

Truth Beckons

“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn”

Alvin Toffler





SAP Learning Solution – Helping Your Organisation to Learn Better

Agenda

- Supporting Learning in the 21st Century
- Roles in SAP LSO
 - Learners View
 - Admins View
 - Managers View
 - Instructors View
- Infrastructure requirements
- Migrating from TEM to LSO
- Points to take home

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Supporting Learning in the 21st Century

From

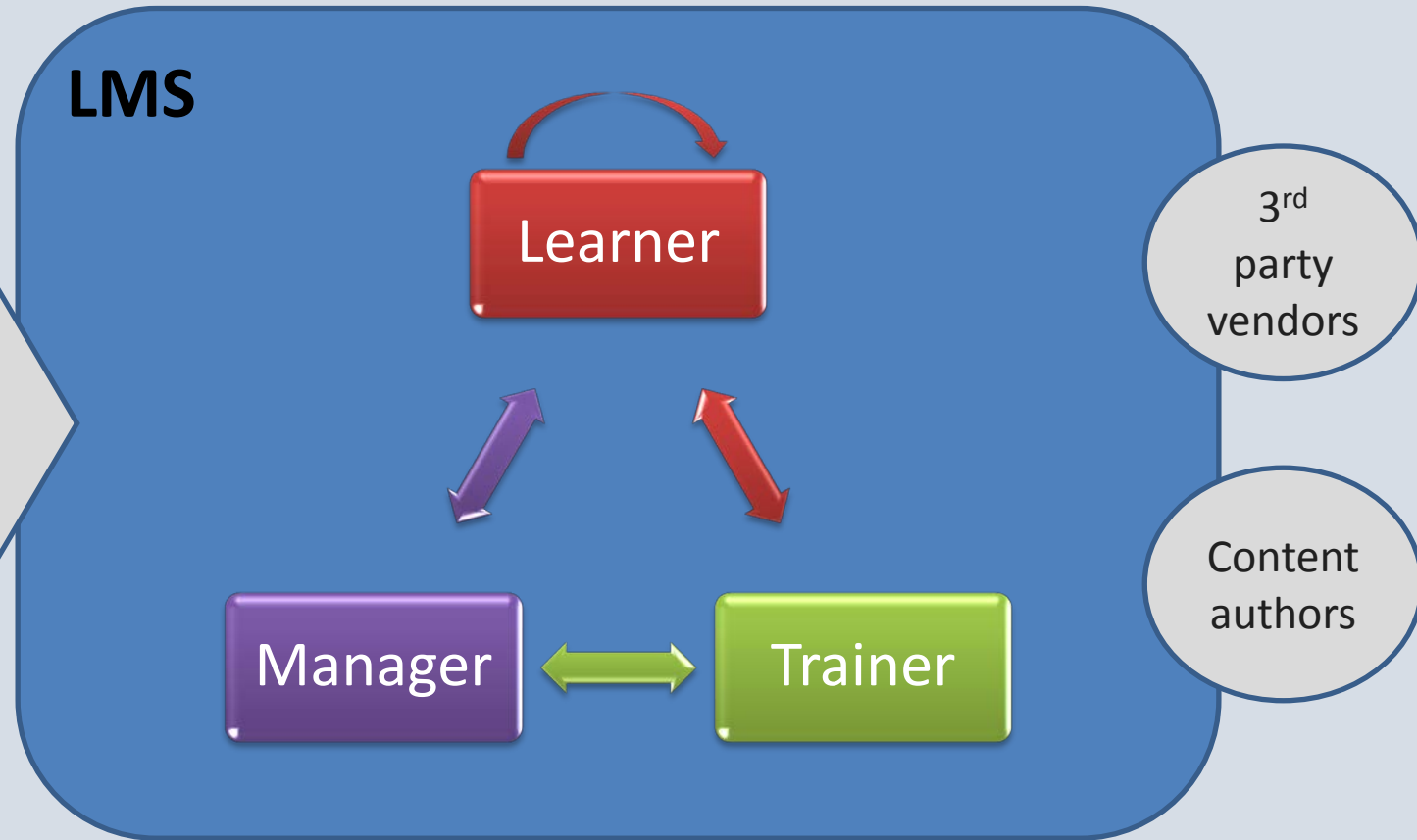


Supporting Learning in the 21st Century

To

HR-Talent Mgt:

