



# **SAP SuccessFactors HCM**

## **Administrative Training & Project Team Orientation Catalog**

## TABLE OF CONTENTS

<b>PUBLIC VIRTUAL LIVE CLASSROOM OFFERINGS</b> .....	<b>3</b>
<b>PLATFORM</b> .....	<b>4</b>
<b>Core Human Resources</b> .....	<b>5</b>
Employee Central .....	5
<b>TALENT SOLUTIONS</b> .....	<b>7</b>
<b>Performance and Goals</b>	
Goal Management .....	7
360° .....	9
Calibration.....	11
Performance Management .....	13
<b>Recruiting</b> .....	<b>15</b>
Recruiting Management.....	15
Recruiting Marketing.....	16
<b>Succession and Development</b> .....	<b>18</b>
<b>Compensation</b> .....	<b>19</b>
Variable Pay .....	20
<b>Learning</b> .....	<b>21</b>
<b>Onboarding</b> .....	<b>28</b>
<b>SOCIAL COLLABORATION</b> .....	<b>30</b>
<b>Jam</b> .....	<b>30</b>
<b>REPORTING</b> .....	<b>31</b>
<b>Workforce Analytics</b> .....	<b>32</b>
<b>Workforce Planning</b> .....	<b>32</b>

## PUBLIC VIRTUAL LIVE CLASSROOM OFFERINGS

The following courses are available as public VLC offerings. Please visit [www.training.sap.com](http://www.training.sap.com) and search for the course code for more information or to register for the class.

Course Code	Course Title
HR805	SAP SuccessFactors Foundations Administration and Standard Reporting Virtual Class
HR827	SAP SuccessFactors Goal and Performance Management Administration Virtual Class
HR885	SAP SuccessFactors Introduction to Online Report Designer Virtual Class
HR825	SAP SuccessFactors 360 Multi-Rater Reviews Administration Virtual Class
HR826	SAP SuccessFactors Calibration Administration Virtual Class
HR869	SAP SuccessFactors Learning Management (LMS) Administration - Working Smarter Virtual Class
HR868	SAP SuccessFactors Introduction to LMS Report Designer Virtual Class

## PLATFORM

SuccessFactors Cloud HCM Suite's Platform provides a foundation for talent management and strategic human resources management. Powered by the SuccessFactors cloud, the SuccessFactors Platform contains a core set of functionality that is common across the entire Cloud HCM software suite.

### HR800 – SAP SuccessFactors Foundations Administration

- Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminologies associated with SuccessFactors to help you develop a working knowledge for use in system administration. You will gain basic skills in how to use SuccessFactors as a System Administrator and learn how to use the basic tools for managing the system in your organization.
- Objectives:** Upon completion of this course, you will be able to:
- Identify the responsibilities of a typical SuccessFactors system administrator
  - Access and navigate through SuccessFactors
  - Communicate with users via email notifications and change notification settings
  - Troubleshoot user login and user account issues
  - Modify the look and feel of your SuccessFactors instance using Manage Themes
  - Manage the V12 Home Page and To-Do Settings
  - Set the Company Logo
  - Customize the Resources page and Help & Tutorials
  - Enable Show Me
  - Utilize Action Search and Custom Navigations
  - Enable and disable Company System Settings to meet the needs of your organization
  - Enable V12 Org Chart
  - Adjust your company Password and Login Policy Settings
  - Tailor system text to meet your company terminology standards, including Text Replacement, Company Dictionary, and Legal Scan Library
  - Enable and disable Mobile options
  - Manage and utilize proxy
  - Set up Role-Based Permissions
- Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators responsible for:
- Providing support for system usage and issues
  - Modifying settings and customizing the instance using administrative tools
  - Managing company-wide settings
  - Maintaining mobile access
  - Providing permissions for different types of users

## CORE HUMAN RESOURCES: EMPLOYEE CENTRAL

SuccessFactors Employee Central helps organizations manage their most important resource, their employees. Employee Central also helps organizations engage and empower their entire workforce including Human Resources, managers, and employees. This application is created with the end user in mind, allowing organizations to provide managers and employees a full view of the organization and how peers fit into the overall structure.

### HR810 – SAP SuccessFactors Employee Central Project Team Orientation (PTO)

- Overview:** This PTO provides a knowledge transfer on the core out-of-the box functionality of SuccessFactors Employee Central that will enable participants to gain a high-level understanding of the concepts and capabilities of the software, and make decisions about how the tools will be used in the organization.
- Objectives:** At the end of this course, you'll be able to:
- Define the core out-of-the-box functionality of Employee Central
  - Understand Role-Based Permissions and set up permission groups and roles
  - Determine who will act as administrator(s) for Employee Central
  - Decide what employee information will be included in an employee file, and what transactions/events will be performed in Employee Central, and by whom
- Resources:** Project Team Orientation: Employee Central

### HR811 – SAP SuccessFactors Employee Central Administration

- Overview:** This course provides an overview of the concepts and terminology associated with the administration and usage of SAP SuccessFactors Employee Central functionality, and helps the administrator gain basic skills in how to use the EC administrator functionality
- Objectives:** At the end of this course, you'll be able to:
- Set up a new employee and view an employee file
  - Manage employee transactions, initiate and modify workflows
  - Establish role-based permissions
  - Create an ad-hoc report, and add terminated employees to reports
- Resources:** Employee Central Administration: Administrator's Guide  
(E3) Employee Central Job Aids

