

SAP Jam Collaboration
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An Administrator's Quick Start Guide for Integrated Learning Communities with SAP Jam Collaboration and SAP SuccessFactors Learning



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1 Welcome to SAP Jam Collaboration

SAP Jam Collaboration is a social collaboration solution that brings together people, processes, information, and applications to enable better problem-solving and decision-making. When integrated with SuccessFactors Learning, your workforce can easily engage in a community created for continuous learning and sharing amongst students and instructors.

SAP Jam collaboration and business record concepts

To learn more about SAP Jam Collaboration, please see the [SAP Jam Collaboration product page](#) for a selection of documentation.

For your convenience, some business record concepts used with the integration with the SuccessFactors Learning integration are explained here:

Table 1: Business record concepts

Concept	Location	Definition
Business Records	Top menu bar below corporate logo	<ul style="list-style-type: none">Administrators and users can browse, search, sort, and filter for specific, real-time business record data in SAP Jam's business record browser independently of feeds and groups when SAP Jam has been integrated with external business systems (e.g., SuccessFactors Learning).In a learning context, business records are Curricula or Learning Items.
Curriculum Details	Left side navigation menu item	<ul style="list-style-type: none">A group administrator can go to the Business Records menu, select Learning Item from the business record browser, hover the cursor over the learning item/click on it and then choose to feature it in a group. <i>Curriculum Details</i> then becomes visible on the left side menu.
Item Details	Left side navigation menu item	<ul style="list-style-type: none">A featured learning item that displays the Item ID, Item Type, Revision Date, Description, Classification, Credit Hours, and Contact Name. A list of scheduled offerings includes the offering ID, Description, Start Date and Time (with region indicated), End Date and Time (with region indicated), Location, number of Available Seats, and enrollment Status.A group administrator can go to the Business Records menu, select Learning Curriculum from the business record browser, hover the cursor over the learning item/click on it and then choose to feature it in a group. <i>Item Details</i> then becomes visible on the left side menu.Feed activity for this featured item and any assigned tasks are also shown here.

Concept	Location	Definition
Featured Learning	Left side navigation menu item	<ul style="list-style-type: none"> When a user clicks <i>Featured Learning</i>, the business record viewer can display a list of featured learning items, curricula, and scheduled offerings. Learning items and scheduled offerings can be featured within a business record list widget on group overview pages by a group administrator. <i>Featured Learning</i> then becomes visible on the left side menu.
Related Learning	Left side navigation menu item	<ul style="list-style-type: none"> When a user clicks <i>Related Learning</i>, the business record viewer can display a list of scheduled offerings. Scheduled offerings can be shown as related learning within a business record list widget on group overview pages by a group administrator. <i>Related Learning</i> then becomes visible on the left side menu.

2 About this guide

If your organization has SAP Jam Collaboration integrated with SuccessFactors Learning, then this guide will assist SAP Jam company and group administrators responsible for the initial set up of learning communities.

i Note

As of the February 2017 release, if your company has deployed only the SAP SuccessFactors Learning integration, you will see a change to the names, widgets, and other page labels adapted to reflect the learning context, such as:

- The "Business Records" link in the global navigation bar is renamed to "Learning".
- For group administrators, the "Business Record" widget is renamed to "Learning".
- All instances of "business records" are replaced with learning-specific terminologies where applicable.

SuccessFactors Learning and concepts

To understand SAP SuccessFactors Learning, administrators should refer to the [SuccessFactors Learning Administration Help](#) on the [SAP SuccessFactors Learning product page](#).

For your convenience, some learning concepts used with the integration with SAP Jam Collaboration are explained here:

Table 2: Learning concepts

Concept	Definition
Curriculum, curricula	<ul style="list-style-type: none">• A grouping of related items that requires them to be taken together by users or tracked together.
Learning item	<ul style="list-style-type: none">• A learning administrator assigns a learning item to a user when the item requires tracking of its completion.
Scheduled offering	<ul style="list-style-type: none">• An instance of learning item or learning event with a scheduled date, time, and location.

3 Set up and configure integration

3.1 Obtain OAuth token information

In your SuccessFactors Human Capital Management (HCM) Suite, obtain the OAuth token information that you will need to enter in your SAP Jam Collaboration configuration.

i Note

An administrator account for SAP SuccessFactors HCM is required for access to the Admin Center.