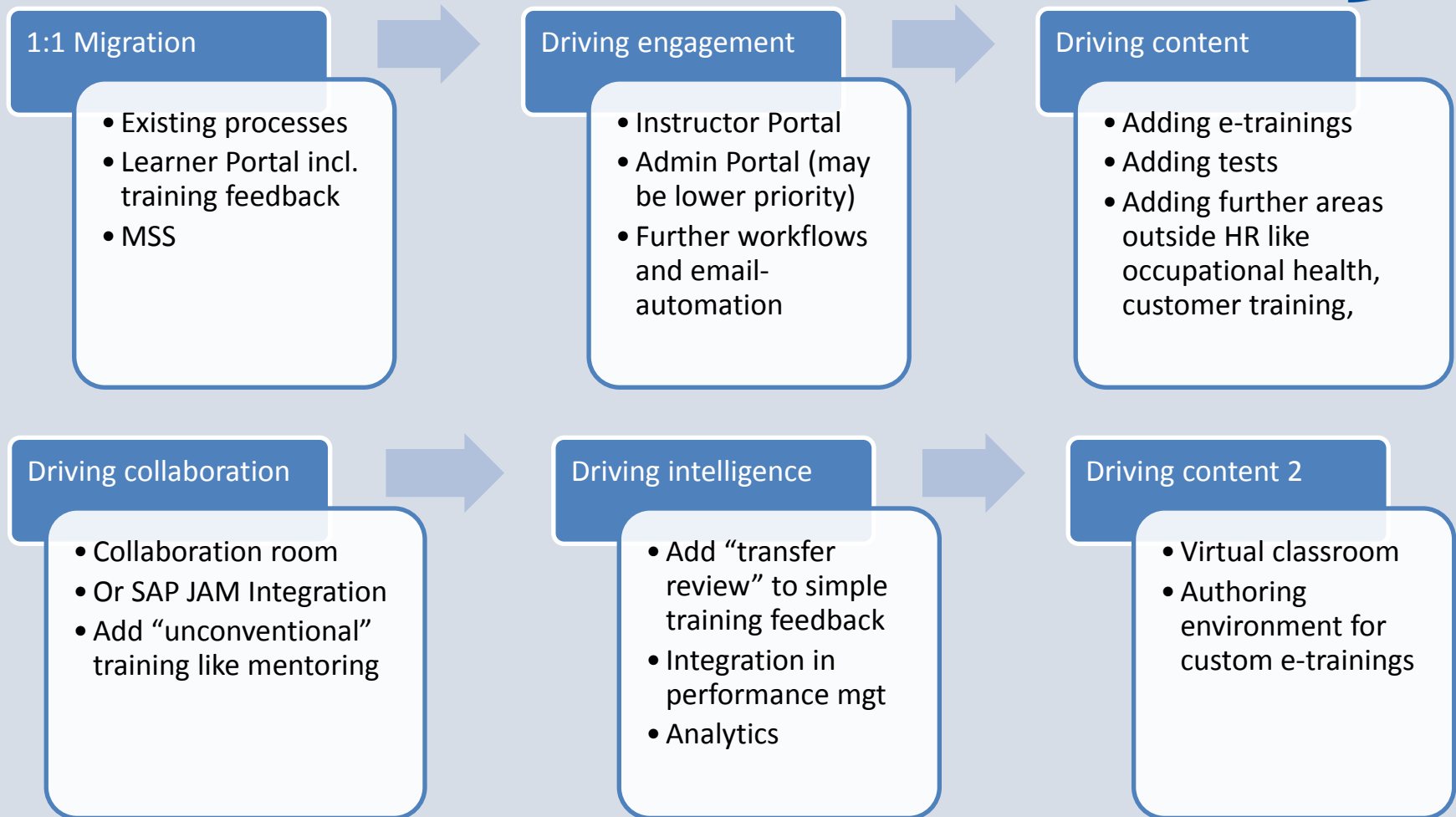
- Define strategy
- Provide framework
- Coaching
- Analytics



LSO and Enterprise Learning

- SAP LSO can take you there, but it's usually a journey rather than a quick switch
- To use the full scope of options, you'll need a licence for Enterprise Learning
 - Includes *Adobe Connect* for virtual classrooms
- Before you invest in an LSO or Enterprise Learning deployment, you should consider SAP's cloud option, SuccessFactors Learning
 - The on-premise LSO is not marked as the “go-forward” solution by SAP
 - It will be maintained for a long period, but further development is likely to be limited

Recommendation: Phased Approach



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Roles in SAP LSO

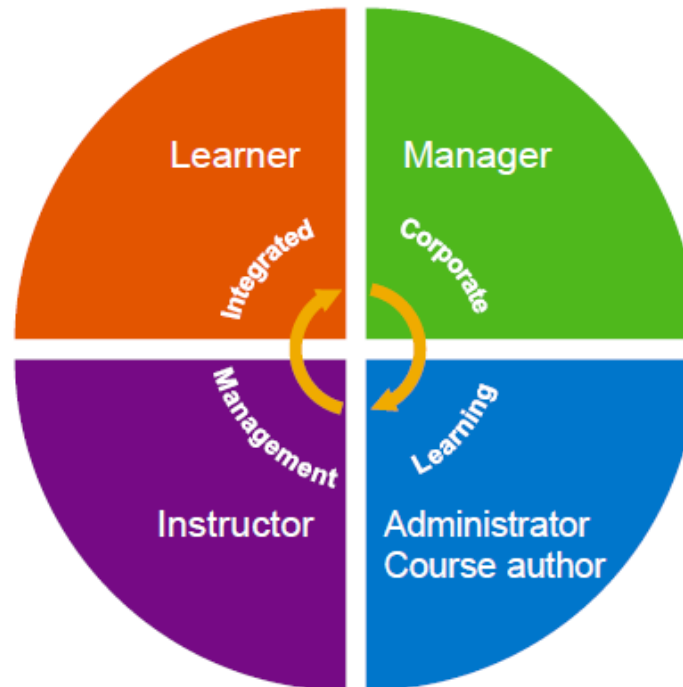
Learner

- Search and browse courses
- Register for courses
- Cancel courses
- Learn on- and offline
- View training history
- View mandatory and proposed courses
- View assigned skills and competencies
- Identify skill and competency gaps

Instructor

- Perform classroom and virtual classroom trainings
- Manage participation
- Conduct follow-up activities such as confirming participation, evaluating success, or transferring acquired skills and proficiencies

- Analytics
- Virtual learning rooms by Adobe Connect
- WebDAV interface
- External learning services



Manager

- Assign mandatory courses to employees
- Approve registrations and cancellations
- Perform reports
- Review training activities

