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Welcome to our webinar:

Empowering Public Sector Workforce: *Harnessing HR Technology & Training Solutions*

Featuring:

SAP SuccessFactors

carahsoft

We are a trusted government IT solutions provider, delivering software and support solutions to Federal, State, Local, and Education Customers.

Our Human Resources and Training vertical provides technology solutions to meet your needs to empower your Workforce.

Learn more at: carah.io/hr-training

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Featured Speakers:

Sany Said
Senior Director of Learning Products
SAP SuccessFactors

SAP SuccessFactors

SAP SuccessFactors Learning

Sany Said, SAP

Public

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HR has a unique opportunity to lead the organization forward

performance

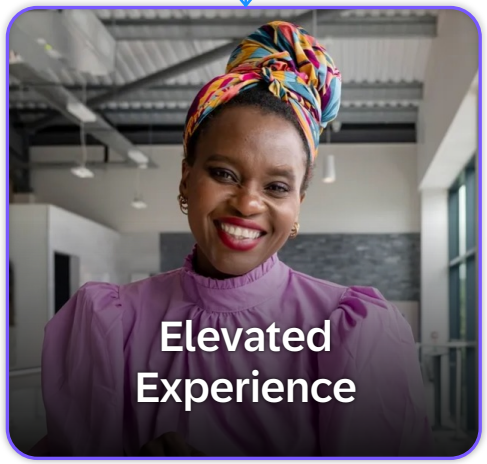
potential

productivity

Empowering L&D as catalysts of transformation

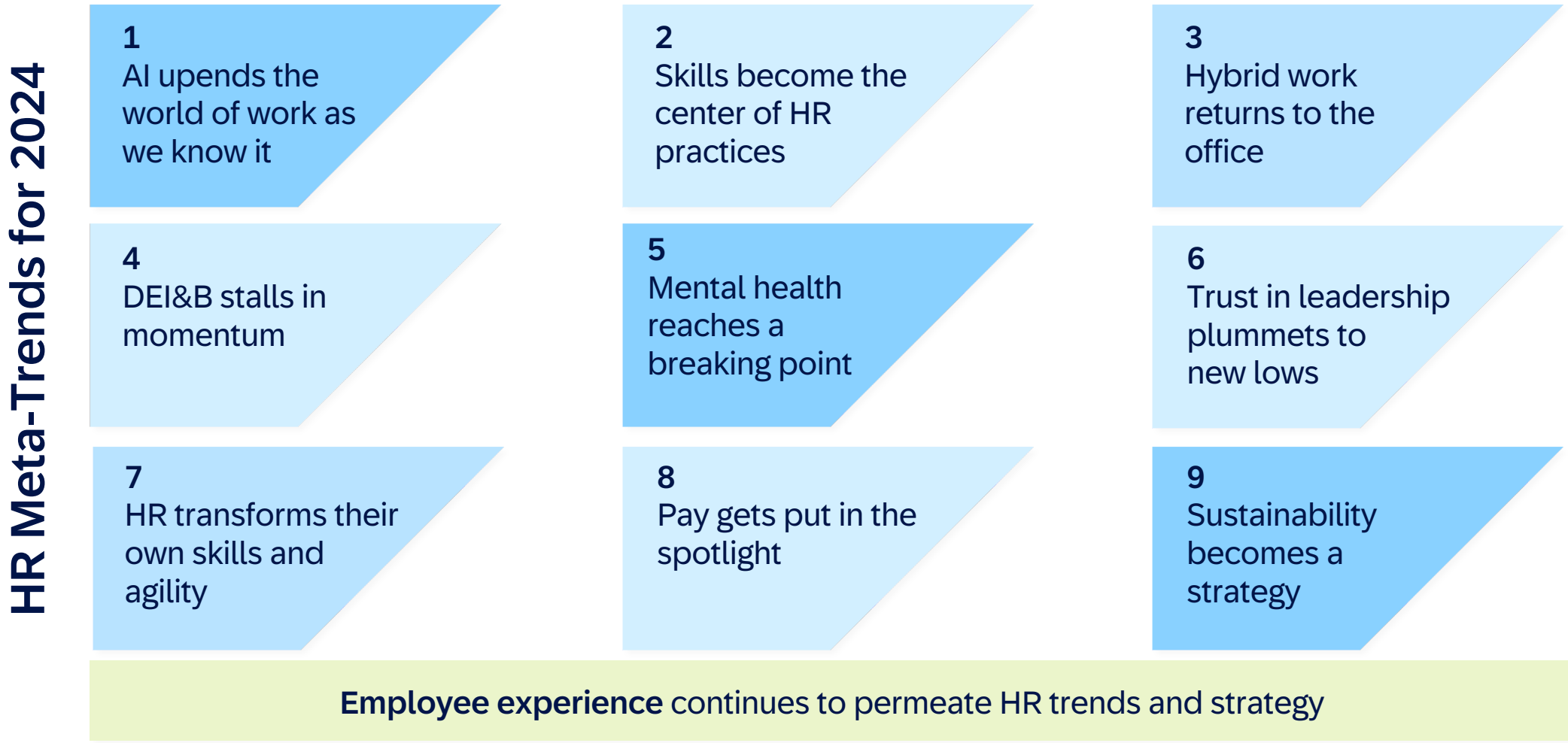
SAP SuccessFactors HCM ensures that people can be central to business strategy

SAP SuccessFactors Behavioral Science & Research



SAP Intelligent Technologies

Employee experience is foundational to addressing top HR initiatives



Source: HR Meta-Trends 2024 by SAP SuccessFactors Growth & Insights Team

Spotlight on skills, learning, and AI

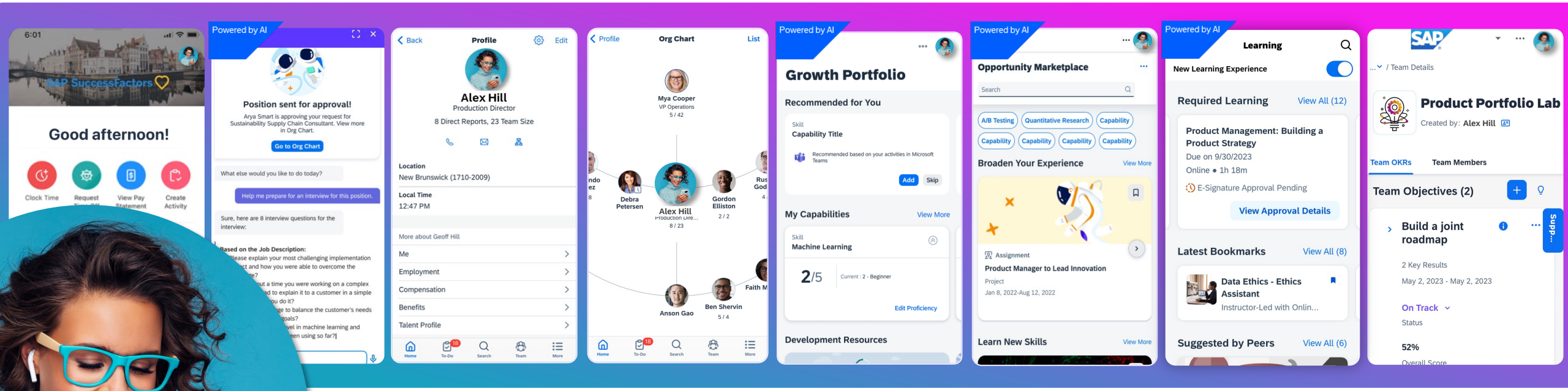
Analysis from the SAP SuccessFactors research team

Skills as center of HR practice is #2 following AI as #1 in 2024 HR Trends: The Year of AI

Learning is #2 in key HR areas and use cases for current and future adoption priorities of intelligent technology: Empowering Employees and Organizations with Intelligent HR Technology

Excellent learning cultures yield **25% higher employee engagement and 15% more transfer of learning** to on-the-job performance: Building a Culture of Lifelong Learning

Empower your people to reach their full potential with experiences designed to drive engagement, alignment, and continuous growth



Unlock potential with the most comprehensive and global solution

SAP SuccessFactors HCM

Driving value for 10,000+ organizations and 260M+ users with continuous innovation and AI built for business

- **Increase employee engagement and productivity** by delivering individualized experiences designed for how people work best
- **Improve org agility** by supporting all people in all locations across all ways of working with the flexibility to quickly expand and adapt
- **Boost performance and retention** by finding, developing, and mobilizing the skills, attributes, and leaders needed for today and tomorrow
- **Achieve more faster with less risk, complexity, and cost** by adopting a cloud-first approach backed by technology, partnership, and community

Where and how AI is being used in SAP SuccessFactors HCM

Deep Learning AI

Transform talent development and employee experience with personalized recommendations, predictions, and deep insights

Examples include: Talent intelligence hub, Job Analyzer, Career Explorer

Generative AI

Accelerate HR processes & tasks by quickly generating or summarizing text across the SAP SuccessFactors HCM suite

Examples include: AI-assisted job descriptions, interview question generation

Joule

Deliver a better employee experience while lowering personnel costs with a natural language processing AI copilot

Public

An integrated learning experience

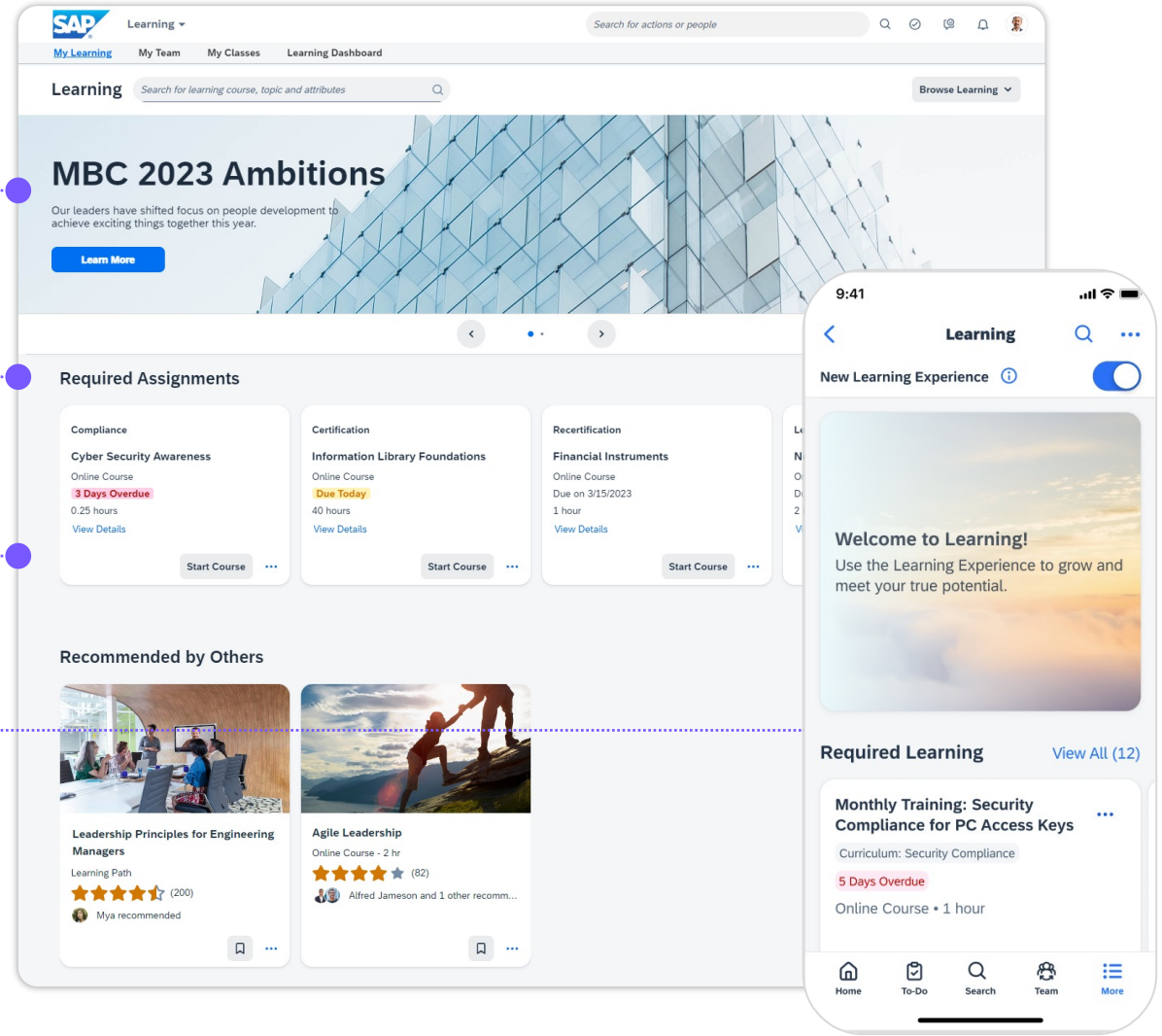
Driven by talent intelligence and integrated across the HCM suite

