

Reading Sample

This sample chapter explains how organizations implementing SAP SuccessFactors Learning can create, manage, store, and integrate online content.

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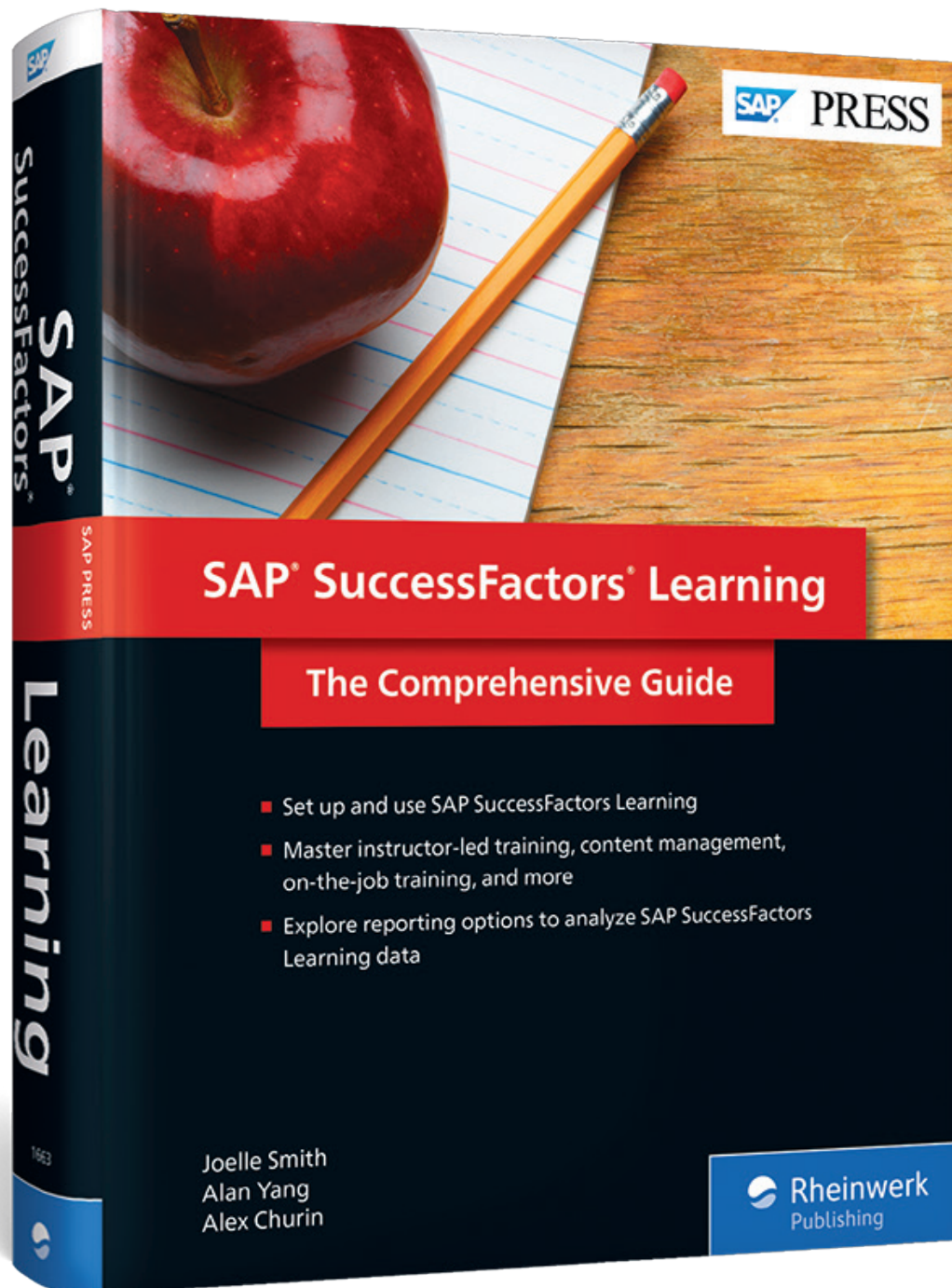
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SAP SuccessFactors Learning: The Comprehensive Guide

680 Pages, 2018, \$89.95

ISBN 978-1-4932-1663-5

 www.sap-press.com/4577



Chapter 6

Online Items and Content Management

Now that you understand how an item is structured for instructor-led training, we'll switch gears and look at the item settings and structure for online items. Rather than building scheduled segments of time, online items need to be aligned with content. This allows learners to acquire knowledge through their own interaction with the content, rather than through an instructor.

Online learning enables your organization's employees to learn anytime and anywhere without the restrictions of class size, location, and instructor availability that come with the traditional forms of instructor-led training. In contrast, online learning is available on-demand; learners simply find the course they want, start and stop at their convenience, and complete it when they have the time and attentiveness to learn. Since completion is recorded automatically, this reduces the administrative overhead and manual interventions required to manage this learning type.

You can use the content management features of SAP SuccessFactors Learning to offer self-paced learning to your organization. As a learning team embarking on an implementation of online learning, it is up to you to consider the level of interaction that you require between the learner and the content. This helps in determining the e-learning standards and content types you want to deliver and track from SAP SuccessFactors Learning. For example, you may just require learners to launch a website to meet the requirement for completion, or you may need learners to read a policy document and then acknowledge that they have read it and understand it. Or perhaps you need a more complex set of requirements to be met, for example, navigating through a certain percentage of pages of content, completing a quiz with a passing score, or reaching the end of the content.

Once you determine what you need to track for self-paced learning, you then define the materials that you have on hand and scope what you need to create or purchase. For something like policy document acknowledgements, you likely already have these materials in PDF or other document formats and potentially stored in document management systems or other servers. For more interactive content, you can create custom online courseware using content development tools such as SAP Enable Now, Adobe Captivate, or Articulate Storyline (just to name a few) that produce content in one of the e-learning standards such as AICC or SCORM.

SAP SuccessFactors Learning also enables you to purchase off-the-shelf content from external content providers. You can host it on your own server or allow your learners to seamlessly launch it from the providers’ site. The ability to launch content from an external site is managed using the Open Content Network, a feature we’ll explore later in this chapter.

The objective of this chapter is to cover all elements that are required to assemble and deliver online learning. To this end, we begin our coverage with an examination of online content management in Section 6.1, and then we’ll look at the content object records and the supported launch types in Section 6.2. We’ll move on to content packages and how they can be used to combine content objects in Section 6.3. Then, in Section 6.4, we’ll explore different methods and uses of documents. Section 6.5 provides an overview of the online content storage, iContent, that is included with all SAP SuccessFactors Learning licenses, and then we’ll look at other third-party content that can be integrated with your system in Section 6.6. We’ll close the chapter by shifting our focus to mobile online delivery and how this differs from the standard browser format in Section 6.7 and by making some design considerations for online content in Section 6.8.

6.1 Online Content Management

The main concept to understand when it comes to online content management is that the content does not actually reside in the LMS (in this case, SAP SuccessFactors Learning). Instead, your content needs to be stored on a server; you create content objects within SAP SuccessFactors Learning that point to the location of the content and define the method of delivery and completion tracking.

In an earlier chapter, we covered the topic of *items*, which are essentially the containers for this content. They also provide a means for assigning the content and making it available in a catalog. Recall that an item is the smallest assignable unit; items can contain one or many content objects, but content objects cannot be directly assigned without an item. Note that you can reuse content objects in more than one item. For example, a content object covering the topic of “Introduction to Safety” could be included in an item titled “Field Safety,” along with another item, titled “Office Safety.”

Let’s start by looking at how online content is managed. Figure 6.1 shows the steps you complete, both outside of SAP SuccessFactors Learning (on the top) and inside the system (on the bottom).

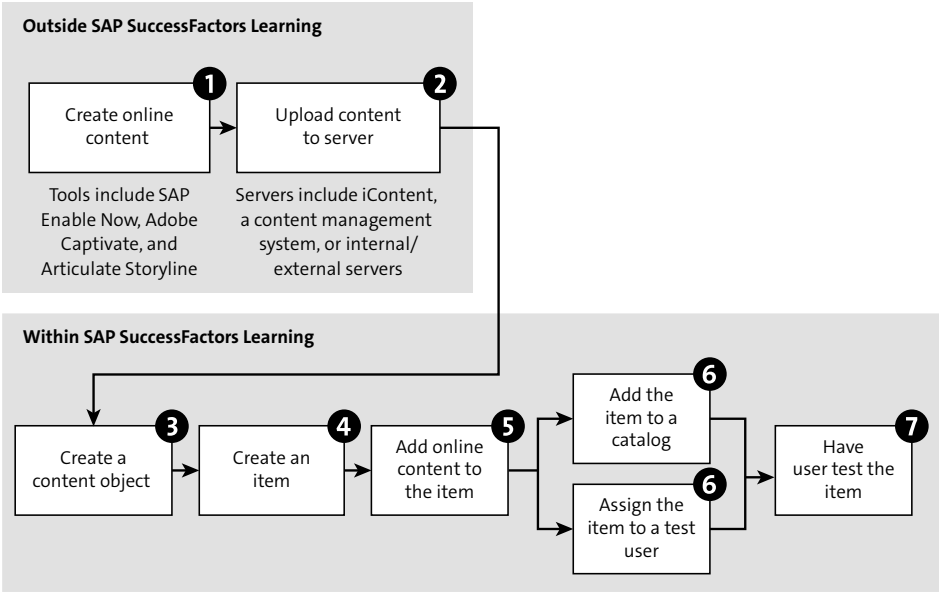


Figure 6.1 Online Content Management Process

If this process seems cumbersome, we have good news: you can use the Import Content tool to complete the majority of these steps! This tool provides a simple method for uploading files to your content servers, creating a link to the launch file, and assembling the content object into a new or existing item (in other words, steps 2–5 from Figure 6.1).

6.1.1 Import Content Tool

The Import Content tool allows you to complete any of the following actions:

- Adding new content
- Adding content for an existing item
- Replacing content for an existing item
- Enabling mobile or offline content for an existing item

These are shown as radio button options in Figure 6.2. Your first step in this tool is selecting the action you want to complete. In our example, we’ve chosen **Add New Content**.

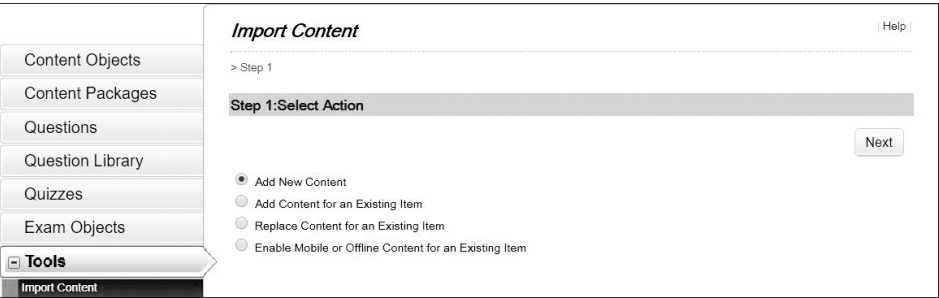


Figure 6.2 Selecting an Action within the Import Content Tool (Step 1)

The next step is to identify which file you want to import. Of course, this means that you’ll first need to have the course file stored somewhere on your computer before you can browse to select it, as shown in Figure 6.3.