Administrator and course author

- Manage catalogs, resources, and courses
- Manage participation
- Perform reporting
- Create learning objects, instructional elements, courses, and online tests
- Structure courses and content
- Import external courses

- SAP NetWeaver Portal: collaboration rooms, content management system, and knowledge management
- SAP ERP HCM, financials, sales and distribution, cost accounting, and materials management functionality

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Renovated Learner Portal

- Renovated with HR Renewal 1.0 (Initial shipment)
- UI moved from BSP to WDA
 - improved user experience and usability
 - Key functionality improvements
 - Easier to enhance
- Jam Integration possible

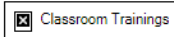
Home of the Renovated Learner Portal



Training Home

My Bookings

All Bookings



Classroom Trainings



E-Learnings



Curriculums and Course Programs

Filter My Bookings

Filter

Filters

Reset

Language

☒ All Languages

Location

☒ All

Time Frame

From: 24.04.2015
To: 23.07.2015

Delivery Method

☒ All (0)

April 2015						
	Mo	Tu	We	Th	Fr	Sa
14	30	31	1	2	3	4
15	6	7	8	9	10	11
16	13	14	15	16	17	18
17	20	21	22	23	24	25
18	27	28	29	30	1	2
19	4	5	6	7	8	9

No Bookings Found

Search

Search Term

Go

[Advanced Search](#)

Links

[Browse Catalog](#)

[Profile Matchup](#)

[Training Calendar](#)

[Training History](#)

[Top Ten Courses](#)

[Prebookings](#)

[Favorites](#)

[Settings](#)

Notifications

You have no Notifications

Learner Portal - Functionalities

- Support of various delivery methods
- Blended Learning through curricula
- Search for courses
- Mandatory courses pushed to learner
- Book and cancel
- Complete courses
- Notifications: pre-bookings, promoted courses,...

Learner Portal – Lessons Learned

- UI needs adjustments
- Error messages not always clear
- Description of Courses not shown in future
- Formatting for Descriptions of Courses not possible
- Translation via the translation tool
- „Old“ BAdIs, which worked in BSP may not work in the new WDA based solution

Live
Demo

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Backend vs. Admin Portal

Courses This Week (1) **Next 2 Weeks (2)** This Month (0) Next Month (0)
Course Follow-up Last 2 Weeks (0) Last Month (0)

Courses - Next 2 Weeks

View: * [Standard View] ▾ | Change Course | Manage Participation | Correspondence Worklist | Follow-Up | Firmly Book | Print Version | Export ▾

Course Name	Status of Course Preparation	Capacity	Start Date, Time	Location
Workshop Introduction LSO	◇	○○■	15.04.2014 00:01:00	Southwark
SAP LSO Basic Training	◇	○○■	22.04.2014 00:01:00	Southwark

Dynamic Participation Menu
















Course Catalog	Further information	Further information	Key	ShText
▼ Current plan 22.04.2000 - 21.05.2014 All Languages				
▼ Gruppe 1 _ Test				
▼ Typ 1 - testing				
• ○○■ 01.01.2013 - 01.01.2013 DE:Type 1	Classroom Training		L 50000512	Group 1
▼ ○○■ 01.01.2013 - 02.01.2013 EN:Type 1	Planned Internal UK...	99 Avail 0 Booked 0 Wai...	D 50000513	Type 1
• Arne Anderson	O 50000223 (50) 01.08.2013		P 19000001	Anderson
• Bettina Brobaria	O 50000227 (50) 01.08.2013		P 19000006	Brobaria

Admin Portal: Worklists Improve Usability



SAP

Search: New Session

Back Forward History Favorites Personalize View Help

Home Employee Self-Service **Course Administration** Manager Self-Service Manager Self-Service HR Administrator Content Administration User Administration System Administration

Overview Reports

Course Administration > Overview > Courses

Worklist of Courses

Active Queries

Courses Query JE (6) **This Week (1)** Next 2 Weeks (2) This Month (0) Next Month (0)
Course Follow-up Last Month (0)

Courses - This Week

View: [Standard View] Change Course Manage Participation Correspondence Worklist Follow-Up Firmly Book Print Version Export

Course Name	Status of Course Preparation	Capacity	Start Date, Time	Location
Englisch	○○○	○○○	22.04.2015 09:30:00	Diekholzen

... Last Refresh 24

Work Overview

Courses

Participation

Correspondence

Catalog

Content Administration

Services

Course

- Schedule a Course Date
- Create Web-Based Training
- Change Course
- Manage Course Participation
- Schedule a Curriculum

Follow-Up

- Manage Course Follow-Up

Accounting

- Manage Course Billing
- Manage Activity Allocation for P
- Manage Activity Allocation for I
- Manage Course Cost Transfer