Focused on employees by prioritizing content on what they **have to, need to, and want to** learn

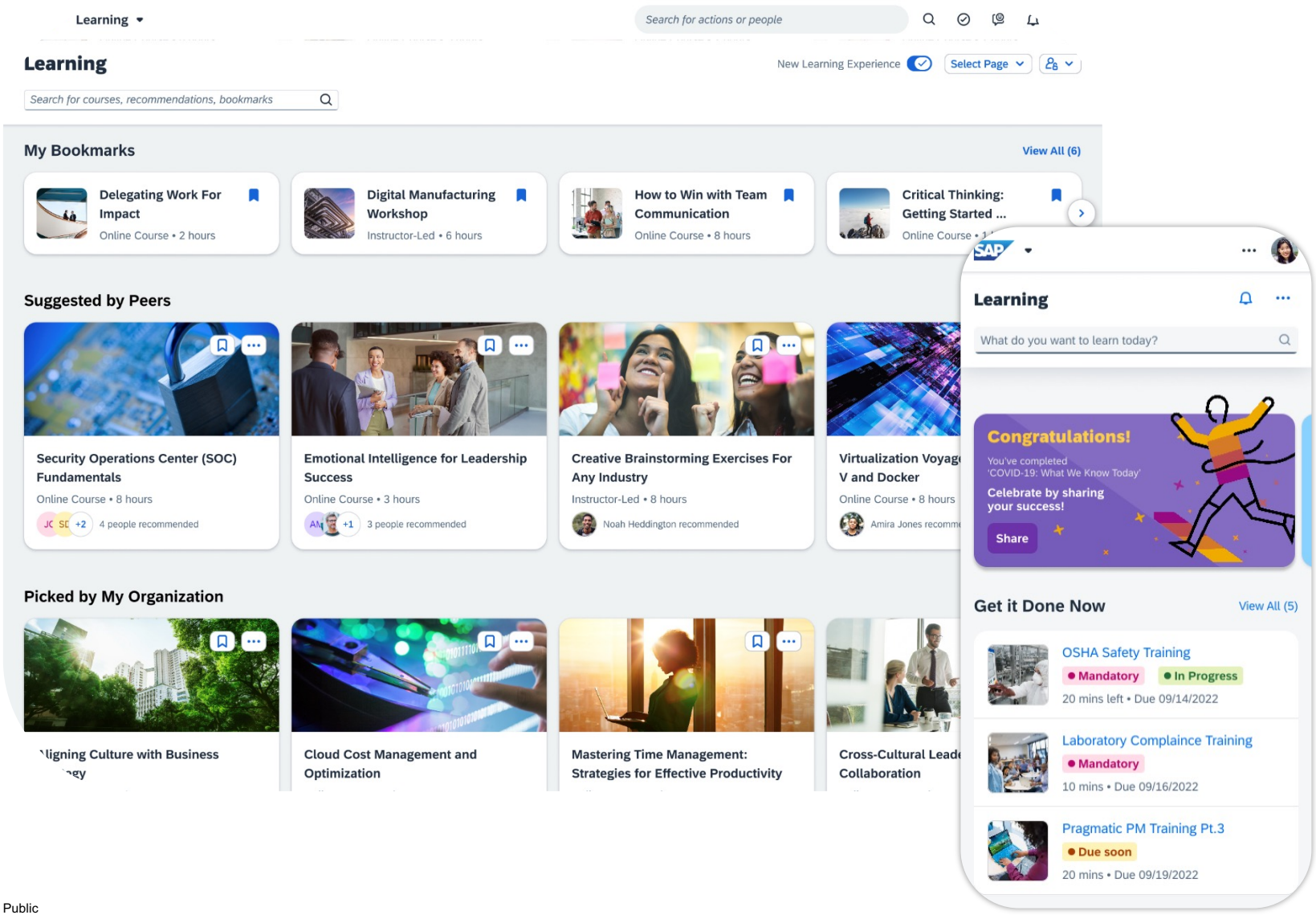
Recommendations engine driven by talent intelligence

Open by design with our **open content network**

Mobile responsive experience built in

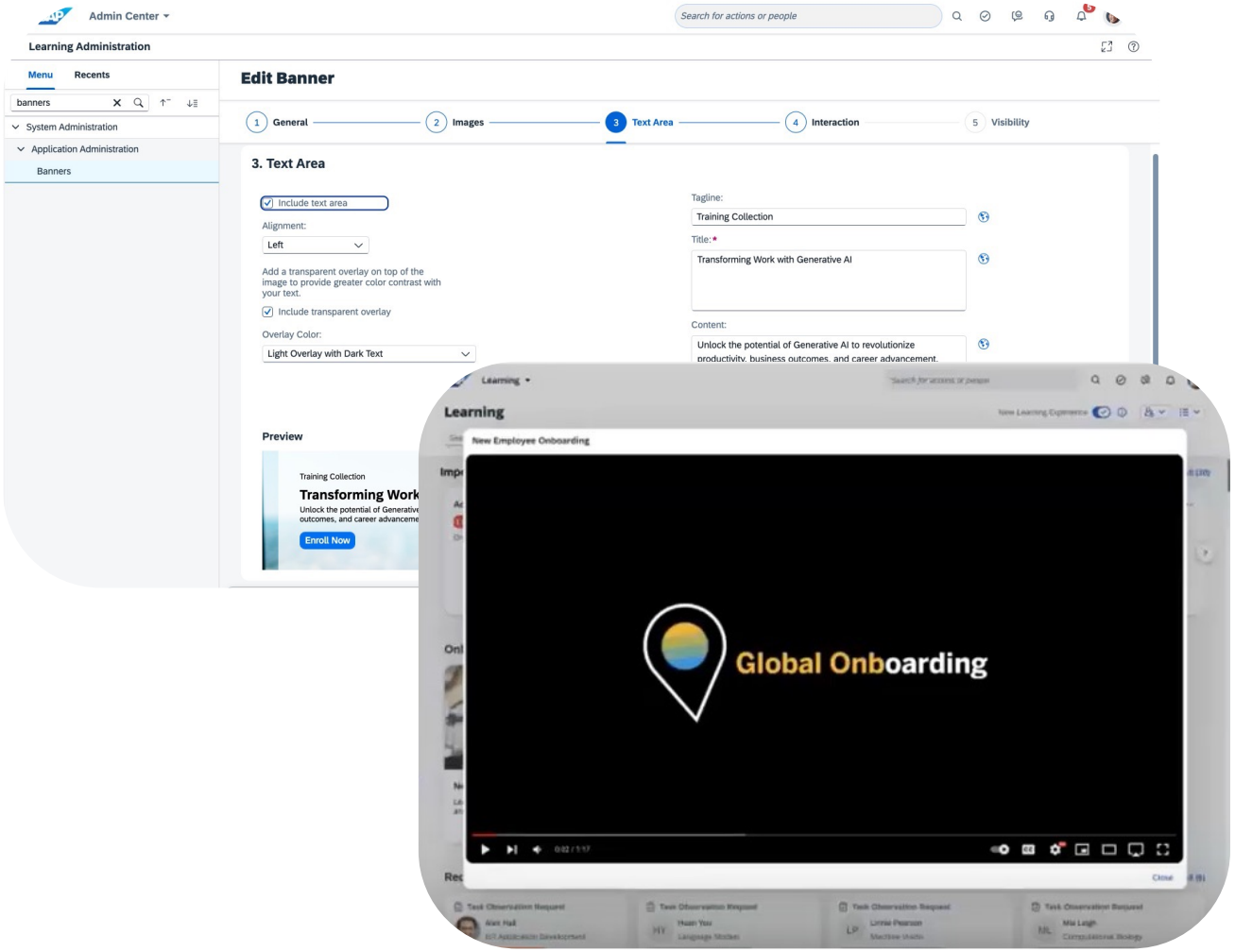


A guided experience that is highly personalized and meaningful



- Help keep employees compliant and safe but also encourages collaboration, growth, discovery, and curiosity with a guided learning experience

Highly flexible to tailor and brand the learner experience to your needs



- Customize the experience with branding and messaging using customizable banners to highlight critical information and guide learners through their educational journey

- Personalize the experience through custom cards to embed rich media and useful links directly on the learning home page

Deep Learning

Talent intelligence hub is the foundation of the future-ready workforce

Driving talent development and recommendations across the SAP SuccessFactors suite

Our Learning Product strategy

Learning everywhere

- Give your workforce an easier way to learn anytime, anywhere

Integrated skills and work

- Personalize the experience with a full-suite approach to skills
- Establish a strategic unified learning and talent strategy

AI-powered capabilities

- Push engagement through recommendations and tailored learning opportunities

Enhancing your experience

- Delight end users while supporting evolving business needs

Skills-based learning to help employees stay compliant, remain relevant and prepared for the future

Organization-driven

You **have** to learn

Role- and project-driven

We **need** to learn

Self-driven

I **want** to learn

Push and monitor your mandatory trainings to minimize legal risks

Organization-driven

You **have** to learn.

Role- and project-driven

We **need** to learn.

Self-driven

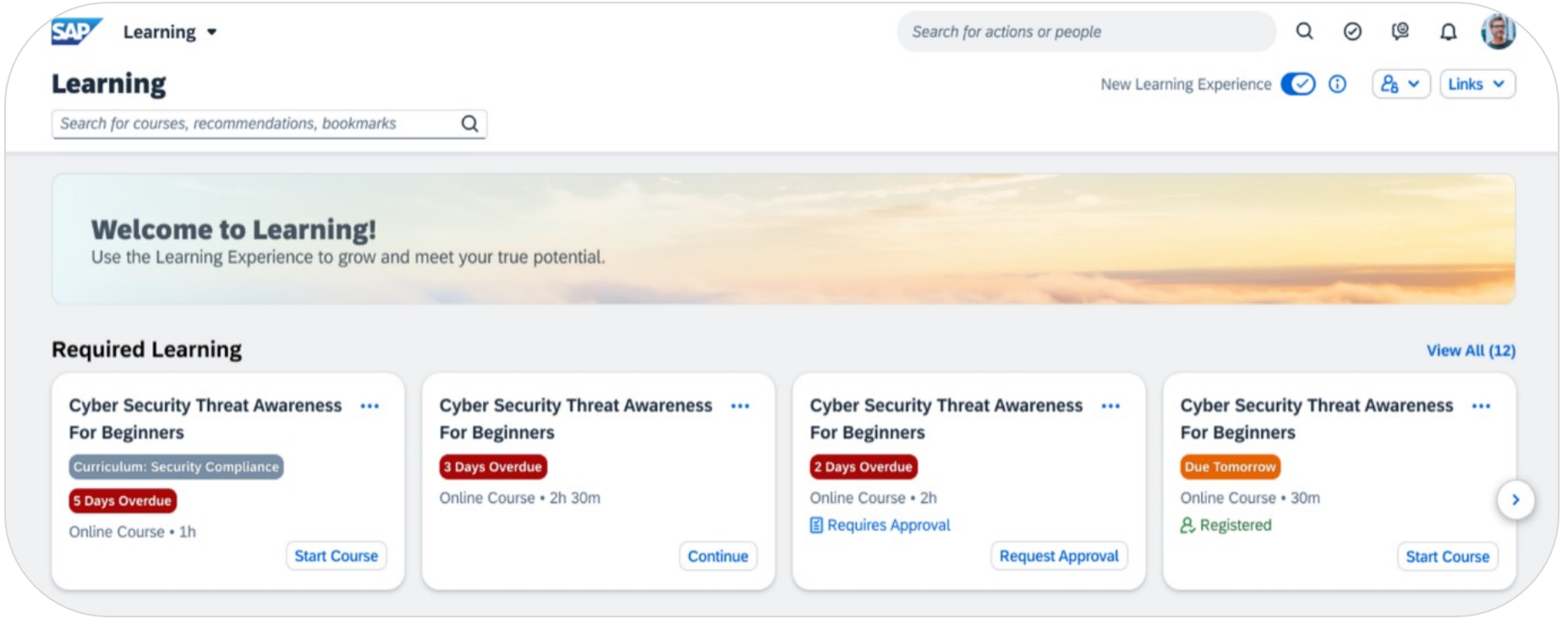
I **want** to learn.