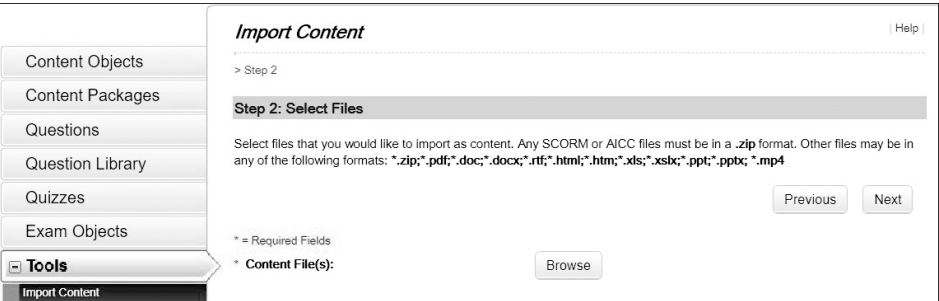


Figure 6.3 Selecting Files within the Import Content Tool (Step 2)

Note

AICC and SCORM are technical standards that allow content to be tracked from an LMS. This content is normally assembled into a zip file containing all the media, programming, and launch files needed to launch and track the content in an LMS. You produce this file using a content development application, or you may choose to purchase a published zip file from an external vendor.

In the last step, you define the settings for the content object including the server location and, optionally, create an item for this content object using the Import Content tool.

Before you can select a server location, you need to create a *deployment location*—in other words, a content server location and login credentials where you want to upload content. We’ll discuss the deployment locations in Section 6.1.2, but for now, let’s focus on the settings for the content. Fill in the basic field information about the content (see Figure 6.4), referencing Table 6.2. The required fields are indicated by a *, and the other fields are optional.

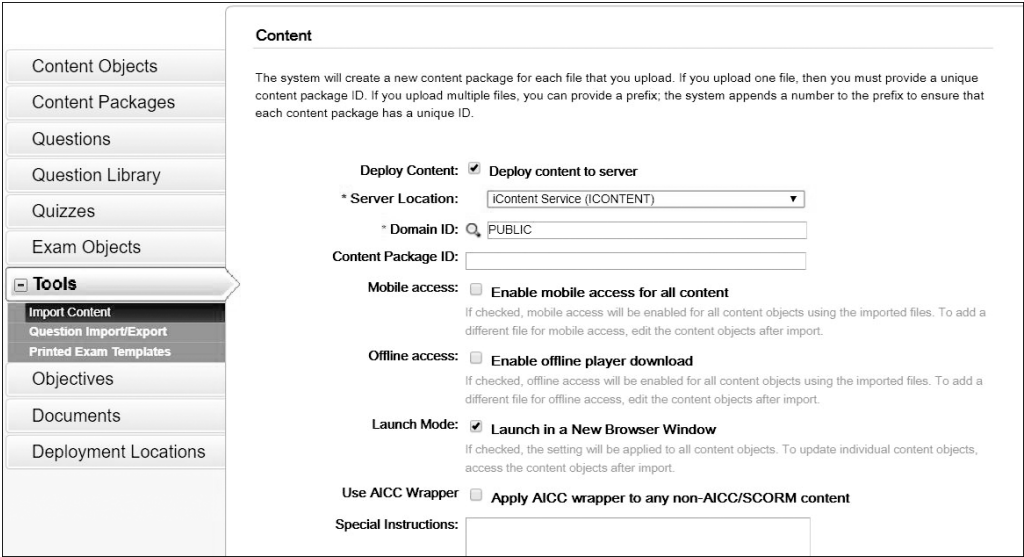


Figure 6.4 Content Settings in Import Content Tool (Step 3)

Field	Description
Deploy Content	Check this option to load the content selected from step 2 into the Server Location .
Server Location	Select a deployment location (Section 6.1.2 for instructions on creating these locations) where this content will be stored.
Mobile Access	Enable this setting to allow the content to be launched from a mobile device.
Offline Access	Enable this setting to allow learners to download this content on a mobile device. Offline access provides the ability to launch content even when the learner does not have access to the Internet (i.e., while travelling on an airplane).
Launch Mode	Enable this setting to launch the content in a new window. You'll want to test this setting within your own network to determine which option works best for your learning audience.
Use AICC Wrapper	If the content you loaded in step 2 is not AICC or SCORM compliant, then you may want to use the AICC wrapper. This wrapper provides the ability to track content (i.e., PDFs, PPTs, videos) that has not been produced with the AICC or SCORM standards. We'll talk more about this AICC wrapper in section Section 6.2.1 of this chapter.
Special Instructions	These are internal learning administrator instructions that can be added to the content settings.

Table 6.1 Content Fields

If the action you chose in the first step was **Add New Content**, then you also have the option to create a new item. This simultaneously performs two steps: creating the item and aligning the content object with this new item. This is a great time-saver and a best practice for creating a new online item. Figure 6.5 shows some of the **Item** fields and online content settings that can be defined at this step. Fill in the basic field information about the learning item, referencing Table 6.2. The required fields are indicated by a *, and the other fields are optional.

Content Objects

Content Packages

Question Library

Assessments

Objectives

Questions

Exam Objects

Tools

Import Content

Question Import/Export

Printed Exam Templates

Documents

Deployment Locations

Items

☒ Create a new Learning item for each content package.

Summary

* Item Type:

* Item ID:

☐ Auto Generate

* Revision Date:

(d/MMM/yyyy)

Item Title:

Assignment Type:

* Revision Time:

(hh:mm AM/PM)

* Domain ID:

Settings

☒ Content is available for launch (available for users)

☐ Mark non-AICC/SCORM content objects complete when launched.

☐ Record learning event when all content is complete.

☐ Skip content structure page on launch.

AICC/SCORM settings:

☐ Record learning event when last content object is passed.
Only supported for content types AICC, SCORM12 and SCORM 2004 4th Edition.

☐ Record learning event when last content object is failed.
Only supported for content types AICC, SCORM12 and SCORM 2004 4th Edition.

☐ Allow review of AICC/SCORM content from the Learning History.

* Completion Status:

Failure Status:

Figure 6.5 Item Settings in Import Content Tool (Step 3)

Field	Description
Item Type	You need to select an item type to categorize this item. Item types are configured when you first set up your SAP SuccessFactors Learning system.
Item ID	You'll want to have a standard naming convention for item IDs. One simple option for standardizing IDs is to auto-generate a numeric value for the ID by selecting the Auto Generate checkbox.

Table 6.2 Item Fields

Field	Description
Revision Date	This field is auto-populated with the current date, but this can be modified. Revision time is added to the item key as the unique identifier for this specific version of the item.
Item Title	This is the title that appears in the catalog and learning assignments (in other words, it is a user-facing field). It is a searchable field in the catalog keyword search. The title can also be translated into the different languages enabled in your system.
Assignment Type	This field designates the assignment type.
Revision Time	This field is auto-populated with the current time, but this can be modified. Revision time is added to the item key as the unique identifier for this specific version of the item.
Domain ID	<p>This field controls administrator access to the record. Refer to Chapter 14 for more information about domains.</p> <p>Note that records in the PUBLIC domain can be viewed by all learning administrators. Records in other domains can be locked down to certain administrators.</p>
Content Is Available for Launch	This setting must be checked if you want learners to be able to launch this content.
Mark Non-AICC/ SCORM Content Objects Complete when Launched	This setting is for content that has not been designed with the technical standards (AICC or SCORM) to automate the tracking of this content. You can select this option to enable the LMS to automatically mark this content complete as soon as it is launched by the learner.
Record Learning Event when All Content Is Complete	If there is more than one content object within this course, selecting this setting requires that learners must complete all content before the item is marked as complete.

Table 6.2 Item Fields (Cont.)

Field	Description
Skip Content Structure Page on Launch	When this setting is not selected, learners land on the Online Content Structure page (shown in Figure 6.14) when they start the course. For online items that only have one content object, it is recommended to select this setting to reduce the number of clicks for the learner to launch the actual content.
AICC/SCORM Settings - Record Learning Event when Last Content Object Is Passed	This setting is only supported for AICC, SCORM 1.2, and SCORM 2004 fourth-edition content. This setting allows the learner to only require completion of the last content object. The learner receives the Completion Status for the item after completing the content successfully.
AICC/SCORM Settings - Record Learning Event when Last Content Object Is Failed	This setting is only supported for AICC, SCORM 1.2, and SCORM 2004 fourth-edition content. This setting allows the learner to only require completion of the last content object. The learner receives the Failure Status for the item if the content is completed unsuccessfully.
AICC/SCORM Settings – Allow Review of AICC/ SCORM Content from the Learning History	Enabling this setting allows learners to review the content from their learning history.
Completion Status	This is the item status assigned to learners in their history upon successful completion of the content.
Failure Status	This is the item status assigned to learners in their history upon unsuccessful completion of the content.

Table 6.2 Item Fields (Cont.)

At the bottom of the screen for step 3, click on the **Import File** button to finalize these settings. In the **Import Summary** screen shown in Figure 6.6, the system explains that the validation was successful (in other words, all validation checks are complete) and instructs you to click the **Schedule Job** button to complete the import.

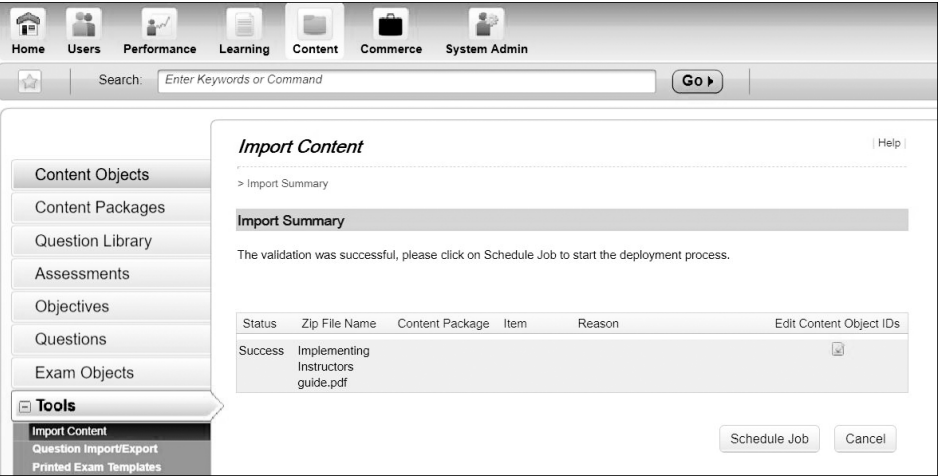


Figure 6.6 Import Summary in the Import Content Tool

Now that we’ve reviewed the online content management process and the Import Content tool as a means for simplifying this process, let’s revisit the concept of deployment locations.

6.1.2 Deployment Locations

By creating a *deployment location* in SAP SuccessFactors Learning, you can define all server options for storing your content. Of course, to create a deployment location, you need to know the server location and login credentials, as the Import Content tool uses this information to automatically log in to the server to load your content files. It uses the **URL Prefix** and **Directory** settings to determine where the content will be stored on the server. It also uses these settings to create the launch path for your content object. We’ll talk more about launch paths in Section 6.2 in this chapter.

