

Q1 2019

SuccessFactors Review

Performance & Goals, 360 Review and CPM

- Helen Dunn

As we've seen across the last few Quarterly releases, a large amount of SAP's focus has been consumed developing Analytics behind the scenes. As such, we are seeing exciting updates coming up in some areas, but with fewer major updates within the talent suite for Performance and Goals. The mobile App for example is seeing some great enhancements for Performance and Goals and the eagerly awaited renovation of 360 reviews has been released this quarter in Beta!

360 Review – Beta Release

Further to customer feedback over some time, renovations have been made to the 360 review user interface, now based on the new Fiori designs. This new update is available as a Beta release via the Upgrade centre. The changes will now bring the 360 functionality in line with the other talent suite applications, providing the same modern and intuitive design customers both expect, and are accustomed to.

Whilst the enhancement is in Beta format with some limits to available features, it is worth considering even if purely from a testing perspective, if there are any plans to use 360 Review 2.0 in the future. Many features such as Competencies, Goals, Routing Actions, Summary review and Reporting remain supported alongside access the new items seen in 360 2.0.

There are several key new features to review with the 360 Beta version, including look and feel items such as radial buttons for ratings, and features and functionality, some of my key highlights include:

- Auto save
- Improved Rater section views aligned to Fiori.

Auto save really is a no-brainer! We all know how our attention can be pulled away at any given moment, so this auto save functionality, which kicks in a few seconds after a pause in typing really is a great update seen to the user experience involved with 360 review. As a highly requested customer feedback point this is another easy win for SAP SuccessFactors.

The improvement seen to the Rater section view for 360 review looks very comprehensive, with Fiori aligned items such as the ability to see an Employees profile photo directly from the form and Rater view. This update also

provides quick card access of the Employee directly from the Rater list, and a number of take action links such as “Add participants” and “Show Assignments”, which is a vast improvement to the previous click heavy routes to access these actions.

As always, reducing the number of differing places to navigate through for actions helps to improve adoption and engagement of the 360 review process for Employees, with both Managers and Administrators alike.

There is some configuration required if you wish to use the 360 Beta release, the details of which can be found in both the implementation guide for partners and via some resources within the SAP Community pages. This also includes some manual actions such as steps to convert the legacy templates to the new Fiori design templates. It is worth consulting with a partner or reviewing the appropriate documentation, prior to any decision on the use of the Beta release.

RATER LIST (12)

DIRECTIONS: To adjust the rater list, click on the Modify Participants button to add or remove participants.

[+ Add Participants](#)
 [Show Assignments](#)
 [Delete All](#)

Employee	Email	Division	Department	Location	Manager	Category	Action
 Jane Millers (jmillers) 	JanMill@mail.cl1.sap.biz	Industries (IND)	Sales (SALES)	San Mateo (US_SFO)	Marcus Hoff	Direct Report	
 Judy Hoffman (jhoffman) 	JHoffman@ACECompany.com	Industries (IND)	Sales (SALES)	San Mateo (US_SFO)	Marcus Hoff	Direct Report	
 Brenda Davis (bdavis) 	ksmith@successfactors.com	Industries (IND)	Sales (SALES)	San Mateo (US_SFO)	Carla Grant	Peer	
 James Reed (jreed) 	jreed@ACEcompany.com	Industries (IND)	Sales (SALES)	San Mateo (US_SFO)	Marcus Hoff	Direct Report	
 Irvi Singh (isingh) 		Industries (IND)	Sales (SALES)	San Mateo (US_SFO)	Marcus Hoff	Direct Report	



Performance Management

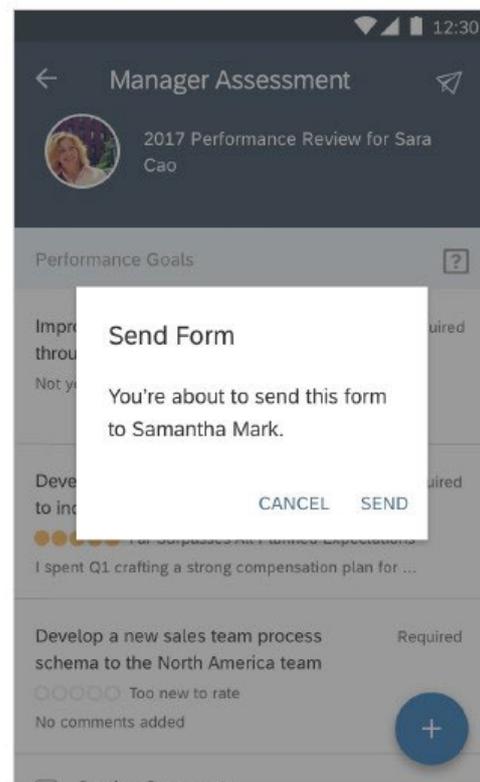
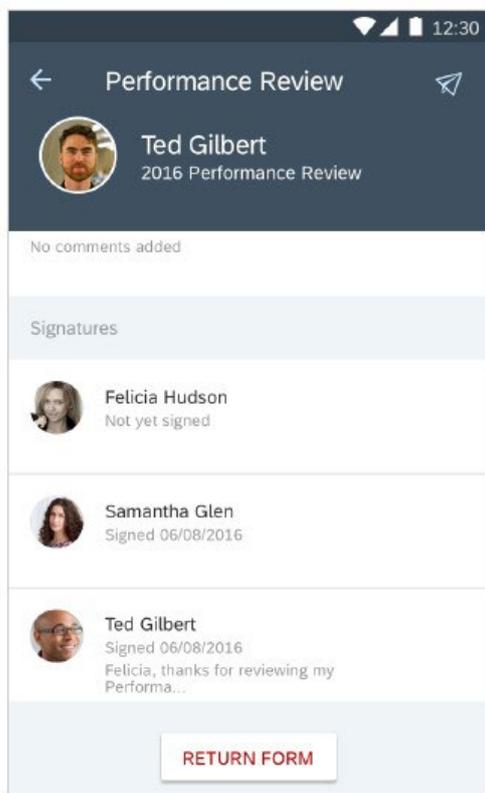
Once again Performance Management has been light on enhancements this quarter, however, there have been a few key fixes pertaining to the User interface that have been addressed. Fixes applied to locked forms in collaborative steps and amendments to the display of Employee name rather than Username in the performance form and ask for feedback sections, all go a long way to better improve the usability of this module.