Compliance is still #1 concern for L&D organizations

“How can I optimize my compliance processes?”

- Simplified monitoring through one system to monitor, capture and store data
- A robust, flexible system that allows for consistent tracking but also for handling of workflows and authorizations
- Auditing of completion history, certifications, completion rates and other important data
- Administration and management of training assignments which is efficient and reliable
- Secure document and signature management

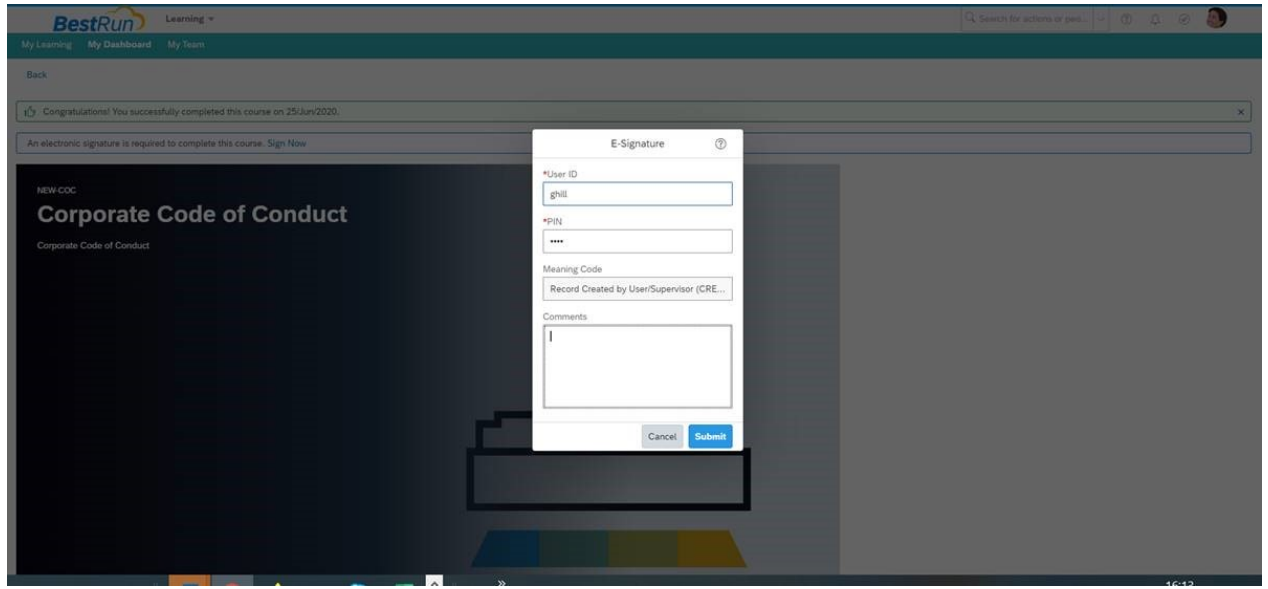
Get mandatory trainings prioritized and easy to complete



- Show required assignments and curricula front and center, with an easy indication of meeting compliance
- Assign automated learning assignments for compliance trainings based on nearly any criteria

“I want to get my mandatory trainings done quickly”

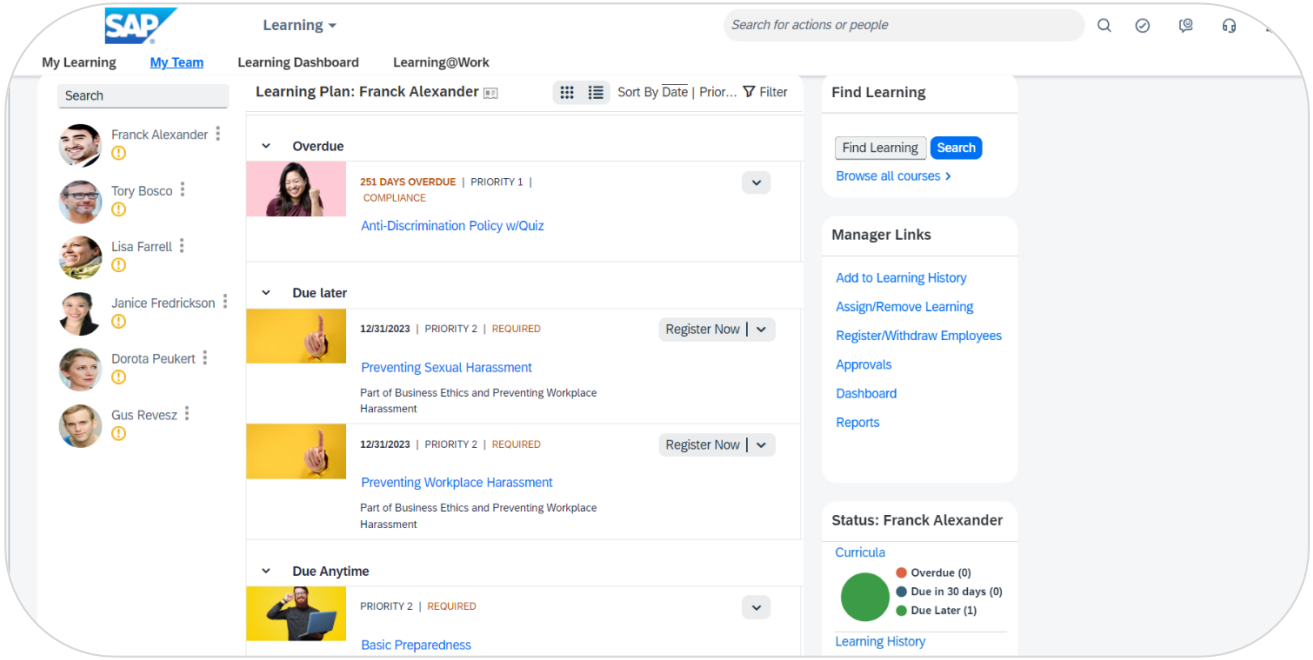
Secure document management



- Configure documents such as e-signatures and workflow policies according to your needs and push notifications accordingly

“I want to feel safe and guided through my compliance tasks”

Use persona-based compliance reporting for high visibility



- Give detailed insight into compliance training status, certifications, legal mandates, due dates, history and activities to help to meet government reporting requirements
- Share insights into the compliance reporting relevant to them

“Let me check the compliance status of my team/organization”

Support strict requirements for highly regulated industries

Validated software-as-a-service (SaaS) and NS2 environments: Support strict requirements for highly regulated industries with annual updates to free employees' time for validated testing.

Improved administration through automation:

- Easy navigation with all tasks at your fingertips
- Automated training assignments on nearly any criteria
- Enhanced workflow and authorization support
- Monitoring and reporting capabilities

“I need to have enough time for validated testing”

Public

Organization-driven

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Role- and project-driven

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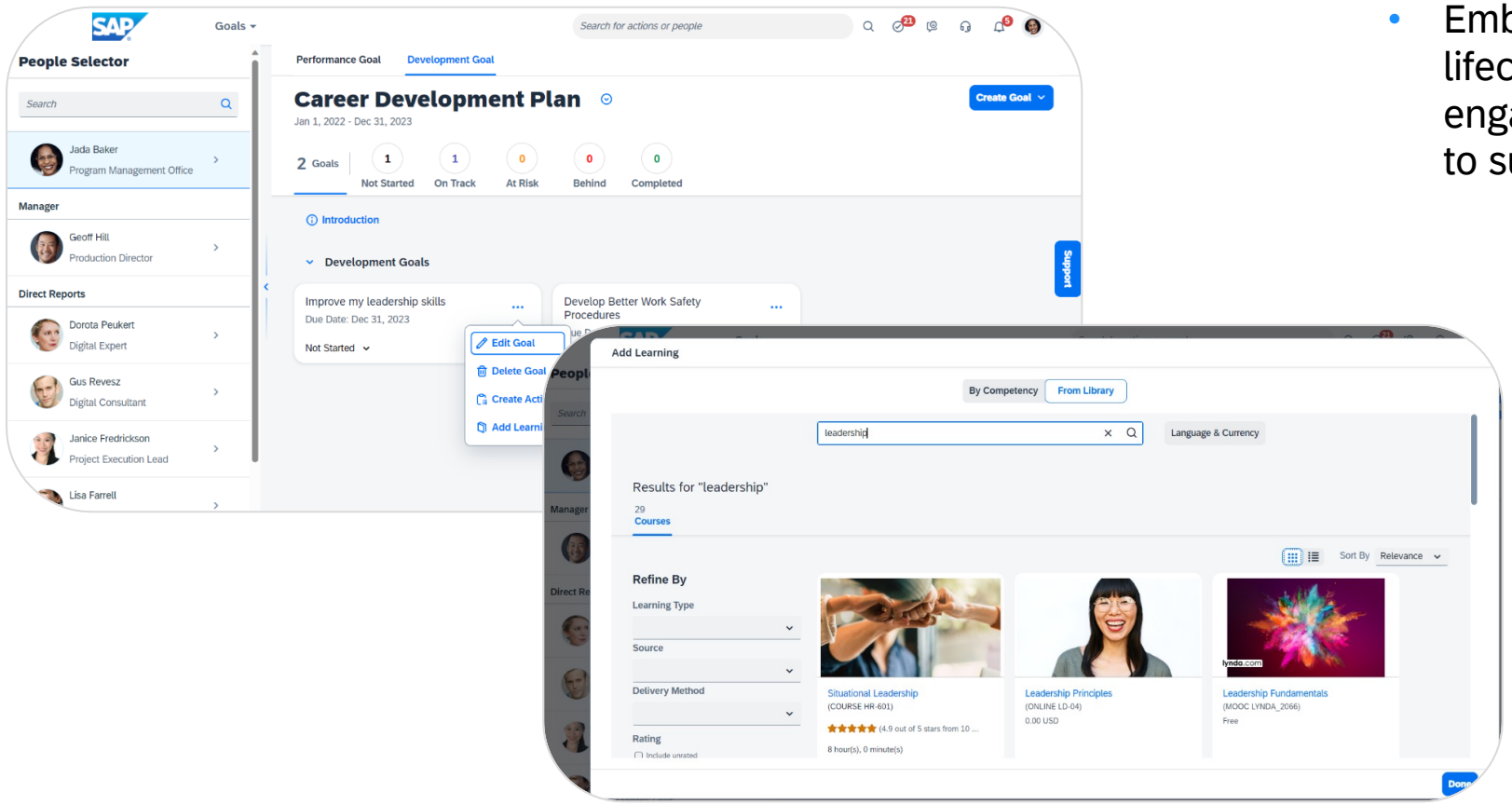
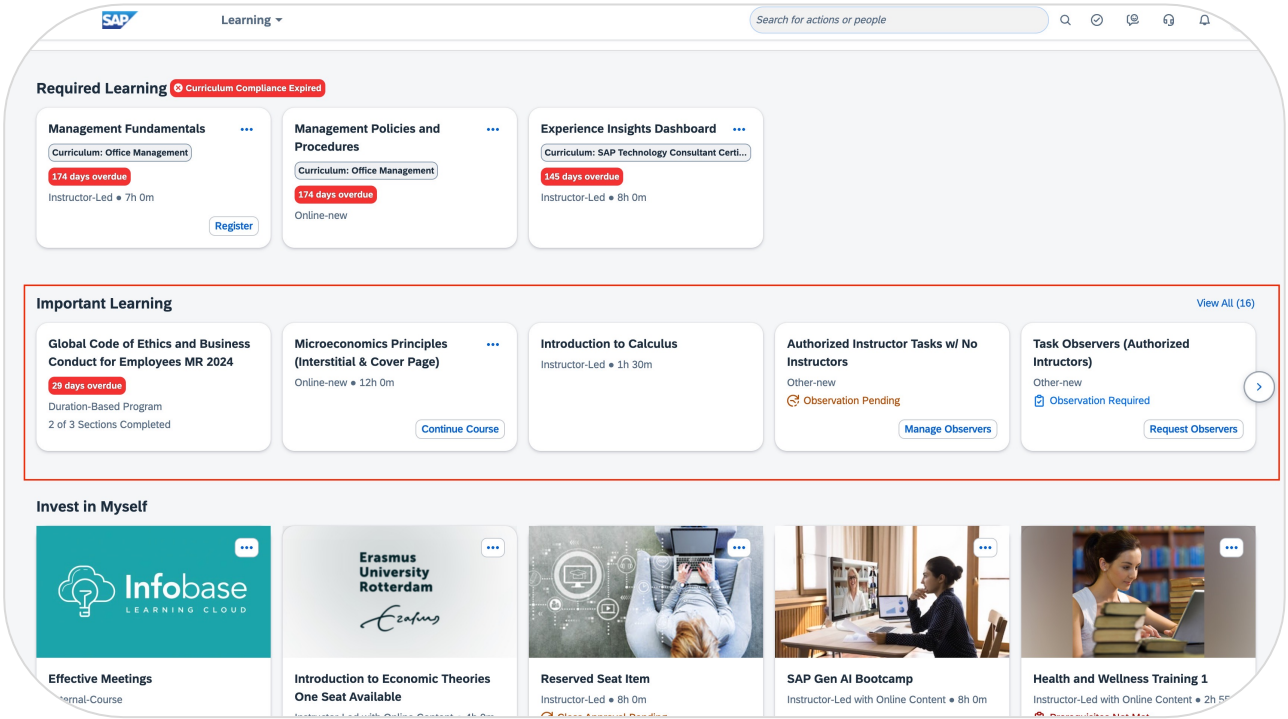
Embed learning into the employee lifecycle