You also have the option to set up a test user for the deployment location. This gives you the ability to automatically assign newly created online items created from the Import Content tool to a test user. The test user can then launch and test the online item before you assign it to others in the system.

Figure 6.7 provides an example of the deployment location settings for the iContent server. These credentials are provided by SAP SuccessFactors when you purchase licensing for the SAP SuccessFactors Learning module.

Add New Deployment Location

* = Required Fields

AddReset

* Deployment Location ID:

iContent

Description:

iContent server

* Domain:

PUBLIC

* Host Name:

https://sftp8.successfactors.com

* Port:

22

* User Name:

companyname_content

* Password:

URL Prefix:

/learning/user/onlineaccess/icontent.do?Course=CUSTOM_eu&url=/self-managed

Directory:

Test User:

Location Type:

SFTP

iContent Deployment:

☒

Contact Email:

Display Order:

(1000)

Comments:

Figure 6.7 Adding a Deployment Location for iContent

Once you have completed all the steps in the Import Content tool and stored the content files in your deployment locations, you now have an item with online content to review and complete before it is assigned for testing.

6.1.3 Online Items

For an **item** to be classified as *online*, it needs to have content added in the **Online Content** section of the **item** record. In the example in Figure 6.8, the Basic Preparedness item has one content object titled Course Overview.

As shown in Figure 6.8, we are clicking on the **Course Overview** content in the **Online Content** section to see the options you have for this content when it is added to the item.



Figure 6.8 Online Item Details

The Edit Content Object pane shown in Figure 6.9 appears.

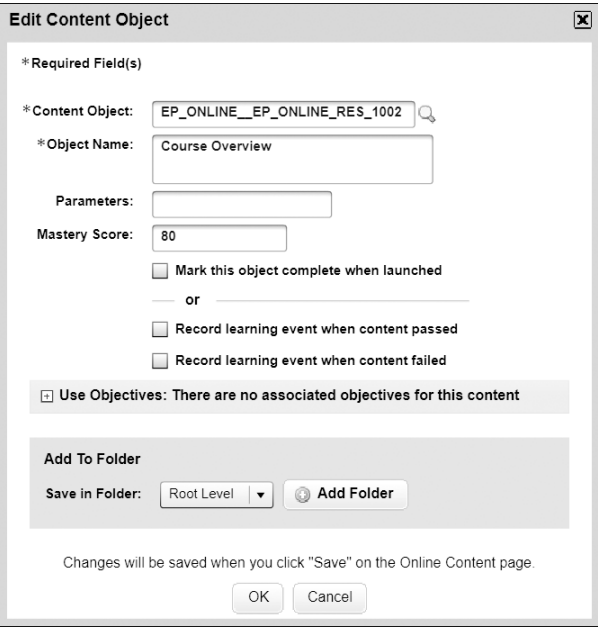


Figure 6.9 Editing the Content Object

The **Object Name** field is used in the content structure that learners will see when they are navigating through the course. If there are any quizzes or other scored elements contained within the content, the *mastery score* will determine the passing grade for this content; you should enter the desired score in the **Mastery Score** field. You also have the option to mark the object complete when launched. This is a good option to use if the content is not AICC or SCORM compliant and simply needs to be marked as complete as soon as it is launched. The **Record Learning** options provide the ability to mark either a pass or a fail for the entire item based solely on completion of this content.

The final step when setting up your online item is to check for the **Available for Launch** indicator just above the **Online Content** section (shown in Figure 6.10). If this indication instead has a red circle and says **Not Available for Launch**, then click on the **Settings** button and click on **Modify Settings**.



Figure 6.10 Finding the Online Content Settings and Available for Launch Status

At a bare minimum, check that content is available to launch and set a completion status in the **Completion Status** field. The **Failure Status** field is optional because you may elect to have the item remain on a learner’s plan until the learner successfully completes the item. If you do choose a failure status, you can select a failure action such as locking the item or removing the item from the user’s learning plan. We suggest selecting the **Skip Content Structure Page on Launch** checkbox if the item only has one piece of content, as shown in Figure 6.11. The content structure that appears is simply a table of contents for the user (refer to Figure 6.14), so it doesn’t make sense to show this when there is only one piece of content.

Edit Settings and Status

* Required Field(s)

☒ Content is available for launch (available for users)

☐ Record learning event when all content is complete

* Completion Status:

COURSE-PASS (Passed Course) - For Credit

Failure Status:

Failure Action:

☒ Skip content structure page on launch

☒ Available for Offline Player download

* URL for offline download:

https://anextgenp2bld.scdemo.successfactors.com/content/salesdemo/TENANT_ID/b1/SCORM12_Import.zip

Days From Launch to Expiration:

(1000)

Browser, AICC and SCORM

☐ Allow users to review content from Completed Works

AICC Max-Normal:

99

Changes will be saved when you click "Save" on the Online Content page.

OK

Cancel

Figure 6.11 Editing Settings and Status for Online Content

Once you’ve completed these steps, the item is ready to test and assign to users.

6.1.4 Learner Experience with Online Items

Regardless of whether learners find an online item on their My Learning Assignments tile, shown in Figure 6.12, or from a catalog search, shown in Figure 6.13, they can click on the **Start Course** button to launch the online content.

My Learning Assignments

Sort By Date | Priority

Filter

Keyword

Course name or ID

Select All

All Assignment Types

11/5/2018 | PRIORITY 2 | REQUIRED

START COURSE

Company Procedures and Policies- APAC

Part of General Employee Orientation

Figure 6.12 Starting the Online Item from My Learning Assignments

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6.1 Online Content Management

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COURSES

SOCIAL LEARNING

Refine By

Category

Source

Delivery Method

Rating

☐ Include unrated

Advanced Computer Training (COURSE 11001)

Free

Start Course

More

Anti-Discrimination Policy w/ Survey (DOC HR-SOP-DISC)

0.00 USD

Start Course

More

Figure 6.13 Starting the Online Item from a Catalog Search

If the item setting **Skip Content Structure Page on Launch** is not checked, the learner will first see the content structure page. This page will show all content objects within the online item. For items that only contain one content object, we recommend that you skip this page to reduce the number of clicks required to launch the online content.

If the learners land on the **Online Content Structure** page shown in Figure 6.14, they simply click on each content object. The content launches in a separate window if the **Launch in a New Browser Window** setting was selected (see Figure 6.4). If this setting is not selected, the content launches within the same window.

Online Content Structure

Basic Preparedness

DOC HR-002

Revision: 1 - 10/30/2014 11:00 AM US/Central

Basic Preparedness Policy

Policy Quiz

Figure 6.14 Viewing the Online Content Structure Page

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Now that we’ve covered the online content management process, the structure of an online item, and the learner experience with online content, let’s delve further into the concept of content objects, the types of content objects available, and how these records are structured.

6.2 Content Objects

Content objects are created to point SAP SuccessFactors Learning to the location of the content and to determine the launch type that dictates how the content is launched and tracked.

To start creating a content object, learning administrators navigate to **Content • Content Objects • Add New**. In the **Add New Content Object** window shown in Figure 6.15, begin creating the content object by defining an ID and title and selecting the domain for this record (at a minimum). You can optionally complete the remaining fields to provide more information about the content object. Note that if you used the Import Content tool, the content object is already created with an ID and title based on settings defined from your published content file.

Add New Content Object

* = Required Fields

Add

Reset

* Content Object ID:

DM-100922

* Title:

Anti-Discrimination Policy

* Domain:

PUBLIC

Build User:

Build Company:

Build Location:

Build Date:

(d/MMM/yyyy)

☒ Content Object is active

☒ Content Object is online

Description:

Developer Tool:

Add

Reset

Figure 6.15 Adding a New Content Object

From this new content object record, click on the **Launch Method** menu to provide the launch path where the content resides and a launch type to determine how the content will be launched. Once again, if you used the Import Content tool, this information is automatically set up based on your content file and the deployment location settings.

Your choice of launch types include the following:

- AICC
- SCORM 1.2, SCORM 2004, or SCORM 2004 fourth edition
- Browser
- Content player
- Document type

The most common launch types are AICC and SCORM. Let’s start with reviewing the AICC and SCORM standards and their setup and then move on to the less common launch types of browser, content player, and document type.

6.2.1 AICC

Before we cover the setup of AICC content, let’s first discuss the AICC standard itself.

AICC was the first e-learning standard to be created, its acronym taken from the Aviation Industry CBT Committee that developed it. The AICC standard provides the ability for an LMS to track simple interactions with content such as bookmarking, duration, exam scores, and recording completion. This standard is still used today and provides a basic means of tracking online content completion.

One of the main advantages of choosing the AICC standard over an alternative such as SCORM is that AICC content can reside anywhere and still maintain the ability for an LMS to launch and track it. In contrast, the SCORM standard requires that content reside on the same domain as the LMS. Getting around this SCORM domain restriction requires manipulating either the published content or the server security settings, so if you’re planning to access content from a different domain, the AICC standard will be your best choice.

If you choose to create your own AICC content, you can choose from a variety of content development tools on the market. When AICC content is published, it produces four primary files: CRS, CST, DES, and AU. The CRS file contains the ID and title details that are used to create the content object as a result of using the Import Content tool. These files are normally combined with a launch file and media elements and

published into a zip file. This is the file that would be selected in step 1 of the Import Content tool and then loaded to the server based on the deployment location.

In Figure 6.16 you can see an example of the **Launch Method** settings for an AICC content object. At the top of the screen, notice that the AICC launch type has been selected; directly below is the **Launch in a New Browser Window** checkbox. You may want to deactivate this option if popup blockers are preventing your content from launching from SAP SuccessFactors Learning—but consult your IT security teams to determine the best method to match your IT security policies.

Content Object ID: KSO-USING-SFSF

Title: Using SuccessFactors Learning

Edit the Launch Method for the Content Object

Apply Changes

Reset

☐ Content Player

☐ Document Type

☒ AICC

☐ Browser

☐ SCORM 1.2

☐ SCORM 2004

☐ SCORM 2004 4Ed.

Launch in a New Browser Window: ☒

Content Parameters

Note: The parameters need to be URL encoded when containing foreign and special characters.

Content Player (For Content Player Launch Method Only):

Use AICC Wrapper:

☐

Filename:

Offline Filename:

Parameters:

Enable Mobile Access:

☐

Mobile Filename:

Apply Changes

Reset

Figure 6.16 Choosing a Launch Method for the Content Object

The primary field you'll want to populate is the **File Name** field, which houses the launch path that SAP SuccessFactors Learning uses to locate and launch the content. If you used the Import Content tool, this **File Name** field is populated for you; in our example, the file name is `/iccontent/salesdemo/sfsf/wbt/user/index_lms.html`. This

once again illustrates the benefit of using the Import Content tool because it simplifies your content setup.

Another setting that you may have noticed in Figure 6.16 is the **Use AICC Wrapper** checkbox. Let's briefly discuss the purpose of the AICC wrapper and how to set it up.

SAP SuccessFactors Learning provides an option for tracking non-AICC/SCORM standard content: the AICC wrapper. Perhaps you want to launch nontracking content such as PDF, video, or presentation files and then provide a sign-off capability for learners to confirm their completion and acceptance of the information. While this nontracking content could simply be launched and immediately tracked as complete using the browser launch method (Section 6.2.3), the AICC wrapper provides the added benefit of tracking learner interactions with this content, in that the wrapper requires the learner to accept or decline the information, and the wrapper tracks the amount of time the file is open and makes this duration available in training reports.

