

*SAP Enterprise Learning provides solutions to meet all your training needs. In this article, we look into some integration touch points between the SAP Enterprise Learning and the SAP Self-Services solutions.*

## **Integrating SAP Enterprise Learning**

SAP-provided tools have been enforcing the “learning and continuing to learn” objective for years. SAP provided the necessary learning component—Training and Event Management (TEM)—in the standard R/3 system. As technologies evolve, requirements follow the same paths, and companies turn to extended learning management systems (LMSs). SAP’s offering in this area is SAP Enterprise Learning.

This article provides an overview of the added value of LMSs powered by SAP Enterprise Learning.

### **Features of SAP Enterprise Learning**

In today’s hectic world, companies and customers must ensure that they have the right tools to align learning strategies with organizational goals and objectives.

Today, LMSs have evolved from training registration systems to full-scale enterprise that integrate all learning solutions and empowers end users with the following full learning functionalities:

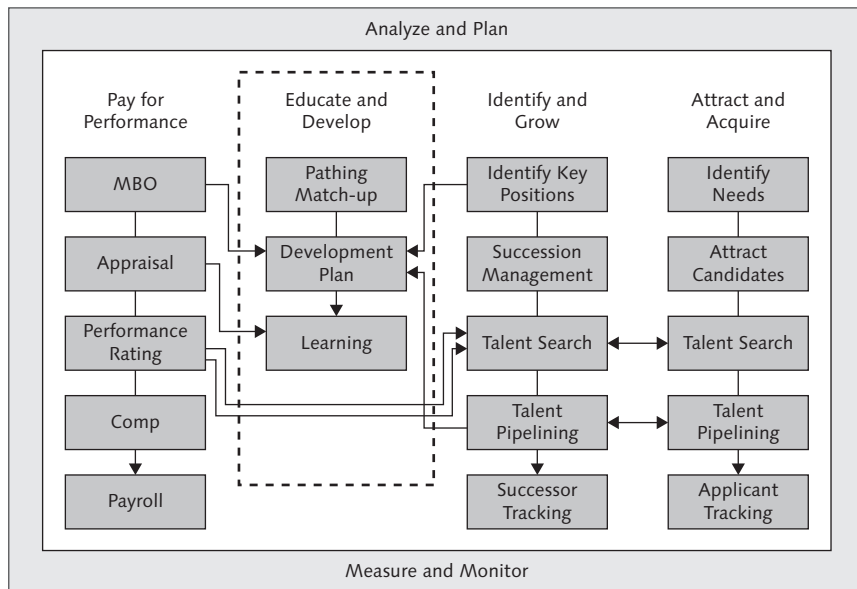
- ▶ Extends the learning offered (online)
- ▶ Empowers end users through an intuitive and user-friendly registration process
- ▶ Takes advantage of the course catalogs and skills catalogs
- ▶ Integrates with Resource Management, tracking analytics, and tests or assessments

All these tools have multiplied the successful outcome of the learning strategies in place.

Integration with Talent Management is crucial for Performance Management, Succession Planning, and recruitment processes.

Your business processes might also need to comply with strict regulations from such as Sarbanes-Oxley (SOX), Food and Drug Administration (FDA), or Equal Employment Opportunities (EEO), for example.

The SAP Enterprise Learning solution is integrated into the Talent Management landscape as illustrated in Figure 1.



**Figure 1** SAP Enterprise Learning Integration into the Talent Management Landscape

SAP Enterprise Learning is fully compliant with market requirements, including Sharable Content Object Reference Model (SCORM) and the Aviation Industry Computer-Based Training Committee (AICC):

► **SCORM**

A collection of standards and specifications for web-based e-learning that defines communications between client-side content and a host system called the runtime environment (commonly a function of a learning management system).

► **AICC**

An international association of technology-based training professionals that develops guidelines for the aviation industry in the development, delivery, and evaluation of CBT, WBT, and related training technologies.

You probably remember the standard training catalog provided in the TEM component, in which you could only learn from face-to-face trainings.

Today, the marketplace has extended the learning offering to include myriad learning tools, which we commonly called *blended learning*.

Blended learning consists of several learning tool:

- Face to face training, based on the standard training catalog
- Computer-based trainings (CBT)
- Online trainings such as webinars
- Reading materials such as books
- Conferences
- On-the-job learning

These different channels for learning are multiplying the occasions for keeping up your personnel's learning curve.