Obtain SuccessFactors Learning OAuth token information

The first procedure in setting up your SuccessFactors Learning integration with SAP Jam Collaboration is to configure the SuccessFactors HCM Suite to work with your SAP Jam service.

To configure the SuccessFactors HCM Suite:

1. Log in to the SuccessFactors HCM Suite and select *Admin Center* from the main menu.
2. Click the *Learning* icon in the *Company Processes & Cycles* panel, and select *Learning Administration* from the context menu.
The *Learning Administration* section displays.
3. To enable the integration of SuccessFactors LMS and SAP Jam Collaboration, click the *System Admin* icon from the top menu bar, expand the *Configuration* section in the left sidebar, and click *System Configuration*.
The LMS_ADMIN configuration file displays.

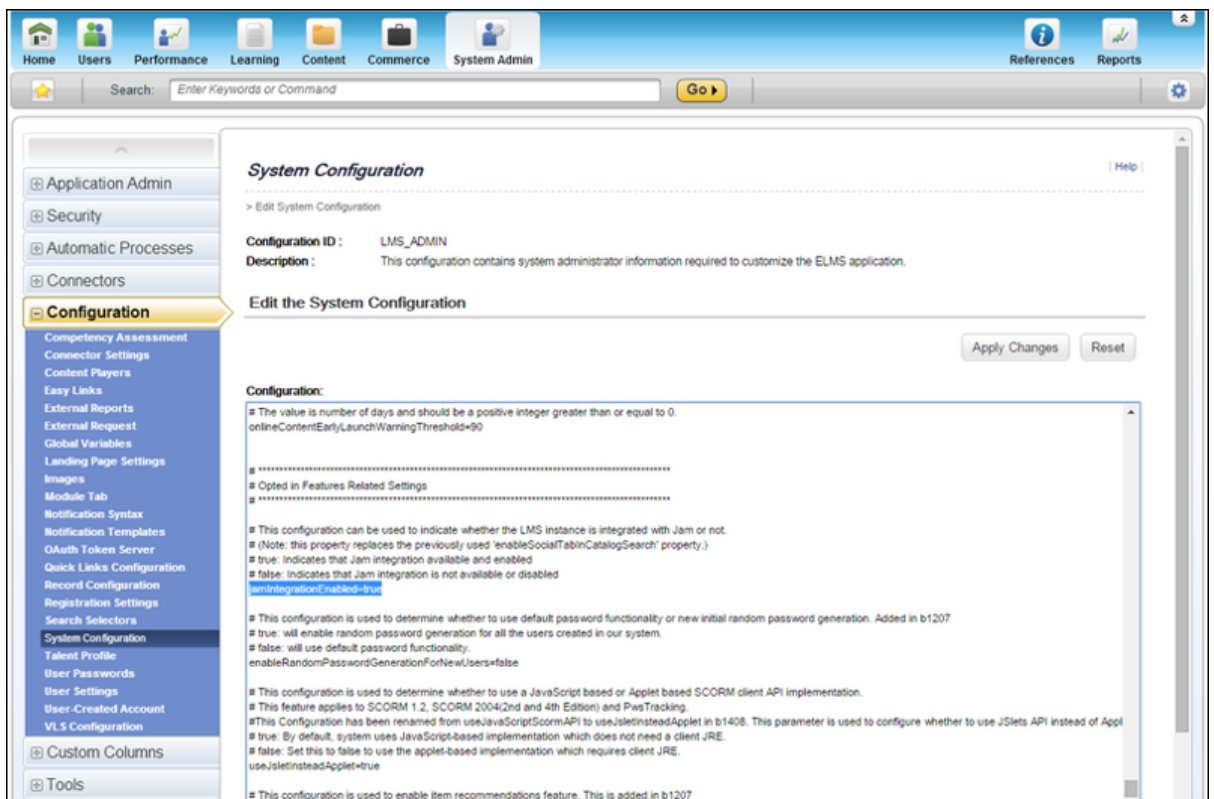


Figure 1: SuccessFactors Learning Administration > System Admin > Configuration > System Configuration

4. Search the LMS_ADMIN configuration file for "jamIntegrationEnabled", ensure that it is set to "true", and click *Apply Changes*.
5. Obtain the OAuth information that will be required for your SAP Jam Collaboration configuration, which is available in the **System Admin > Configuration** section by clicking *OAuth Token Server*. A page of the *OAuth Token Server* information is displayed.