## HR812 – SAP SuccessFactors Employee Central Project Team Orientation (PTO)

- Overview:** This Administrator Training Guide uses the concepts and terminology associated with the SAP SuccessFactors Employee Central Payroll module and Payroll Control Center to help you develop a working knowledge for use in implementing your payroll management strategy. You will be introduced to payroll roles and process as well as the data required to process payroll. Additionally you will learn how to use Employee Central to complete Employee, Manager, and HR Administrator tasks associated with creating and maintaining the data required for processing payroll. In the guide we will focus on the international payroll concepts, the localization will be at the end of this guide. The appendix will also provide some further details for US payroll.
- Objectives:** Upon completion of this course, you will be able to:
- Describe the payroll roles and process flow
  - Identify master data and time data required for payroll
  - Describe remuneration elements and deductions
  - Use the HR Administrator features of Employee Central to:
    - Hire a new employee
    - Manage personnel processes, organizational reassignments, deviations from the work schedule, and statutory and voluntary deductions
  - Use the Employee Self Service features of Employee Central to enter employee bank data
  - Use the Manager Self Service features to make changes to employee's payroll-related data
  - Describe employee master data replication from Employee Central to Payroll
- Resources:** Business Process Owner / Team Lead / Power User

## TALENT SOLUTIONS: GOAL MANAGEMENT

SuccessFactors goal management helps organizations ensure that all employees are aligned and working on the things that matter most, so that the company can bridge the strategy and execution gap and stay on the path to success. As an integrated part of the SuccessFactors Cloud HCM Suite of applications, goal management drives the success of a company by helping more tightly align the efforts of the entire workforce while also improving employee accountability.

### HR820 – SAP SuccessFactors Performance and Goals Management Project Team Orientation (PTO)

**Overview:** The SAP SuccessFactors Performance and Goals Management Project Team Orientation provides a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SuccessFactors Performance and Goals Management.

**Objectives:** Upon completion of this course, you will be able to:

- Navigate the Performance and Goals modules and define the key capabilities of each
- Determine goal visibility, goal categories and fields, and the function of goal libraries and cascading
- Define and edit competency libraries, including core and job-specific competencies
- Describe the difference between PMv11 and PMv12 forms
- Design the sections, weights, and functionality of a performance form
- Explain and determine whether to use Goal Execution, Calibration, Stack Ranker, and/or 360° Multi-Rater Review tools

**Target Audience:** Executive Stakeholder/Business Process Owner / Team Lead / Power User

### HR821 – SAP SuccessFactors Goal Management Administration

**Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with the SAP SuccessFactors Goal Management module to help you develop a working knowledge for use in implementing your goal strategy. You will gain basic skills in how to use SuccessFactors as a System Administrator and learn how to use the basic tools for managing goals in your organization.

- Objectives:** Upon completion of this course, you will be able to:
- Describe the tools and concepts used in SuccessFactors Goal Management
  - Conduct a typical goal setting process as an end-user
  - Edit goal plan templates, add goals, and import goals
  - Import and export goal libraries
  - Transfer an existing goal between users
  - Edit goal execution settings
  - Run basic Ad Hoc reports with Goal Management data
  - Determine which changes will require the assistance of a SuccessFactors Consultant

- Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators (also referred to as admins) responsible for:
- Granting permissions for the Goal Management module
  - Configuring goal plans
  - Participating in goal setting processes



## TALENT SOLUTIONS: 360° REVIEWS

The 360 degree review provides a much more balanced assessment of performance by allowing individuals to solicit feedback from a variety of sources, and can be used as developmental surveys to identify employee blind spots and hidden strengths, or as a multi-rater assessment that can factor into an employee's formal performance review.

### HR820 – SAP SuccessFactors Performance and Goals Management Project Team Orientation (PTO)

- Overview:** The SAP SuccessFactors Performance and Goals Management Project Team Orientation provides a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SuccessFactors Performance and Goals Management.
- Objectives:** Upon completion of this course, you will be able to:
- Navigate the Performance and Goals modules and define the key capabilities of each
  - Determine goal visibility, goal categories and fields, and the function of goal libraries and cascading
  - Define and edit competency libraries, including core and job-specific competencies
  - Describe the difference between PMv11 and PMv12 forms
  - Design the sections, weights, and functionality of a performance form
  - Explain and determine whether to use Goal Execution, Calibration, Stack Ranker, and/or 360° Multi-Rater Review tools
- Target Audience:** Executive Stakeholder/Business Process Owner / Team Lead / Power User

## HR825 – SAP SuccessFactors 360° Multi-Rater Administration

**Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with the SAP SuccessFactors 360° Multi-Rater module to help you develop a working knowledge for use in implementing your performance strategy. You will gain basic skills in how to use SuccessFactors as a System Administrator and learn how to use the basic tools for managing performance in your organization.