- Embed learning into the employee lifecycle with consistent, integral and engaging experiences from onboarding to succession planning

“I want learning that is relevant to me right now”

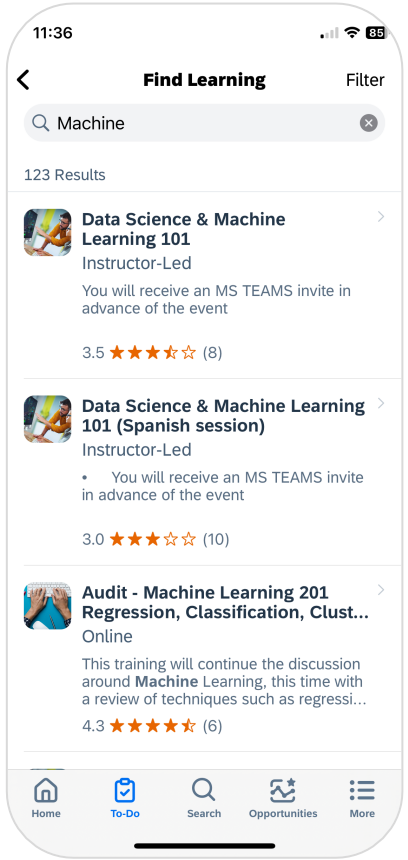
Encourage self-paced learning through optional important training

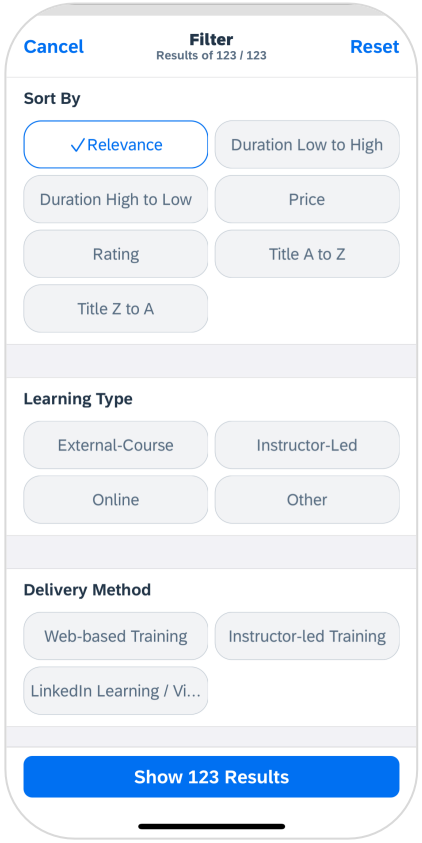


- Give easy access to non-required learning assignments and remind learners about specific due dates to complete the assignment.

“I get informed about optional learning assignments and stay engaged through reminders”

Foster discovery of most relevant learning

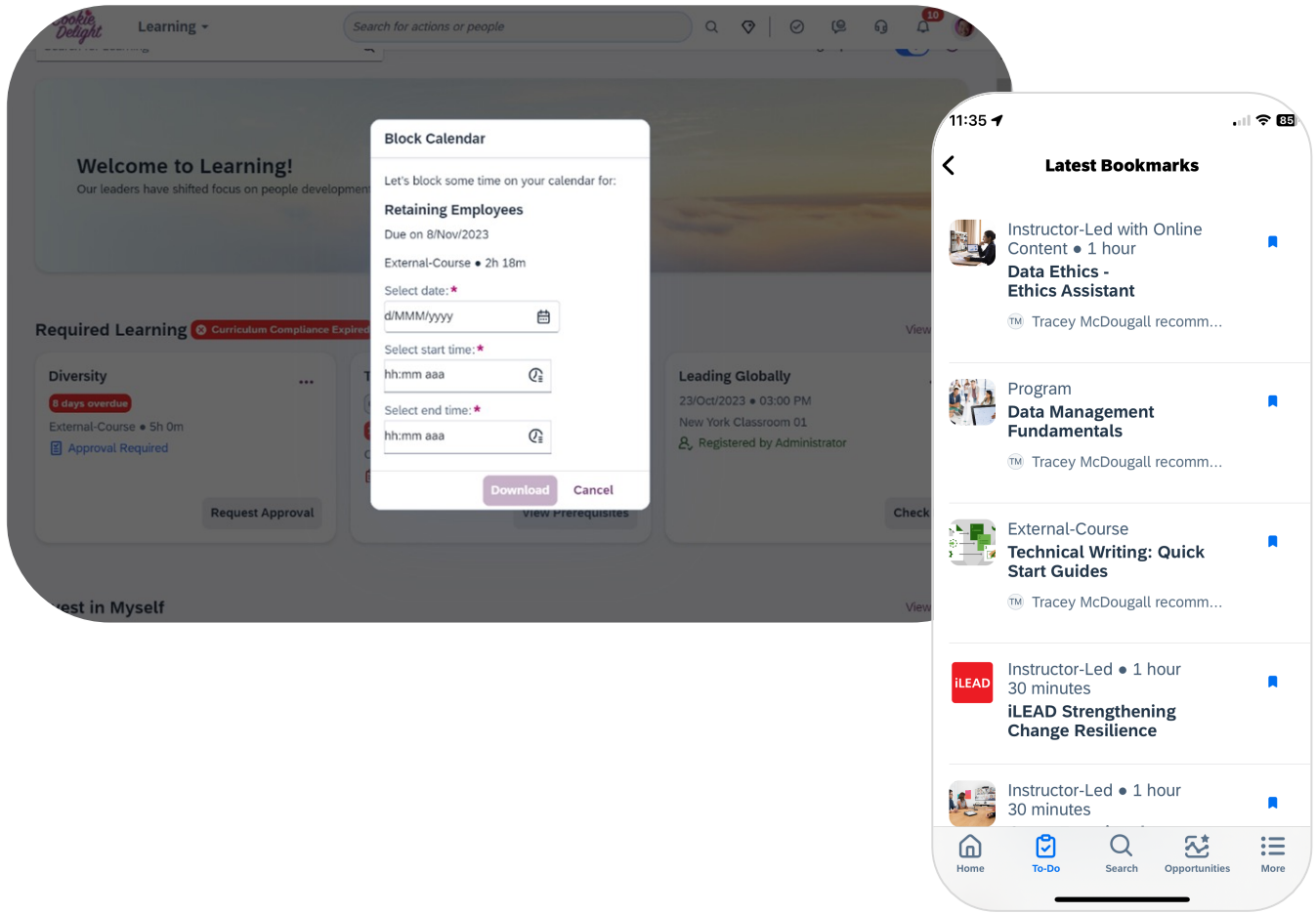




- Help discover most relevant content through enhanced search and filtering capabilities, such as type-ahead suggestions and key results that populate as the learner is typing
- Use smart recommendations and the ability to search based on specific skills and other attributes

“I want a search that supports me in finding the right learning”

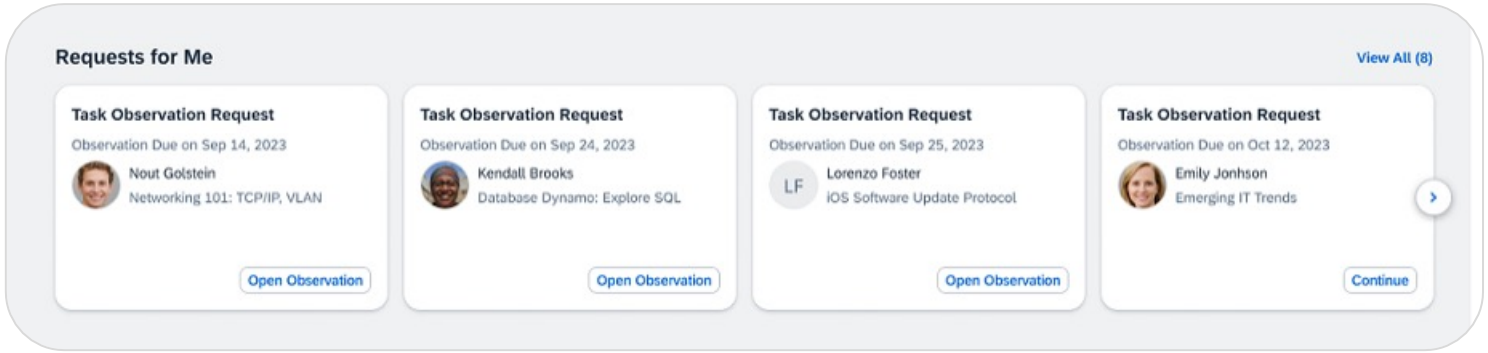
Keep learners engaged and curious



- Block time onto employee's calendar straight from the course
- Bookmark items for later perusal

"Oh, this sounds interesting but I don't have time right now"

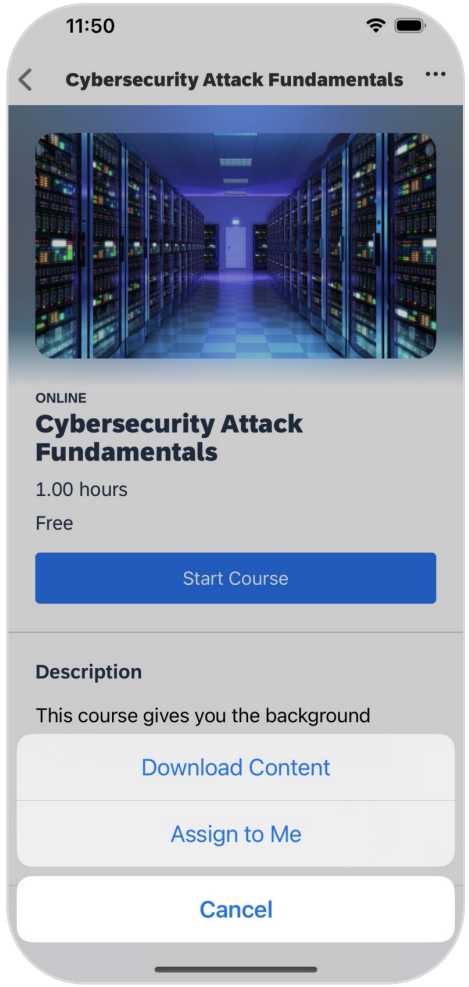
Help keep learners on track



- Give the learner guidance on what is expected or needs to be done by clearly showcasing assignment details and next steps

“I want to know what is expected from me to do”