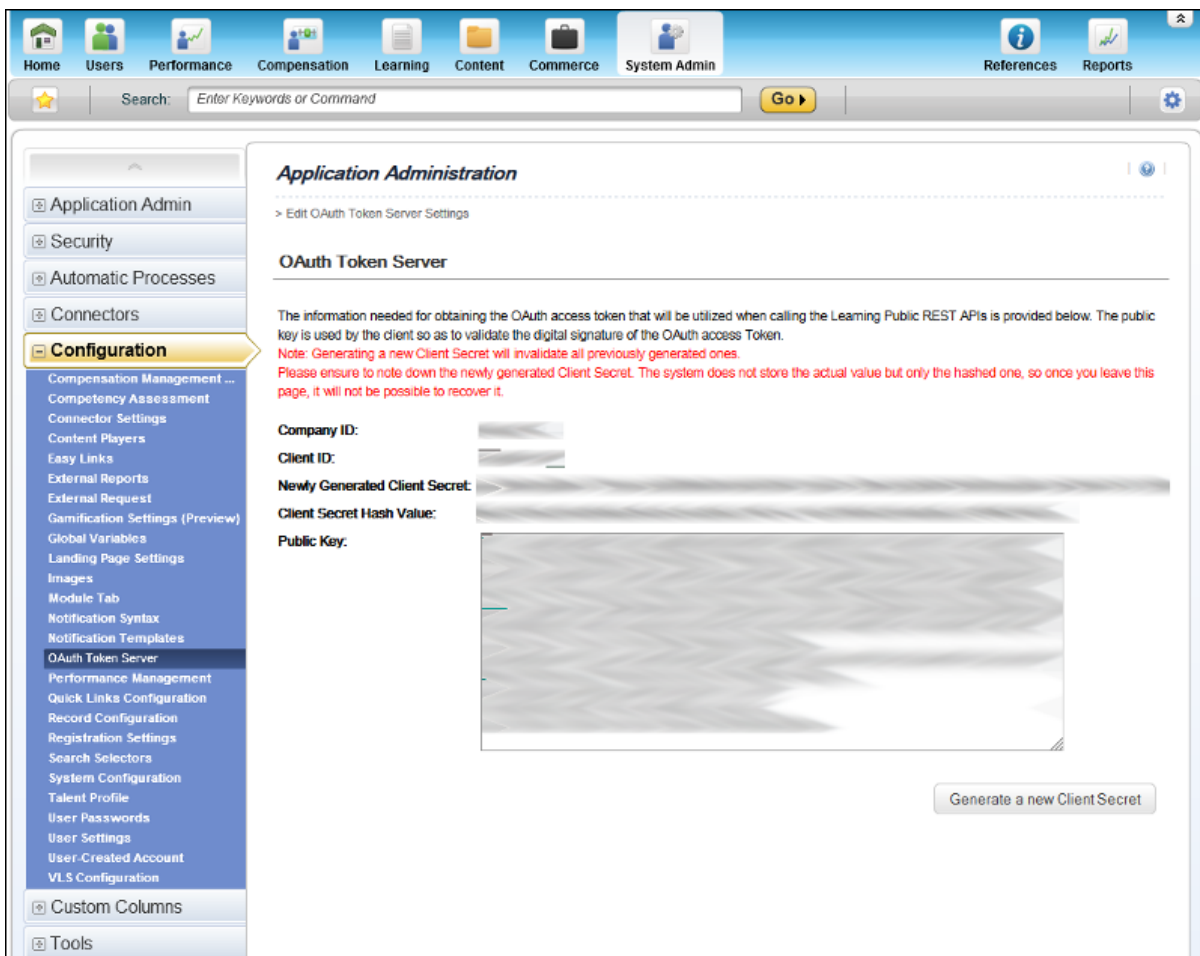


Figure 2: SuccessFactors Learning Administration > System Admin > Configuration > OAuth Token Server

6. Click the *Generate a new client secret* button.
A new field displays underneath the *Client ID* field, labeled *Newly Generate Client Secret*.

i Note

You can generate a new client secret at any time, but it is the last generated client secret that you must copy and paste into your SAP Jam Collaboration configuration. It is important to note that any newly generated client secret must be updated in all configurations in which this string is recorded as a newly generated client secret supercedes older secrets, and the client secret is required to establish a secure data connection.

