



## Q2 2019

### SuccessFactors Review

#### Succession, Collaboration, CPD

- *Stephanie Perks*

Spring has sprung, and with that comes the introduction of several new exciting features to the SuccessFactors Succession, Development and Calibration module. Similarly to last quarter, the SAP team have addressed several popular Customer Community ideas, whilst additionally looking at the tickets being raised by customers, to further invest in the common areas requiring support.

#### Succession

##### Talent Search: Additional RBP for Export

As response to a Customer Community idea in adding an extra layer of security granularity, a new permission has been defined to further control which users would be able to export Talent Search data. Whilst the Talent Search tool already checks whether the user has the correct authorisation to view and search on the different elements of the talent data, this can then be further restricted on export access. Only if the user has the permission to view the target source data, can the user be granted the permission to export this data; permission to export is then granted on the permission role).

##### Add Incumbent Name in Talent Card Nomination Portlet

The Talent card holds a nomination portlet, which was previously restricted to only show the Position details for the nomination. This has now been expanded to show the incumbent name for the nominated Position as well as the position details. However, for EC customers using multiple incumbents in Positions and in

the scenario of multiple incumbents in the nominated position, the incumbent names will not display; SAP hope to show multiple incumbents by the next release.

## Configuration Settings in the Admin Centre for v12 Succession Org Chart

The v12 Succession Org Chart follows a different paradigm to the v11 Succession Org chart [to be made redundant – see section on Module Retirements], and the settings for the v12 Succession Org chart have all been ‘tidied up’ in the Admin Centre. Customers had been reporting to SAP that some of the settings they were configuring were not then applying on the Succession Org Chart: this is because they were specifically for v11. This has been rectified, and all fields and options that were still being listed as configurable but were not taking effect have been removed from the configuration UI, eliminating confusion for the administrator.

## Process Management

If a customer is using the MDF Position-based nomination method, and they want to import Positions, they must use only the MDF ‘Import and Export data’ tool. The ‘Manage Positions: Export Positions’ tool cannot be used for these customers as it is just intended for use

with legacy Positions, and when used in MDF Position based scenarios, often lead to a number of avoidable SAP tickets being raised. The SuccessFactors system now ensures that the client uses the correct tool, by using a consistency check in the Admin Centre.

Furthermore, if there is a misuse when using the Provisioning tool ‘Import and Export Positions’, whereby legacy positions are exported based on the legacy job type, an email is triggered containing the error reason in greater detail, in order to help troubleshoot.

## Calibration

### Expansion of the 9 box matrix view

Another Customer Community idea to resolve the issue faced by customers who wanted to expand the 9 box matrix view to make it bigger, this has now been enhanced and can accommodate more subjects and data within it. Additionally, the view can be now expanded and collapsed for a better user experience; however, once the view is expanded some of the icons are lost. To perform the actions from the icon, the user will have to collapse the view again. This enhancement only works in the Fiori UI and not in the legacy view [however, this will be enforced for all customers from the next



release if they have not already migrated].

Moreover, UI improvements have been made to the Unrelated Panel on the 9 box matrix view. Now, when there are no subjects under a group, the unrated panel collapses by default; the number of subjects has been added against each category (so all information is available within the one screen); navigation is improved as one scroll bar has been introduced to the unrated panel to replace several; a grey border has been defined against each subject to help clearly separate each subject, and finally navigating this panel is more user-friendly with the 'more' link now included, for when there are more than 20 subjects in each category. The result is a much simpler tool to work with.

### To Do List for Calibration

Previously, when a calibration session was finalised, deactivated or deleted, these entries were not automatically removed from the 'To Do' summary tile. Now, when a session is finalised, deactivated or deleted, these entries will automatically be removed from the To Do list. Another Customer Community idea, the result of which is a more user-friendly experience, whereby the user is no longer reminded to undertake tasks they have already completed. Similarly, there is a tool in Provisioning that will find and purge existing invalid To Do entries.

## Career Development and Mentoring

### Performance Improvements to Supervised Mentoring Programs

Where previous "match now" manual confirmations were conducted by admins, the matching algorithm can now be run as a background batch job, ensuring the system performance speed is much quicker and the additional admin elements are reduced at those initial steps. Furthermore, the review and edit of matches can be done in segments, with

the Admin able to edit and save, and then go back and continue at a later stage.

## Presentations

### Toggle between Preview and Edit mode for Custom Profile Slides

Custom Profile Slides are used to display employee data, and can be used in situations such as talent reviews. A new feature has been introduced for Custom Profile Slides, which allows the user to preview, edit and add bespoke Field Labels to the slide before it is submitted into the Presentation. The slide can then be reviewed for all the people who will be in selection, to ensure the data is correct and the bespoke Labels are visible before it is finalised.

## Module Retirements

A reminder that the v11 user interfaces for the Succession Org Chart, Talent Search, Matrix Grids, Legacy talent pools, Calibration, Development Plan and Career Migration enter retirement from Q1 2019. When Q2 2019 is released, SAP will automatically activate the new v12 user interfaces for these items for all customers who have not enabled these themselves. This will be enforced within 2 weeks of the Production release update.

## Conclusion

With Spring marking the start of change and new, fresh opportunities, the SuccessFactors Succession, Development and Calibration module is no exception. Here we can see an enhanced experience for the end user throughout many distinct areas and development made to functionality across the module. From additional investment in Security and Role Based Permissions, to significant investment in Customer Community ideas such as the 9 box matrix view; bring on the Summer and the next exciting release!



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