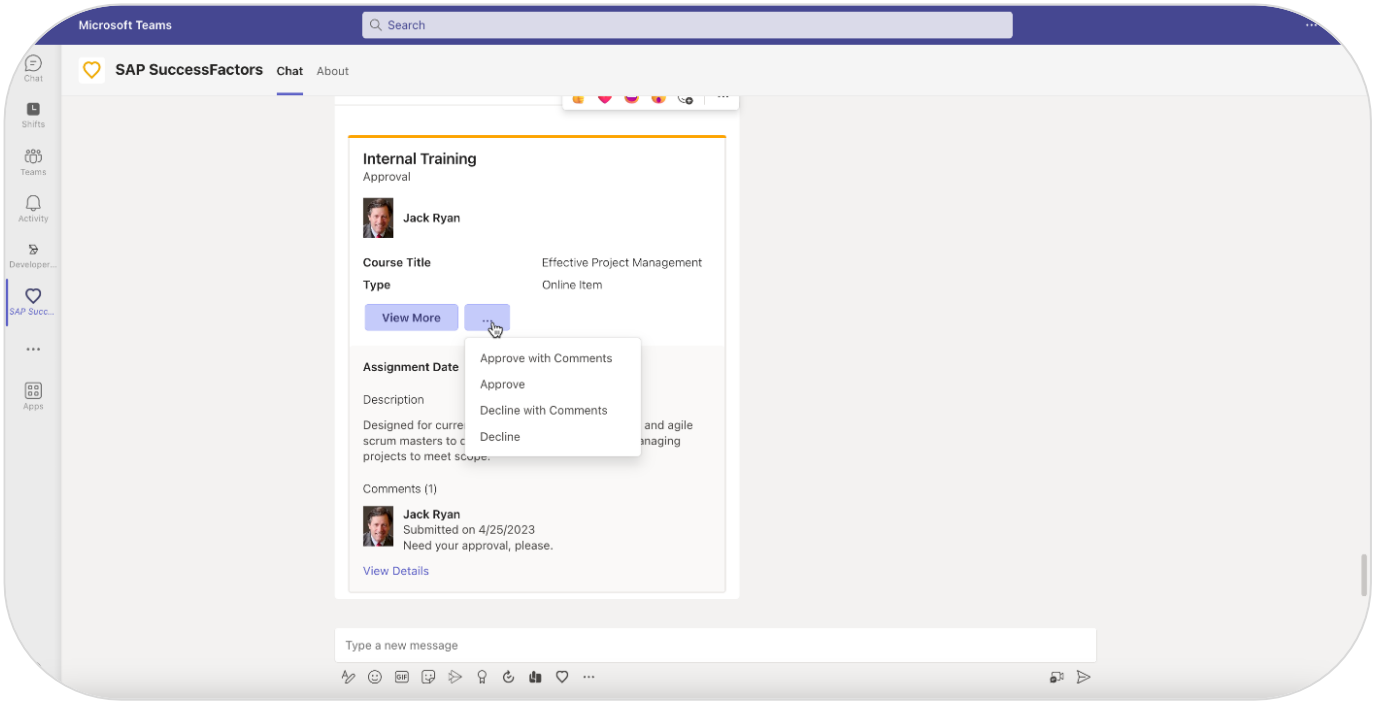
Let learners access learning everywhere – at any device



- Access content and learning as well as related tasks everywhere anytime on any mobile device.
- Get progress of learning assignments executed offline synched automatically later

“I want to work on this course offline”

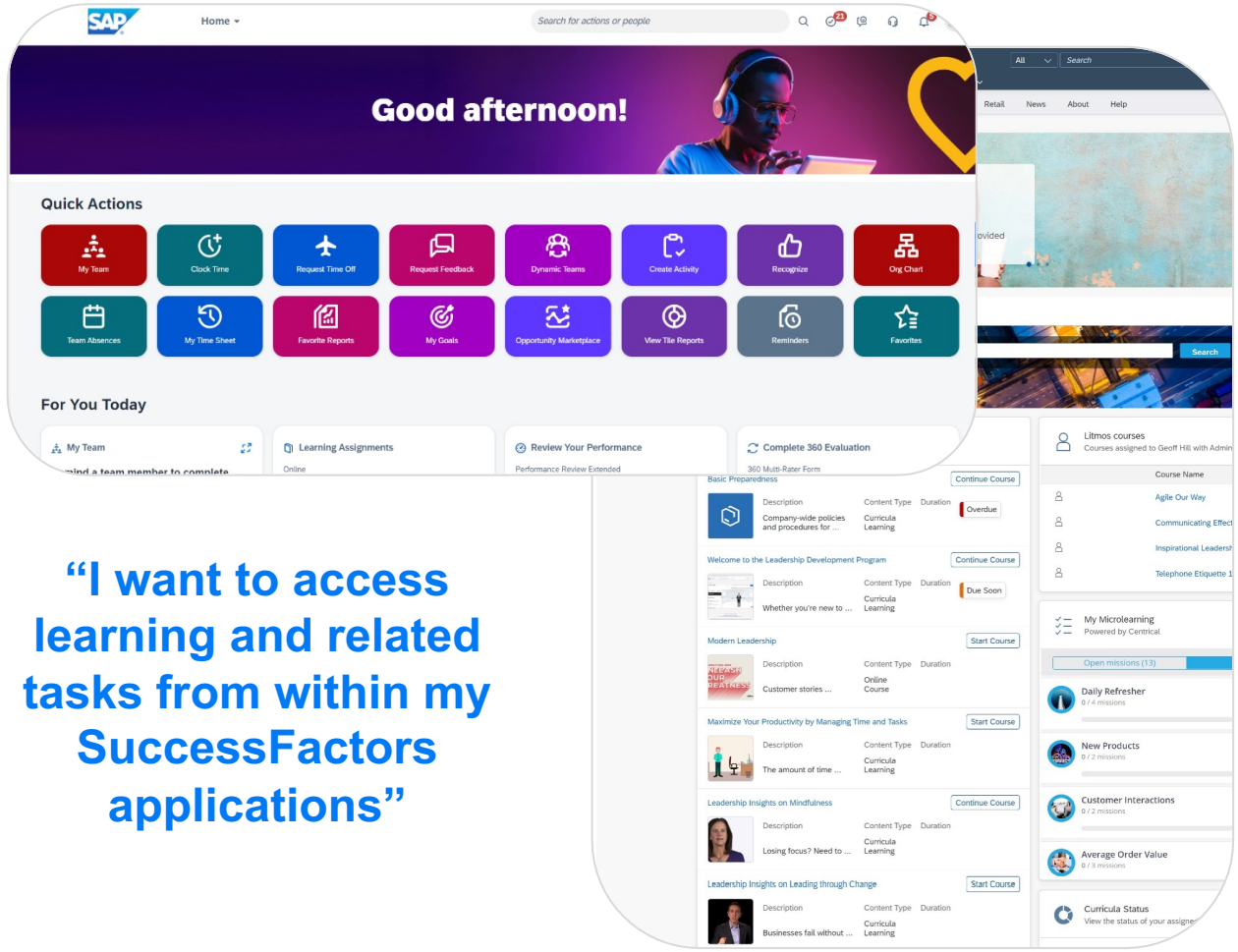
Offer learning and related actions embedded into daily activities



- Embed learning and related actions like overdue reminders or approvals in the immediate context of employees' day-to-day activities through bi-directional integrations with Virtual Learning System (VLS) like Microsoft Teams, Zoom or Adobe

"I want to access virtual courses in the flow of what I am just working on"

Access Learning from anywhere across the SAP SuccessFactors HCM suite

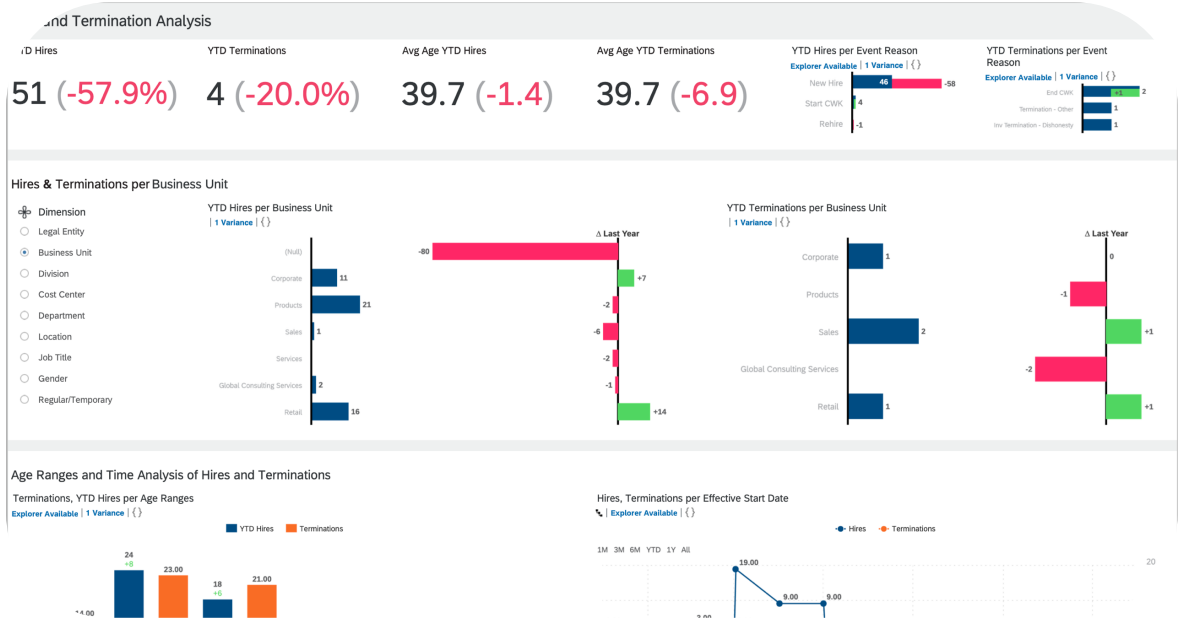


“I want to access learning and related tasks from within my SuccessFactors applications”

- Access learning from different angles across the SAP SuccessFactors Suite to push content and information to them directly

Get deep insights and create learning reports easily with report stories

- Leverage templates available in stories in SAP SuccessFactors People Analytics to get visually compelling stories and dashboards, providing overview and insights to your organization
- Benefit from one unified reporting by using interactive, graphical tiles and dashboards for a bird's-eye view with the ability to drill down to specific details



"I want to get deep insights easily - even cross functional"

Organization-driven

You **have** to learn.

Role- and project-driven

We **need** to learn.

Self-driven

I **want** to learn.

Deep Learning

SAP SuccessFactors AI-powered talent intelligence hub

Deep skills-based intelligence & personalized talent development recommendations across the suite

