

## SuccessFactors HCM Suite

August 2014 Release

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# SuccessFactors Learning Programs Administration Guide

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# 1 Change History

The following table provides a historical overview of the most important changes made to this document since its initial publication.

Version	Date	Description
1.0	August 14, 2014	Initial release

## 2 Programs

An overview of Programs is available in this section.

Learning programs combine learning events to create a schedule of learning. The schedule of learning is controlled by the program's agenda, which functions like an academic syllabus. It outlines events over the time of the program. For example, you can create a month-long employee on-boarding program. The agenda can be weekly: a new learning event for each week over a month. The learning events can be internal learning items or they can be external content (such as a welcome video hosted on the company intranet). The syllabus style of program agendas supports:

- Academic, syllabus training
- Event-based training (for example, a new hire event)
- Self-paced training

Programs provide you with a simple method of delivering and structuring learning. Programs are comprised of various types of learning activities, including:

- Online items
- Virtual sessions
- ILT items
- Links to images, documents, web pages on the intranet and internet

Programs have 6 tiles available to you:

- Description
- Settings
- Agenda
- Assignment
- Publishing
- Jam

### Note

Programs work when the user interface display is set to *Recommended*: [▶ System Admin](#) [▶ Configuration](#) [▶ User Settings](#) [▶ User Interface Display](#) [▶](#).

## Related Information

[Adding a New Program](#) [page 5]

*View this section if you want to add a new program.*

[Program Groups](#) [page 16]

*View this section if you want to learn more about [Program Groups](#).*

[Description](#) [page 9]

*View this section if you want to learn more about the [Description](#) tile.*

[Settings](#) [page 10]

*View this section if you want to learn more about the [Settings](#) tile.*

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[Agenda](#) [page 11]

View this section if you want to learn more about the [Agenda](#) tile.

[Assignment](#) [page 13]

View this section if you want to learn more about the [Assignment](#) tile.

[Publishing](#) [page 14]

View this section if you want to learn more about the [Publishing](#) tile.

[Jam](#) [page 15]

View this section if you want to learn more about the [Jam](#) tile.

## 2.1 Adding a New Program

View this section if you want to add a new program.

### Context

Follow these steps for adding a new program:

### Procedure

1. Go to **Admin** > **Learning** > **Programs** and click **Add New**.
2. Enter the **Program ID** for the new program.  
This required field is the unique identifier of a program. We recommend that you create a descriptive naming strategy so that users can identify the program more easily.
3. In the **Title** field, enter a program title.  
Since the text that you enter in the Title field appears in the user interface, we recommend that you enter a title that helps users identify the Program.
4. In the **Description** field, enter a program description.  
Since the text that you enter in the Description field appears in the user interface, we recommend that you enter a description that helps users understand what the Program is about.
5. Enter the **Domain** of the new program.  
A domain is a security attribute of some SuccessFactors Learning Administration record (but not all records have domains). A security role determines which domains you can access. If the security role is restricted, you cannot view or edit a record in a given domain. This is a required field. You can open up the [Search Domains](#) tile by clicking the **Search** button .
6. Select the new program **Type**: Scheduled, Duration-based, or Open-ended.  
This is a required field. Programs deliver learning over time, and the "type" defines the "over time."

- A *Scheduled* program type has fixed start and end dates.
  - A *Duration-based* program type has a fixed duration but users can start at different times.
  - An *Open-ended* program type is self-paced with no time limitations.
7. The *Status* Active check box is checked by default.
- If the *Status* Active check box is not checked, the program will not be accessible from the catalog or assignable to users.
8. Enter a program group in the *Program Group* field if you want to associate the new program with a program group.

Alternatively, click the *Search* button  to the right of the *Program Group* field to search and select a program group. Program Groups are used for grouping programs containing the same content but are scheduled at different times.

9. To enable *Progress Restriction* for *Scheduled* programs, you can check the *By completion* check box, the *By schedule* check box, or check both if necessary.
- There are two *Progress Restriction* options for *Scheduled* programs:
- *By completion* check box - users must complete sections before starting the next section
  - *By schedule* check box - users must wait until the scheduled time before starting next section.
10. To enable *Progress Restriction* for *Duration-based* and *Open-ended* programs, check the *By completion* check box.
- Users must complete previous sections before starting the next section.
11. Once you have finished entering the required (and optional ) information on the *Add New Program* page, click *Create Program*.
- An error prompt is displayed if information was not entered into the *Program ID* and *Program Type* fields.

## Related Information

[Program Groups](#) [page 16]

View this section if you want to learn more about *Program Groups*.

[Settings](#) [page 10]

View this section if you want to learn more about the *Settings* tile.

[Progress Restriction](#) [page 17]

View this section if you want to learn more about *Progress Restriction*.

## 2.2 Assigning a Program

View this section if you want to know about assigning a program.