**Objectives:** Upon completion of this course, you will be able to:

- Describe the tools and concepts used in SuccessFactors 360° Multi-Rater
- Conduct a typical performance cycle using 360° Multi-Rater forms
- Create a rating scale and route map
- Modify form template settings
- Launch and test forms
- Add competencies to a performance form
- Create job roles, job families, and map competencies to job roles
- Create, modify, and launch 360° Multi-Rater Reviews

**Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators (also referred to as admins) responsible for:

- Granting permissions for the 360° Multi-Rater module
- Configuring 360° Multi-Rater forms
- Launching 360° Multi-Rater forms
- Participating in the 360° Multi-Rater review cycle

## TALENT SOLUTIONS: CALIBRATION

Calibration is the process organizations use to compare and potentially adjust ratings of their team to ensure performance levels are standardized across the organization. The calibration process provides an opportunity for managers to learn to use the same language and share an understanding of the competencies and expectations of employee behavior.

### HR820 – SAP SuccessFactors Performance and Goals Management Project Team Orientation (PTO)

- Overview:** The SAP SuccessFactors Performance and Goals Management Project Team Orientation provides a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SuccessFactors Performance and Goals Management.
- Objectives:** Upon completion of this course, you will be able to:
- Navigate the Performance and Goals modules and define the key capabilities of each
  - Determine goal visibility, goal categories and fields, and the function of goal libraries and cascading
  - Define and edit competency libraries, including core and job-specific competencies
  - Describe the difference between PMv11 and PMv12 forms
  - Design the sections, weights, and functionality of a performance form
  - Explain and determine whether to use Goal Execution, Calibration, Stack Ranker, and/or 360° Multi-Rater Review tools
- Target Audience:** Executive Stakeholder/Business Process Owner / Team Lead / Power User

## HR826 – SAP SuccessFactors Calibration Administration

**Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with the SAP SuccessFactors Calibration module and to help you develop a working knowledge for use in implementing your calibration strategy. You will gain basic skills in how to use SuccessFactors as System Administrator and learn how to use the basic tools for managing calibration in your organization.

**Objectives:** Upon completion of this course, you will be able to:

- Describe the tools and concepts used in Calibration
- Configure the calibration session, select participants, and pull performance data into the session to conduct a typical calibration cycle
- Create a calibration route map
- Create, modify, and launch calibration sessions
- Manage calibration permissions and settings
- Run basic Ad Hoc reports with calibration data
- Determine which changes will require the assistance of a SuccessFactors Consultant

**Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators (also referred to as admins) responsible for:

- Granting permissions for the Calibration module
- Configuring calibration sessions
- Launching calibration sessions
- Participating in calibration sessions

## TALENT SOLUTIONS: PERFORMANCE MANAGEMENT

Performance management enables an organization to measure individual employee contributions across the organization – accurately, clearly, and objectively – in order to decide who to keep, reward, or single out for targeted development. Performance Management was built to support all processes with a best practice point of view.

### HR820 – SAP SuccessFactors Performance and Goals Management Project Team Orientation (PTO)

- Overview:** The SAP SuccessFactors Performance and Goals Management Project Team Orientation provides a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SuccessFactors Performance and Goals Management.
- Objectives:** Upon completion of this course, you will be able to:
- Navigate the Performance and Goals modules and define the key capabilities of each
  - Determine goal visibility, goal categories and fields, and the function of goal libraries and cascading
  - Define and edit competency libraries, including core and job-specific competencies
  - Describe the difference between PMv11 and PMv12 forms
  - Design the sections, weights, and functionality of a performance form
  - Explain and determine whether to use Goal Execution, Calibration, Stack Ranker, and/or 360° Multi-Rater Review tools
- Target Audience:** Executive Stakeholder/Business Process Owner / Team Lead / Power User

## HR827 – SAP SuccessFactors Performance Management Administration

- Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with the SAP SuccessFactors Performance Management module to help you develop a working knowledge for use in implementing your performance strategy. You will gain basic skills in how to use SuccessFactors as System Administrator and learn how to use the basic tools for managing performance in your organization.
- Objectives:** Upon completion of this course, you will be able to:
- Describe the tools and concepts used in SuccessFactors Performance Management
  - Conduct a typical performance cycle with classic performance management v12 forms
  - Create a rating scale and route map
  - Modify form template settings
  - Launch and test forms
  - Add competencies to a performance form
  - Create job roles, job families, and map competencies to job roles
  - Run basic Ad Hoc reports with Performance Management data
  - Determine which changes will require the assistance of a SuccessFactors Consultant
- Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators (also referred to as admins) responsible for:
- Granting permissions for the Performance Management module
  - Configuring Performance Management forms
  - Launching Performance Management forms
  - Participating in the Performance Management review cycle

## TALENT SOLUTIONS: RECRUITING MANAGEMENT

SAP SuccessFactors Recruiting is an application that has the ability to attract, engage with, select, and onboard the best candidates to build a workforce that will aide in growing your business. Recruiting Management provides a multi-channel approach to get jobs in front of the right candidates, initiates relationships and maintains contact with candidates, and facilitates a strategic recruiting process for the organization's needs.

