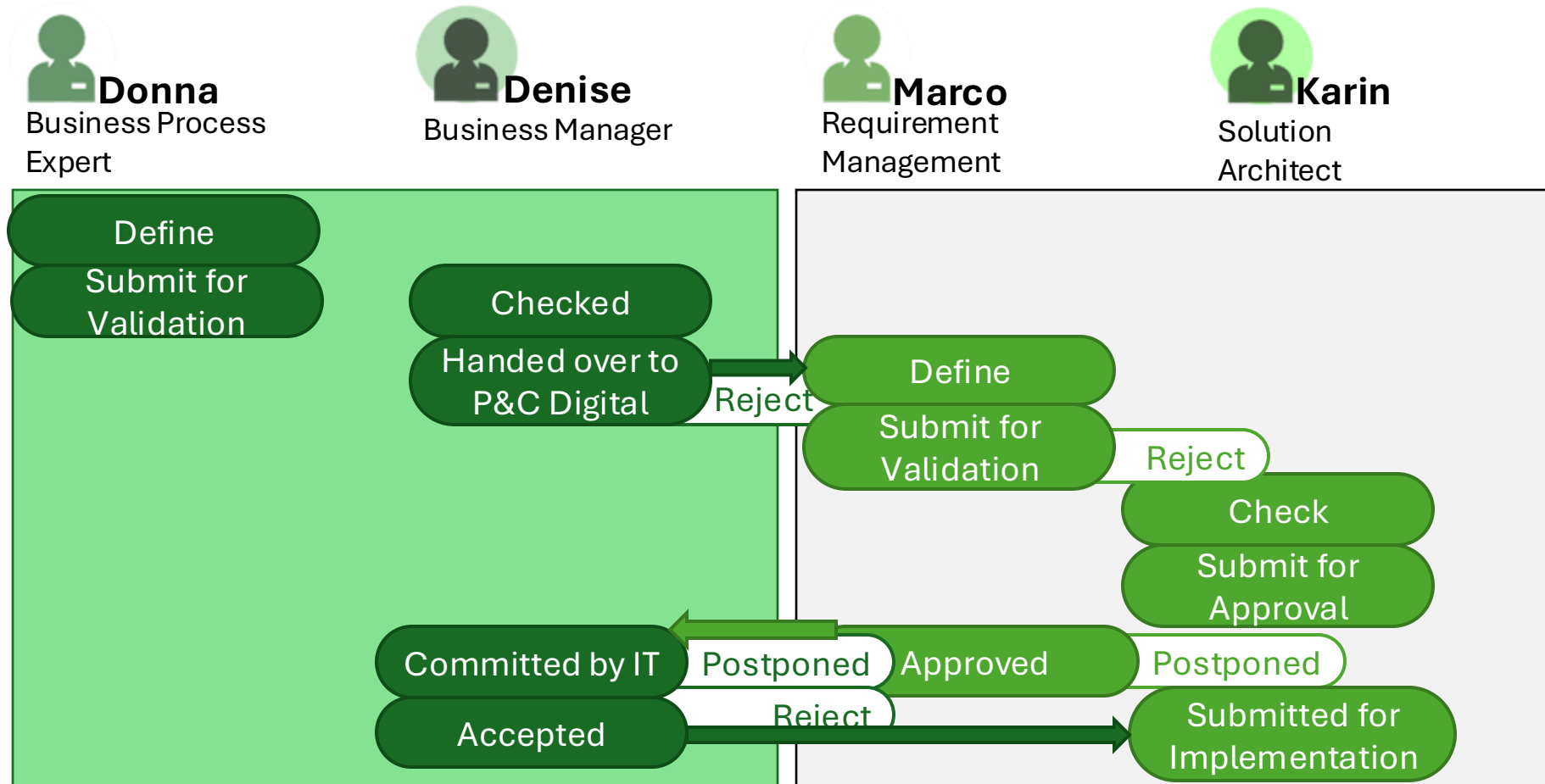
Engagement Model

Incident Management Process Flow



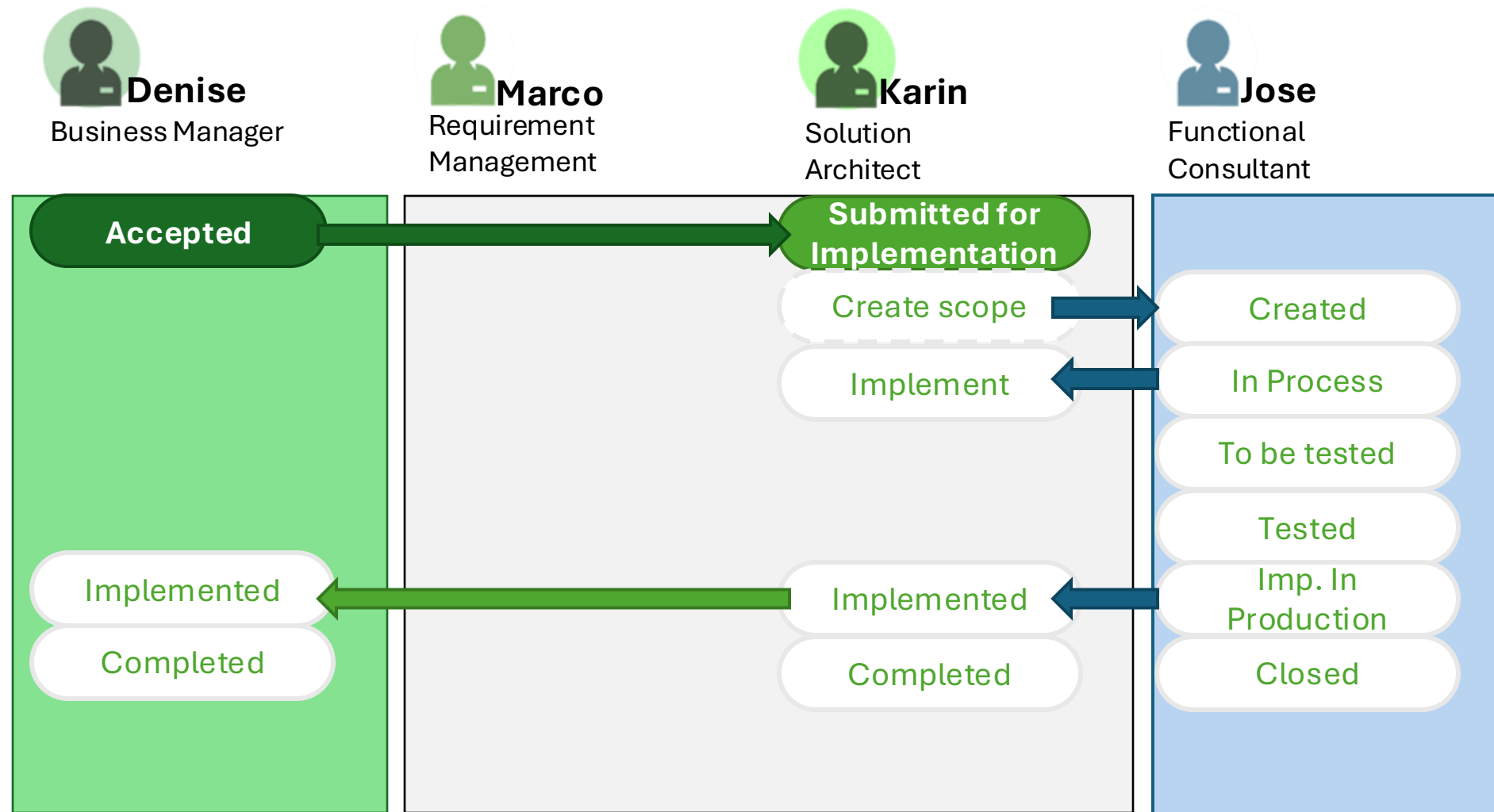
Engagement Model