7. Copy and save the following information to add to your SAP Jam Collaboration configuration:
 - o **Client ID**
 - o **Newly Generated Client Secret**

Ensure that you fully copy the Client ID and the Newly Generated Client Secret. The text must be copied exactly, without any spaces before or after.

3.2 Register external application

In SAP Jam Collaboration, to set up a secure data connection, as a SAP Jam company administrator you must create an entry to register SuccessFactors Learning with SAP Jam Collaboration.

To register the external application

1. Go to the SAP Jam Admin console and select **Integrations > External Applications** from the left side navigation menu.
The *External Applications* page displays. This initial page is a catalog of the external applications that have been configured for your organization's SAP Jam Collaboration instance.
2. Click *Add Application*.
A drop-down menu listing the available external application types displays.

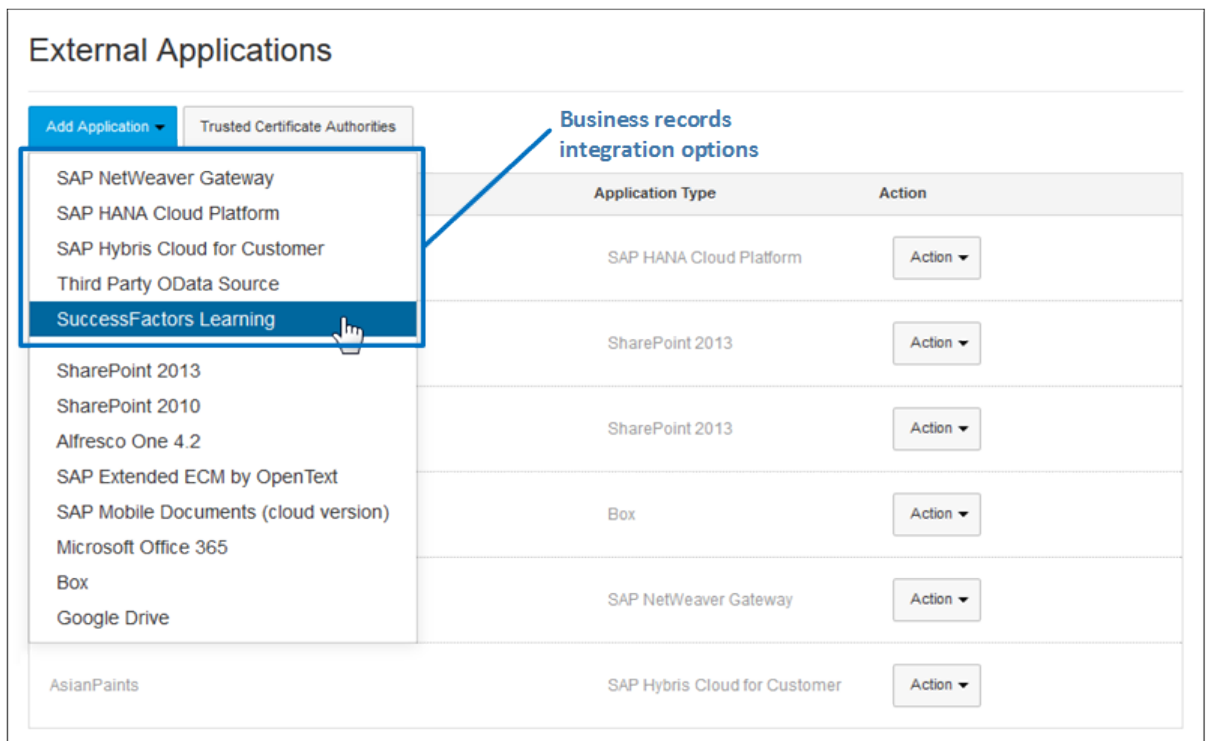


Figure 3: Register SuccessFactors Learning in SAP Jam Collaboration

3. Select the *SuccessFactors Learning* option.
The *External Application, add a SuccessFactors Learning application form* displays.