General

- Display Course Catalog

Correspondence and Mailing

Mails could be sent automatically or be triggered by admin

Adjustment of mails possible if sent by admin

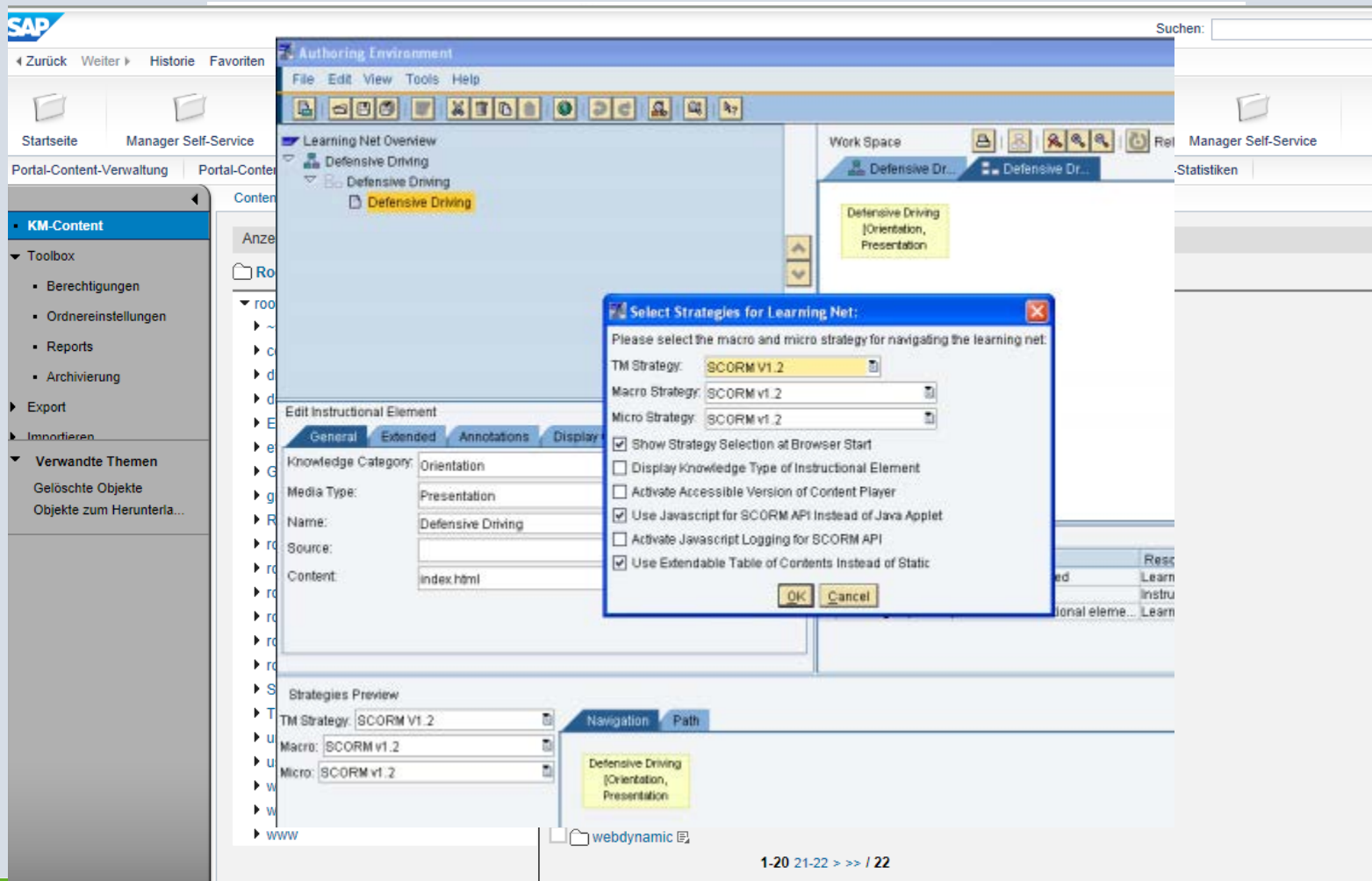
Using PDFs = Mails with PDF-attachment

Text in Mailbody only with smartforms

No full calendar integration in standard

- BAdIs and Exits allow integration
- Change and cancel of calendar elements possible

Authoring Environment



The screenshot displays the SAP Authoring Environment interface. On the left, a sidebar contains navigation links such as 'Zurück', 'Weiter', 'Historie', 'Favoriten', 'Startseite', 'Manager Self-Service', 'Portal-Content-Verwaltung', 'Portal-Content', 'KM-Content', 'Toolbox', 'Berechtigungen', 'Ordneinstellungen', 'Reports', 'Archivierung', 'Export', 'Importieren', 'Verwandte Themen', 'Gelöschte Objekte', and 'Objekte zum Herunterladen...'. The main workspace is titled 'Authoring Environment' and includes a menu bar (File, Edit, View, Tools, Help) and a toolbar. A tree view on the left shows a hierarchy: 'Learning Net Overview' > 'Defensive Driving' > 'Defensive Driving' > 'Defensive Driving'. The 'Work Space' on the right shows a preview of the 'Defensive Driving' content. A dialog box titled 'Select Strategies for Learning Net:' is open in the center, prompting the user to select macro and micro strategies for navigating the learning net. The dialog includes fields for 'TM Strategy', 'Macro Strategy', and 'Micro Strategy', all set to 'SCORM v1.2'. It also features several checkboxes: 'Show Strategy Selection at Browser Start' (checked), 'Display Knowledge Type of Instructional Element' (unchecked), 'Activate Accessible Version of Content Player' (unchecked), 'Use Javascript for SCORM API Instead of Java Applet' (checked), 'Activate Javascript Logging for SCORM API' (unchecked), and 'Use Extendable Table of Contents Instead of Static' (checked). The dialog has 'OK' and 'Cancel' buttons. Below the dialog, a 'Strategies Preview' section shows the selected strategies: 'TM Strategy: SCORM v1.2', 'Macro: SCORM v1.2', and 'Micro: SCORM v1.2'. The bottom of the interface shows a 'Navigation' tab and a 'Path' section with a 'Defensive Driving' link.

Suchen:

Authoring Environment

File Edit View Tools Help

Learning Net Overview

Defensive Driving

Defensive Driving

Defensive Driving

Work Space

Defensive Dr...