Since the AICC standard allows the content to reside on any domain, your nontracking files can continue to be stored in their current location, such as document management systems, external sites, or other content management systems. You just need to know the URL to enter into the **File Name** field and then simply select the **Use AICC Wrapper** checkbox.

Note

Although your AICC-wrapped content can reside anywhere, remember that SAP SuccessFactors Learning may be accessed from outside of your firewall, through either web or mobile access. Keep this in mind if you're thinking of using your internal document or content management systems for storing these files. Learners would need to be authenticated into your network to access these files.

When learners launch a file with the AICC wrapper, they see the file and it behaves the same way it does when it is launched in a browser. Figure 6.17 shows an example of a PDF document called "Basic Preparedness." Note that the PDF menu options to save, print, zoom-in, and zoom-out appear at the top of the screen and that the lower section of the screen contains the **Agree** or **Disagree** buttons that the learner can use to sign-off on the document.

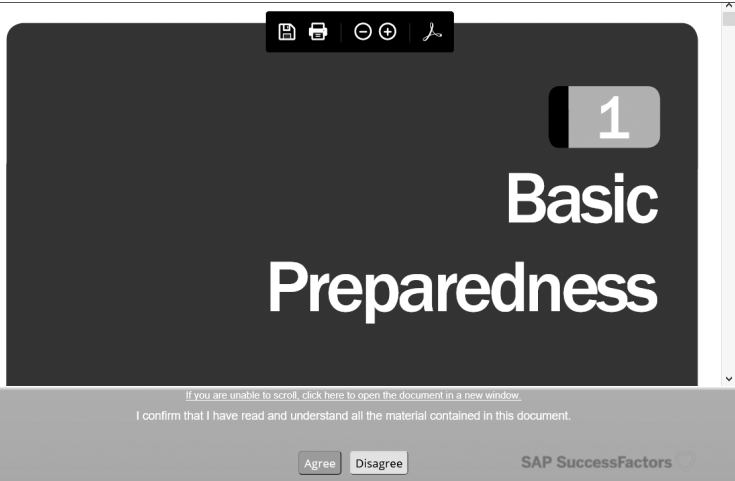


Figure 6.17 Sample PDF within the AICC Wrapper

6.2.2 SCORM

Like the AICC standard, Shareable Content Object Reference Model (SCORM) content provides a method for tracking learner interactions with content and recording learning completion. The SCORM standard is available in two primary versions: 1.2 and 2004; SAP SuccessFactors Learning supports both the second and fourth editions of the 2004 version. The SCORM standard is popular because it provides more complex interactions than AICC, most notably the question-level analysis of exam responses, which has a corresponding report in SAP SuccessFactors Learning.

Note

To learn more about the SCORM standard, go to <http://adlnet.org>.

Recall from Section 6.2.1 that there is a domain restriction with the SCORM standard, meaning that the content needs to reside in the same domain as the LMS. For this reason, we recommend that you store your SCORM content on the iContent server that is included with your purchase of SAP SuccessFactors Learning because iContent uses the same domain.

You can use the Import Content tool to import SCORM content just like we already demonstrated for AICC content. Many of the **Launch Method** fields are the same as in the example in Figure 6.16. The primary difference is the selection of SCORM 1.2,

SCORM 2004, or SCORM 2004 fourth edition for your launch type. If you are using the Import Content tool, it reads the information within the content zip file to determine which option of SCORM to use.

If you are manually setting up the content object, you can find the SCORM version information in the *imsmanifest.xml* file. To find this information, simply extract the files from your published zip SCORM package and open the *imsmanifest.xml* file with Notepad. In Figure 6.18, note the schema (SCORM) and schema version (1.2) information at the top of the manifest file. This indicates that the **Launch Method** to select is SCORM 1.2.

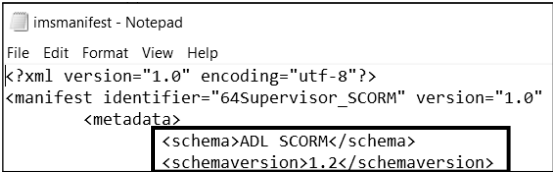


Figure 6.18 Sample imsmanifest.xml File from a SCORM Zip Package

6.2.3 Browser

The browser launch method is used for nontracking content such as websites, PDF documents, videos, or other web content where you will simply mark the content as complete as soon as the browser window opens.

For most nontracking content, you will likely use the AICC wrapper because it allows learners to determine when they agree or disagree to the content. Ultimately, your choice of using the AICC wrapper or the browser launch type really comes down to whether or not you need to track any learner interactions with the content.

6.2.4 Content Player

As learning standards and technology have improved, a content player is seldom required. A *content player* is an independent application that defines how the content is launched and tracked.

In most situations, content produced as AICC or SCORM launches and tracks from SAP SuccessFactors Learning without the need for a content player, so the content player launch type is rarely used. If you do need to set up this option, you first need to create your own content player or purchase one. A great resource for understanding more about this technology is www.rusticisoftware.com. You then add this

content player in SAP SuccessFactors Learning by navigating to **System Admin • Configuration • Content Players**.

Figure 6.19 shows the content player record with the **Content Player ID** field, **Description** field, and a field to browse to the executable file of the content player.

The screenshot shows the 'Content Players' management interface. At the top, there's a header 'Content Players' with a search icon. Below it is a breadcrumb '> Add New'. The main section is titled 'Add New Content Player'. It includes a note '* = Required Fields'. The form contains the following fields and controls: a required text field for 'Content Player ID', a text field for 'Description', a file selection control for 'Player executable file' (with a 'Choose File' button and 'No file chosen' text), and two checkboxes: 'Content compliant player' and 'Prompt for bookmark usage prior to player execution'. At the bottom right are 'Add' and 'Reset' buttons.

Figure 6.19 Adding a New Content Player

Then you set up your content object, selecting the content player launch type and, in the **Content Player** field, selecting the content player record you just added. In our example in Figure 6.20, this is **Custom Content Player**.

The screenshot shows the 'Content Objects' management interface. At the top, there's a header 'Content Objects' with search and add new icons. Below it is a breadcrumb '> Search > Search Results > Edit Launch Method'. The form displays the 'Content Object ID' as 'ApprovingTimeID' and the 'Title' as '<No Title>'. The section 'Edit the Launch Method for the Content Object' contains radio buttons for different launch methods: 'Content Player' (selected), 'Document Type', 'AICC', 'Browser', 'SCORM 1.2', 'SCORM 2004', and 'SCORM 2004 4Ed.'. Below this is a note 'Content Object will open in New Browser Window'. The 'Content Parameters' section includes a note: 'Note: The parameters need to be URL encoded when containing foreign and special characters.' At the bottom, the 'Content Player (For Content Player Launch Method Only):' field has a search icon and the text 'Custom content player'. 'Apply Changes' and 'Reset' buttons are at the top right of the launch method section.

Figure 6.20 Content Launch Method Settings Using the Content Player

6.2.5 Document Type

The document type launch type is another rarely used option for content objects in SAP SuccessFactors Learning.

For documents, you normally use the AICC launch type with the AICC wrapper because this provides AICC tracking and the ability for the learner to agree or disagree to the acceptance of the document. However, the benefit to using document type is that it uses the operating system settings on your computer to determine the player for this content based on the file extension. For example, a .doc file would open in Microsoft Word based on your Windows settings.

6.3 Content Packages

Up to this point, we’ve talked about content objects as a single entity. With SAP SuccessFactors Learning, you can add more than one content object in the online settings of an item. *Content packages* allow you to combine content objects together and set them in a specified order, which is an easy method for adding multiple content into items with one step, rather than adding each one separately. This is helpful if you are reusing this content structure in multiple items. It is also important for SCORM 2004 content that requires sequencing and navigation instructions to be used by the learning management system.

When you are designing e-learning content with an authoring tool using the SCORM standard, you have the option to combine multiple *shareable content* objects (SCOs) into one packaged zip file. When this multi-SCO file is selected in the steps of the Import Content tool, this structure of the SCOs is automatically created in a content package.

It is possible for a content package to contain just one content object, but it can also contain a combination of folders, content objects, and quiz/exam objects (we’ll be talking about assessment tools in Chapter 9). Let’s compare a content package with a single content object versus one with a more complex structure in Figure 6.21, Figure 6.22, Figure 6.23, and Figure 6.24.

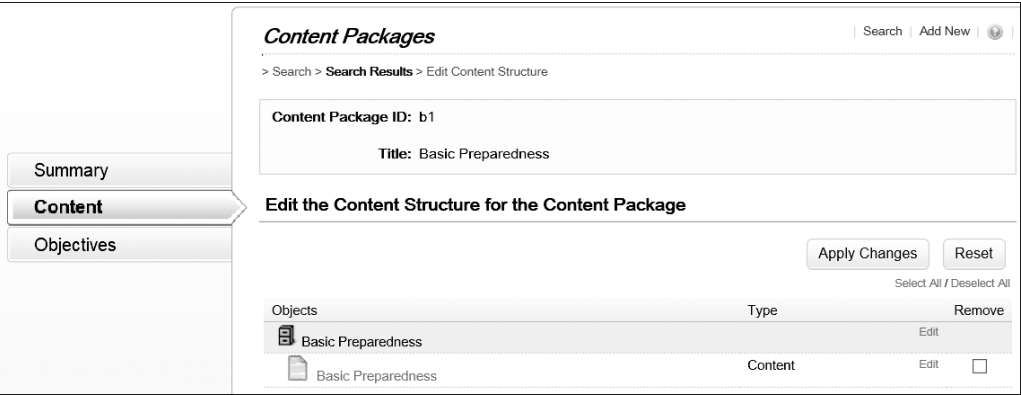


Figure 6.21 Content Package with a Single Content Object

When the single SCO content package is added to the item, it looks like Figure 6.22.

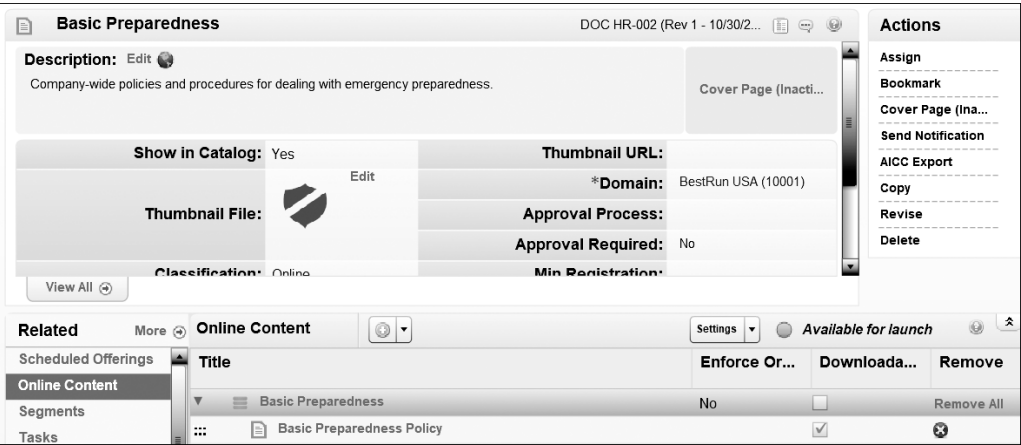


Figure 6.22 Single SCO Content Package Added to an Item

In comparison, Figure 6.23 shows a content package with a more complex structure.