### HR830 – SAP SuccessFactors Recruiting Management Project Team Orientation (PTO)

- Overview:** This course provides a knowledge transfer on the core out-of-the box functionality of SAP SuccessFactors Recruiting that will enable participants to gain a high-level understanding of the concepts and capabilities of the software.
- Objectives:** At the end of this course, you'll be able to:
- Describe and access the candidate profile and application
  - Define the selection process using Recruiting
  - Modify recruiting management email templates
  - Run recruiting management reports
- Resources:** Project Team Orientation: Recruiting

### HR831 – SAP SuccessFactors Recruiting Management Administration

- Overview:** This course provides an overview of the concepts and terminology associated with the administration and usage of SAP SuccessFactors Recruiting Administration functionality.
- Administrators will develop a working knowledge of this model for use in implementing the organization's recruiting strategy
- Objectives:** At the end of this course, you'll be able to:
- Set up the recruiting system
  - Manage the candidate recruitment process and email templates
  - Handle system security and grant recruiting permissions
- Resources:** Recruiting Administration Administrator's Guide  
(R4) Recruiting Administration Job Aid

## TALENT SOLUTIONS: RECRUITING MARKETING

SAP SuccessFactors Recruiting Management drives candidates to an organization's career site and builds the available talent community. The Recruiting Marketing dashboard and Advanced Analytics track how candidates interact with the career site. Recruiters can communicate with prospective candidates using Talent Community Marketing.

### HR835 – SAP SuccessFactors Recruiting Marketing Project Team Orientation (PTO)

- Overview:** The SAP SuccessFactors Recruiting Marketing Project Team Orientation provides a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SAP SuccessFactors Recruiting Marketing.
- Objectives:** Upon completion of this course, you will be able to:
- Describe the Recruiting Marketing Career Site features
  - Identify the typical structure of the Recruiting Marketing Career Site
  - Differentiate the different pages types: Home Page, Strategy Pages, Company Pages, and Support and SEO Pages
  - Describe the roles, responsibilities, and time commitments of an RMK implementation
  - Identify the information needed for the Readiness Checklist
  - Describe the Recruiting Dashboard
- Resources:** Executive Stakeholder/Business Process Owner / Team Lead / Power User



## HR832 – SAP SuccessFactors Recruiting Marketing Administration

- Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with SAP SuccessFactors Recruiting Marketing and to help you develop a working knowledge for use in implementing your recruiting strategy. You will learn how to use the basic tools for managing Recruiting Marketing Dashboard.
- Objectives:** Upon completion of this course, you will be able to:
- Describe the tools and concepts used in SAP SuccessFactors Recruiting Marketing
  - Demonstrate the Candidate Experience from your RMK Career Site
  - Build your Talent Community
  - Search the Talent Community to source open positions
  - Determine recruiter effectiveness by creating trackable URLs for job postings and campaigns
  - Generate reports from the Recruiting Dashboard to drive recruiting decisions
  - Communicate with prospective candidates using Talent Community Marketing (TCM)
  - Maintain correct formatting of your job descriptions, and describe how the Media Team can maximize your recruiting efforts
- Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors Recruiting Marketing end users. Though this document is titled “Administrator Training Guide,” it is actually intended for many end user roles, including the following:
- **Recruiters and Sourcers** – the primary users of the Recruiting Dashboard
  - **Employment Branding/Marketing professionals** – generate TCM emails from the Dashboard, and generate reports in Advanced Analytics
  - Many other roles also access the reporting features of Advanced Analytics, such as:
    - **Business Analysts**
    - **Talent Acquisition Managers and Directors**
    - **HRIS Administrators, Operations Managers, Data Managers**
    - **others**

## TALENT SOLUTIONS: SUCCESSION AND DEVELOPMENT

Succession Management ensures a steady supply of high performing talent in critical job roles. Historically, Succession Management focused on figuring out who would replace top executives. But the increasing importance of human capital combined with advances in talent management technology is leading organizations to implement Succession Management for more and more roles across the company.

### HR840 – SAP SuccessFactors Succession Management Project Team Orientation (PTO)

**Overview:** This course provides a knowledge transfer on the core out-of-the box functionality of SuccessFactors Succession and Development modules. Administrators will learn about key elements of SuccessFactors Succession and Development and make decisions about how you will use these tools so that the organization can work with SuccessFactors Professional Services consultants in planning and implementing an effective configuration.

**Objectives:** At the end of this course, you'll be able to:

- Define the Succession planning process
- Use Nomination Tools, position-based configurations and position management
- Create nominations and manage permissions
- Define Development, and determine how the actionable plans will be prepared

**Resources:** Project Team Orientation: Succession and Development

### HR841 – SAP SuccessFactors Succession Management Administration

**Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with SuccessFactors Succession functionalities, and helps you develop a working knowledge for use in implementing your succession strategy. You will gain basic skills in how to use SuccessFactors Succession as an administrator, and learn how to use the basic tools for managing succession in your organization.

**Objectives:** Upon completion of this course, you will be able to:

- Introduce the permissions controlling access within Succession
- Describe the nomination tools and concepts used in Succession
- Discuss the Succession features and options available within Admin Tools
- Practice the exercises detailing the necessary actions to modify Succession
- Determine the areas of Succession where additional assistance is needed from Customer Success or Professional Services for next steps and enablement.

**Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators responsible for one or all of the following:

- Providing permissions access to Succession Planners or other appropriate roles
- Modifying Succession options or features within Admin Tools
- Relying end user actions for proper use of nomination tools or reports

## TALENT SOLUTIONS: COMPENSATION

The SuccessFactors Compensation tool provides managers with relevant information for making compensation-planning decisions on salary, bonus, promotions, and stock adjustments according to individual, group, or company-wide guidelines. It is intuitive to use and highly configurable allowing an organization to tailor it to its own business processes.

### HR850 – SAP SuccessFactors Compensation 2.0 and SuccessFactors Variable Pay Project Team Orientation

- Overview:** The SuccessFactors Compensation 2.0 and Variable Pay Project Team Orientation provide a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SuccessFactors Compensation 2.0 and/or Variable Pay.
- Objectives:** Upon completion of this course, you will be able to:
- Describe the SuccessFactors Compensation and Variable Pay applications, including functionality, components, and reports
  - Describe the Compensation Planning process and each of its steps
  - Explain the role of the Compensation Planner
  - List tasks that are completed by Administrators
  - Analyze configuration options for SuccessFactors Compensation and Variable Pay applications
- Target Audience:** Executive Stakeholder/Business Process Owner / Team Lead / Power User

### HR852 – SAP SuccessFactors Compensation Administration

- Overview:** Through discussion, demonstration, and hands-on computer lab work, this course uses the concepts and terminology associated with SuccessFactors Compensation functionality, and helps you develop a working knowledge of this functionality for use in implementing your compensation strategy. You will gain basic skills in how to use SuccessFactors Compensation as an administrator, and will learn how to manage the basic tools for managing the compensation cycle in your organization.
- Objectives:** Upon completion of this course, you will be able to:
- Competently use the Success Factors Compensation Admin tools to accurately configure and implement compensation planning according to your organization's requirements.

- Target Audience:** This is a virtual instructor-led training course intended for administrators (admins) of SuccessFactors Compensation who are responsible for:
- Uploading data for compensation plans
  - Creating and configuring compensation plan templates
  - Modifying and managing reporting of compensation to planners and to employees

### HR853 – SAP SuccessFactors Variable Pay Administration

- Overview:** Through discussion, demonstration, and hand-on computer lab work, this course uses the concepts and terminology associated with SuccessFactors Variable Pay functionality, and helps you develop a working knowledge of this functionality for use in implementing your variable pay strategy. You will gain basic skills in how to use SuccessFactors Variable Pay as an administrator, and will learn how to manage the basic tools for managing the variable pay cycle in your organization. It is recommended that you have a working knowledge of SuccessFactors Compensation module before taking this course.
- This course does not cover topics and steps resulting from integration with Employee Central.*

- Objectives:** Upon completion of this course, you will be able to:
- Competently use the SuccessFactors Variable Pay Admin tools to accurately configure and implement variable pay planning according to your organization's requirements.

- Target Audience:** This is a virtual instructor-led training course intended for administrators (admins) of SuccessFactors Variable Pay who are responsible for:
- Creating and configuring Variable Pay plans
  - Forecasting and running calculations
  - Modifying and managing reporting of compensation to planners and to employees

## TALENT SOLUTIONS: LEARNING MANAGEMENT SYSTEM

The Learning Management System (LMS) manages the entire learning lifecycle as users progress through each step. SuccessFactors Learning is designed to facilitate tracking of the comprehensive range of information organizations need to manage learning programs effectively, and allows administrators to make informed decisions about user population, learning assignments, learning completions, scheduling, and resources.

### HR860 – SAP SuccessFactors Learning Management Project Team Orientation (PTO)

- Overview:** This course provides a knowledge transfer on the core, out-of-the box functionality of SuccessFactors Learning. Administrators will learn about the key elements of the tool, and make decisions about how the organization will use it.
- Objectives:** At the end of this course, you'll be able to:
- Describe the interface and experience of both the user and administrator
  - Define administrative security, access, reports and tasks
  - Understand competencies and how they relate to LMS functions
- Resources:** Project Team Orientation: Learning Management System (Admin User Guide)  
Project Team Orientation: Learning Management System (Management User Guide)

### HR861 – SAP SuccessFactors Learning Management Administration – Core Topics

- Learning Administration – Introduction to SuccessFactors Learning**
- Overview:** Through discussion, demonstration, and hands-on computer lab work, this course teaches the concepts and terminology associated with SuccessFactors Learning. You will be introduced to the searching and navigation features, the Learning Needs Management model, as well as how to work with user records using the step-by-step, hands-on lab exercises. Additionally, you will gain basic skills on how to use SuccessFactors Learning reporting features to create, run, and save reoccurring reports.
- Objectives:** Upon completion of this course, you will be able to:
- Identify features of SuccessFactors Learning
  - Identify and use the search functions
  - Define specific terms associated with the Learning Needs Management model
  - Add, view, and modify user records
  - Navigate the SuccessFactors Learning user interface
- You will also be able to create, run and save reoccurring reports (optional).
- Target Audience:** This is a virtual instructor-led training course intended for all SuccessFactors Learning administrators (admins).
- This course covers:
- Module 1: Access, Navigation, and Searching: General Guidelines
  - Module 2: Learning Needs Management Overview
  - Module 3: Working with User Records

### **Learning Administration – Learning Needs Management**

**Overview:** This course provides an overview of the concepts and terminology associated with SuccessFactors Learning Needs Management Model to develop a working knowledge of this model for use in implementing a learning needs management strategy. Administrators will gain basic skills in how to use the SuccessFactors Learning Management System (LMS) to create and modify item and curriculum records, assign learning to users, and record learning events.