Requirement Management Process Flow



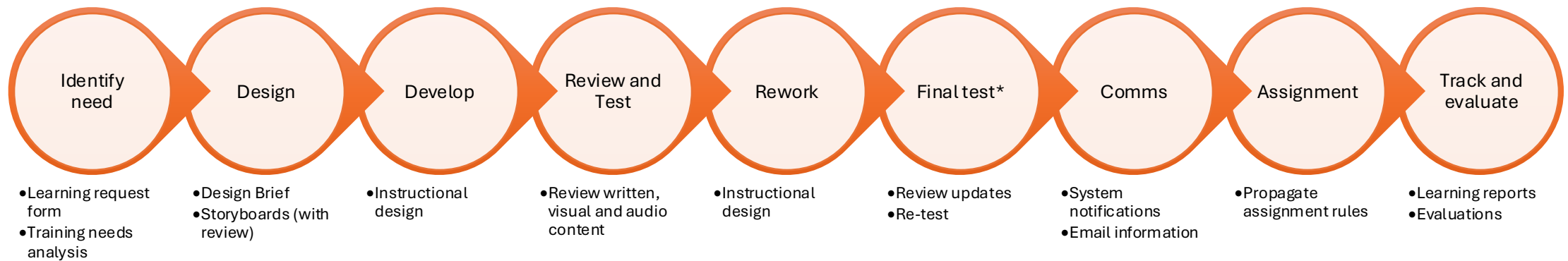
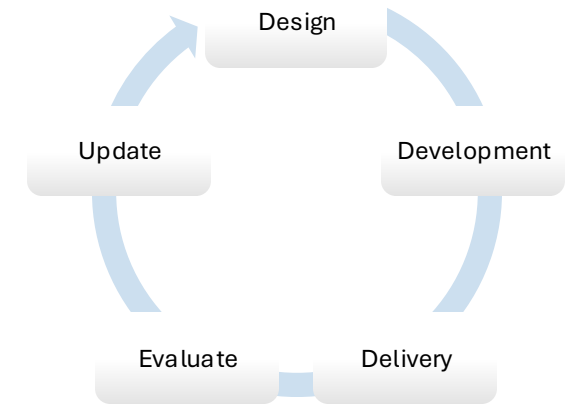
Engagement Model