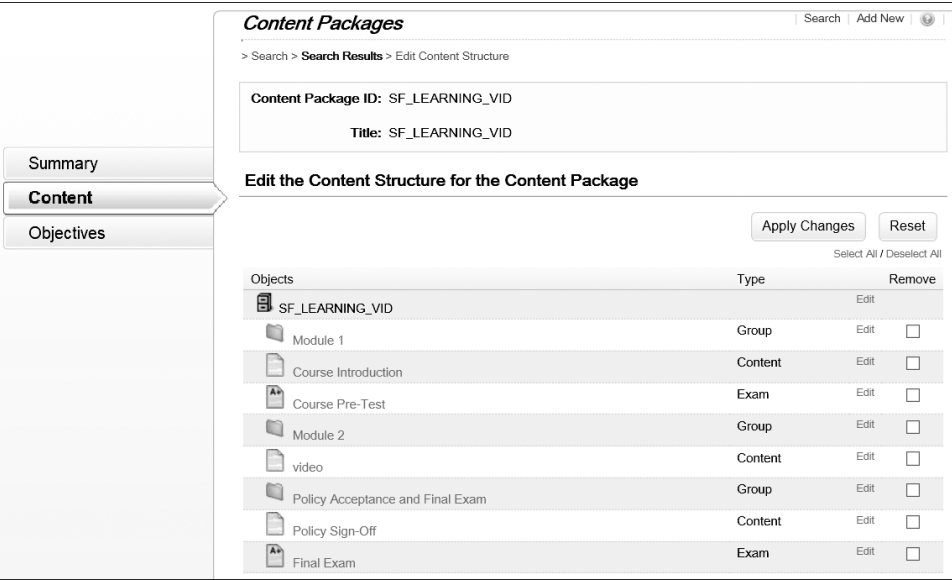


Figure 6.23 Content Package with a More Complex Structure

When the multi-SCO content package is added to the item, it looks like Figure 6.24.

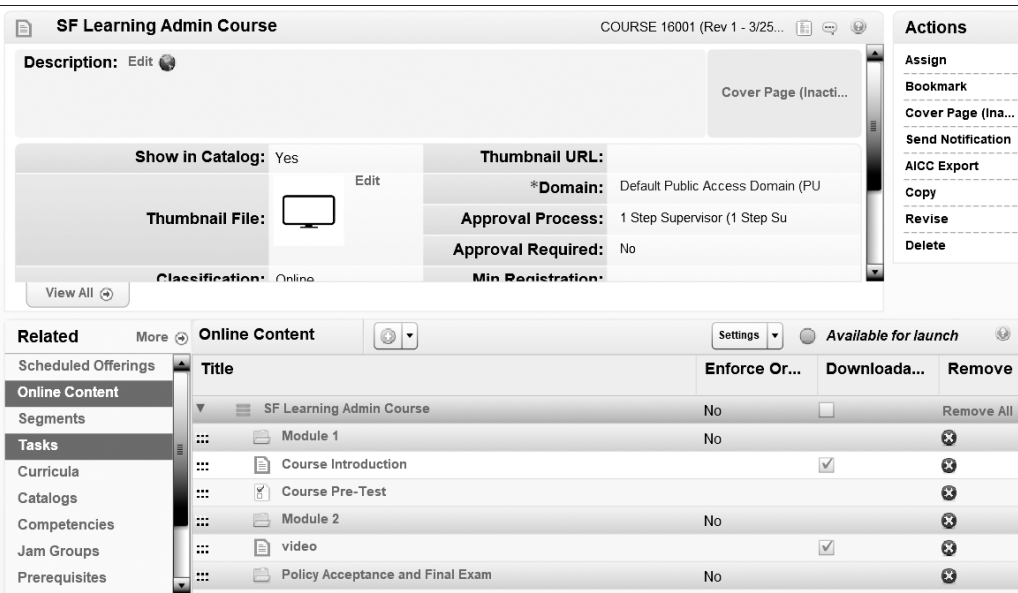


Figure 6.24 Multi-SCO Content Package Added to an Item

Note

Notice that folders also provide the ability to enforce content order within the folder. As a result, folders can be used as a means for controlling the sequence and navigation for content within the item.

6.4 Documents

In Section 6.2.5, we talked about document type as a possible launch type for content objects. In SAP SuccessFactors Learning, *documents* can be used for adding links to files within your items, programs, and curricula for use as reference materials. For example, you may have a map that you want to include with an instructor-led item. This map wouldn't be content that needs to be tracked for completion of the item; it would simply be used as additional information for your learners.

Let's compare using documents as content objects versus adding a document directly to the item properties. In Figure 6.25, the document appears in the online content structure when the online course is started; in Figure 6.26, the document appears in the item details as a paper clip to indicate that reference materials are available for this item.

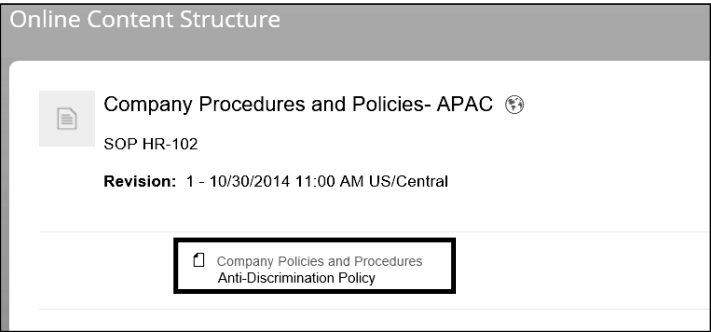


Figure 6.25 Document as a Content Object

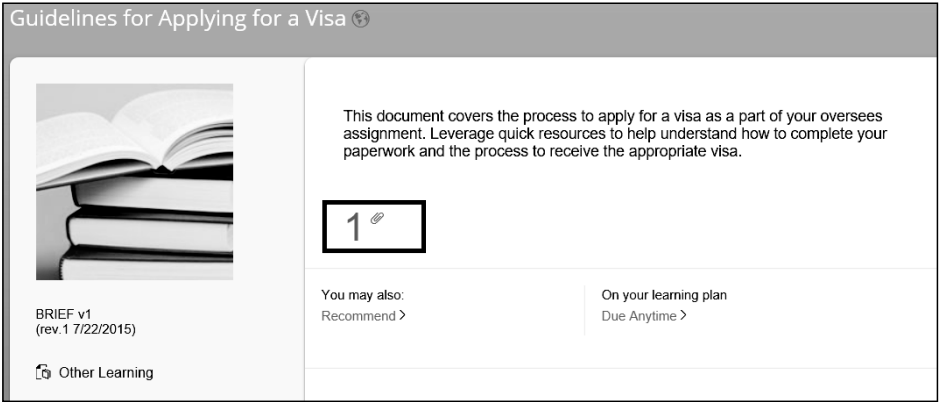


Figure 6.26 Document Added to an Item

6.5 iContent

iContent was mentioned earlier in this chapter in the context of deployment locations and using the Import Content tool. We know by now that iContent uses the same domain as the learning management system and is your best option for storing SCORM content objects. It can also be used for storing AICC and other content that you want to launch from SAP SuccessFactors Learning. Let's now talk specifically about the iContent server and the levels of service available.

Prior to 2015, iContent was an optional content server solution that could be purchased in addition to SAP SuccessFactors Learning. Since the 1508 release, iContent storage (25 GB) and configuration has been included with all SAP SuccessFactors Learning licenses. This is a self-managed content server that can be set up as a deployment location and used with the Import Content tool for uploading content files to this server. (Note that if the standard 25 GB is not sufficient, additional storage on iContent can be purchased. You would need to talk to your SAP SuccessFactors sales representative for more information.)

Beyond basic storage and self-management, content services are available. Customers who have many courses to load and need assistance with setting up and testing their online content may choose the Premium Content Management service for iContent, which gives you access to a content consultant who will load and test your content. This consultant is also available to troubleshoot launching and tracking issues with your content.

Table 6.3 provides the features and services available in the basic file storage versus the premium service:

iContent	Basic	Premium
Content hosting (storage)	25 GB included, with more storage available at additional cost	Different levels of storage available
Security and entitlement service to protect your content	Yes	Yes
Optimized distribution and global delivery of content (Akamai)	Yes	Yes
Content loading services	No	Based on service level agreement
Content testing services	No	Based on service level agreement
Content updating services	No	Based on service level agreement

Table 6.3 Service Level Agreement

Pricing of the Premium Content Management service is normally based on usage (average number of courses per year) and storage (total number of content objects and items). There also may be options for increasing storage for the basic self-service model. For the best information on pricing and licensing options, you need to work with your SAP SuccessFactors sales representative.

Now that you have a server for storing your online content, you need to load all your content files to the server. You can load your content files in three ways:

- Using the Import Content tool
- Logging directly into your iContent server
- Purchasing Premium Content Management to have your content loaded for you

In the upcoming subsections, we'll examine each one.

6.5.1 Import Content Tool

We covered the steps for using the Import Content tool in Section 6.1.1 of this chapter. As a reminder, four actions are available with the Import Content tool:

- Adding new content
- Adding content for an existing item
- Replacing content for an existing item
- Enabling mobile or offline content for an existing item

Any of the first three actions using the Import Content tool provide you with the ability to load content to your iContent server. The benefit of using the Import Content tool is that the content object is created, the **File Name** field is populated automatically with the launch path to where your content is stored, and the content object is aligned with the item.

6.5.2 iContent Server

As an alternative to using the Import Content tool, you have the option to log directly into your iContent server and load the files manually. We recommend this method only if you need to load many content files at once. This option requires that you create the content objects manually and determine the launch path to where your content is stored for the **File Name** field. Due to the complexity of these steps, we suggest that you use the Import Content tool instead. For those adventurous types that want to understand these steps, this section is for you.

First, log into the iContent server. SAP SuccessFactors Learning clients receive login credentials for their iContent server from their SAP SuccessFactors representative. If you do not have this information, you need to submit a support ticket. The server path might be something like *https://sftp8.successfactors.com* and will differ based on the client's data center. The user name will probably follow the pattern *client-name_content*. Finally, the password is a random group of upper-case and lower-case characters and numbers.

A launch prefix should also be included with your login credential information. This launch prefix needs to be included in the filename path for launching the content. The prefix should look something like */learning/user/onlineaccess/icontent.do?Course=CUSTOM&url=/self-managed/*.

Once you log into the iContent server, use the **Upload** icon at the right end of the toolbar shown in Figure 6.27 to upload the zip file for your published content. This

automatically extracts all files from your zip file and places them in a folder. Once the full folder is loaded into iContent, click on the folder and locate your launch file. Normally, a launch file is titled *index.html* or something similar; variations of this file name can be based on the publishing options you have from your content authoring tool. In Figure 6.27 the launch file is titled *index_lms.html*.