**Objectives:** Upon completion of this course, you will be able to:

- Add and modify items
- Add and modify curricula
- Configure period-based curriculum assignments
- Assign learning to users
- Propagate automated learning assignments to users
- Record a learning event for an item

**Target Audience:** This is a virtual instructor-led training course intended for all new administrators (admins) of SuccessFactors Learning.

This course covers:

- Module 1: Items
- Module 2: Curricula
- Module 3: Period-Based Curricula
- Module 4: Manual Learning Assignments
- Module 5: Automated Learning Assignments
- Module 6: Record Learning Events

### **Learning Administration – Learning Needs Management, Learning Extras**

**Overview:** This guide provides some extra learning-related topics, including:

- Establish substitute and prerequisite relationships
- Review functions of Item Revision Assistant and Curriculum Clean Up; describe effects of item revision on curriculum and free floating item assignments
- Define requirements-based curricula, requirement types, and create requirement groups
- Understand and utilize Required Dates Editor and learning event synchronization
- Describe functionality of electronic signatures
- Perform functions related to user management tools
- Understand and utilize the Training Planner feature
- Catalog Search Results Booster feature

### **Learning Administration – Scheduling Management**

**Overview:** Through discussion, demonstration, and hands-on computer lab work, this course teaches you the concepts and terminology associated with scheduling instructor-led items in the SuccessFactors Learning Management System (LMS). You will gain basic, hands-on experience using the LMS functions to schedule items and assign resources using the step-by-step, hands-on lab exercises.

**Objectives:** Upon completion of this course, you will be able to:

- Describe the process for creating a scheduled offering
- Create a scheduled offering
- Assign resources to a segment within a scheduled offering
- Register users for a scheduled offering
- Reserve slots in a scheduled offering
- Record segment attendance
- Record learning events
- Copy scheduled offerings

**Target Audience:** This training is intended for SuccessFactors Learning administrators (admins) responsible for scheduling items and assigning resources in SuccessFactors Learning.

This course covers:

- Module 1: Scheduled Offerings
- Module 2: Segments
- Module 3: Registration
- Module 4: Record Learning Events
- Module 5: Copying Scheduled Offerings

### **Learning Administration – Online Exams**

**Overview:** The Question Editor is a tool in SuccessFactors Learning that allows you to create questions and objectives used in online exams and associate them with items. Through lecture, activities, and hands-on computer lab work, this course teaches you the concepts and terminology associated with using the Question Editor (QE) in SuccessFactors Learning. The goal of this course is to teach and assist administrators (admins) on using Question Editor and creating online exams. As an admin, you will create questions and objectives used in online exams, create exams using questions created in Question Editor, and include the exam in an online item. Topics include Question Editor, terminology and definitions, and working with questions, exam objects, and online items.

**Objectives:** Upon completion of this course, you will be able to:

- Create and edit questions in the SuccessFactors Learning system
- Create an exam object and associate questions with the exam
- Associate an exam with an online item

**Target Audience:** This is a virtual instructor-led training course intended for administrators (admins) and course developers responsible for creating and maintaining the exam question database in SuccessFactors Learning using Question Editor.

This course covers:

- Module 1: Online Exams Overview
- Module 2: Question Editor
- Module 3: Creating an Exam Object

### **Learning Administration – Training Evaluation**

**Overview:** Through discussion, demonstration, and hands-on computer lab work, this course teaches you the concepts and terminology associated with the training evaluation feature in the SuccessFactors Learning Management System (LMS). You will develop a working knowledge of this model for use in implementation of your training evaluation program.

You will also gain basic skills in how to use SuccessFactors Learning to create and modify questionnaire surveys, associate surveys to items, and report on survey results using the step-by-step, hands-on lab exercises.

**Objectives:** Upon completion of this course, you will be able to:

- Describe the training evaluation model used to implement surveys
- Setup, configure, and edit item evaluation surveys
- Setup, configure, and edit follow-up evaluation surveys
- Setup learning evaluation
- Launch and complete assigned survey(s) as a user
- Access survey results through analysis reports

**Target Audience:** This training is intended for SuccessFactors Learning administrators (admins) responsible for adding and/or editing item (course) records with training evaluations.