Not only is SAP Enterprise Learning adhering to the highest standards and providing multiple means of learning, it also provides tailored learning curriculum and course programs.

The mandatory, one-way delivery trainings, such as induction plan training, health and safety training, personnel development plan, are now a part of history! Thanks to the learning strategies, a learner can engage in different learning curriculums, for example, the full curriculum, the executive excerpt, the overview, and so on. This approach ensures that we reach out to all kinds of learner profiles.

Because Talent Management oversees the all the personnel-development processes, companies can also take advantage of the course programs, for example, for the newcomers and the initiation plans, or the young potentials training programs.

SAP Enterprise Learning enables multiple user profiles or roles, which all interact with the blended learning offering:

► **Learner role**

The learner is the primary center of attention within SAP Enterprise Learning. The learner can access the qualification profile, check out learning progresses, and view historical learning activities. The learner can also trigger a profile matchup against his position and/or job to identify missing skills. The learner can select the best fit from among the learning strategies offered.

► **Manager role**

The manager assesses the skill gaps between the learner profile and the position and/or the job profile, thanks to the profile matchup. The manager also assigns training strategies depending on the allocated objectives. The manager also monitors the course enrollment approval, cancellation, skills validation, and use.

► **Instructor role**

The instructor manages the virtual classrooms and the learning participation of learners as well as handles the follow up activities and the analytics.

► **Learning administrator role**

The learning administrator manages the courses and the different curriculum, schedules the courses programs and events, and manages the classrooms and the required materials.

► **Course author role**

The course author handles the content and the structure of the learning material and imports and exports content via the authoring tool. If applicable, the course author also creates tests and assessments to validate the learners' qualification transfer.

SAP Learning Solution (LSO) is supported in the following languages: English, German, French, Spanish, Portuguese, Mandarin, Japanese, Dutch, Italian, Swedish, Korean, Finnish, Danish, Norwegian, Turkish, Hungarian, Czech, Polish, Russian, and Hebrew.

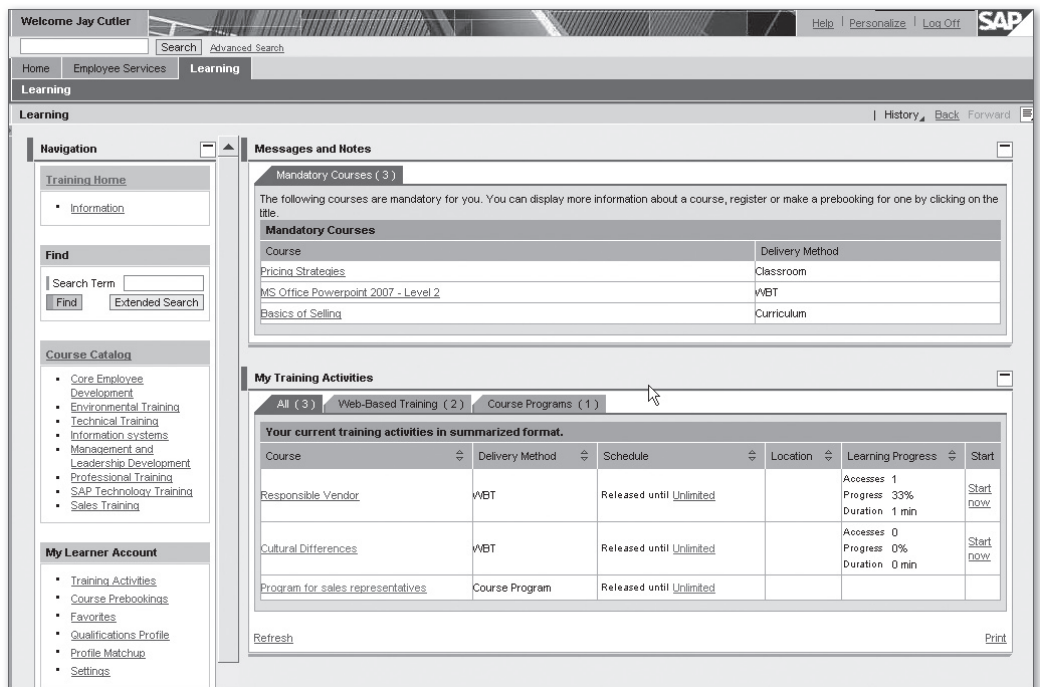
## **Integration with the SAP NetWeaver Portal**

SAP Enterprise Learning is based on one data model, integrating all surrounding SAP ERP Human Capital Management (HCM) subcomponents by design. These range from Qualification Management, Organizational Management, time and master data, Financial Accounting (FI), and Sales and Distribution (SD). LSO also takes advantage of the online webinar enabling powered by Adobe Connect.