Programs are assigned to users like other learning in the system. Users can be assigned programs in the following ways:

- User Needs Management Tool (  [Admin](#)  [Users](#)  [Tools](#)  [User Needs Mgmt](#)  )

- 
- Direct assignment on the users' records ([Users](#) > [Users](#) > [Programs](#) >)
  - Assignment profiles ([Users](#) > [Assignment Profiles](#) >)
  - Self-assignment through their catalogs (users can self-assign programs through the user catalog within the [Find Learning](#) tile)

After assigning a program, the following occurs:

- If the program is associated with an SAP Jam group, then the user receives an email to join the group (depending on how you have configured the SAP Jam group).
- Users see the program on their [To Do](#) list and [Learning Assignments](#) tile.
- Users receive standard learning notifications like the assignment notification.
- Supervisors can see their users' assigned programs and users' learning histories.

## Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

## 2.3 Reporting on Programs

View this section if you want to know about reporting a program.

Each of the following reports is a standard report. To launch reports, administrators go to the [Reports](#) section.

Users go to [Home](#) > [Links](#) > [Reports](#) >.

- **Certificate of Completion** When users complete a program, they can run the Certificate of Completion report to print a certificate of completion.
- **Learning Plan** Administrators, supervisors, and users can run Learning Plan report to see their learning plans, including programs.
- **Learning History** The Learning History report includes completed programs and program items for the administrator, supervisor, and user.
- **Program Status** The Program Status report includes programs that are in progress per user and programs that have been completed by user. It includes completion status and completion date.

## Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

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## 3 Hints for Success

View this section to learn the capabilities of Programs.

Understanding the capabilities of Programs is key for you to provide successful Programs configuration for users. As an Administrator, you are empowered with the following capabilities:

- Adding a Program
- Provide a program description in the *Description* tile
- Create and organize agenda sections and content in the *Agenda* tile
- View Assignment Profile IDs associated with a program in the *Assignment* tile
- Associate Catalogs and Subject Area IDs with programs in the *Publishing* tile
- Configure program settings to your needs in the *Settings* tile
- Understanding Program Groups
- Understanding Progress Restriction

### Related Information

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*An overview of Programs is available in this section.*

[Adding a New Program](#) [page 5]

*View this section if you want to add a new program.*

[Description](#) [page 9]

*View this section if you want to learn more about the [Description](#) tile.*

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[Assignment](#) [page 13]

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[Program Groups](#) [page 16]

*View this section if you want to learn more about [Program Groups](#).*

[Progress Restriction](#) [page 17]

*View this section if you want to learn more about [Progress Restriction](#).*

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## 4 Description

View this section if you want to learn more about the [Description](#) tile.

The [Description](#) tile enables you to provide information about a program.

You can enter a program description by clicking the [Edit](#) button .

You can access the [Program Description Translation](#) popup by clicking the [Translation](#) button .

### Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

# 5 Settings

View this section if you want to learn more about the [Settings](#) tile.

In the [Settings](#) tile, you can determine the type of program. Programs deliver learning over time, and the "type" defines the "over time." There are three types to choose from:

- [Scheduled](#) - A scheduled program has fixed start and end dates. Scheduled programs require that if instructor-led or blended activities are selected, you must add Scheduled Offerings to the program.
- [Duration-based](#) - A duration-based program has a fixed time limit. The start/end dates and times are determined by when the program is assigned to the user.
- [Open-ended](#) - An open-ended program is self-paced with no time limitations.

The [Status](#) Active check box is checked by default. If the check box is not checked, the program will not be added to the program catalog or accessible to users.

You are required to enter a domain in the [Settings](#) tile. A domain is a security attribute of some SuccessFactors Learning Administration record (but not all records have domains). A security role determines which domains you can access. If the security role is restricted, you cannot view or edit a record in a given domain. You can search for a domain on the [Settings](#) tile.

In the [Settings](#) tile, you have the option to provide a program group if the program is affiliated with one. You can search for an existing program group in the [Settings](#) tile.

[Progress Restriction](#) is determined by the program type: [Scheduled](#), [Duration-based](#), or [Open-ended](#).

[Scheduled](#) programs have two kinds of progress restriction:

- [Progress Restriction by completion](#) - users must complete previous sections before starting the next section.
- [Progress Restriction by schedule](#) - users must wait until the scheduled time before starting next section.

[Duration-based](#) and [Open-ended](#) programs both have only one progress restriction - [Progress Restriction by completion](#).

## Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

[Adding a New Program](#) [page 5]

*View this section if you want to add a new program.*

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## 6 Agenda

View this section if you want to learn more about the [Agenda](#) tile.