This course covers:

- Module 1: Training Evaluation Overview
- Module 2: Item Evaluation
- Module 3: Learning Evaluation
- Module 4: Follow-up Evaluation
- Module 5: Survey Completion – User
- Module 6: Survey Analysis Reports

### **Learning Administration – Online Content Management**

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



- Objectives:** Upon completion of this course, you will be able to:
- Define online content terminology
  - Integrate web-based training (WBT) into SuccessFactors Learning
  - Add and edit content objects
  - Create online and blended items
  - Describe online training standards, including SCORM and AICC
- Target Audience:** This training is intended for SuccessFactors Learning administrators (admins) responsible for:
- Creating online content
  - Creating and maintaining content objects
  - Creating and maintaining online items
- This course covers:
- Module 1: Online Learning Overview
  - Module 2: Content Objects
  - Module 3: Items with Online Content
  - Module 4: Blended Items
  - Module 5: Using the Import Assistants
  - Additional information in appendices, including:
    - User Online Status
    - The AICC Wrapper
    - Online Content Troubleshooting
    - Tracking Functions
    - AICC Export
    - Offline Player
    - Import Tools
    - Launch Online Content in Same Browser Window
    - Open Content Network

## HR862 – SAP SuccessFactors Learning Management Administration – Additional Topics

**Overview:** This course includes training for various components of the SAP SuccessFactors Learning module. It provides information on customizing notifications, multi-level approvals, external training requests, virtual learning system, competencies, commerce functionality basics, training planner, and offline player.

**Objectives:** Upon completion of this course, the learner will be able to:

- Describe, set up, and launch a Virtual Learning System (VLS) session
- Customize notifications with syntax tags, labels, HTML, and direct links
- Create, assign, and apply the multilevel training approval process for items and scheduled offerings
- Create and manage rating scales, competencies, and competency profiles in SAP SuccessFactors Learning, associate competencies with items, and assign competencies to users
- Describe, create, and submit external training requests
- Configure government reporting, including creating/editing reference fields, importing data, and configuring records for inclusion in government reporting
- Track the resource costs of delivery training and set pricing that users will be charged to attend or launch training
- Set up and use coupons
- Describe Training Planner and set up the configuration options needed for Training Planner
- Configure content objects and item records to be used with Offline Player

**Target Audience:** Business Process Owner / Team Lead / Power User

**Prerequisites:** Essential: None  
Recommended:

- HR800 – SAP SuccessFactors Foundations Administration
- HR860 – SAP SuccessFactors Learning Management Project Team Orientation (PTO)
- HR861 – SAP SuccessFactors Learning Management Administration – Core Topics

## HR868 – Introduction to SuccessFactors Learning Report Designer

**Overview:** This course focuses on researching the SuccessFactors Learning data model, and exploring basic SuccessFactors Learning Report Designer (RD) functionality. Upon completion of this course, you will have made minor changes to an existing report and imported this new report back into SuccessFactors Learning. You will also learn a variety of skills needed to plan, customize, and test an existing report from SuccessFactors Learning – the Sign-In Sheet/Class Roster.

**Objectives:** Upon completion of this course, the learner will be able to:

- Explain how custom reports are integrated with SuccessFactors Learning
- Use existing reports and data in the SuccessFactors Learning application graphical user interface (GUI) to research tables/fields in the SuccessFactors Learning database
- Build research skills finding fields that satisfy business requirements for reports
- Run reports in SuccessFactors Learning to test existing behavior
- Export a report from SuccessFactors Learning for use with Report Designer
- Launch the Report Designer workspace and set up preferences
- Open an existing report and use Report Designer to research report configuration and elements
- Make minor edits to a SuccessFactors Learning standard report
- Test the report in Report Designer
- Use a request for a customized report and create a plan for editing an existing report
- Locate the existing report and research the data source and data sets/queries
- Make changes such as adding a field, adding another table to the query, adding a search selector, and performing basic calculations
- Test the report in the SuccessFactors Learning application

**Target Audience:** Business Process Owner / Team Lead / Power User

## TALENT SOLUTIONS: ONBOARDING

SAP SuccessFactors Onboarding helps you consistently and efficiently convert new hires into engaged, empowered, productive employees by:

- Guiding the HR department, the hiring manager, and the new hire in a meaningful way through the steps of the onboarding process
- Connecting new hires with the right people and relevant content even before they start
- Developing new hires quickly, turning them into productive employees and enabling them to begin contributing in record time

### HR833 – SAP SuccessFactors Onboarding Project Team Orientation (PTO)

**Overview:** The SuccessFactors Onboarding Project Team Orientation provides a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SuccessFactors Onboarding.

**Objectives:** Upon completion of this course, you will be able to:

- Describe the Onboarding Dashboard
- Identify the components of Onboarding
- Identify integration of Onboarding with other modules
- Identify configuration options of:
  - Security
  - Group Roles
  - Permissions
  - Groups
  - Corporate Structure
- Identify how to design Corporate Structure
- Identify the forms used by a Company
- Describe standard Onboarding options
- Identify how to manage the Onboarding process activities:
  - Post Hire Verification
  - New Employee Step
  - New Hire Activities Notification
  - Orientation Step (for US only)
  - New Hire Activities Wizard

**Target Audience:** Executive Stakeholder/Business Process Owner / Team Lead / Power User

## HR834 – SAP SuccessFactors Onboarding Administration

**Overview:** The SuccessFactors Onboarding Administration course teaches the learner to navigate the Onboarding and Employee portal pages. The learner will be able to describe the onboarding roles and processes and will also have a deeper knowledge concerning Reference Files, Notification, Administration Reports and Security setup.