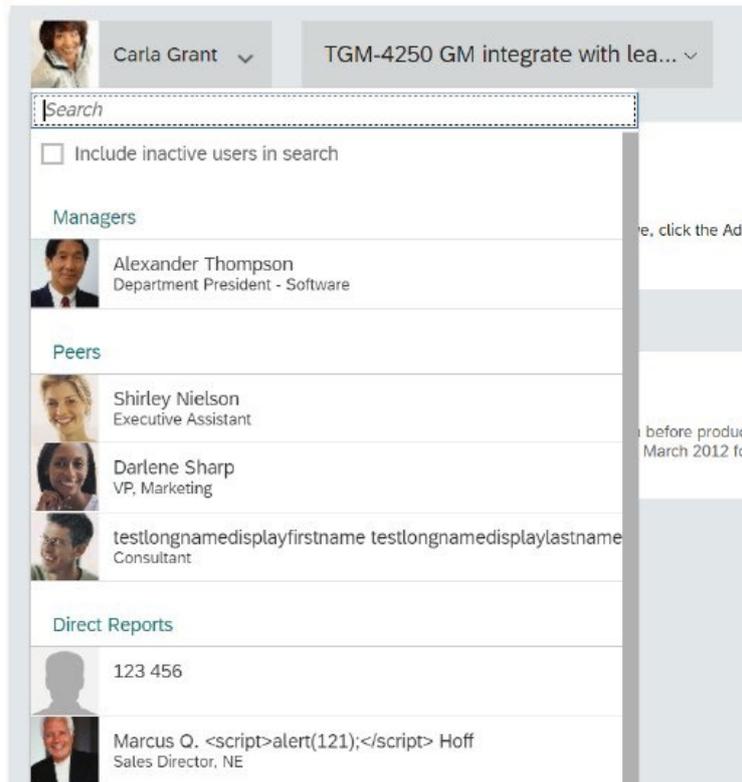
We do however see a fair amount of Performance and Goals related enhancements within the mobile app, which when you consider how much more mobilised our workforces are becoming in this age, is a strong focus area for SAP SuccessFactors. This is covered in Zalaris' Mobile article from this release series if you would like to read in greater detail, but the improvements to route steps and form routing through Mobile really do go a long way to better support Employees that are on the move, with their own professional development.

Goals Management

The focus with Goal Management has been on the User experience and with the well anticipated User Interface transition between GM V11 to the new GM V12. SAP SuccessFactors has needed to ensure that all the GM features needed, can be readily available and working effectively within the GM V12 user Interface.

One of these features is the support to search for inactive users within the Goal Plan page. With the addition of a new search component this is now fully functional, with a radial button to select or deselect inactive users as part of the search is now present. As an additional bonus enhancement, the employee's peers are also visible within the goal plan search. This additional functionality along with that of the inactive user search continues to support the consistent user experience SAP SuccessFactors is working towards, across all module areas.





Continuous Performance

Finally, and by no means least is, that of the Q1 update to Continuous Performance. Another highly requested Customer idea has been brought to life by SAP SuccessFactors, and that is the ability to decline a feedback request within Continuous Performance. Previously there was no option to decline a feedback request, which is understandably frustrating for both the requester and the requested as a limitation on the process. This now allows for more flexible control on the process and limits any issues caused by unnecessary items sitting in the to-do lists. The decline feedback option will be visible directly from Employee To Do screen!

Conclusion

As we can see from this release information, the primary focus within the talent suite has been on Customer satisfaction and an improved User experience. Alongside the notable fixes and improvements, there is a sizable update to the 360 review in Beta release. These along with the ease of use enhancements reaffirm SAP SuccessFactors commitment to support their users effectively and provide an aligned and congruent experience for both traditional desktop/laptop users and those using mobile devices.



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- **Scoping Services** - for if you are thinking of moving to the HCM Cloud but are unsure of where to start.
- **Support Services** - for if you are already using SAP SuccessFactors and want a flexible support partner.
- **Release Management Services** - for if you are struggling to take advantage of the quarterly innovations in SAP SuccessFactors.
- **Business Process Services** - for if you are looking for operational support with your HCM processes.
- **Training Services** - for if you are not getting the most out your SuccessFactors system.

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