

## Q2 2019

# SuccessFactors Review

## Platform, Reporting and Analytics

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The Q2 2019 release offers a lot of new features in terms of admin actions, as well as improvements within the areas of security and user experience. The SuccessFactors platform receives further improvement with a major focus on Instance and Release Management, Metadata Framework, Role-Based Permissions and rules.

### Platform

The SuccessFactors platform is solidified and improved in various ways this quarter. Before discussing the bigger areas we see this quarter, it is worth noting some of the smaller yet valuable changes that have been included:

- As an administrator, you can now upload company documents and make them visible to all users on their home page.
- The permissions related to Dashboard 1.0 under the “Manage Dashboard/Reports” tab are now removed, this includes the permissions for Rating Scales, Thresholds, Trending, Individual Portlets, and Portlet Permissions.

- Any type of business rule-driven custom tile can be created for the homepage without restriction.
- In presentations, when creating custom slides, it is now possible to preview the slides with real employee data and make necessary adjustments to the slides immediately.

## Integration

The Integration Center is highly user-friendly though it could be said that some more complex functionality still faced limitations. The two new features introduced this quarter aim to reduce these limitations:

- Outbound Integrations can now be scheduled to run multiple times per day. A maximum of 5 integrations can be scheduled with a frequency of up to 6 times per day. This is only applicable for Outbound integrations using Time-based filters (e.g. “Modified Since or Effective since”).
- Simplified Permissions have introduced for Integration Center, resulting in users only requiring one permission for the dedicated action rather than needing to be provided with many admin permissions which were relevant for them, as had previously been the case.

- “Access Security Center artefacts using API” allowing access to read security artefacts

- “Allow users to execute ‘Application/ UI’ or ‘Event-based’ Integrations” allowing integrations to execute in Integration Center when triggered from other applications like Recruiting Management, Employee Central.

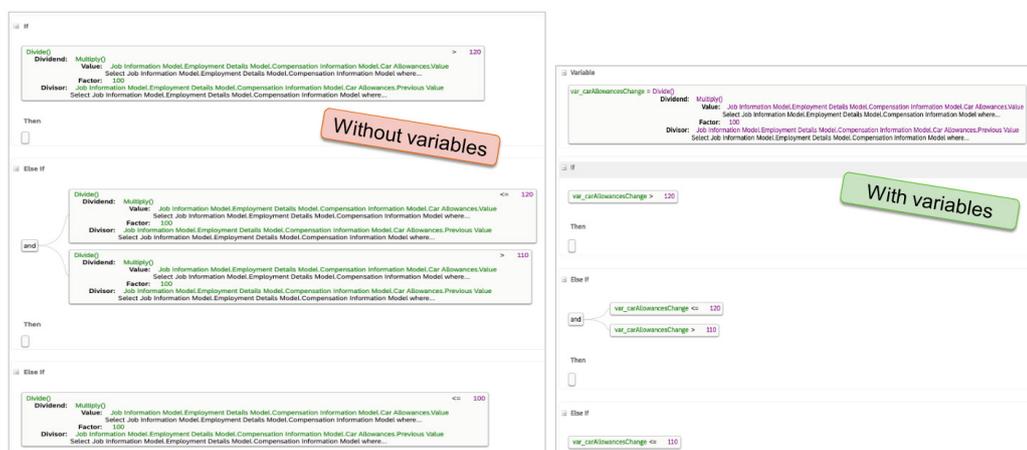
## Business Rules

The improvement of the new User Interface for Business rules continues this quarter:

- From the Business Rules designer, it is now possible to filter rule functions by an entered search term. This will shorten the list of returned results allowing for better ease of use.
- A warning message has been introduced when trying to write a rule to edit a field that is set to view in the data model.
- The creation of repeating variables is now available to simplify writing rules. A variable serves as a processing block before the first IF statement. You can store calculation results of complex or repeating tasks in a variable and call it in the IF and THEN statements. This is useful when there are scenarios

### Business Rules: processing block variables before first condition

Universal / Enhancement Category: GA / Reference Number: RUL-392



where you essentially need to check that one field has a specific value and compare that to several other values. So instead of writing that statement in each part of the IF, it can now be states once when writing the rule.

## Metadata Framework

A feature which will likely be well received by system admins is the ability to run a full change audit log report for Metadata Framework configuration and data changes. Previously only the last made change was logged, which could make troubleshooting difficult when several admins/consultants are working in the same environment.

Further MDF updates included:

- All new custom MDF objects are created as RBP secured by default.
- 'wfConfig' is made available in 'Basic Rules' based on MDF objects.
- Odata: You can now query createdBy and lastModifiedBy as "nav" to allow the query information related to these persons

## Instance and Release Management

Each quarter, SAP focuses on the Instance Synchronization Wizard and self-service for handling data and setting transfers between instances. The feature has had some teething problems, causing errors on many transfers, as well as having too great number of limitations for it to be a reliable tool. It's therefore good to see SAP improving the feature every quarter:

- Now, Instance Synchronization and Full Copy (Instance Refresh) is available from the same page.

- Search for external codes for MDF objects is now possible using partial text search, making it more user-friendly.

- Sync between Legacy and MDF picklists

## Data Protection and Privacy

This Q2 update includes an improvement made to the data purging capabilities with an increase in capacity of up to 10,000 users processed in a single purge request, instead of the previous 200. This will allow for swifter purging of users for clients with a high volume of employees.

We also are provided an enhancement whereby preview reports and complete reports for DRM/DRTM purge requests can now be removed from within the Purge Request Monitor page when they are no longer needed. As purge reports contain personal information this feature supports the need to periodically remove this data in line with data protection and privacy requirements. The ability to remove these purge reports is controlled by a new role-based permission.

## Analytics and Reporting

While we await unified reporting in Q3 and Q4 there are no major features for reporting included in this quarters release content. There are however two smaller updates worth noting.

One of which is the inclusion of a new subdomain within Ad-Hoc Reporting, which allows for an audit on report events to be generated. Previously if a customer wished to gather data on events such as delete, update and share of reports, they would have to contact SAP or their Implementation partner directly. The inclusion of this reporting feature



will therefor reduce the time it takes to access this data through a provider and allow better access to the customers own audit data. Secondly, Label groupings have been introduced for reports and based from a Customer Community Idea, this feature addresses an issue admins would face when handling a significant amount of reports. An admin can now use the “Label As” option on the Action menu for reports to create nested Labels that follow a parent-child hierarchy. Using nested Labels, reports can be grouped into a folder-like structure, which can be accessed under the “Grouped” view. The “Flat” view allows you to access reports in the usual way.

## Conclusion

Some key points to take away is that SAP SuccessFactors have focused on user-friendliness and self-service of admin tools, as well as stabilizing the platform with minor improvements all over. It will be interesting to see how the unified reporting will present itself the next quarter, which will be the biggest improvement for Analytics and reporting in SuccessFactors in recent years.



## How Can We Help?

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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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