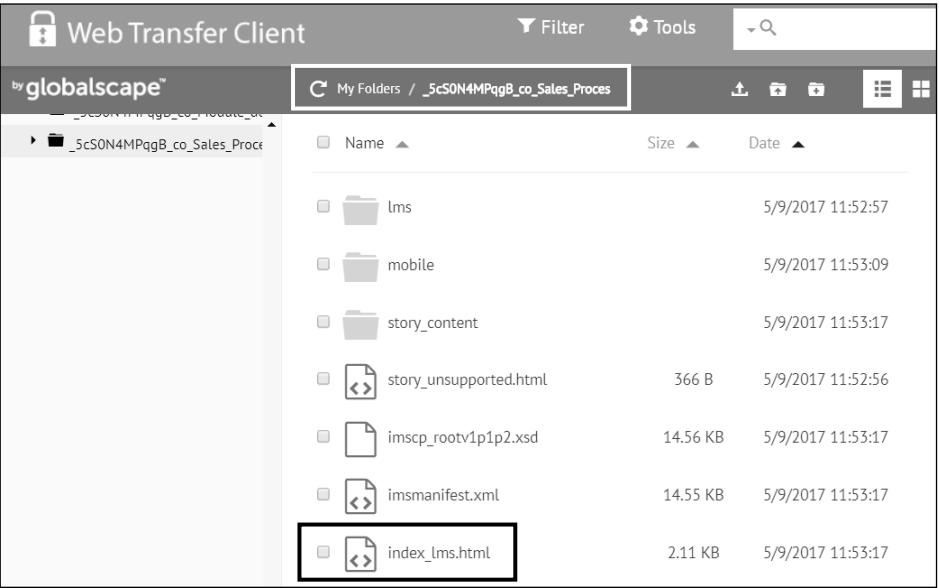


Figure 6.27 iContent Sample of a Content Folder

Both the folder and launch file highlighted in Figure 6.27 need to be combined with the launch prefix to determine the full launch path for this content. Let’s look at an example:

- Launch prefix: */learning/user/onlineaccess/icontent.do?Course=CUSTOM&url=/self-managed/*
- Folder: *_5cSON4MPqgB_co_Sales_Proces_1*
- Launch file: *index_lms.html*

These elements get combined into the following full launch path: */learning/user/onlineaccess/icontent.do?Course=CUSTOM&url=/self-managed/_5cSON4MPqgB_co_Sales_Proces_1/index_lms.html*.

When you are creating the content object for this content, enter the full launch path in the **File Name** field in the launch method settings shown in Figure 6.28.

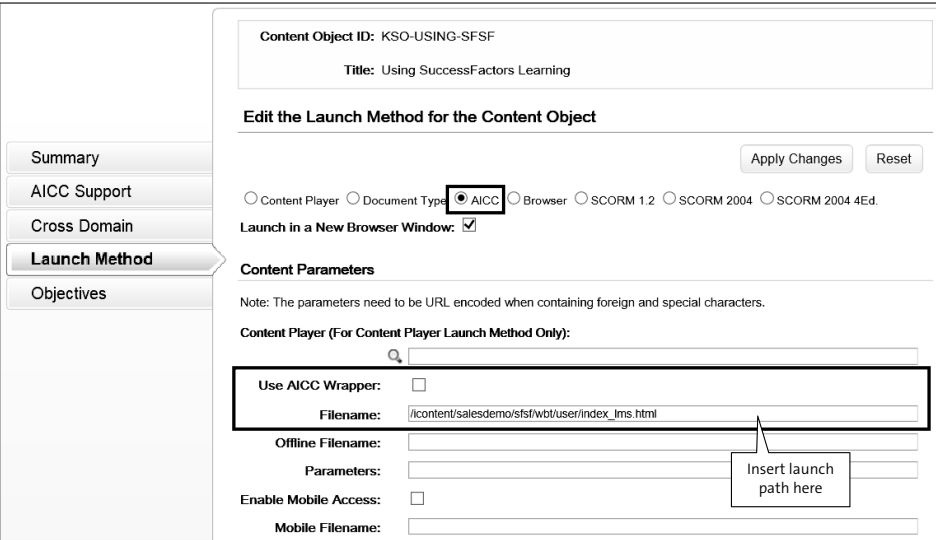


Figure 6.28 Content Object Filename

6.5.3 Premium Content Management

Clients who opt to pay for the Premium Content Management service have a service level agreement (SLA) to define the scope of services and response times. A Premium Content Management consultant completes all content importing to iContent and conducts tests to ensure that the content launches as tracks without error. The consultant also creates the content objects and items based on the client’s specifications. This is a premium service at a premium cost but may be worth the investment if you have a large library of course content to be loaded to iContent.

6.6 Integration to Content Providers

A learning management system is only as good as the content that it delivers.

Up to this point, we have focused primarily on creating your own online content and setting it up in SAP SuccessFactors Learning. If you are supporting the learning activities of a global organization that requires a variety of learning topics, then the task of creating all of this learning from scratch is daunting, if not impossible. Even small organizations can have a variety of learning needs, whether they are for personal development, related to compliance topics, or are corporate-specific initiatives. The

old saying “don’t reinvent the wheel” comes to mind when you think of all the professionally developed online content that is available on the market.

Off-the-shelf content from content providers ranges in quality from professionally designed and narrated content to simple videos, some with integrated exams and others with book libraries and user forums to supplement the learning. Do your homework to ensure that you are getting value by selecting libraries with the content you need. Topics and the quality of instructional design can vary greatly from vendor to vendor. Any reputable vendor should be willing to share sample content for you to test before expecting a commitment to purchase.

Vendors may also give you options concerning where the content is stored. Most prefer that the content remains on their external server, while others may be willing to provide you with published zip files that you can load on your own server, such as iContent. There are two primary methods for integrating vendor content that resides on their own servers with SAP SuccessFactors Learning:

- Integration with Skillsoft using the OLSA connector
- Integration with Open Content Network partners

Let’s look at Skillsoft first.

6.6.1 Skillsoft

One of the largest learning content vendors is Skillsoft. Skillsoft has its own LMS, but it also provides a method for their content to work with other LMSs such as SAP SuccessFactors Learning.

Skillsoft developed the Open Learning Services Architecture (OLSA) to provide a service architecture that simplifies this integration. OLSA is AICC compliant, which allows content to remain on the Skillsoft servers, but is still able to communicate with LMSs that are also AICC compliant. SAP SuccessFactors Learning has a special Skillsoft connector that uses the OLSA architecture to automatically create items that contain links to Skillsoft courses.

SAP SuccessFactors Learning administrators can then manage these newly created items as they would manage any other items in the system. They can be assigned to learners, added to catalogs, added to programs and curricula, and tracked in learning history reports. The connector can also be used to import and assign subject areas to these items. Subject areas provide a hierarchical method of searching for items in the catalog based on categories. Skillsoft structures their courses in this hierarchy from

their own web portal and provides the ability to replicate this hierarchy in the SAP SuccessFactors Learning catalog.

First, we need to configure the Skillsoft connector, which requires editing the system configuration files. These configuration files can be accessed from the administrator interface, but due to the technical nature of the configuration, you may want to work with an implementation partner with Skillsoft experience to assist with this configuration.

Before proceeding with the configuration, address the following prerequisites:

1. Ensure that your Skillport version is compatible with the SAP SuccessFactors Learning connector. Some versions may not be compatible, so you need to check with your Skillsoft representative.
2. Check with your IT security department to ensure that the Skillsoft URLs are whitelisted. This will allow your learners to access the Skillsoft site from within your network.
3. Acquire your Skillsoft account credentials. The Endpoint URL, Company ID, and Shared Secret credentials are needed for configuring the OLSA connector.
4. Determine the item type, completion status, and failure status that you’ll assign to items that are created from the OLSA connector. For example, if you want a simple method for searching and reporting specifically on all Skillsoft courses, you may want to create an item type of Skillsoft. Likewise, if you want to easily search and report on completions and failures specifically for Skillsoft courses, you may want to create Skillsoft-specific completion and failure statuses.

This preparatory work provides the details needed for the connector configuration to align with your specific Skillsoft settings.

Note

Check with your SAP SuccessFactors representative for the most up-to-date configuration guide that will provide step-by-step instructions for this configuration.

Once your configuration is complete, you can execute the Skillsoft connector from the **System Admin • Connectors** menu, as shown in Figure 6.29. You can schedule this connector to run on a regular basis to check for any new or updated courses from your Skillsoft library.

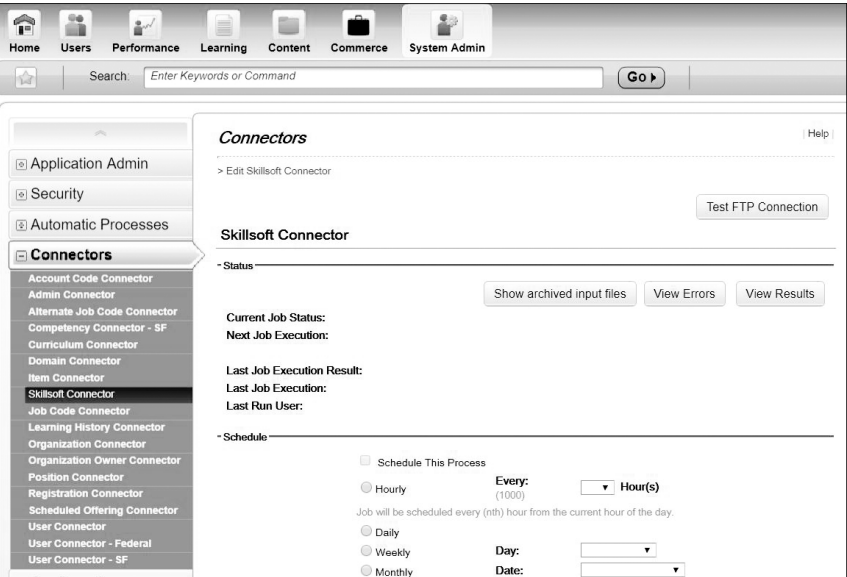


Figure 6.29 Skillsoft Connector

When the connector job is done, you’ll have all your Skillsoft courses created as new items. If you created a Skillsoft item type, you can find all of your Skillsoft courses using the **Item Types** field shown in Figure 6.30.

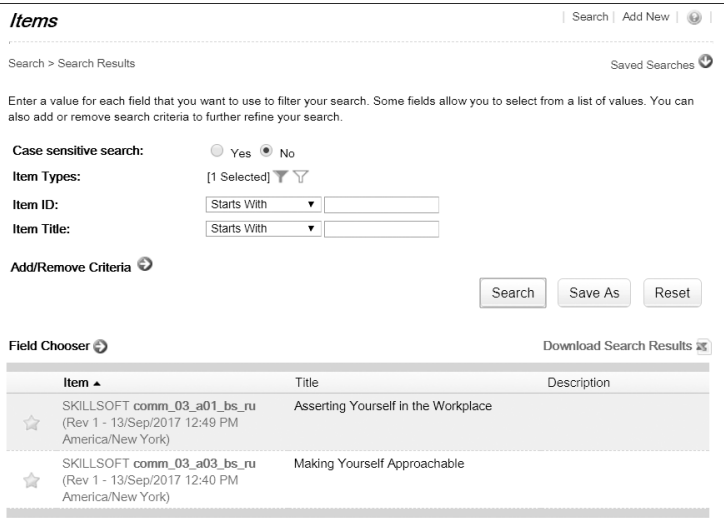


Figure 6.30 Search Results for Skillsoft Item Types

6.6.2 Open Content Network

Another option for integrating with external content is the Open Content Network (OCN). SAP SuccessFactors describes OCN as “a group of Massive Online Open Course (MOOC) partners who can provide content to SAP SuccessFactors Learning.” So before we talk about configuring OCN, let’s first answer the question, What is a MOOC?