**Objectives:** Upon completion of this course, you will be able to:

- Navigate through the SAP SuccessFactors Onboarding module
- Understand how to configure and associate Picklists to fields in the Onboarding module
- Manage and assign Security to users
- Create and maintain Notifications
- Maintain PDF Forms
- Create and maintain keys within the Data Dictionary
- Configure and manage panels
- Configure the Hiring Manager Activities
- Maintain the Employee Portal

**Target Audience:** Business Process Owner / Team Lead / Power User

## **SOCIAL COLLABORATION: JAM**

SAP Jam is a social collaboration and decision-making solution that brings together people, processes, information, and applications to enable better problem-solving and decision-making. With SAP Jam, enterprises can use social networking to allow their employees and partners to collaborate on projects, learn, and innovate together.

### **HR870 – SAP Jam Administration**

- Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with SAP Jam and to help you develop a working knowledge for use in implementing your SAP Jam communication strategy. You will gain basic skills in how to use SAP Jam as a System Administrator and learn how to use the basic tools for managing SAP Jam in your organization.
- Objectives:** Upon completion of this course, you will be able to:
- **Use** the SAP Jam Administration Documentation
  - **Navigate** the SAP Jam Administration Console
  - **Configure** SAP Jam
  - **Administer** SAP Jam
- Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SAP Jam System Administrators (also referred to as admins or Power Users).

## REPORTING AND ANALYTICS

Through seamless integration with the rest of the SuccessFactors HCM suite, the built-in reporting functions provide the ability to make more impactful workforce decisions.

### HR883 – SAP SuccessFactors Reporting Project Team Orientation (PTO)

**Overview:** The SAP SuccessFactors Reporting Project Team Orientation provides a high-level understanding of the concepts and capabilities of the software. The core functionality and features are explained so that your organization can work with a consultant in planning and implementing an effective configuration. This orientation is designed for major stakeholders within the organization who are responsible for making configuration and process decisions during the implementation of SAP SuccessFactors Reporting.

**Objectives:** Upon completion of this course, you will be able to:

- Describe the Dashboards tool
- Define Ad Hoc Report Builder and Online Report Designer
- Discuss the Workforce Analytics and Workforce Analytics and Planning modules
- Define reporting options available for specific modules

**Target Audience:** Executive Stakeholder / Business Process Owner / Team Lead / Power User

### HR882 – SAP SuccessFactors Reporting Administration

**Overview:** This course consists of three administration guides – Dashboards 2.0 Administration, Online Report Designer Administration, and Ad hoc Report Builder Administration. This course will familiarize you with the concepts and terminology associated with these reporting tools and how to setup and grant users access.

**Objectives:** Upon completion of this course, you will be able to:

- Add Dashboards 2.0 to your SuccessFactors instance
- Configure Dashboards 2.0
- Grant users' access to Dashboards 2.0 using Role-Based Permissions
- Describe Standard and Tile-based Dashboards
- Filter Dashboard data
- Manage Date Ranges
- Explain the basic functions of Online Report Designer.
- Use Detailed Reporting to build and customize queries and reports.
- Create pivots using Pivot Query Designer
- Create and format reports using Report Designer
- Use Report Distributor and manage administrator settings with regard to end users
- Use advanced reporting features in Detailed Reporting
- Describe Ad Hoc Reports and their usage
- Describe and grant the various Ad Hoc Reporting privileges
- Create basic Ad Hoc Reports
- Copy, edit, and delete existing Ad Hoc Reports
- Share and unshare Ad Hoc Reports with other users
- Export and upload report definitions

**Target Audience:** Business Process Owner / Team Lead / Power User

### HR886 – SAP SuccessFactors Workforce Analytics Administration

- Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with the SuccessFactors Workforce Analytics module to help you develop a working knowledge for use in implementing your workforce analytics strategy. You will gain basic skills in how to use SuccessFactors Workforce Analytics a System Administrator and learn how to use the basic tools for managing Workforce Analytics in your organization.
- Objectives:** Upon completion of this course, you will be able to:
- Describe the tools and concepts used in SuccessFactors Workforce Analytics
  - Understand and assign user permissions by using WFA Roles
  - Understand WFA User management options
  - Perform WFA User management
  - Configure FTP report delivery
  - Investigate Report Transfer
- Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators (also referred to as admins) responsible for:
- Managing permissions for report designers and report consumers
  - Configuring global settings for report creation, management, and distribution

### HR887 – SAP SuccessFactors Workforce Planning Administration

- Overview:** Through discussion, demonstration, and hands-on exercises, this course uses the concepts and terminology associated with the SuccessFactors Workforce Planning module and to help you develop a working knowledge for use in implementing your workforce analytics strategy. You will gain basic skills in how to use SuccessFactors Workforce Planning as a System Administrator and learn how to use the basic tools for managing Workforce Planning in your organization.
- Objectives:** Upon completion of this course, you will be able to:
- Describe the tools and concepts used in SuccessFactors Workforce Planning
  - Understand WFP User management options
  - Understand and assign user permissions by using WFP Roles
  - Perform WFP User management
  - Create a New Strategic Forecast
  - Provide access to a forecast
  - Describe other administrative options of a WFP administrator
- Target Audience:** This is an instructor-led training course (virtual or in-person) intended for SuccessFactors System Administrators (also referred to as admins) responsible for:
- Managing access for users involved in workforce planning
  - Creating forecasts
  - Configuring global settings, such as risks, tactics, and capabilities



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