



eLMS b1408

Help Desk Talking Points

**Developed by:
Federal Aviation Administration
Learning Development**



Purpose of this Document

These talking points serve as a high-level summary of the eLMS b1408 upgrade. We think these points address the concerns most likely to require Help Desk assistance. These points are not intended to be read word-for-word; they should serve merely as a place to start as you frame your communications with users.



eLMS b1408 Upgrade Basics

- **Explain:** eLMS is the gateway at FAA to professional development and continuous learning.
- **Say:** FAA Learning Services is pleased to announce that eLMS will be upgraded in May 2015.
- **Say:** The update will address many of the known existing bugs, ensure the system is current, provide an enhanced user home page, and more.
- **Emphasize:** The eLMS b1408 upgrade will bring you a more modern and more stable user experience.
- **Remind:** After a few days of downtime, you'll return to an eLMS with improved functionality and fewer bugs.

Outage Dates

- **Note:** There are several planned outages dates users should be aware of.
- **Remind:** The benefits of the upgrade will outweigh any inconvenience of the shutdown.
- **Emphasize:**
 - eLMS/Blackboard Production: Offline from April 29 to May 5 (*Dates subject to change.*)
- **Remind:** eLMS Users will be made aware of the various outage dates via Broadcast Messages, the eLMS User News Page, the Admin Home, and the eLMS Splash Page. Blackboard stakeholders, instructors and team members will be made aware of outage dates via email.

Training

- **Say:** The types of training materials available include brown bag sessions, exercises, web-based training courses, job aids, and Captivate demos.
- **Direct:** The eLMS Splash Page (<https://elms.faa.gov/>) is where we'll post updates on the upgrade and scheduled outages as well as links to training materials and sessions.
- **Direct:** The eLMS Splash Page will provide links for a variety of training and performance support materials. Go to the Resource Center (https://www.academy.jccbi.gov/elms-admin/AdminCrs/FAA_eLMS_Resources/pages/basic.htm) for updated job aids and SOPs.
- New training and performance support tools will become available throughout April, May, and June.

Technical Specifications

See following pages for system requirements. Note that FAA system requirements may be stricter.



End User System Requirements for SuccessFactors HCM Suite

SuccessFactors HCM Suite is a fully web-based offering. You will need an Internet connection and a system that meets certain requirements. The requirements listed here are for the **August 2014 release**.

Client Software Requirements

Client Software	Version	Additional Information
Web browser	<p>Microsoft Internet Explorer 8 to 11 (Internet Explorer 10 Metro is not supported at this time)</p> <p>Mozilla Firefox</p> <p>Apple Safari 5, 6, 7</p> <p>Google Chrome</p>	<p>We are committed to supporting the most recent versions of Internet Explorer.</p> <p>The supported Internet Explorer browsers are used in certification testing. There is no explicit testing of Internet Explorer compatibility mode.</p> <p>Administrators who want to use the SuccessFactors Learning question editor (QE) must log in to the administration environment with IE8 in compatibility mode.</p> <p>Google and Mozilla release continuous updates to their Chrome and Firefox browsers. We make every effort to fully test and support the latest versions as they are released. However, if defects are introduced with OEM-specific browser software, we cannot guarantee fixes in all cases.</p> <p>For additional system requirements, see your web browser documentation.</p>
Mobile browser	<p>Apple Safari for iOS 7+</p> <p>Google Android 4.0+ default browser</p>	
Oracle Java Runtime Environment (JRE)	1.6 or higher to use video and audio recording	To use general functionality, SuccessFactors HCM Suite does not re-

Client Software	Version	Additional Information
	<p>1.7.0.6 or higher to use the learning management system (LMS) offline player</p> <p>On-premise customers can elect to require JRE for content tracking in a cross-domain solution.</p>	<p>quire you to install any plug-ins or JRE on end-user systems.</p> <p>Note</p> <p>Due to recent changes in Java security policy and Oracle's introduction of the JRE security baseline concept, you may have to upgrade your client JRE to the most recent version so that these JRE-dependent functions work correctly.</p>
Adobe Flash Player	10 or higher	<p>Required only for the following:</p> <ul style="list-style-type: none"> • SAP Jam video functionality • SuccessFactors Learning administration • SuccessFactors Recruiting Marketing "Recruiter Dash" • Advanced UI features, such as organization charts, succession lineage charts, company barometer, and instructional videos
Operating system	<p>Microsoft Windows XP</p> <p>Microsoft Windows Vista</p> <p>Microsoft Windows 7</p> <p>Apple Mac OS X Lion (10.7)</p>	<p>SuccessFactors is not dependent on any specific operating system. All capabilities are accessible through a web browser. The only exception is the learning management system (LMS) offline player, which must be installed on users' machines. The offline player requires Windows 7 SP1 or Mac 10.8.</p> <p>Report designer requires Windows 7 SP1.</p> <p>For additional system requirements, see your operating system documentation.</p>
Virtual meeting room	<p>Cisco WebEx Training Center WBS28, WBS29; API version 8</p> <p>Cisco WebEx Meeting Center WBS28, WBS29; API version 8</p>	<p>Required only for the virtual learning classroom. The clients install in a standard way, as if users clicked a meeting invitation link in an email message.</p>

Client Software	Version	Additional Information
	Adobe Connect 9.1, 9.2 Saba Centra 7, 7.5 (deprecated) Microsoft Office Live Meeting 2007; API version 4.0 (deprecated)	
Additional software	Adobe Acrobat Reader 9 or higher	

Client Configuration Requirements

Client Configuration	Setting	Additional Information
Network bandwidth	Recommended connection speed 300 - 400 kbit/s	In general, SuccessFactors HCM Suite requires no more bandwidth than is required to surf the Internet. All application modules are designed for speed and responsiveness with minimal use of large graphic files.
Screen resolution	XGA 1024x768 (high color) or higher	
Minimum recommended cache size	250 MB	SuccessFactors HCM Suite is a Web 2.0 application. We recommend allowing browser caching because HCM Suite uses it heavily for static content such as image files, CSS files, and JavaScript files. If you clear your cache, the browser will not perform as well until the deleted files are downloaded again to the browser and cached for use next time. Newer web pages must be enabled.
HTTP 1.1	Enable	
JavaScript	Enable	
Cookies	Enable web browser session cookies (non-persistent) for authentication purposes	SuccessFactors Recruiting Marketing requires persistent cookies.
Pop-up windows	Allow pop-up windows from SuccessFactors domains	



Mobile Requirements

A SuccessFactors HCM Suite mobile application is available for the following devices from their respective app stores.

Hardware/Software	What's Supported	Additional Information
Device	Android Blackberry iPad iPhone	See Supported Devices . The default configuration on the iPad 4 must be updated as follows: <ul style="list-style-type: none">• Accept cookies <i>Always</i>• Block pop-ups <i>Off</i>
Mobile browser	Apple Safari for iOS 7+ Google Android 4.0+ default browser	

AICC and SCORM

The learning management system (LMS) supports the following:

- AICC
- SCORM 1.2
- SCORM 2004 2nd Edition
- SCORM 2004 4th Edition

Accessibility

We are committed to delivering software that is accessible to individuals with disabilities. Although our applications include many accessibility features, they are currently not fully optimized for accessibility. You may need to provide client-side, third-party assistive technologies, such as the JAWS screen reader, to be used in conjunction with SuccessFactors applications. Detailed documents addressing Web Content Accessibility Guidelines (WCAG) 2.0 and Section 508 of the Workforce Rehabilitation Act requirements for some SuccessFactors applications are available for review upon request.