Defensive Dr...

Defensive Driving
(Orientation,
Presentation)

Select Strategies for Learning Net:

Please select the macro and micro strategy for navigating the learning net.

TM Strategy: SCORM v1.2

Macro Strategy: SCORM v1.2

Micro Strategy: SCORM v1.2

☒ Show Strategy Selection at Browser Start

☐ Display Knowledge Type of Instructional Element

☐ Activate Accessible Version of Content Player

☒ Use Javascript for SCORM API Instead of Java Applet

☐ Activate Javascript Logging for SCORM API

☒ Use Extendable Table of Contents Instead of Static

OK Cancel

Strategies Preview

TM Strategy: SCORM v1.2

Macro: SCORM v1.2

Micro: SCORM v1.2

Navigation Path

Defensive Driving
(Orientation,
Presentation)

1-20 21-22 >>> / 22

Authoring Environment - Features

- No e-Learning without AE
 - Rapid content publishing for existing content possible from Admin Portal
 - But creating tests does require the AE
- Not a content-creation tool, but
 - Content-structuring tool
 - Conversion tool
- Two methods for creating content
 - Independent: create outside AE and import/convert
 - Integrated: create within AE
- Publish content
- Test creation

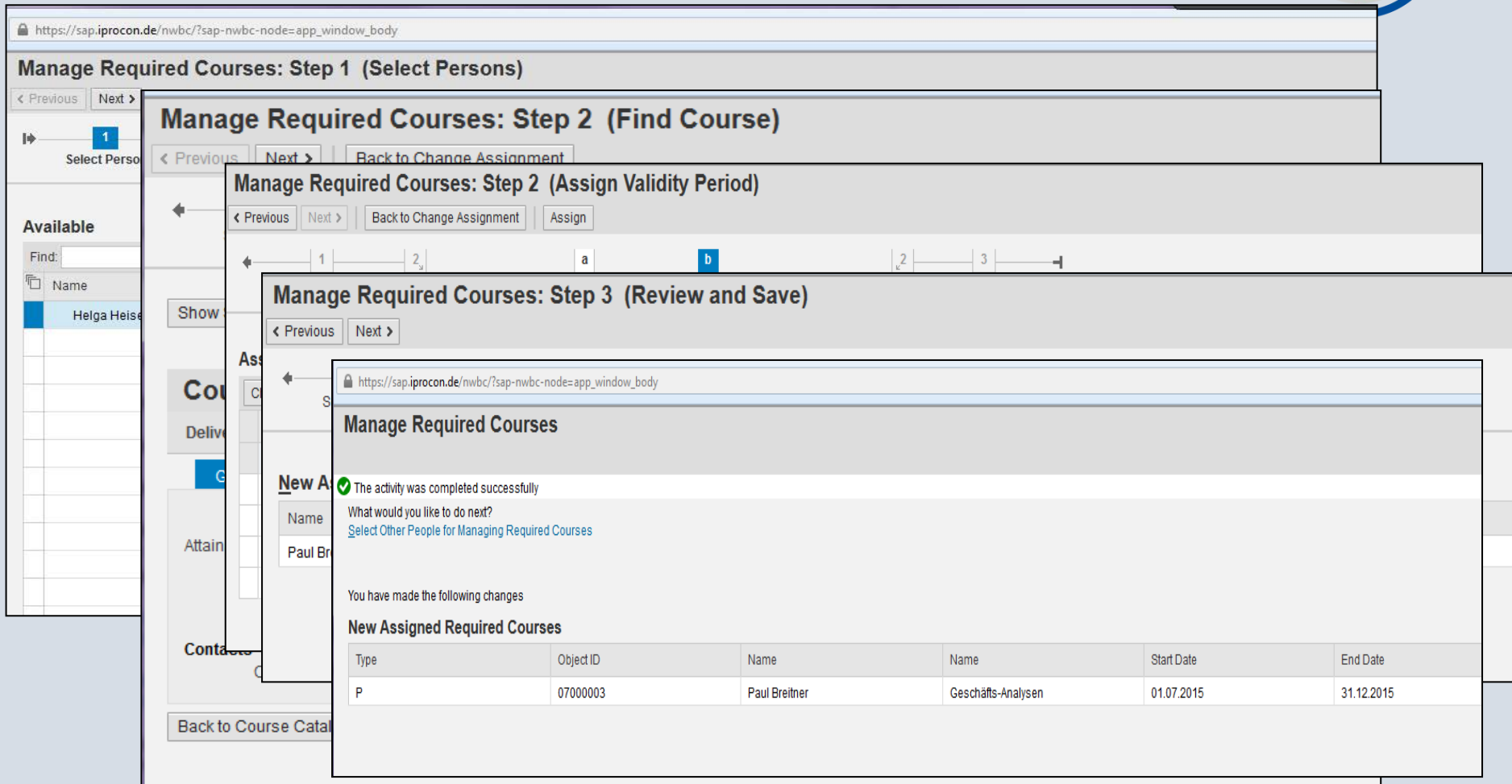
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Manager View in LSO

- Line managers' involvement in learning is usually anchored in the performance management process
- But they can perform certain tasks outside of that:
 - View talent profile
 - Skills and skill gaps
 - Learning history
 - Recommended and essential courses
 - Assign required courses and track progress
 - Book team members on courses (Authorisations)
 - Approve bookings and cancellations (Workflow)

Example: assign required course



The screenshot illustrates the 'Manage Required Courses' process in iProCon, showing three sequential steps:

- Step 1 (Select Persons):** The user selects a person from a list. The 'Available' list on the left shows 'Helga Heise' as a candidate.
- Step 2 (Find Course):** The user finds a course. The interface shows a search bar with 'a' and 'b' entered, and a list of courses.
- Step 2 (Assign Validity Period):** The user assigns a validity period. The interface shows a date range from '1' to '2'.
- Step 3 (Review and Save):** The user reviews the changes and saves them. The interface shows a confirmation message: 'The activity was completed successfully. What would you like to do next? Select Other People for Managing Required Courses'. Below this, a table lists the 'New Assigned Required Courses'.