This is a term in the learning industry that gained popularity approximately five years ago and describes the massive enrollment nature of online learning. It might seem at first like all online learning could be termed massive enrollment. Online courses can be completed by massive numbers of students at a time and can be revisited as much as needed (the primary benefit of online learning over traditional instructor-led training!). Online learning attendance is not limited based on training room size, number of desks/computers, maximum attendees to allow for interaction with the instructor, etc.

But in practice, what distinguishes MOOCs from online learning is the participatory nature of the experience. In addition to the online content, MOOCs often provide interactive forums that allow the instructors, teaching assistants, and learners to further explore the topic and share experiences. Traditional forms of learning suggest that the instructor knows all and needs to impart that wisdom to the class. In a MOOC experience, the entire community learns from each other. The “massive” component of this experience is provided by an online forum, allowing involvement from any number of participants and promoting lifelong learning.

SAP SuccessFactors Learning created the OCN to partner with the primary MOOC providers in the learning marketplace for easily integrating with external MOOC content. When the OCN was first created, there were only four partners. The list continues to grow and at the time of publication (spring 2018) currently includes the following partners:

- Open Sesame (opensesame.com)
- Lynda (lynda.com)
- Coursera (coursera.org)
- Harvard Manage Mentor (harvardbusiness.org/harvard-managemmentor)
- Udacity (udacity.com)
- OpenHPI (openhpi.org)

- edX (*edx.org*)
- SAP Learning Hub (*training.sap.com/learninghub*)

Note

The configuration is also open to allow for SAP SuccessFactors Learning clients to create their own OCN partner integrations for vendors who are not included in this list.

Pricing, licensing, and content topics vary among the OCN partners, so do your homework and select the partners that meet your requirements. SAP SuccessFactors Learning clients can—and often do—integrate with more than one OCN partner.

You need to configure the OCN. Much like Skillsoft, the OCN partner content remains on their site, and the OCN configuration provides the mechanism for automatically creating new items or updating existing items to connect with your licensed course library. Also similar to Skillsoft, the configuration is available in the administrator interface, but the technical nature of this configuration suggests it is best to work with an implementation partner who has experience setting up OCN. The preparatory work and details required also vary from partner to partner, so work with your OCN partner and your SAP SuccessFactors Learning representative to get the most up-to-date configuration guide that will provide step-by-step instructions for this configuration.

Item references such as item type, completion status, and failure status can be defined in the configuration, like they are for Skillsoft. This provides the ability to easily search and report on your items by each OCN partner. To import and update your course library from your OCN partner, schedule an automated job. (This is in contrast to the Skillsoft import, where the job is scheduled as a connector.) The job can be found in the administrator interface in the **System Admin** tab; expand the **Automatic Processes** option and select **Open Content Network Content Synchronization**, as shown in Figure 6.31. You can schedule this job to run on a regular basis to check for any new or updated courses from all of your OCN course libraries.

Once this job is complete, you have the option to view your available courses in the **Content Network** menu from the **Learning** tab. Note in Figure 6.32 that you can filter these results by each OCN partner you have configured, and then you can select just the courses you want to import.

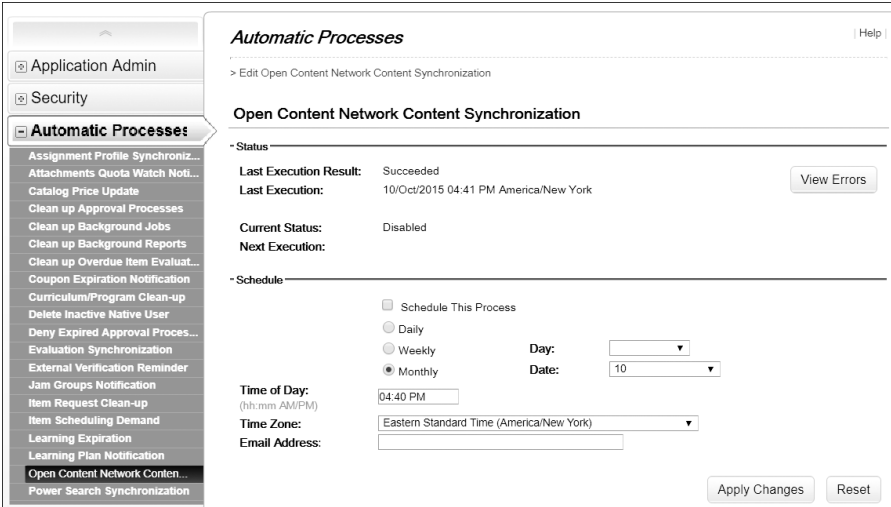


Figure 6.31 Automated OCN Content Synchronization

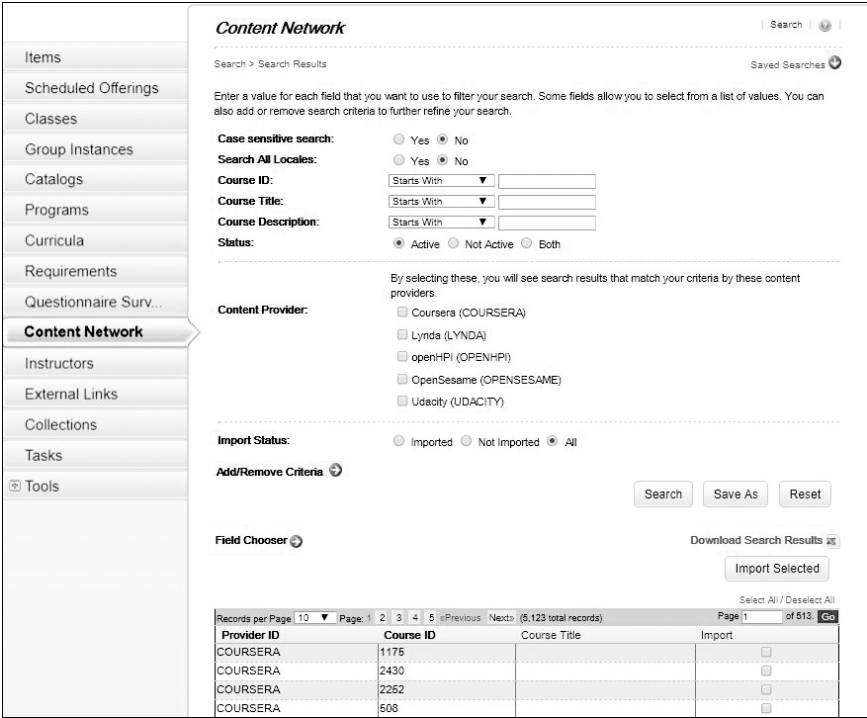


Figure 6.32 Content Network Search Results

After you’ve selected courses to import, you can find them with all of your other items where you can then assign these items to users, catalog, curricula, and programs.

6.6.3 Advertising through Recommendations

A lot of effort goes into selecting the right libraries from content providers, configuring the SAP SuccessFactors Learning system to connect with them, importing items, and securing the budget for licenses. Now you want to make sure your learner community knows about this valuable content. There is nothing worse than paying for a license that does not get used.

SAP SuccessFactors Learning has a relatively new recommendations feature that will help you to spread the word about these courses. Recommendations can be automatically assigned to your learners using assignment profiles. Recall that assignment profiles let you define a group of learners in the system based on the metadata in their user records. Once the group of learners is defined, you can then automatically push items, curricula, catalogs, and now recommendations. For example, you may want to create an assignment profile that finds all managers and automatically recommend leadership courses from your Skillsoft or OCN licenses. Or perhaps you have region-specific courses that you want to recommend based on the address details in the user record. The possibilities are endless.

If you enable the **Recommend** button shown in Figure 6.33, you allow learners to recommend items to each other. When this feature is turned on, learners can recommend items from a catalog search or from their learning assignment.

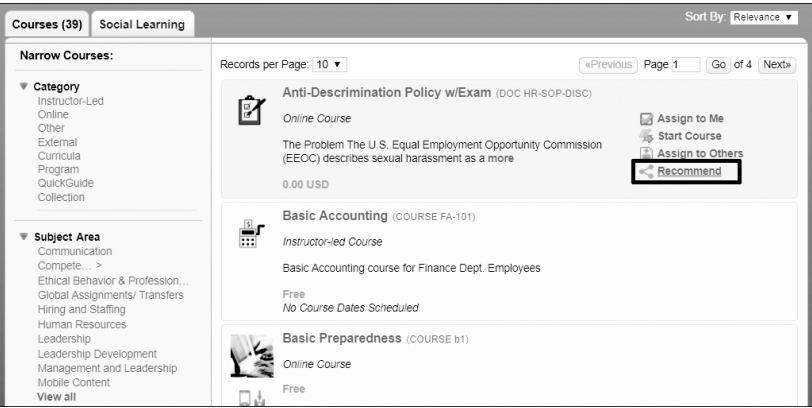


Figure 6.33 Recommending a Course from a Catalog Search

Now you’re providing the ability for your learning community to share their experience with these courses by recommending them to their peers. While you may still want to implement a communication plan for the roll-out of Skillsoft or OCN courses, these automated processes and recommendations provide another avenue for advertising these course offerings and help you to gain more immediate value from this investment.

6.7 Mobile Content and Offline Player Setup

The SAP SuccessFactors mobile app provides a way for your learners to access online learning from their mobile devices. If you have a remote or travelling workforce, this is a useful option for learners to utilize their travel time for catching up on learning activities.

In Chapter 11, we’ll focus on the actual setup and all learning features within the SAP SuccessFactors mobile app. For now, we’ll specifically talk about options for setting online content for mobile delivery.

6.7.1 Mobile Delivery

Design elements for mobile delivery differ greatly from standard online courses. Some obvious differences come to mind, such as the need to design for a smaller screen size; learners can see greater detail when content is launched from a laptop or computer versus a mobile phone or tablet. Also, remember that when learners use a mouse rather than their finger to navigate, different capabilities are available: a mouse can hover and allow for right-click options, whereas a finger relying on most mobile technologies can’t. And then, finally, there’s the mindset of the mobile users. They want content in short and easy to digest segments, so keep the length of content in mind when designing content for mobile delivery.

Due to these design considerations, when planning to deliver online content to a mobile audience, you need to budget the time and resources to publish two versions of content. The good news is that SAP SuccessFactors Learning content object settings can be used to support both standard browser delivery and mobile delivery.

The **Launch Method** settings for a content object in SAP SuccessFactors Learning provide the ability to set the launch path for standard delivery of the content in the **File Name** field.

Look a little further down in the settings in Figure 6.34 and notice the option to **Enable Mobile Access** and add a **Mobile File Name** field. This is where you can add the launch path for the mobile version of your content. Since all of this information is contained within the content object, SAP SuccessFactors Learning uses the **Mobile File Name** path when the content is launched from the SAP SuccessFactors mobile app. In our example in Figure 6.34, this is `/icontent/salesdemo/shared/mobile/SFLearning/index_lms.html`.