External Application

SuccessFactors Learning

Name

OAuth 2.0 Client Id

Secret
 [show](#)

Service provider (Protocol, Host, Port)
 :

Service Provider Name

Administrative Area

Figure 4: External Application, add a SuccessFactors Learning application form

4. Type in a meaningful name in the *Name* text box, such as one that names the external application and/or its dedicated use.

i Note

This name will appear in the SAP Jam Collaboration navigation sidebar and in other locations in SAP Jam Collaboration.

5. *OAuth 2.0 Client Id*: Enter the value from the OAuth Token Server page's *Client ID* field.
6. *Secret*: Enter the value from the OAuth Token Server page's *Newly Generated Client Secret* field.
7. *Service Provider*: Enter the fully-qualified domain name of your SuccessFactors Learning service, plus the port number. For example, `e0363.scdemo.successfactors.com:443`

One way to determine this URL is to log in to SuccessFactors Learning on the web:

- With Microsoft Internet Explorer browser, right click on the page and select "View Properties", and copy the base URL for the page;
 - In Google Chrome, right-click "View frame info" and copy the base URL for the page. The base URL includes everything after the protocol `https://` and before the next slash, which indicates the path. The path field is pre-filled and is not editable.
8. *Service Provider Name*: This field is pre-filled and is not editable.
 9. Select *Enable global search for business records and related feed conversations* if you want your users to be able to search all curricula, scheduled offerings, and learning items and their public feed comments from within SAP Jam.

10. **Administrative Area**: Select the area in which you want this external application to be available. The default is "Company", which will make it available to all groups.

11. Click **Create**.

On the ► **Integrations** ► **External Applications** ► page, the list of external applications now includes the SuccessFactors Learning application that you have just registered.

3.3 Register learning records

Once you have completed the required configuration to access your SuccessFactors Learning application from SAP Jam Collaboration, as a SAP Jam company administrator, you must add the learning records that you want to access. For SuccessFactors Learning, there are four learning record types supported: "Item", "Curriculum", "Scheduled Offering", and "Curriculum Assignment".

To register business records:

1. Go to the SAP Jam Admin console. From the ► **Integrations** ► **External Applications** ► page, click **Action** beside the SuccessFactors Learning application for which you want to add objects and select **Manage Record Types** from the context menu.

The **Manage <company_name> Learning Record Types** screen displays.