Type	Object ID	Name	Name	Start Date	End Date
P	07000003	Paul Breitner	Geschäfts-Analysen	01.07.2015	31.12.2015

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Instructor - Functionalities

Manage Participation

- Participant list
- Participant information
- Booking activities depending on rights

Training information

- Equipment, location, time,...

Follow-up activities

- Confirm attendance
- Evaluate attendees
- Skills transfer

Interaction with delegates via collaboration room

Instructors View



SAP Search:

◀ Back Forward ▶ History Favorites Personalize View Help

Home Employee Self-Service Course Administration Manager Self-Service Manager Self-Service HR Administrator Instruction and Tutoring Content Administration User Administration

Overview Service Map

Instruction and Tutoring > Overview > Work Overview

Work Overview

Services

- Display Course Catalog
- Manage Participation
- Manage Course Follow-Up

Instructor's Work Center

Active Queries

Current and Planned Courses **Next 4 Weeks (0)** Next 3 Months (0)
Past Courses Courses for Follow-up (0)

Current and Planned Courses - Next 4 Weeks

View: [Standard View] Display Follow-Up

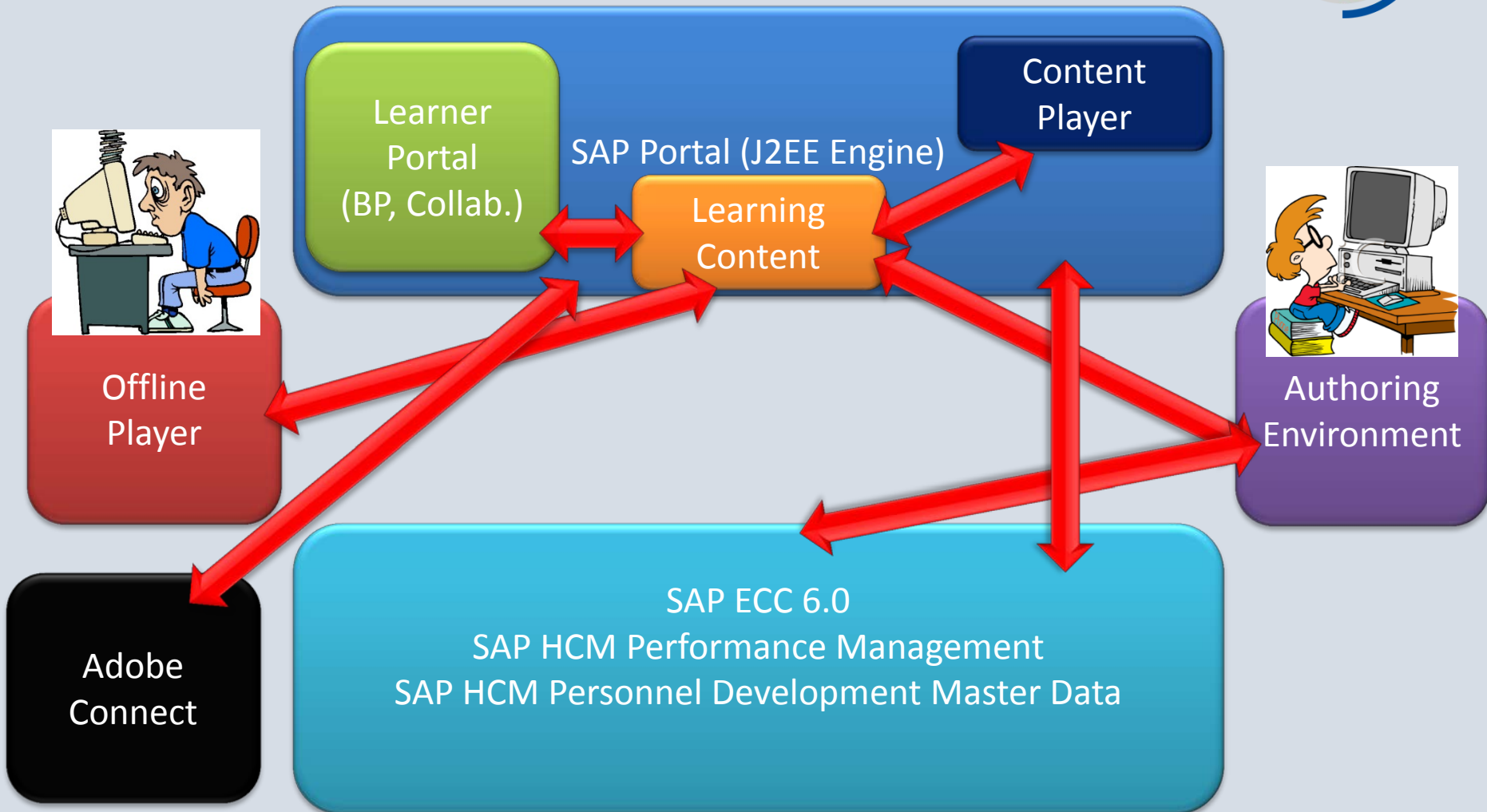
Course	DelMethod Long	Start Date	Start Time