Requirement Management Process Flow



Operations

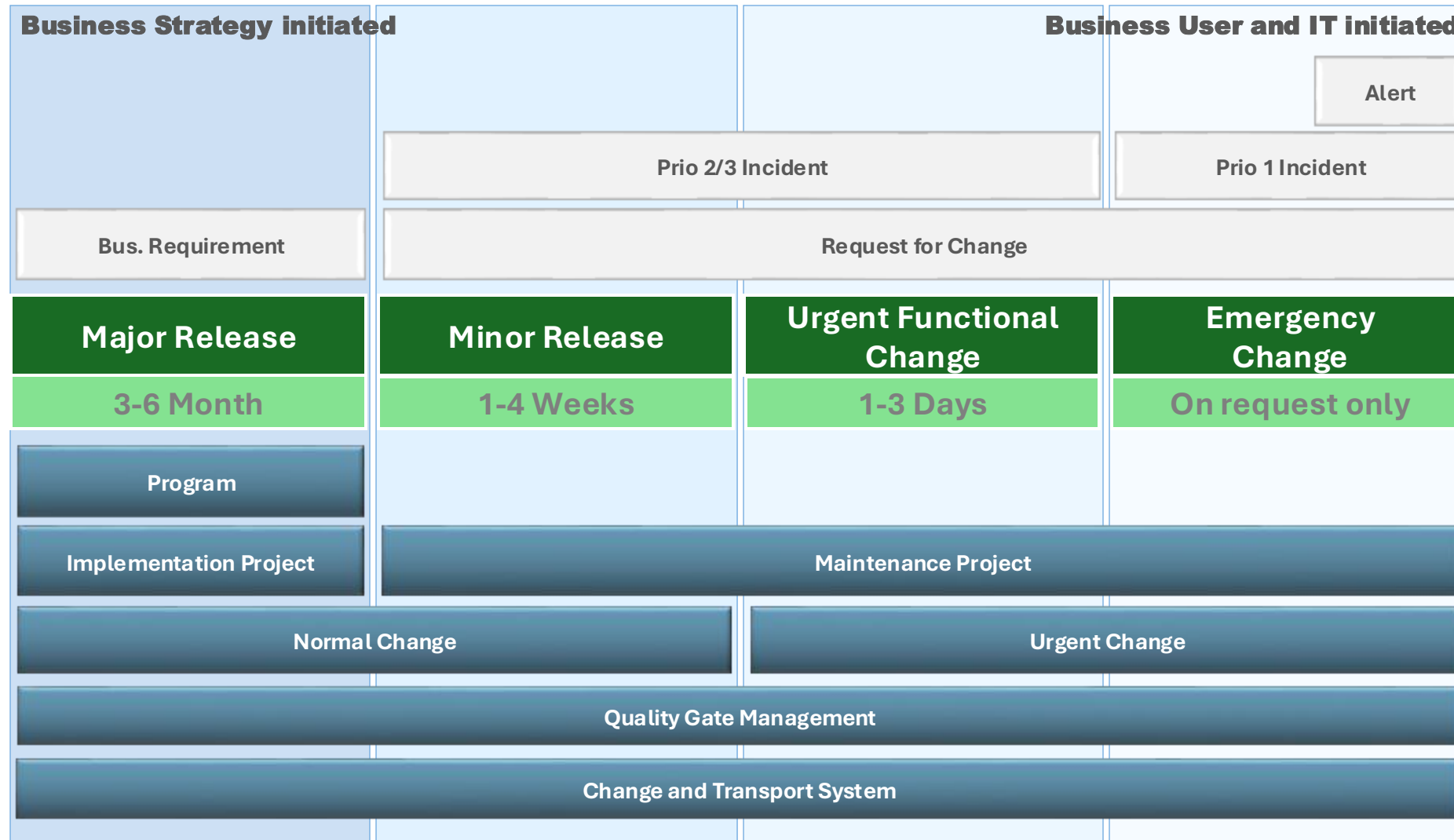
Learning Content Lifecycle



Note: HRIS team will test upload, assignment, launch, navigation, completion and record capture

SuccessFactors Release Management

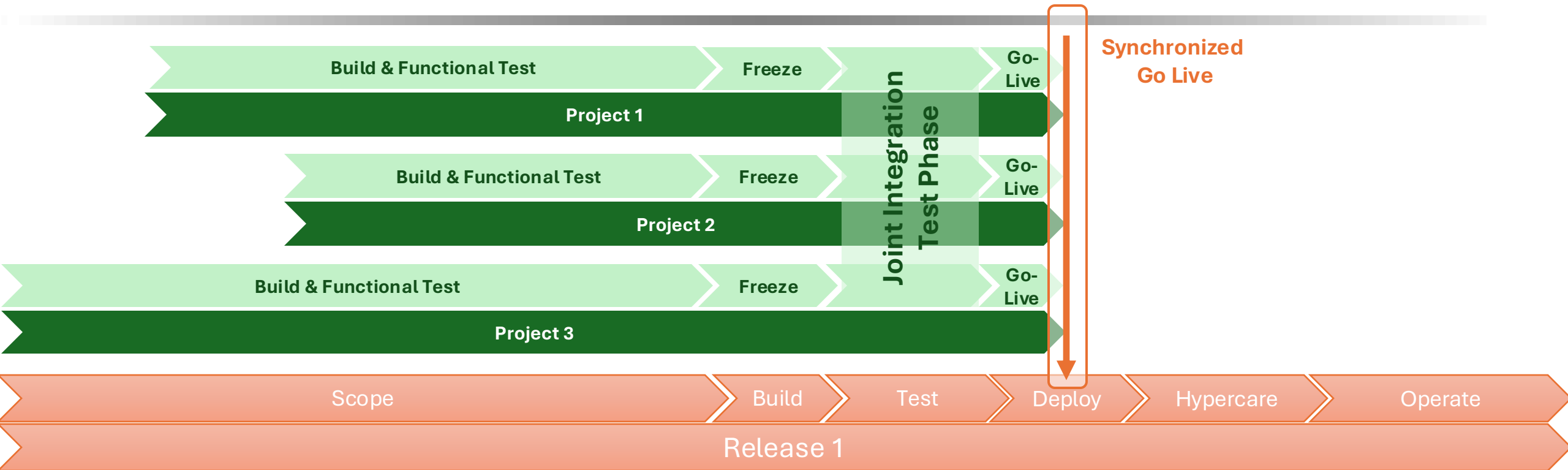
Change and Release Management



SuccessFactors Release Management

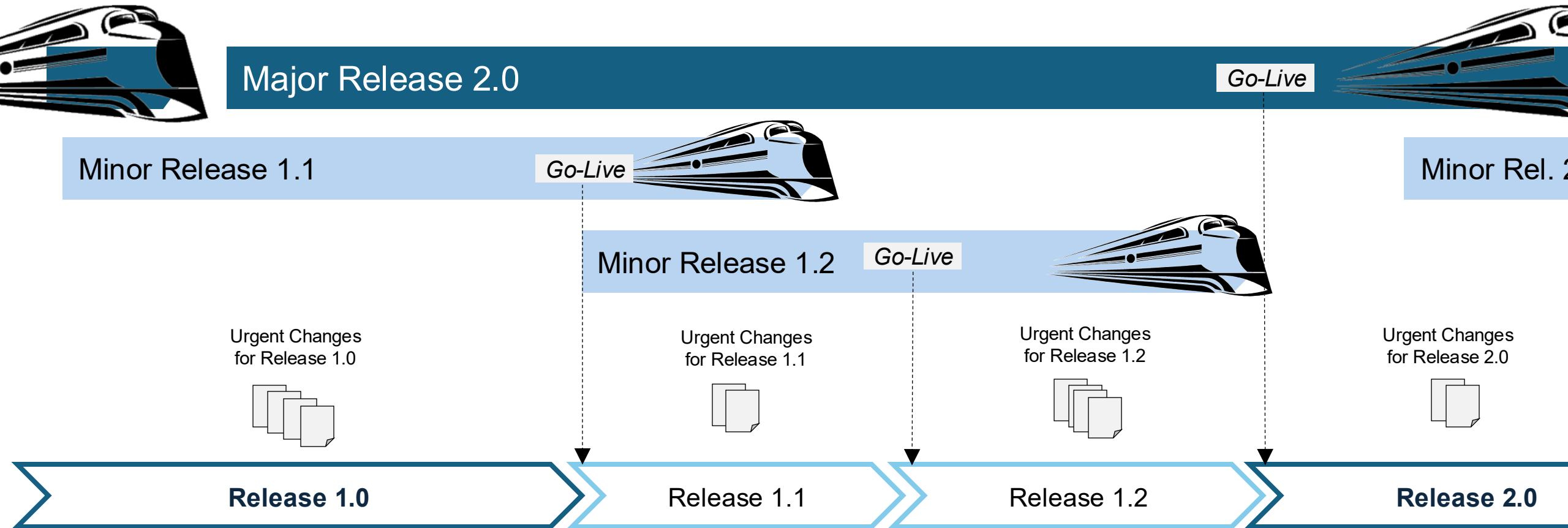
Reduce Risk, Simplify Go-Live Process and Decrease Test Effort