SKILLS & CAPABILITIES

STRENGTHS & STYLES

EXPRESSIVE PREFERENCES

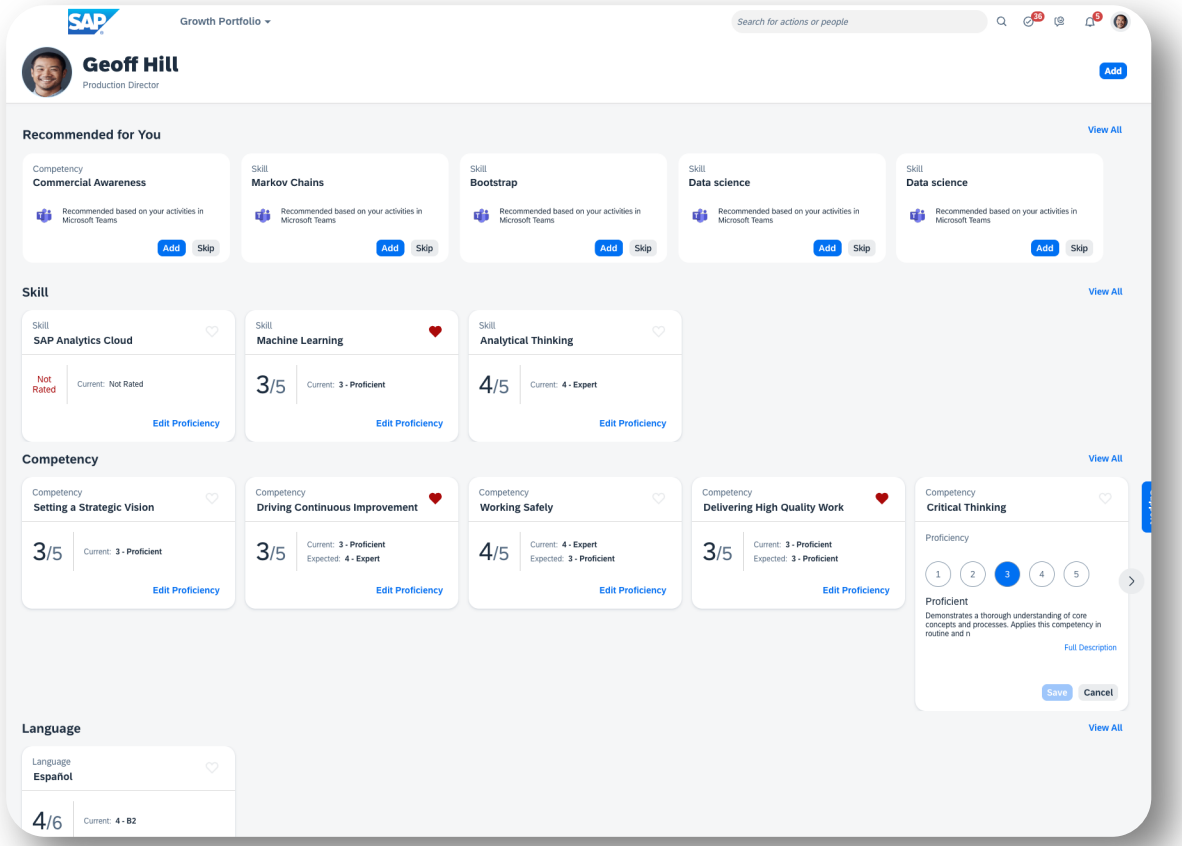
- Lightcast
- O-Net
- ESCO
- LinkUp

SAP Application Data

3rd Party Skills Data

Growth Portfolio - The attributes about each individual

- Recommendations
- Attribute Types
- Rating on a scale of…



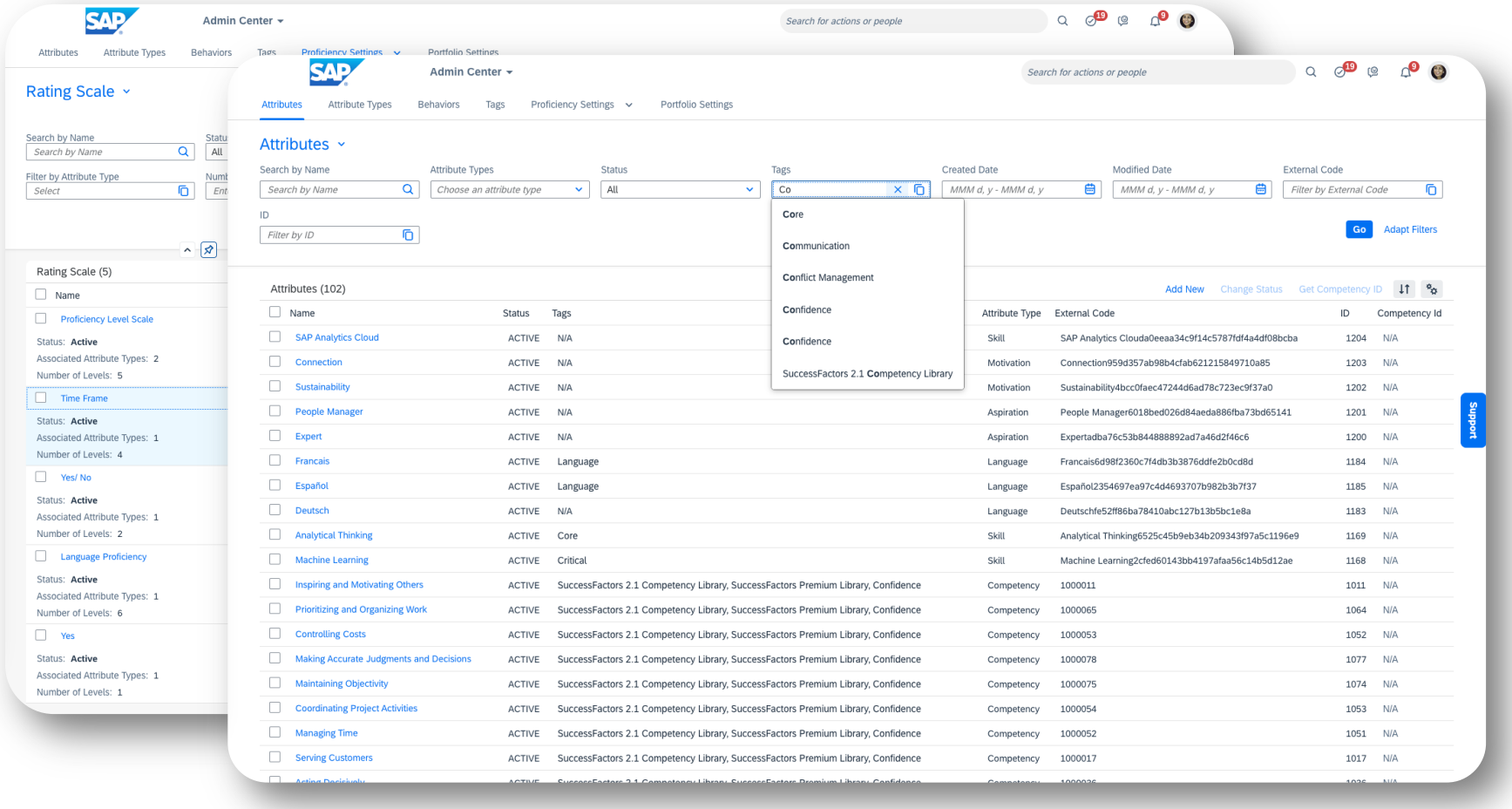
- Passion
- Expected Rating
- Simple, elegant rating in place

“I can get an overview of my skills and competencies and add new ones”

Attributes Library – The organizational view of skills & attributes

Enables focus on the skills and attributes important to your business strategy

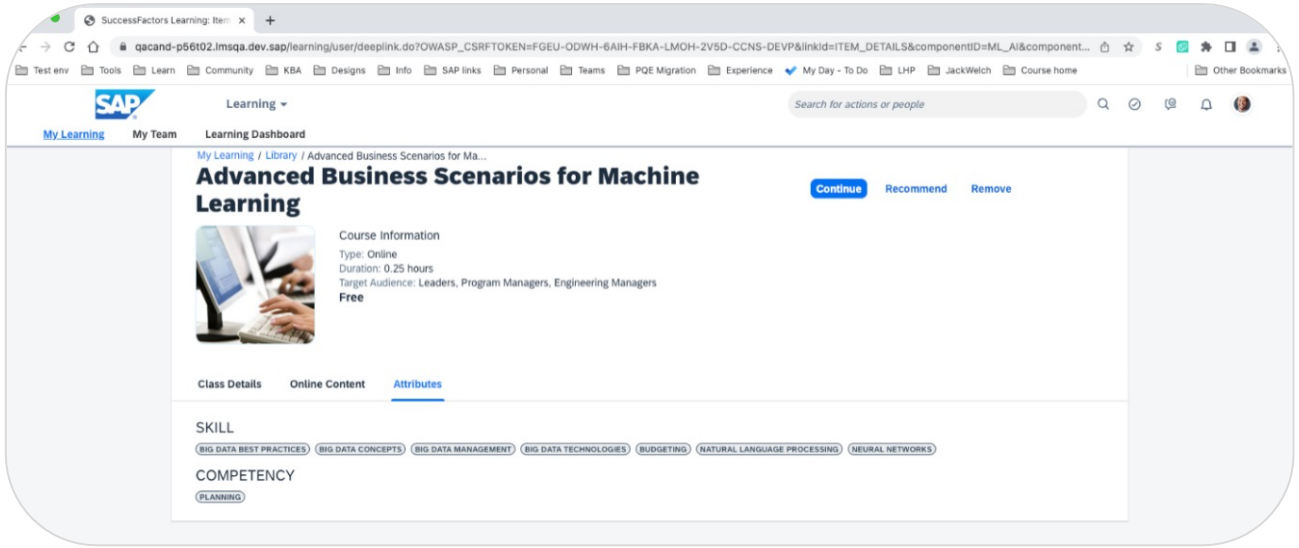
- Attributes
- Filter by Tags, Types…



- Attribute Types
- Proficiency Scales

“I want to leverage one central place for our skills and attributes”

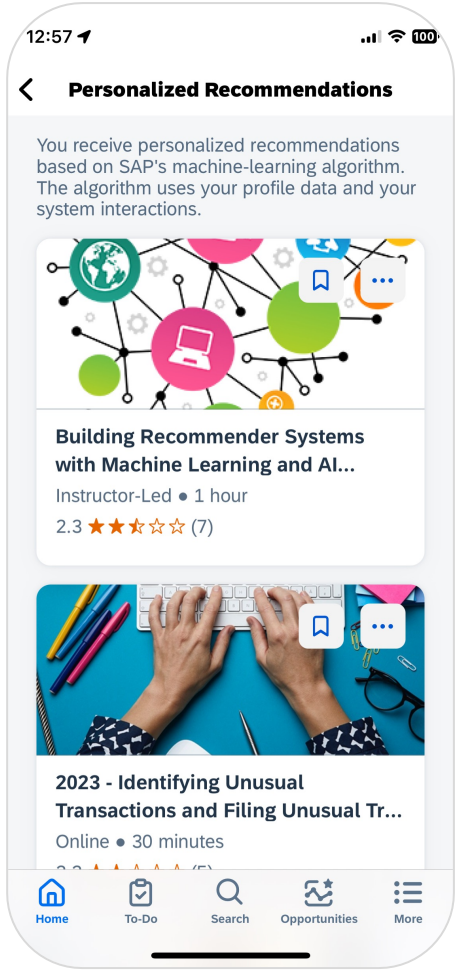
Keep skills up to date

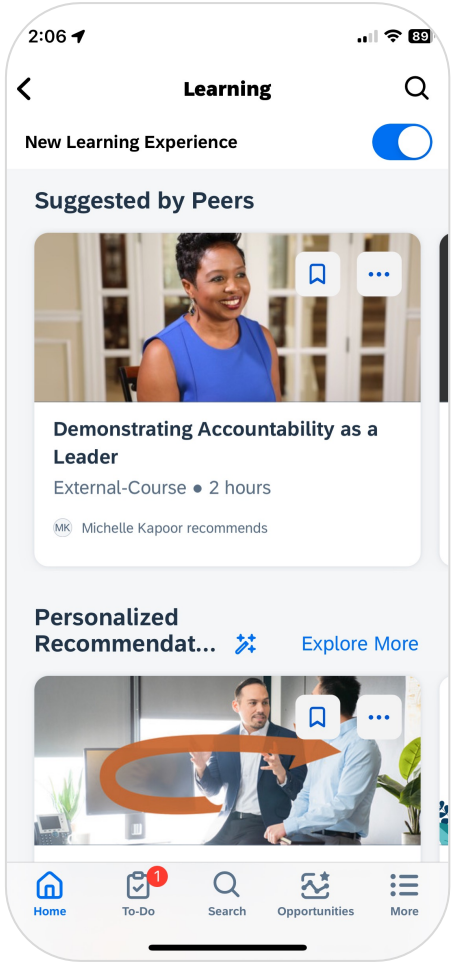


- Get skills updated after the completion of a course.
- Tag skills and competencies to be gained with trainings.
- Deposit employees and organization's skills in one central place

"I want to know which skills and competencies are tied to this course"

Offer recommendations to support skills-driven development

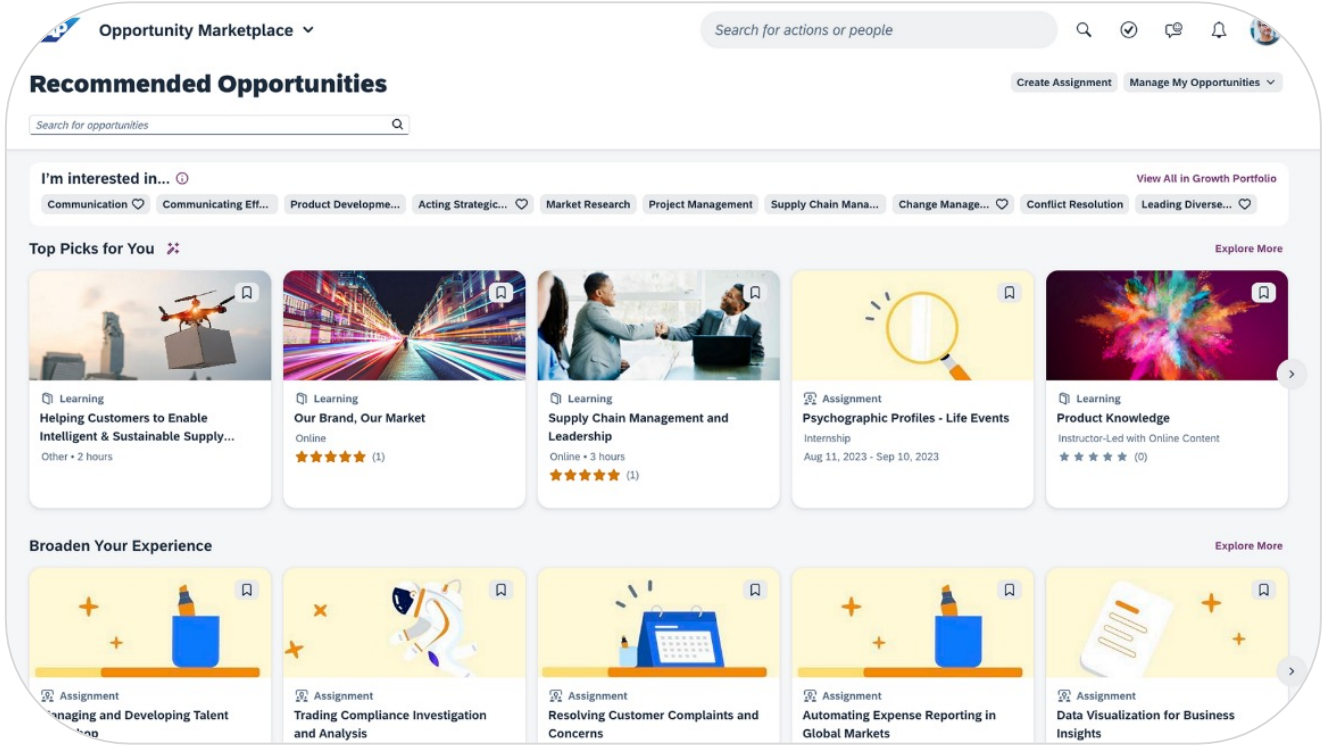




- Allow learners to receive AI-driven personalized recommendations to encourage them to continuously learn and upskill.
- Bring peer recommendations prominently to the learner's attention.