La

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Overview Infrastructure



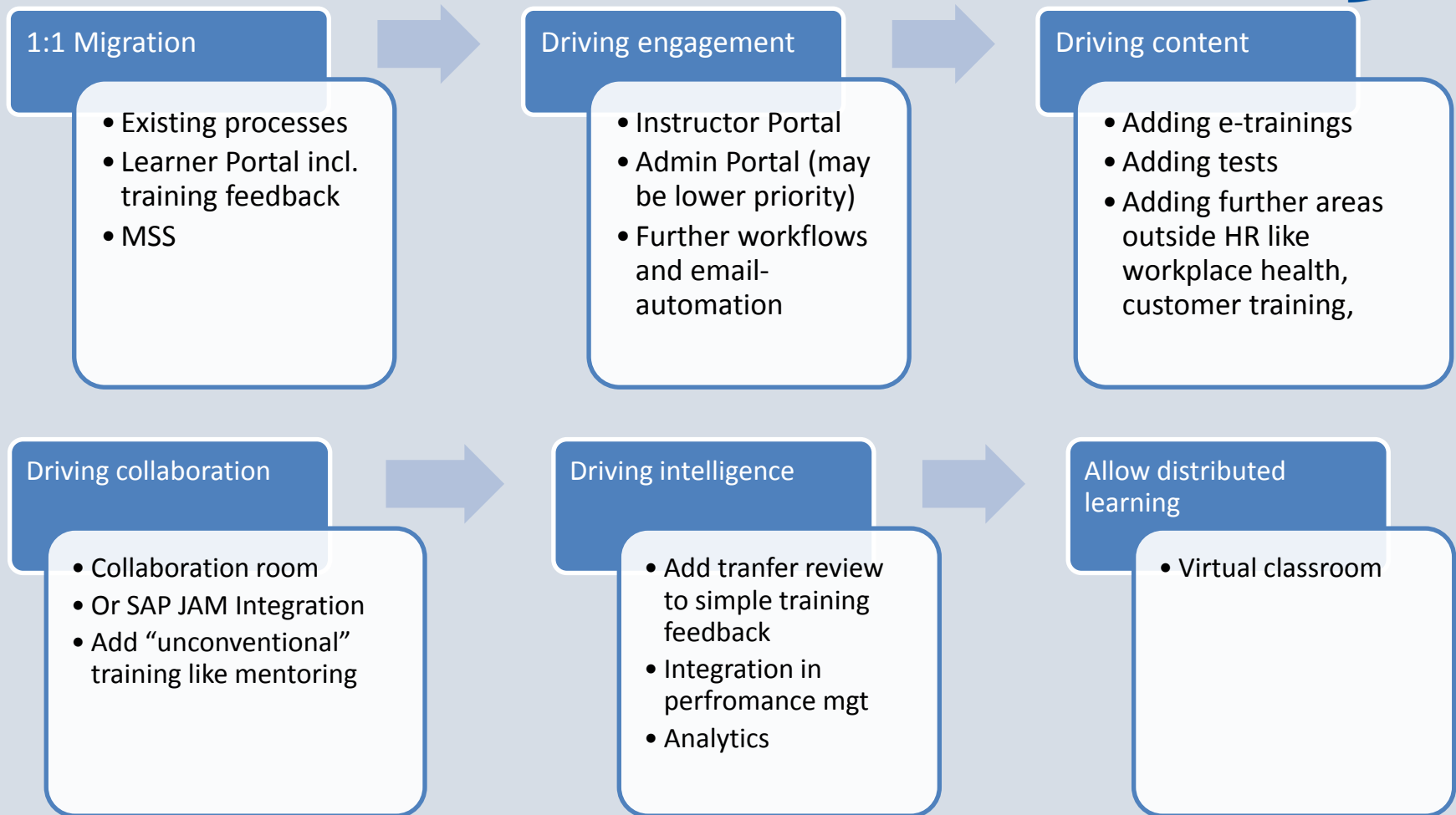
System Requirements in Detail

- **Backend**
 - LSOFE 604 (SAP Learning Solution Front End)
 - HR-Renewal 2.0 – you usually need elements of that
- **SAP Portal**
 - Java Software Component: LSOCP 634 or higher (for Front End Content Player)
 - Java Software Component: LSOOP 604 or higher (Client Offline Player)
 - Java Software Component: LSOAE 604 or higher (Authoring Environment)
 - Portal Content: Business Package for Instructor/Tutor (SAP ERP) 1.41 or higher
 - Portal Content: Business Package for Course Administrator 1.51
 - Portal Content: Business Package for Manager Self-Service 1.41
- **Adobe Connect-Server**
 - ELE ADOBE CONNECT (see SAP notes 1464742 and 1988180)

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Recommendation: Phased Approach



Business Activities Overview

Identify learning processes across the organisation

Decisions:

- content types, delivery methods
- roles
- scope

Redesign Processes

Redesig the training catalogue

Change management

- Creating a collaboration culture
- Empowering managers, employees and trainers
- Hands-off role for training admin

Technology Activities: Overview

Create the technical pre-requisites

Basic configuration for 1:1 migration

Activate services for Learner Portal and MSS

Creating phase 1 workflows and correspondance

Cut-over

Adding further elements step by step

Basic configuration

Number range for course participation documents

- Number range object LSO_TPARTC

Activate LSO

- transaction LSO_ACTIVATE

Booking relationship harmonisation

- transaction LSO_PADBOOK
- Fills new fields in some HRPADnnn tables

Delivery Methods

- Defining characteristics or trainings and process control

Workflow settings

- “Old” Workflows no longer triggered

What does LSO activation do?