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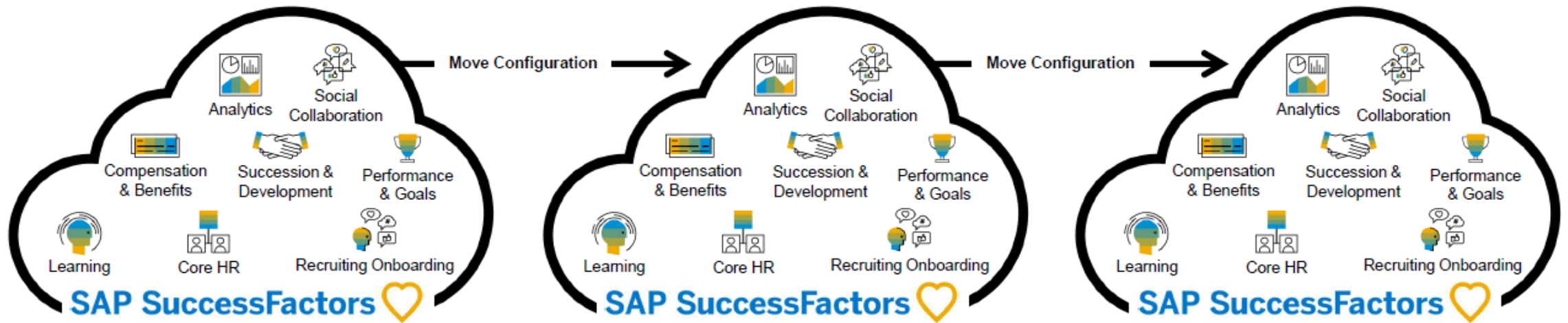
SuccessFactors Release Management

Major and Minor Releases



SuccessFactors Release Management

SuccessFactors Instance Strategy Leading Practice



Development

- Deployed in SF preview release environment
- Start all functional configuration here
- Validate and approve functional configuration
- Move approved configuration to Test/QA
- Use this environment for early release validation
- Leverage as validation base for net new features

Test (QA)

- Deployed in SF standard release environment
- Develop and validate technical integration
- Validate end-end configuration (UAT)
- Integrate with 3rd party applications (Test Data)
- Move approved configuration to Production
- Refresh from Production if needed (anonymized)

Production

- Deployed in SF standard release environment
- Run “Hire to retire” HR transactions
- Integrate with productive 3rd party applications
- Refresh Dev and/or Test environments if needed

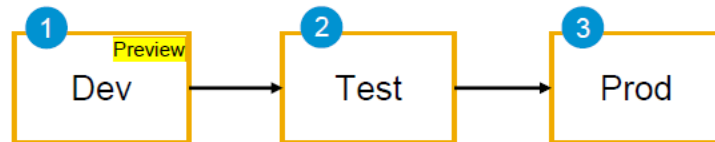
SuccessFactors Release Management

Configuration Copy Path

01

[New implementations and testing of new features:]

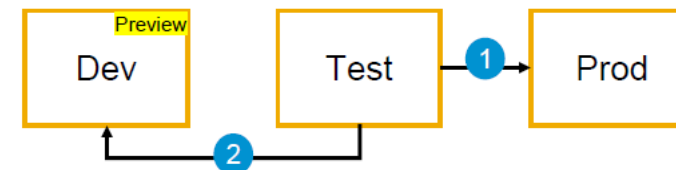
- New configurations are done in Dev. Product release new features are tested in Dev (Preview stack).
- Configurations are migrated to Test. Product release features are automatically available in Test (Production stack) on the Release date. In case of optional features, they can be activated from Upgrade Centre.
- After additional validation in Test, configurations can be migrated to Prod. Release updates can be activated in Prod.



02

[Fixes to production issues:]

- Configuration to fix production issues is done in Test.
- After thorough validation, configuration is migrated to Production and to Dev simultaneously.



SuccessFactors Release Management

Calendar – Planned Downtime

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- Major project go-live
- PROD maintenance/upgrade
- TEST refresh/PREVIEW upgrade

SuccessFactors System Landscape Management

Governance, Framework and Guidelines

- Regular Maintenance Announcement
 - What is the process to send comms, e.g., downtime?
 - Consider “[Schedule an Expert](#)” to review or discuss any implementation.

SuccessFactors System Landscape Management

Application Lifecycle Management



Development



Test



Production

Company ID	companyIDD (preview)	companyIDT	companyIDP
Learning URL	company-sandbox (preview)	company-stage (preview)	company
IAS	Instance name	Instance name	Instance name
IPS	Instance name	Instance name	Instance name

- Sandbox
- Proof of concept
- Pilot
- Early Adopter Program
- Regression test

- Testing
- Integration test
- Update settings
- Change request
- New requirement

- Upload final learning content
- Apply signed off changes

Learning Roadmap

Trends Impacting Human Resources

- **7. INDIVIDUALIZING THE EMPLOYEE EXPERIENCE**
- **2. EMPLOYEES OWNING THEIR LEARNING AND MOBILITY**
- When the pandemic prompted a halt on external hiring, many organizations were forced to adopt a “build” (versus “buy”) approach to closing skills gaps. This raised management’s awareness of the criticality of strategic internal mobility (in other words, redeploying existing staff to meet new demands), effective talent management, and advanced online learning systems so people can upskill and reskill from anywhere. Specifically, our analysis revealed that organizations now understand:
- The value of comprehensive and accurate employee capability data for workforce planning and forecasting, as well as to facilitate positive learning experiences
- The ongoing necessity of online learning, which will accelerate meeting companies’ demands for a better learner experience, more flexible content authoring and delivery tools, and greater utilization of advanced learning technologies (for example, using virtual reality and providing microlearning content)