When you enable SAP Enterprise Learning, you are already one step ahead because you are running the HCM subcomponents. As always, SAP avoids common pitfalls such as master data redundancy by sharing all HR information in the Talent Management suite.

## Integration with Employee Self-Services

SAP Enterprise Learning should be integrated into the Employee Self-Services (ESS) role, as illustrated in Figure 2.



**Figure 2** The Learner Role as Provided in SAP NetWeaver Portal

As you can see, the learner role has access to the course catalog (left-hand side). The learner can browse through the catalog offerings or access the following functionalities from the learner account:

- ▶ Check training activities
- ▶ Check course prebookings
- ▶ Check favorites

- ▶ Check the learner qualification profile
- ▶ Run the profile matchup: learner qualification profile against the position or the job qualification profile
- ▶ Adjust personal settings
- ▶ See an overview of the mandatory courses assigned directly to his profile or to the position and/or job currently held

## Integration with Manager Self-Services

SAP Enterprise Learning should be integrated into the Manager Self-Services (MSS) role, as illustrated in Figure 3. The manager can handle all the required steps in the learning management processes, including following up on courses assignments and qualification transfer.

The screenshot displays the SAP NetWeaver Portal interface for a Manager role. The browser window is titled "Courses - SAP NetWeaver Portal - Microsoft Internet Explorer". The address bar shows "http://50000/rjportal". The page features a navigation bar with "Home", "Content Administration", "Training Administration", and "Delegated User Administration". The "Courses" section is active, showing a "Courses Worklist". The worklist includes a table of courses with the following data:

ID	Course Name	Status of Course Preparation	Capacity	Start Date, Time	Location
	Basic French	OOO	OOO	10.12.2008 09:00:00	Nestor-Paris
	class_CE_2	OOO	OOO	15.12.2008 09:00:00	Nestor-Paris
	class_CE_2	OOO	OOO	20.12.2008 09:00:00	Nestor-Paris
	Swimming	OOO	OOO	15.12.2008 10:00:00	Nestor-Paris

The "Swimming" course is highlighted. The page also includes a "Detailed Navigation" sidebar with links like "Work Overview", "Courses", "Participation", "Correspondence", "Catalog", and "Content Administration". The bottom status bar shows "Local Intranet" and the time "19:39 PM".

Figure 3 Manager Role in SAP NetWeaver Portal

## Integration with Reporting

Obviously, SAP Enterprise Learning is well equipped when it comes to analytics and reporting. These tools allow you to track, monitor, and check learner progress; approve pending course requests or cancellations; and, most important, monitor the training budget consumption.

## Conclusion

Training departments have been asking for such great tools to handle and perform learning strategies for years. SAP provides a state-of-the-art tool SAP Enterprise Learning, which meets the LMS compliance standards.

The learning functionalities are so integrated in the SAP Self-Services and in the SAP NetWeaver Portal, that end users often refer to it as the "Learning Portal."

SAP Enterprise Learning not only addresses multiple end-user profiles, but it also empowers learners with many learning channels.

The learning strategies can be also integrated with learning curriculum and training programs to meet all the learning and business requirements.

Using SAP Enterprise Learning in your company will undoubtedly create many quick wins as well as strengthen the company's learning objectives.

To learn more about this functionality, we recommend the book *SAP Enterprise Learning* by Prashanth Padmanabhan, Christian Hochwarth, Sharon Wolf Newton, Sankara Narayanan Bharathan, and Manoj Parthasarathy (SAP PRESS, 2009).

For useful background reading, see the Aberdeen white paper: *Achieving Real Business Value with Learning and Development* (January 14th, 2009).

Also, read the Aberdeen Group's report on current and anticipated states of learning and development, its role within Talent Management, and the value organizations derive from it at [www.sap.com/community/showdetail.epx?itemID=16873](http://www.sap.com/community/showdetail.epx?itemID=16873).