Do it as very first step before playing around! Otherwise you risk inconsistencies.

Sets basic T77S0 switches

- HRLSO-HRLSO: LSO = active
- SEMIN-CCDCT: set function module LSO_PRICES for cost maintenance

Texts for objects and relationships

Auto-customizing for actions

With LSO active, further changes include

- New object types and infotypes used
- New workflow events triggered
- Search help for curriculum type (object type DC)

Delivery methods

- Delivery methods are a central feature of LSO
- They define what a training type can do, e.g.
 - Fixed time? (not for most e-trainings)
 - Fixed place? (not for virtual classroom)
 - Allowed actions like pre-book, follow-up,...
- Delivery attributes
 - Standard config only allows to pick a fixed set of attributes
 - Tip: you can create custom sets of delivery attributes in table LSOTFORMP_C
- Delivery methods can also control
 - Workflows
 - Correspondence

→ *You may need more of them then the consig table alone suggests*

Delivery Method Configuration

Del.Method ID

V_LSOTFORM_C

Learning Solution - Delivery Methods

Short Name	WBT
Singular	Web-Based Training
Plural	Web-Based Training
Delivery Attributes	1

Information on Attributes

☒ Time-Specific	Action
☒ Location-specific	Object Type (Course)
☐ Generate Course	Object Type (C.Type)
☐ TAC Access	Subtype
☐ Learner Account Data	Delivery Method Type
	Course Content

Supported Back-End Operations

☒ Book	☒ Prebook Participant List
☒ Rebook	☒ Create Course
☒ Prebook	☒ Correspondence
☒ Replace	☒ Follow Up
☒ Cancel	☒ Billing Document
☒ Book List	☒ Activity Allocation
☒ Prebook List	☒ Display Schedule
☒ Book Participant List	

Supported Front-End Operations

☒ Book	☒ Follow Up
☒ Prebook	☒ Display Schedule
☒ Cancel	

Attribute Set Configuration

Delivery Method Attributes																		
Attributes	Ty.	Inst	Type	Action	Type	Time	Loc	URL	TAC	Gen	Rebo...	Booki...	Preb...	Repla...	Canc...	Book...	Preb...	Bo
0001	☒	E	A025	D	Instruction	☒	☒	No...	☐	☐	☒	☒	☒	☒	☒	☒	☒	
0002	D	E	A025	DEVC	Instruction	☒	☐	S C...	☐	☐	☒	☒	☒	☒	☒	☒	☒	
0003	D	ET	A614	DETR	Instruction	☐	☐	D C...	☐	☒	☐	☒	☐	☐	☒	☐	☐	
0004	D	ET	A614	DETR	T Test	☐	☐	D C...	☒	☒	☐	☒	☐	☐	☒	☐	☐	
0005	DC	EC	A614	DECC	C Curriculum	☒	☐	No...	☐	☐	☒	☒	☐	☐	☒	☐	☐	
0006	D	ET	A614	DETE	Instruction	☐	☐	S C...	☐	☒	☐	☒	☐	☐	☒	☐	☐	
0007	D	ET	A614	DETX	Instruction	☐	☐	E E...	☐	☒	☐	☒	☐	☐	☒	☐	☐	
0008	D	E	A025	DX	Instruction	☒	☒	E E...	☐	☐	☐	☒	☒	☐	☒	☒	☒	
0009	D	E	A025	DXVC	Instruction	☒	☐	E E...	☐	☐	☐	☒	☒	☐	☒	☒	☒	
0010	D	ET	A614	DETX	T Test	☐	☐	E E...	☒	☒	☐	☒	☐	☐	☒	☐	☐	
0011	D	E	A025	DEZL	Instruction	☒	☒	D C...	☐	☐	☒	☒	☒	☒	☒	☒	☒	
0012	EK	EK	A614	EEKC	P Course Prog...	☐	☐	No...	☐	☐	☐	☒	☐	☐	☒	☐	☐	

This is, where the real action happens.
However: default options are usually a good choice

Workflow settings

Del.Method ID	1
Action Type	CANC Cancel Course Participation
Learner Type	* ('*' = Valid for all Learner Types)

Workflow Customizing SAP Learning Solution	
Task	12000004
Object Type	LSO_PARTIC
Event	CANCELREQUEST
Create Event	A Only generate event if authorization for action is missing
Requestable to	1 Days Before Start of Course
Approvable Upto	Days Before Start of Course

Workflow depends on the Delivery Method, so you may create different ones, because e.g.

- For normal trainings employees can cancel without approval until 1 day before
- For legally required trainings the compliance team needs to approve all cancellations

Cut-Over Plan

Pre-activation

Activate business packages

Activate Services (SICF)

Lock old transactions and roles (incl. portal)

Activate LSO

Post activation

Other transports

Run booking relationship harmonisation

Convert delivery methods

Transport data (new catalogue elements), if any

Unit test production

Open new transactions and roles (incl. portal)

Key Points to Take Away...

- It's a huge leap from „traditional“ Training and Event Management: go step by step
- To get value out of it, you may need a culture change as much as a technical change
- Mobile apps available but need SMP
- Infrastructure requirements high and can be a challenge for your basis team
- 1:1 migration can be done quite quickly

Questions?



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