- **CONSIDER YOUR BUSINESS**

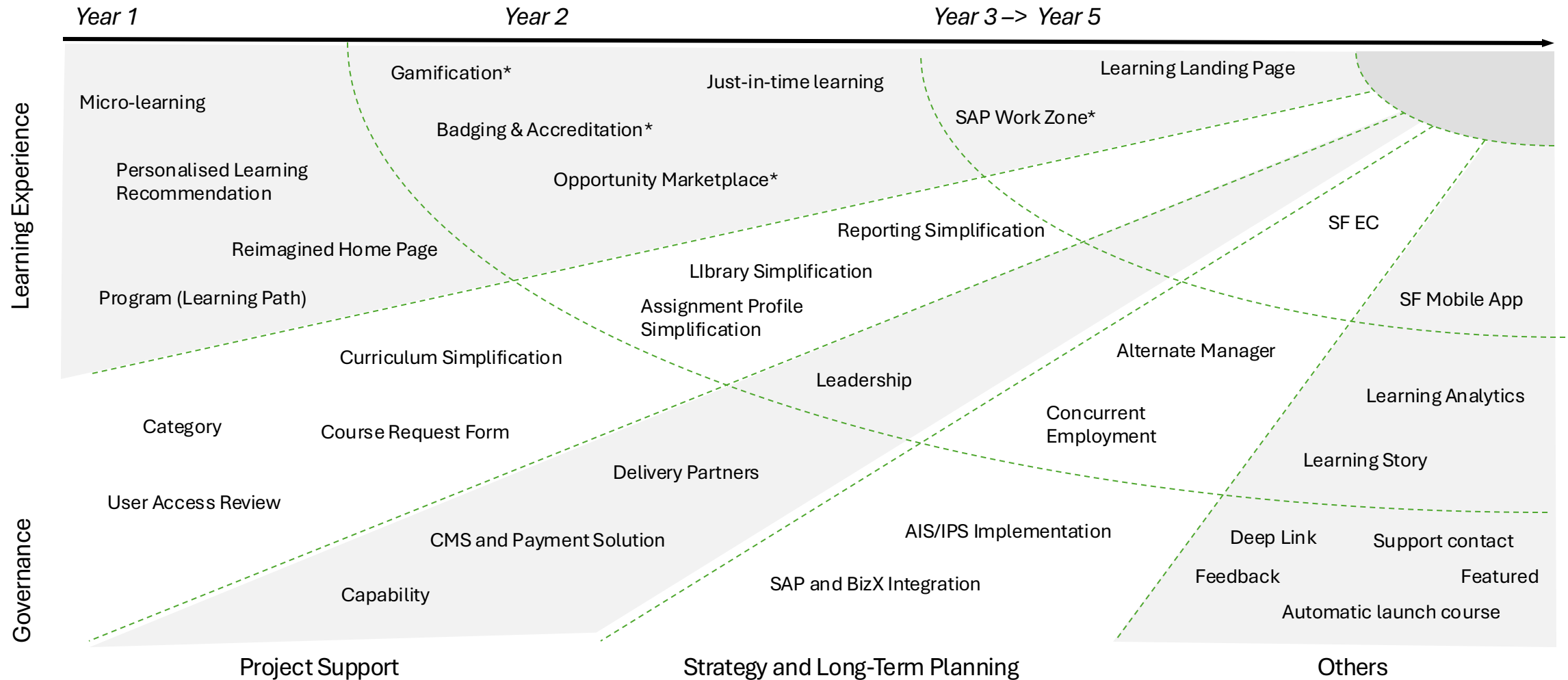
- How has your organization’s learning strategy changed since the disruption of the pandemic?
- What practices and solutions are you putting in place to realize internal workforce mobility?
- How are you trying to better capture and act on broad employee capability data?

- **KEY TAKEWAYS**

- Emphasis on strategic internal mobility
- Recognition of the need to upskill
- Driven “bottoms-up” learning and reskilling

Learning Roadmap

Long-term view



*) additional licencing required

Extending SuccessFactors Capabilities

What is not in SAP SuccessFactors Roadmap

Central Employee Transform by Central (SAP Endorsed App)	Make learning exciting with a gamification module for select SAP solutions. Engage learners with points, badges, and leaderboards for performance, participation, and knowledge sharing. Boost learning completion with real-time feedback, game levels, color-coded KPIs, and personalized goals.
Fast Training Enrollment by Allos S.r.l.	Fast Training Enrollment Dashboard allow you to easily monitor trainees expected trainings, expired or expiring certifications, and next trainings deadlines.
Training Resource Planner by Allos S.r.l.	Manage your learning plan through a global calendar view avoiding scheduling conflicts for facilities, classrooms, equipment and Instructors; simplify the way all the resources are simultaneously organized together!
Learning Planner 360 for SAP SuccessFactors by Allos S.r.l.	Allos Learning Planner 360 is a complete end to end solution to accelerate learning planning and grant on time training delivery. It provides an intuitive learning admin experience to manage resource planning and user enrollment, in a global calendar view.
Sinch Contact Pro by Sinch Sweden AB	Empower customers to contact you through their preferred communication channels, be it voice, email, web chat, SMS, or messaging apps such as WhatsApp or Facebook Messenger.
Anthill - Communicate, Build Trust, Engage, Retain, Reskill and Map Talent by Anthill AI Inc.	Sms-text based, compliant talent management software for employees that don't sit at a desk. Provides communication, retention, reskilling and internal mobility. Integrates with SAP SuccessFactors via single sign-on and data transfer.
Axonify - Driving frontline performance for SAP SuccessFactors Learning by Axonify Inc	The modern learning solution delivering bite-sized learning in the way humans learn best, wrapped in an adaptive, gamified, mobile experience that fits right into the workflow - in just 3-5 minutes a day.
Beekeeper Digital Workplace for Frontline Workers by Beekeeper AG	Optimized for frontline workers, Beekeeper's digital workplace app integrates multiple operational systems and communication channels in one secure hub that is accessible from desktop and mobile devices.
SuccessFactors LMS and Salesforce Integration by TalenTeam Limited	Make Learning and development part of your sales culture by integrating training in everyday Sales Activities with Salesforce.
BLEND - Learning Experience Platform (LxP) by TalenTeam Limited	BLEND LXP blends together with your existing SAP SuccessFactors Learning and SAP SuccessFactors Work Zone for HR solutions with any other external learning libraries for the ultimate learning experience. Saving your organization time, BLEND's powerful recommendation engine creates a vibrant Netflix-like experience.
Degreed Learning Experience Platform by Degreed, Inc.	Degreed helps identify the skill gaps across businesses, helping to find learning and talent development opportunities for your people to help you close those gaps and everything your workforce uses to learn and grow.