"I want to know what else is interesting and relevant for me"

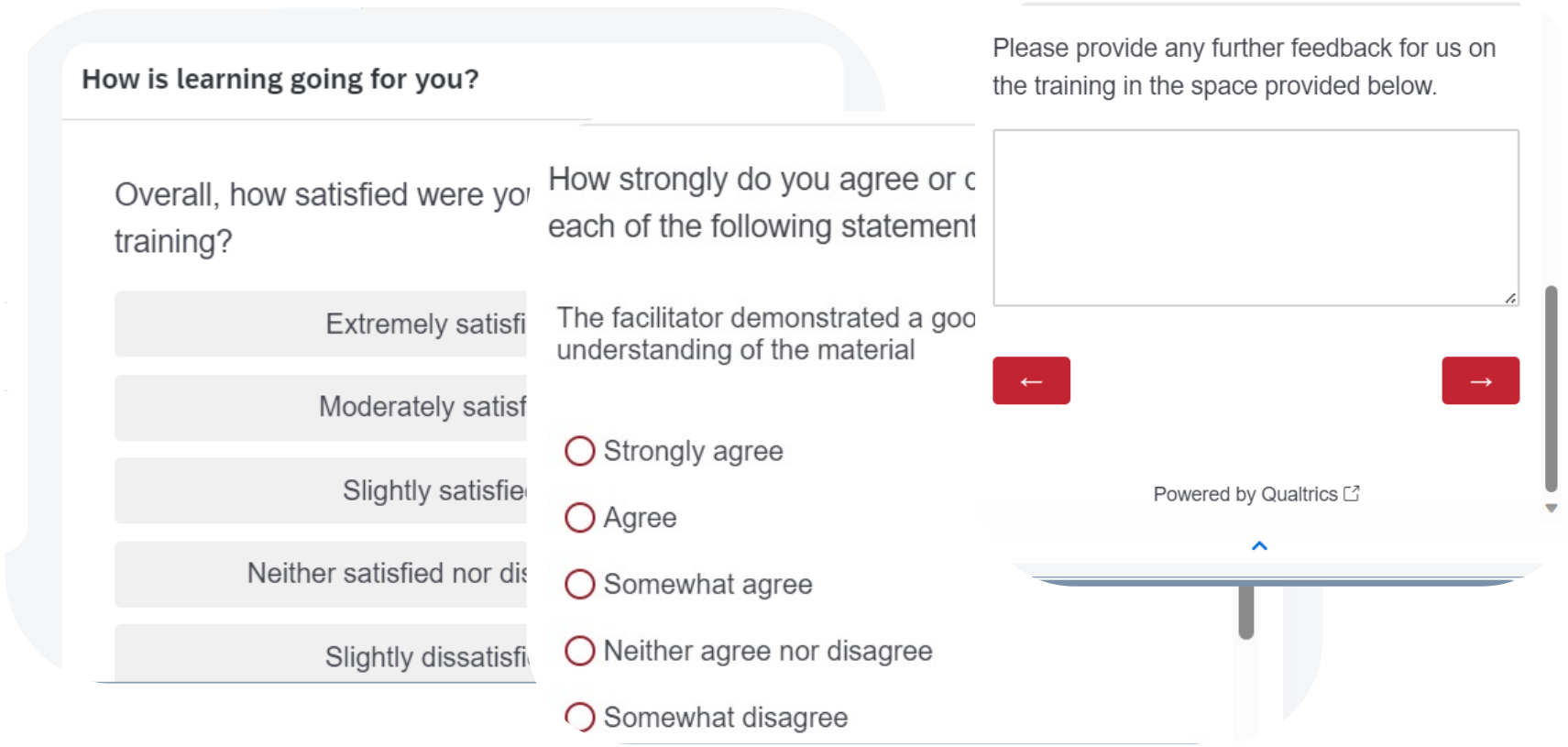
Let your learners discover new opportunities to grow



- Show cross- functional opportunities, such as mentoring and fellowships, temporary assignments, and more through the integration with SAP SuccessFactors Opportunity Marketplace

“What additional development opportunities do I have?”

Invite your learners to give feedback



- Embed surveys triggered automatically or by specific events to take action leveraging Employee Experience Management by Qualtrics
- Use pre-configured reports or statistical key driver analysis for detailed insights and to define improvements

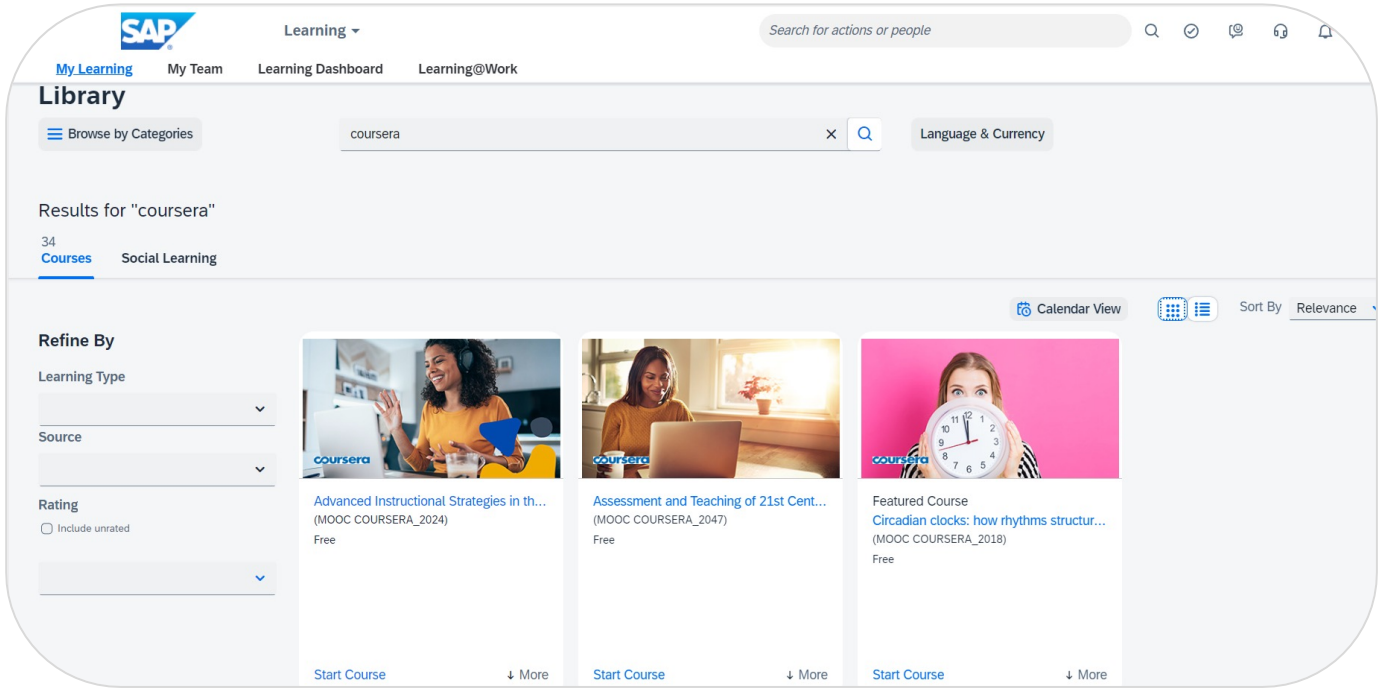
“I want to get my voice heard”

Learning Content is key for a successful Learning Strategy

There are many ways in which SAP SuccessFactors support customers when it comes to Digital Learning Content:

- Direct Content Subscription
- Partner Content Subscription
- Content Integration with Partners (OCN)
- Managed Business Services (PCM)
- Content Hosting for Customers

Access third-party content embedded and tracked within SAP SuccessFactors Learning



- Access 3rd party content from our open content network within from SAP SuccessFactors Learning

“I want to get all content from one place”

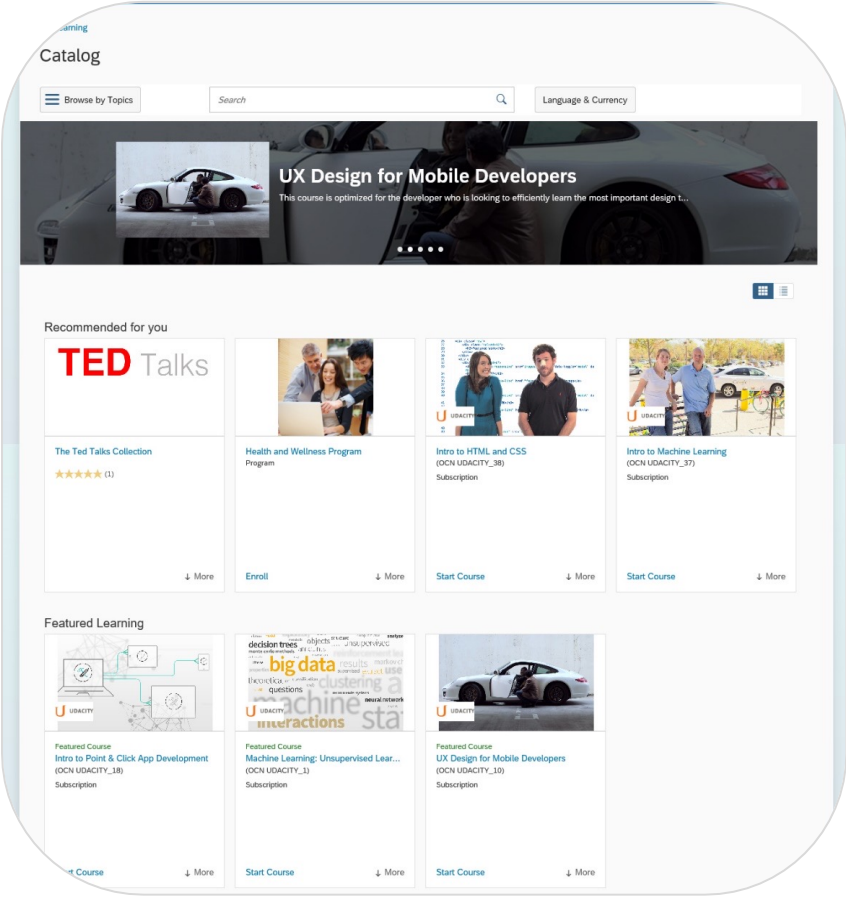
Any content. Any time. Any place.

The Open Content Network (OCN) enables SAP SuccessFactors Learning customers to offer their users the ability to easily access fresh, meaningful content through external content providers, directly from SuccessFactors Learning via computer or mobile devices any time.