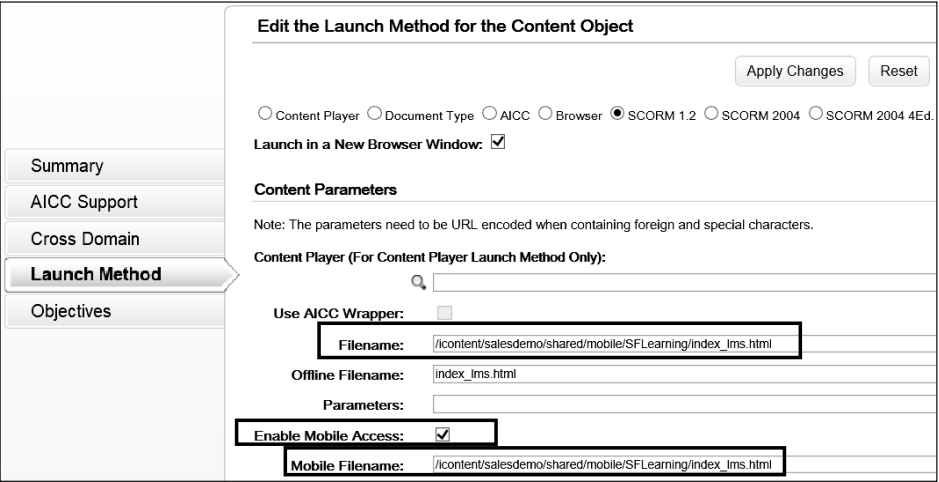


Figure 6.34 Content Object Launch Method Mobile Settings

6.7.2 Testing Mobile Content

SAP SuccessFactors has created the Learn Test app for the purpose of testing online content for mobile delivery on an iPad. This app allows content developers to launch and test the content to ensure that it behaves as expected. Since this can be done without an SAP SuccessFactors Learning account, the Learn Test app is a great tool to share with external vendors who are developing content for you. As shown in Figure 6.35, the Learn Test app works with SCORM 1.2, AICC, and other document type content. To test the content, it needs to be on a server that does not require a log in. Once the content is stored on a public server, the content developer types the URL location of the content into the Learn Test app, selects the content type, and then downloads it into the viewer.

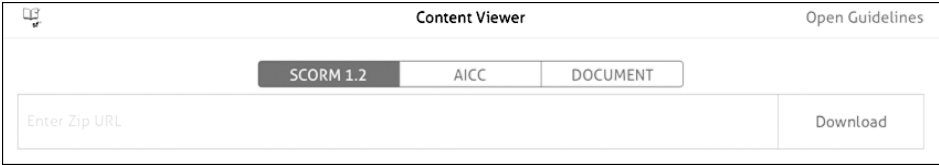


Figure 6.35 The Learn Test App

The Learn Test app also includes a helpful guide with tips for developing and troubleshooting mobile content. This guide can be accessed by clicking on the **Open Guidelines** link at the top-right corner of the screen.

6.7.3 Offline Player

The Offline Player lets learners download their online course and complete it while disconnected from the Internet. When they are back in network range, the online course tracking and results are synchronized with SAP SuccessFactors Learning. This is a useful mobile option for learners travelling on a plane or when they're in low-bandwidth zones.

There are two options for the Offline Player.

- The Mobile Offline Player lets learners download online content to an iPhone or iPad. This is currently not available for Android technology.
- The Offline Player lets learners download online courses to workstations or laptops.

In Chapter 11, we'll cover the configuration and settings required for the SAP SuccessFactors mobile app. This is a prerequisite before the Offline Player can be used. There are specific settings in the content object and item to enable the Offline Player. This is a two-step process:

1. Define the offline filename in the launch method settings of the content object (refer to Figure 6.34 and locate the **Offline File Name** field)
2. Enable the Offline Player in the online content settings of the item, as shown in Figure 6.36.

When you are finished with these steps, learners see a **Download** option when launching content from their iPhone or iPad, as shown in Figure 6.37.

Edit Settings and Status

* Required Field(s)

☒ Content is available for launch (available for users)

☒ Record learning event when all content is complete

* Completion Status:

ONLINE-COMPL (Completed Online Course) - For Credit

Failure Status:

ONLINE-FAIL (Failed Online Course) - Not For Credit

Failure Action:

☒ Skip content structure page on launch

☒ Available for Offline Player download

* URL for offline download:

https://anextgenp3bld.scdemo.successfactors.4

Days From Launch to Expiration:

(1000)

Browser, AICC and SCORM

☒ Allow users to review content from Completed Works

AICC Max-Normal:

99

Changes will be saved when you click "Save" on the Online Content page.

OK

Cancel

Figure 6.36 Available for Offline Player Download Settings

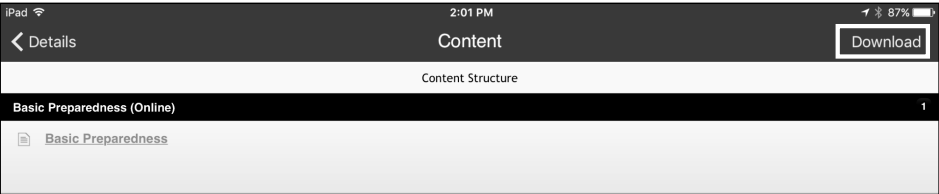


Figure 6.37 Downloading Content from an iPad

The Offline Player is also used to download online content, but this can be used to download content to a workstation or laptop rather than to an iOS device. This is a more complex option to configure, which is why most companies simply use the Mobile Offline Player. The Offline Player needs to be locally installed on each learner’s workstation or laptop, and the installer requires Java runtime environment. Learners also need to activate the Offline Player in their options and settings from the user interface. With all these configuration complexities and learner setup, the Offline Player is rarely used and should only be implemented if there is a strong business rationale.

6.8 Online Content Considerations

Implementation consultants get many questions about best practices for what can be an overwhelming task of creating and troubleshooting online content. Through the variety of projects we’ve supported over the years, we’ve found a few troubleshooting tips that can help you.

6.8.1 Bandwidth Limitations

Bandwidth limitation is a common challenge for online content delivery. We have all stared at our computers and mobile devices waiting for the progress bar to reach 100% and start playing our media.

Here are a couple of tips for dealing with bandwidth issues.

- **Content duration**
One of the easiest ways to avoid bandwidth issues is to design your content in small chunks. Not only is this a best practice for learning design in general, but it keeps your file sizes down and reduces the time it takes for your content to play.
- **Compression**
When you are planning to include video in your e-learning delivery, consider using video compression tools. There are many tools on the market, such as Sorenson Squeeze, that are easy to use and include presets for common online formats. Compression can also be used for audio files.
- **Content distribution**
All SAP SuccessFactors Learning clients have access to self-managed online content storage with iContent. We already talked about the benefits of iContent earlier in this chapter, but one feature we have not yet discussed is Akamai, a best-in-class content distribution network. Akamai uses thousands of cache servers around the world to distribute your content around the globe. Online content performance is vastly improved by the proximity of the online content to your learners.

6.8.2 Troubleshooting

If you are not using the Premium Content Management service mentioned earlier in this chapter, you’ll be responsible for testing and supporting your online content.

With that in mind, here are a few tips for troubleshooting your online content.

■ Playback issues

If content is not loading or displaying properly, or audio is not playing, check that your content is not designed to communicate with external servers. Content should be self-contained; meaning that all audio, video, and other media should be packaged within the published zip file.

■ Media types

It is important when designing online content to check that media files are compatible with the browsers and mobile devices that your learners use. Apple iOS devices require image formats such as PNG, JPG, GIF, and animated GIF. For video, the most bandwidth- and mobile-friendly format is MP4. Also, when designing for mobile delivery, always remember that Flash is not compatible with Apple devices.

6.9 Summary

There is much to consider when planning for online content delivery using SAP SuccessFactors Learning. You can reuse existing content in the form of documents, presentations, and media using the AICC wrapper to make it trackable as online learning content. You may instead choose to design your own custom courseware using content-authoring tools and load it to your iContent server with the Import Content tool. Another alternative is to purchase off-the-shelf content from an external provider and use the Open Content Network to automatically import new and updated course content. Whatever method you choose for delivering online content, your learners will benefit from the ability to complete learning at their pace, anytime and anywhere.

Now that we have covered the most commonly used item classifications of instructor-led training in Chapter 5 and online learning in this chapter, let's switch our attention in Chapter 7 to the remaining two item classifications. The "blended" classification describes items that include both scheduled segments and online content, while the "other" classification describes items that contain neither scheduled segments nor online content.

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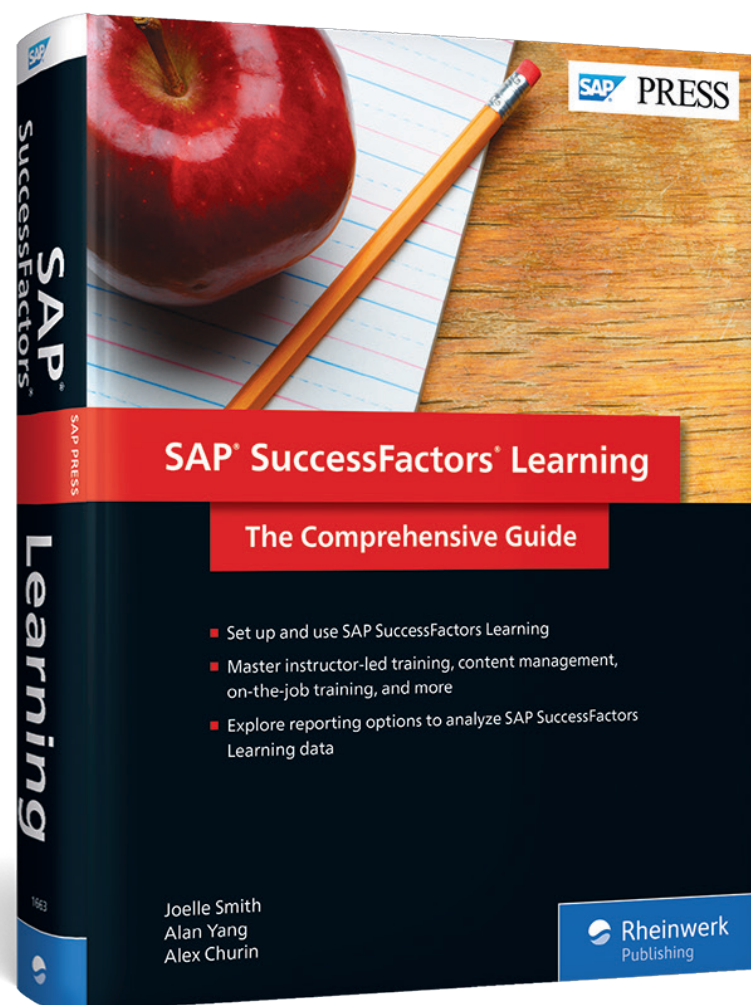
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Joelle Smith, Alan Yang, Alex Churin

SAP SuccessFactors Learning: The Comprehensive Guide

680 Pages, 2018, \$89.95

ISBN 978-1-4932-1663-5

 www.sap-press.com/4577



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