Thank you

Jacques K. Maeda



Appendix

Operations

Monthly Admin Tasks

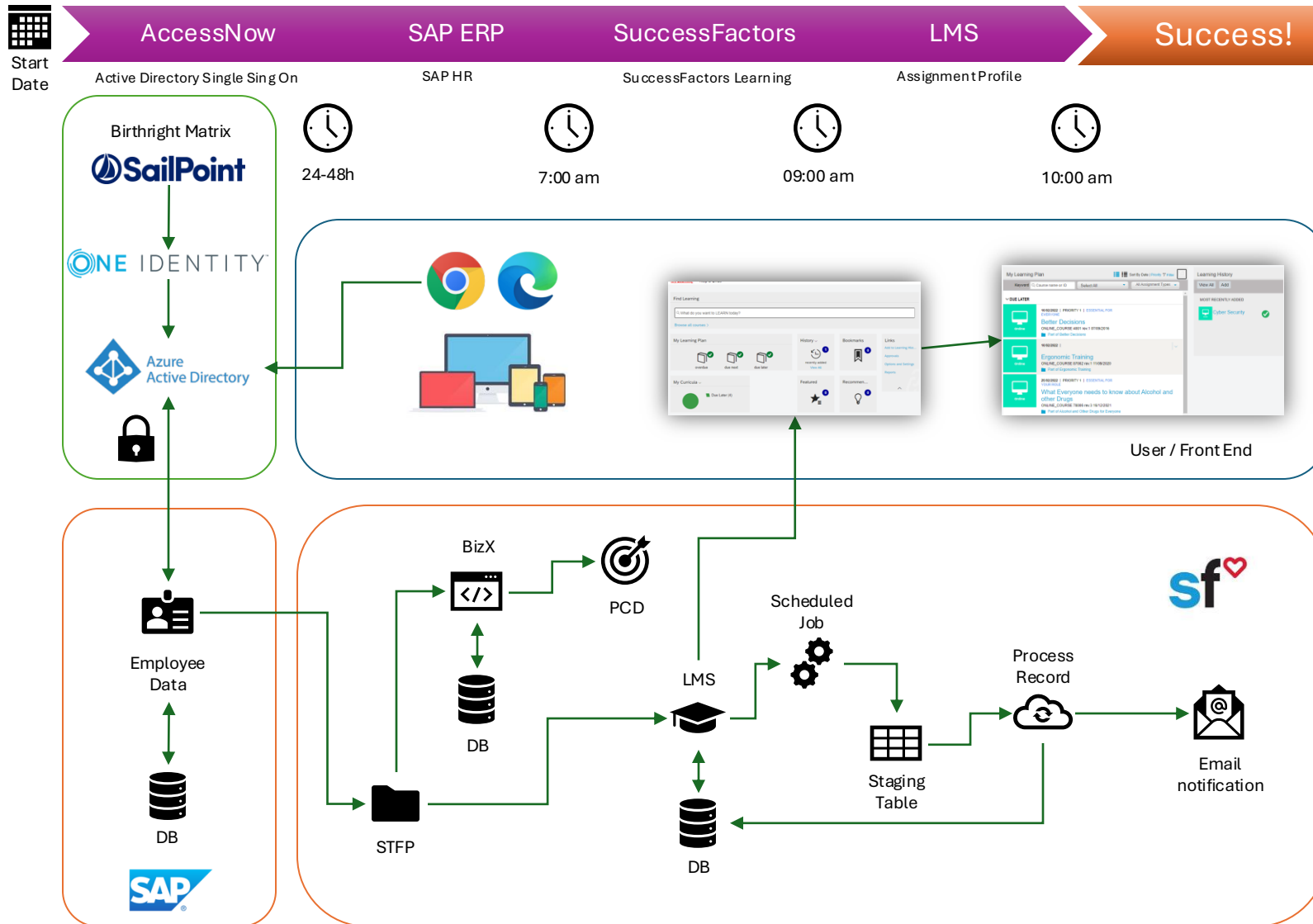
- To eliminate the feature gap for syncing LMS license type using user-connector and introduce better user experience.
- [SAP note 3107832](#) - New Standard Element for Learning License User Type
- Dependencies / Steps:
 1. Configure the Succession data model (standard element named "Learning License User Type") in provisioning
 2. Export the Basic Import/Employee Import template to get latest Succession data model configuration
 3. Fill in the LMS license value in the file and upload the file.
 4. After import is successful, the license type field can be used in LMS user connector (Employee Export) to sync it in Learning System.
 5. According to the current Employee Import logic, If you input the invalid values and import (string beyond allowable values of above 6 cases, and empty) will not be updated and will get change the existing values (It will be reverted back to old value if the newly imported value is invalid) or blank.

Operations

Governance, Framework and Guidelines

- Curriculum IDs and Program IDs should be related to the content not to the audience, as it may change, e.g., DC_001, DC_002 for Delight Customers project.
 - Item ID could just be auto-numbered
- When possible, new courses or assignment should be added to existing Assignment Profile that was created for each Generic Role. There are different Assignment Profiles for GR and Alt GR with same rules, for specific policy that is relevant for multiple GRs. Assignment Profiles overlap multiple times which increase SF LMS' TCO.
 - There should be one Assignment Profile per Generic Role (excl. exceptions)
 - Assignment Profile ID may be related to the audience, e.g., generic role, competency, business unit, organisation unit.
- 41+ custom fields for User, e.g., AML/CTF Flag, Org Unit Level 1-11, MC Restrictions, Person Status, Work Contract, Company Entity, Position Number, Head of HR, Functional Area
 - Additional custom fields for multiple learning entities
- 31+ custom reports (likely incl. duplicates)

Integration



Overview

Day ?) Employee record entered into SAP HR
 Day 0) SAP HR record presented to AccessNow
 - AD Account created and written back to SAP, SAP to SuccessFactors creates SuccessFactors account with PWD
 Day 1) AccessNow - AD Account definitely written back to SAP if not already (extremely rare)
 Day 2) SAP to SuccessFactors - SuccessFactors account switched from PWD to SSO.
 Day 3) Learning assignments provisioned by here at the latest based on the second feed into SuccessFactors.