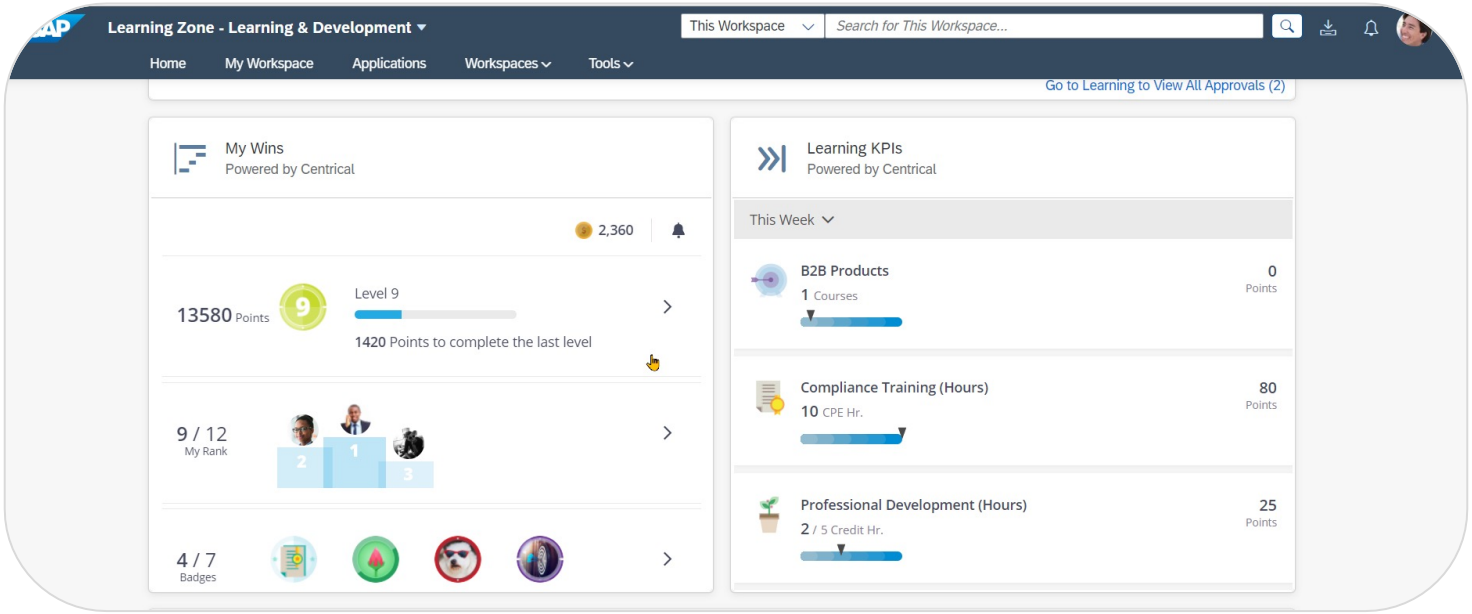
OCN vendor content acts just like other content in the system and can be made available in Catalogs, Programs, and Curricula, as well as directly assigned to employees by Administrators or Supervisors.

Users are able to easily find courses in their Catalog, and the OCN courses are integrated with all other internally-provided content.

Newer partners can leverage a new Implementation Design Principle (IDP) available for download at OCN IDP. IDP covers course import, single sign on and completions.



Benefit from great partner innovations with out-of-the-box integrations



- Access innovations like gamification, microlearning, VR or others offered by our partner ecosystem directly within from SAP SuccessFactors Learning

“I am excited to leverage badges and gamification”

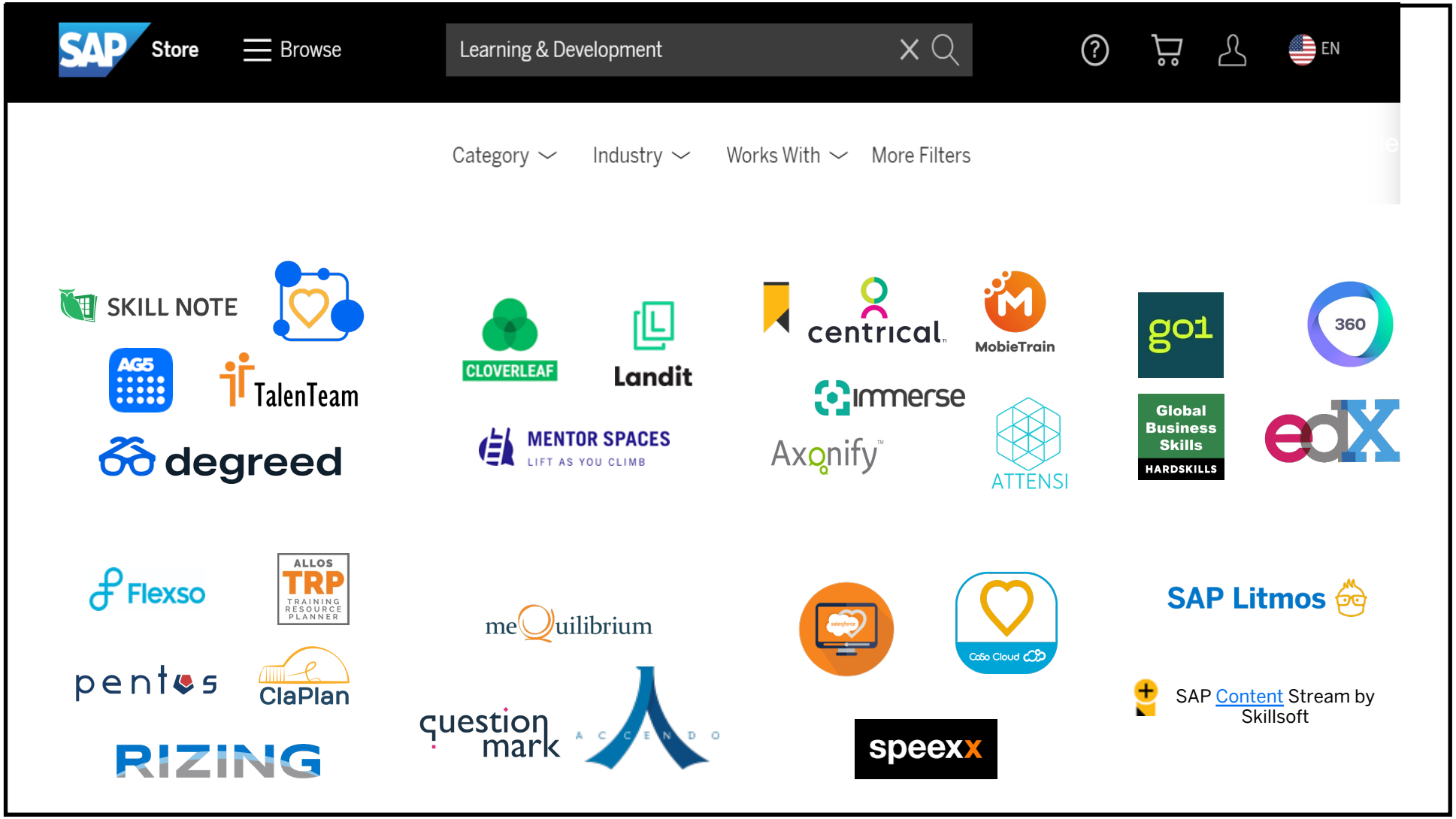
Find out more about *SAP SuccessFactors Learning Extensions*

Find the right partner from our ecosystem at the SAP Store

Available on **SAP Store**

SAP Solution Extensions

SAP Endorsed App
Premium Certified



Maximize skills growth with an AI-powered learning management solution

SAP SuccessFactors Learning

1. Proven best practices and results with customers of all sizes, across every industry and geography
2. Depth and breadth of capabilities with a configurable, comprehensive and truly global solution
3. Individualized experiences designed for how, where, and when people learn and want to grow
4. Unmatched regulatory compliance capabilities also for highly regulated industries
5. Embedded AI and talent intelligence using a unique whole self approach
6. Open cloud platform to ease integration and fuel innovation from our extended partner-eco system

Customers using SAP SuccessFactors Learning confirmed that they have seen:

85%

Satisfaction with training opportunities

65%

Increase in training courses with no additional staff

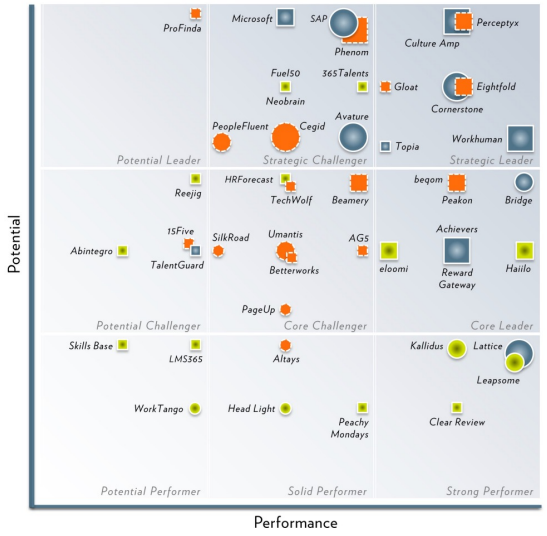
4x

Increase in training hours employees invest

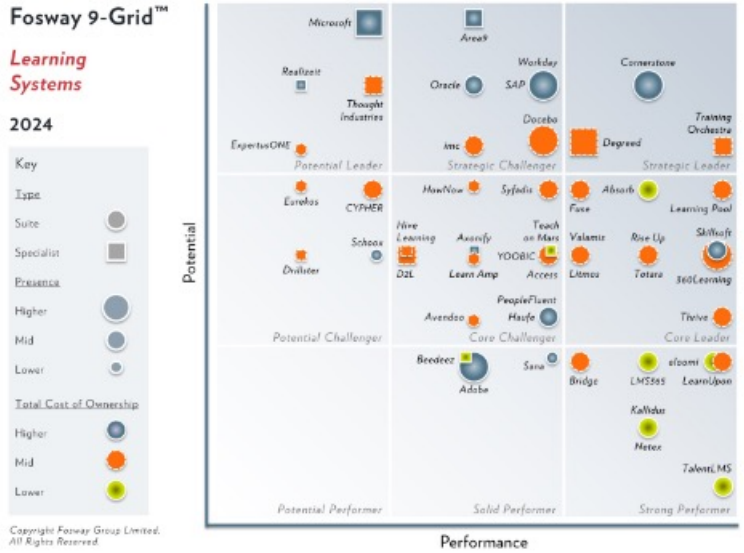
Source: Addressing Perennial HR Challenges with Human Experience Management Technology

Top tier analyst recognitions

SAP Is Recognized A Top Leader in 2023
Gartner® Magic Quadrant™ for Cloud HCM Suites for 1,000+ Employee Enterprises



SAP SuccessFactors increased its ranking in potential in 2023
Fosway 9-Grid Talent & People Success | Fosway Group

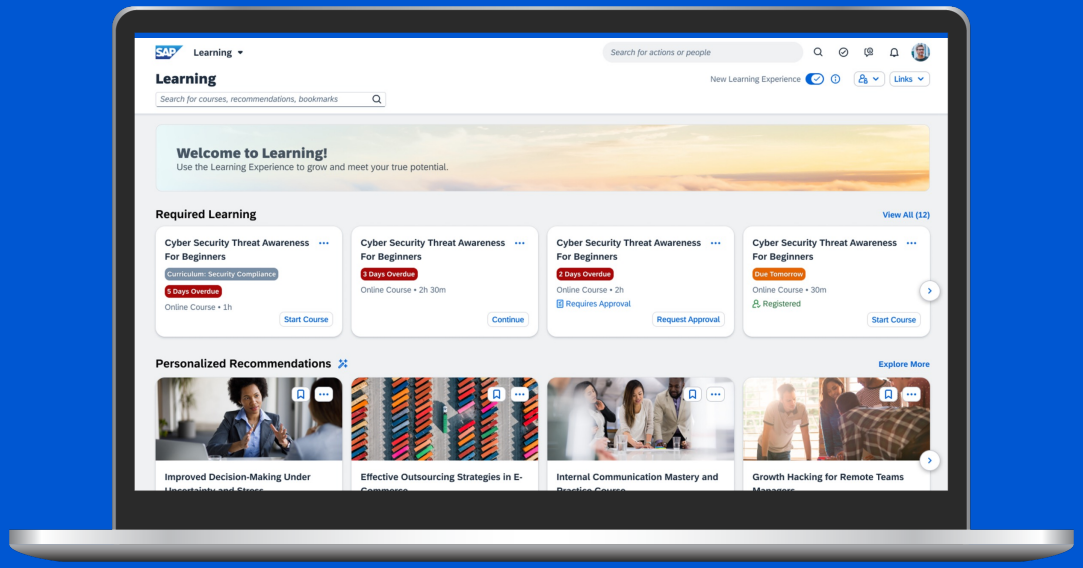


SAP SuccessFactors named a Strategic Challenger with a strong movement on the performance axis in Fosway 9-GridTM 2024 report for Learning Systems

SAP SuccessFactors

Get more information

SAP SuccessFactors Learning



Embrace a culture of skills-based, lifelong learning

Public

Thank you.

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