The [Agenda](#) tile contains a set amount of learning activities over time (duration) or in some cases, without a time limit. An agenda allows you to organize the following:

- Sections: sections are organizational containers that enable you to group activities inside the program agenda. An agenda can have up to 30 sections.
- Activities: activities are learning actions. An agenda can have up to 30 activities per section. If you have created 30 sections, you can have as many as 900 total activities. These activities:
  - Scheduled Only Item
  - Online Only Item
  - Scheduled and Online Item
  - Other Item
  - Links
  - Text

### About Adding Items

Items are containers for a unit of learning that you can assign to a user and track its completion. You can include or create scheduled offerings in the program agenda. In most cases, the scheduled offering already exists and you can make use of the existing scheduled offerings for programs. For example, your organization might already have orientation scheduled offerings that you can add to a new hire program. You can search for and use the existing orientation scheduled offerings in new programs.

If you have not yet created a scheduled offering, however, you can do it from within the agenda. Click the [Add](#) button to add the scheduled offering based on the learning item.

### About Adding Links

Links are internet/intranet-based activities. After you have added a link to a section, you can enter the following:

- Title of the link (optional)
- URL of the link (required)
- Description of the link (optional)

#### **i** Note

An error prompt is displayed if the URL of the link is not entered.

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## About Adding Text

Text can be used to describe custom activities. You have the option to enter a title and description for your custom activity when adding it to a section.

## Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

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# 7 Assignment

View this section if you want to learn more about the [Assignment](#) tile.

The [Assignment](#) tile allows you to view assignment profiles and subject areas associated with a program and the assignment profile status. You can make the program a part of an assignment profile by going to [Admin](#) [Users](#) [Assignment Profiles](#) and adding the programs to the assignment profiles of your choice.

The assignment profile status designations are [Add Pending](#), [Valid](#), and [Delete Pending](#).

## Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

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## 8 Publishing

View this section if you want to learn more about the [Publishing](#) tile.

The [Publishing](#) tile allows you can manage the association of programs to catalogs and subject areas. These associations can be added or removed.

### Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

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## 9 Jam

View this section if you want to learn more about the *Jam* tile.

You can associate SAP Jam groups with programs and provide links into SAP Jam groups. If you associate programs with SAP Jam groups, you create a space for users in the program to access content, discuss events, and so on. If you provide links into SAP Jam groups in the program agenda, users can visit the SAP Jam groups and join them independently.

- If you need a license to SAP Jam, contact Customer Success for information.
- To associate programs with SAP Jam groups, you need to enable SAP Jam integration in ► [System Admin](#) ► [Configuration](#) ► [System Configuration](#) ► [LMS\\_ADMIN](#) ▾. Set `jamIntegrationEnabled` to true.

### Associating a Program with SAP Jam Groups

When you associate a program with SAP Jam groups, you create a space for users in the program to share knowledge. For example, if you created a self-paced writing workshop to improve business writing in your company, you can associate the program with a business writing SAP Jam group. In the program, users see the agenda items in their learning assignments and *To Do* list. In the Jam group, they can discuss business writing, post their own samples, ask questions, and utilize the other features of SAP Jam. To associate new SAP Jam groups, you can go to ► [Learning](#) ► [Programs](#) ▾ and click the *Edit* button on the *Jam Groups* tile.

When you click the *Edit* button, you open a workspace where you can add existing groups or create new groups. You can also edit the administrators or remove the group from the program.

When you associate a new SAP Jam group with the program, you can define the group settings that affect SuccessFactors Learning. After creating the group or associating it with the program, you can edit additional settings.

### Alternative to Associating Jam Groups

If you do not want to create new SAP Jam groups for every program but you still want to use SAP Jam, you can build a program agenda that has links to SAP Jam locations like documents within a group. For example, if you create a new hire program for engineers, you can create a link to a welcome video in the engineering group, a document that describes the core values of engineering at your company, and the discussion forum where new engineers can introduce themselves to the group.

### Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

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# 10 Program Groups

View this section if you want to learn more about [Program Groups](#).

[Program Groups](#) can be used for grouping programs that contain the same content but are scheduled at different times. [Program Groups](#) is also useful for Admin reporting. In the ► [Programs](#) > [Settings](#) ▾ tile, you have the option to affiliate your program with a program group. You can search for an existing program group in the [Settings](#) tile.

## Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

[Adding a New Program](#) [page 5]

*View this section if you want to add a new program.*

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# 11 Progress Restriction

View this section if you want to learn more about [Progress Restriction](#).

Progress restriction controls how a user works through the sections of an agenda.

[Scheduled](#) programs have two kinds of progress restriction:

- [Progress Restriction by completion](#) - users must complete previous sections before starting the next section.
- [Progress Restriction by schedule](#) - users must wait until the scheduled time before starting next section.

[Duration-based](#) and [Open-ended](#) programs both have only one progress restriction - [Progress Restriction by completion](#). Users must complete previous sections before starting the next section.

## Related Information

[Programs](#) [page 4]

*An overview of Programs is available in this section.*

[Adding a New Program](#) [page 5]

*View this section if you want to add a new program.*

[Settings](#) [page 10]

*View this section if you want to learn more about the [Settings](#) tile.*

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