Consideration

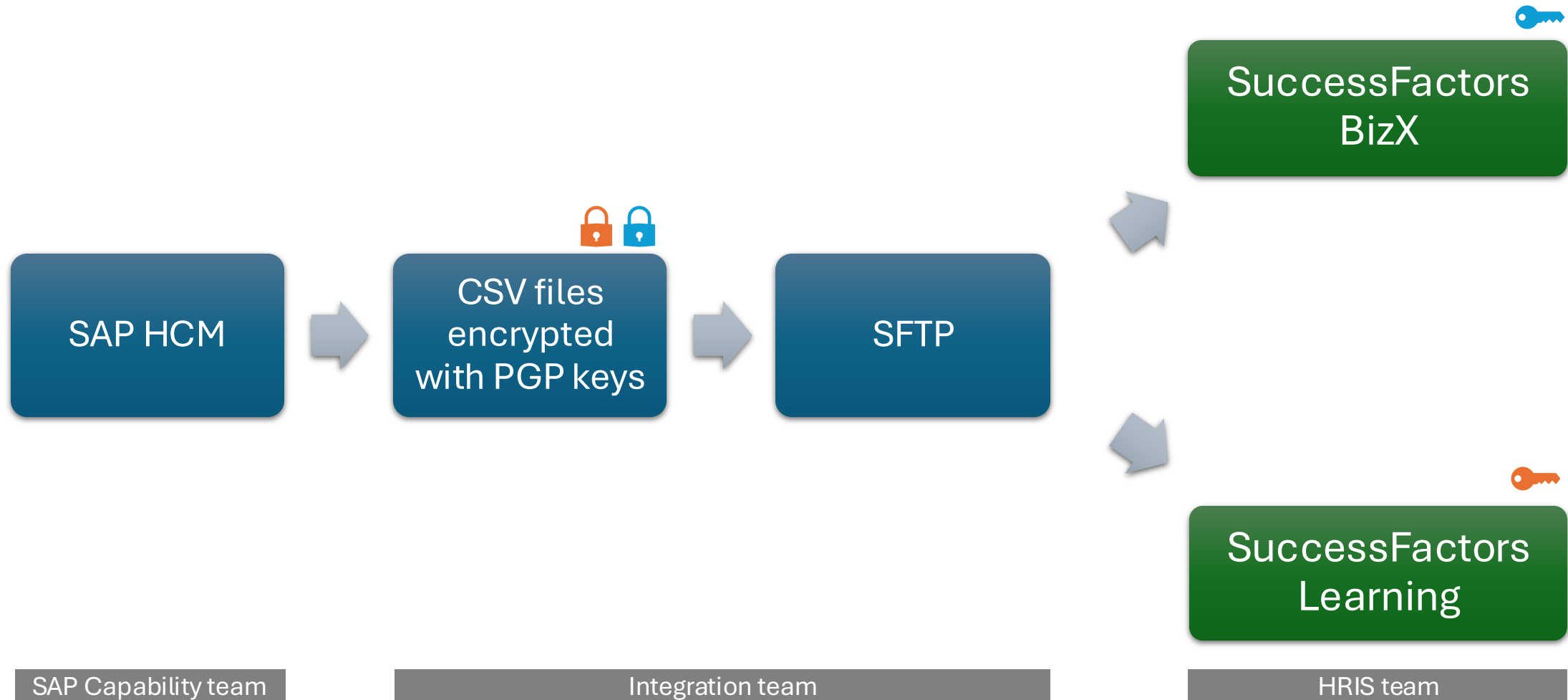
- Employees will not have access to the systems before the start date.

Custom Field

- 'Person Status' is Active when employee actually starts, Provisional before starting, and Withdrawn if no longer employed.

Integration

SAP HCM, Integration Centre, Connector



Integration

SAP HCM, Integration Centre, Connector

- Job labelled "BIXZ", runs at 6:30AM daily and is only looking for "SAP_ERP_SF_BIZX_*
- Job labelled "RemComp", runs daily at 7AM, looking for files matching SF_CMP_*.csv
- "PositionData" runs every day at 6.30am to pick up the PositionData.csv file
- Job labelled "LMS", "", runs every day at 07:00 am, 08:00 am, 09:00 am, 10:00 am, 11:00 am, 12:00 pm, looking for anything ending in _C0001106060P. **The following 4 files will all receive the new PGP keys.**

Same PGP keys

– alt_job_position_data_C0001106060P.txt

– user_data_C0001106060P.txt

– organization_dashboard_data

– organization_data_C0001106

User Connector is the critical job, it will create and update employees profiles.

Organisation and Alternate Generic Role are basically to update 'master data', if we need to create user or assign learning, the data will be available in the picklist.

Some connectors meant to be used once-off (implementation).

Organisation Dashboard Owner has been deactivated.

Implementation Partner should be responsible for the PBP public and private keys.

SAP is transitioning the feature to manage PGP keys to SF Admin from Provisioning. From

2105 release, customers are able to manage the private keys (inbound) only.

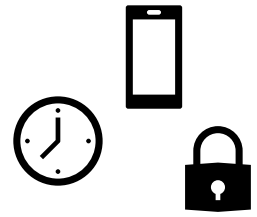
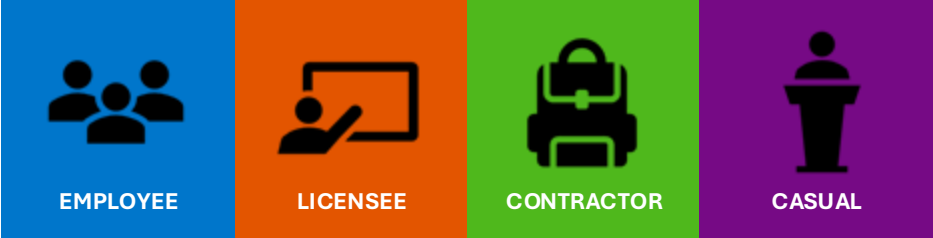
Learning Roadmap

Learning and Collaboration Maturity Model

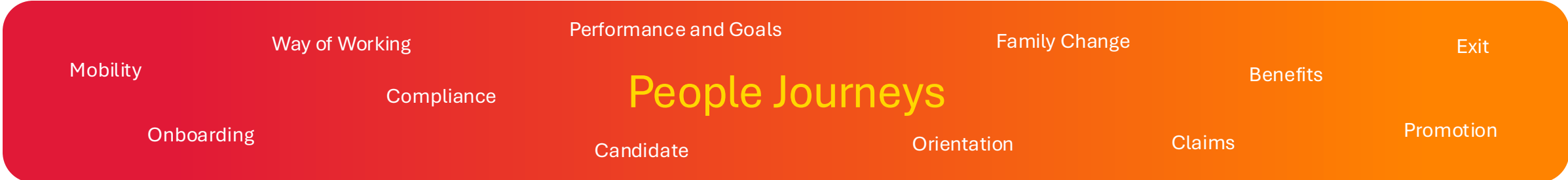


Learning Architecture

All the time,
everywhere



Available, reliable,
precise



Learning Architecture

Concurrent Employment/Alternate Manager

Current State: In SAP ERP, each individual has a Central Person ID. Each employment (APS number) corresponds to a unique Person Number. In SF LMS, each individual has a unique Student ID which is their Central Person ID.

Architecture Redesign

- The unique ID mapping through the systems will be impacted
- Each employment will have a different learning plan, i.e., one person will have multiple learning plans
- Each manager will be able to access their team member's learning plan according to their employment (access and learning for the relevant employment)
- Organisation data will be related to each employment
- Then, org data can also be used for more specific automatic learning assignment (besides generic roles)



Alternate/Matrix Manager

- All assigned learning for all employments are in the same learning plan
- Alternate managers to an employee share responsibility for the employee's training between the alternate manager and the primary manager.
- Organisation data in learning reports is related to the primary role for each person/employee



Accreditation Tile

- Multiple chiefs is supported
- Manager can see all team members in the teams they manage
- Currently pending qualifications (i.e. police check) and limited curriculum are displayed
- Any assigned learning for any employment of all team members will be displayed
- Organisation data in learning reports is related to the primary role for each person/employee

Learning Roadmap

Learning Engagement

Best Practice	Content management framework	Learning community	Reporting	Onboarding
<ul style="list-style-type: none">•Expand understanding of LMS and best use of system to grow learning offering and support our teams with seamless access to engaging learning and accurate tracking of learning outcomes.•Communities of best practice for continuous improvement and evolution of learning capabilities.•Develop and implement operating model for learning.	<ul style="list-style-type: none">•Have grown into SF LMS with content management methods and learning assignment options and beginning to exploring additional features to enable a broader range of learning delivery in SF.•Gain and maintain data accuracy to enable automated learning assignment.•Grow overall volume of learning content available via LMS and connect with broad range of learning formats.•Expand LinkedIn Learning access and develop optional curricula to support teams•Develop a gamification strategy.	<ul style="list-style-type: none">•Employees confident to take up learning opportunities (self-enrolment).•HRBPs and Learning Partners drive local learning enrolment and completion using tools and support available.•Managers promote learning, assign courses and monitor completion.•Clarity to managers on learning requirements and processes (onboarding) as well as what learning is available and who has access to LiL etc.	<ul style="list-style-type: none">•Tracking of learning through provision of regular learning reports.•Reporting provided as needed in response to learning assignments.•Provide tools to drive learning enrolment/assignment and completion.	<ul style="list-style-type: none">•Specifically, new starters have induction content in Onboarding, training for all products available in the LMS or SharePoint, ongoing course offerings.•The onboarding process is in development. Business unit is supported with local content but there is an opportunity to expand this cross the business to incorporate any business-specific content for all business via SuccessFactors (LMS).•Project / needs-based content development.

Learning Roadmap

Learning Experience

Learning journey	Learning opportunities	Learning community	Delivery model	Analytics
<ul style="list-style-type: none">• SF supports learning pathways utilising programs with an expanded suite of courses available in the catalogue.• Employee pathways supported by SuccessFactors with structured programs and expanded suite of optional courses available in the course catalogue and LXP.• Utilise the learning programs function to support learning pathways.• Expand LinkedIn Learning access and develop curricula structure to support learning pathways.	<ul style="list-style-type: none">• Employees and Managers are confident to connect learning opportunities with performance and goals coaching and development.• Review and develop framework to manage learning catalogue, promote and feature learning.• Increase range of informal learning opportunities via SF (LMS and LXP).• LMS offerings fully supported by SharePoint content and learning communities.	<ul style="list-style-type: none">• Increase self-enrolment/ assignment of learning.• Learners and Managers confident in connecting learning opportunities with employee coaching and development.• Increased participation in learning forums, discussions and knowledge sharing.• Establish learning forum with HRBPs and Learning Partners to gather feedback and identify learning needs.	<ul style="list-style-type: none">• Develop micro-learning modules available in course catalogue.• Increase range of informal / social learning opportunities.• Increase learning community activity (focus on 'front line' employees).• Increase activity in micro and social learning supported by gamification.• Expand content available in variety of formats, including programs and micro-learning available in course catalogue (via OCN - LinkedIn Learning, and from developed content).	<ul style="list-style-type: none">• Enhance reporting to gain data on learner activity and behaviours.• Identify learning needs from enhanced reporting data.

Learning Roadmap

Learning Framework

Learning assessment

- Learning needs and priorities are easily identified through analysing enhanced reporting data for learner activity and behaviours in existing LXP communities and learning reports.
- LoBs are able to easily identify learning needs.
- HRBPs and Learning Partners conduct learning needs assessments.

Learning community

- Increase contribution of employees in learning through gamification, learning forums, discussions as well as participating in knowledge sharing and informal activities.
- Increase learning community activity (focus on 'front line' employees).
- Establish learning forum with HRBPs and Learning Partners to gather feedback and identify learning needs.
- Increase range of social learning opportunities in SF.

Content strategy

- Future content strategy based on needs and learning preferences identified from analysing learning behaviours and feedback via report data.
- Future content is developed based on needs and learning preferences and behaviours identified from analysis of learning activity data.
- Scheduled offerings for global programs and pathways
- Expand LinkedIn Learning access
- Micro, informal and social learning
- Develop future content development strategy

Analytics

- Enhance learning reporting for greater learner data
- Utilise learner data to identify learning needs in line with company strategy