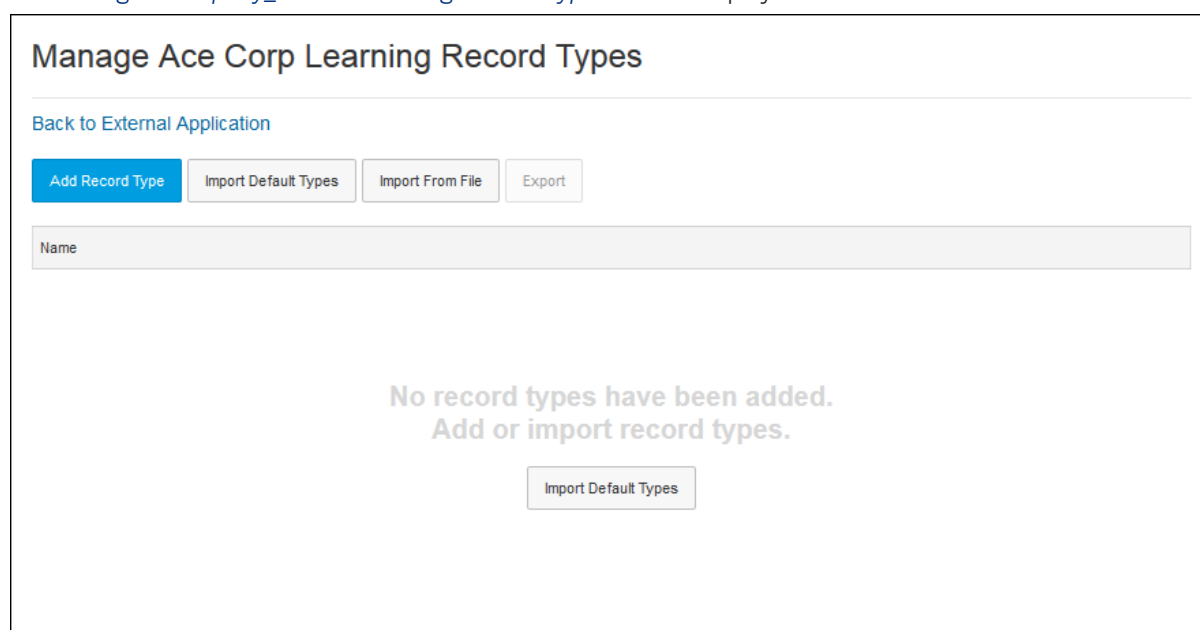


Figure 5: The Manage <company_name> Learning Record Types page

2. Select the method for adding record types that you want to use:
 - Select **Import Default Types** to retrieve the learning record types from the LMS server. The SAP Jam Collaboration service immediately attempts to download the record types. An **Import Learning Record Types** page displays the results of the import attempt.

Import Learning Record Types

[Back To Manage Learning Record Types](#)

All default record types imported successfully. [View Record Types](#) [Reimport](#)

Import: Item
English Success ⓘ

Import: Curriculum
English Success ⓘ

Import: Scheduled Offering
English Success ⓘ

Import: Curriculum Assignment
English Success ⓘ

Import Summary

4 Successes	Import succeeded.
0 Warning	Import succeeded, but warnings.
0 Failure	Import failed.

Figure 6: The Import Learning Record Types page

If your SuccessFactors Learning configuration is correct, all available record types should import without problems. If you encounter problems, check your SuccessFactors Learning configuration.

- Select [Import From File](#) if you receive a learning record types configuration file from SAP Jam Support or your SAP Jam contact.
This option will use your browser's file upload capability and will configure your learning record types upon successful upload.
- Select [Add Record Type](#) to add a record type manually.
The [Add Record Type](#) dialog box displays.

Add Record Type

Name

External Type

Annotation URL

Annotation Languages ⁱ

Must provide valid type and annotation URLs before importing external resources. The record type cannot be created/updated without a successful import.

Can be featured or unfeatured in groups ⁱ Filter Feed ⁱ
 Can be primary object in top-level group ⁱ Feed History ⁱ
 Can be primary object in subgroup ⁱ Show Search
 Can be mentioned in feed posts ⁱ Hint:
Primary (Search) Property: Property:
Secondary (Display) Property:

Figure 7: The Add Record Type dialog box

1. Click *Add Record*.
2. Enter the appropriate values, as shown in the following tables, for the learning record type that you are adding.

Table 3: Values for the "Item" learning record type

Field	Value
Name	Item
External Type	https://www.plateau.com/odata/v1/lms.svc/\$metadata#ItemCollection
Annotation URL	https://www.plateau.com/odata/v1/lms.svc/AnnotationCollection
Can be featured or unfeatured in groups	true
Can be primary object in top-level group	true
Can be primary object in subgroup	true
Filter Feed	true

Field	Value
Feed History	true
Show Search	true
(Search) Hint	Title
(Search) Property	Title
Can be mentioned in feed posts	true
Primary (Search) Property	Title
Secondary (Display Property	Description

Table 4: Values for the "Curriculum" learning record type

Field	Value
Name	Curriculum
External Type	https://www.plateau.com/odata/v1/lms.svc/\$metadata#Curriculum-Collection
Annotation URL	https://www.plateau.com/odata/v1/lms.svc/AnnotationCollection
Can be featured or unfeatured in groups	true
Can be primary object in top-level group	true
Can be primary object in subgroup	true
Filter Feed	true
Feed History	true
Show Search	true
(Search) Hint	Title
(Search) Property	Title
Can be mentioned in feed posts	true
Primary (Search) Property	Title
Secondary (Display Property	Description

Table 5: Values for the "Scheduled Offering" learning record type

Field	Value
Name	Scheduled Offering
External Type	https://www.plateau.com/odata/v1/lms.svc/\$metadata#ScheduleOfferingCollection
Annotation URL	https://www.plateau.com/odata/v1/lms.svc/AnnotationCollection
Can be featured or unfeatured in groups	true
Can be primary object in top-level group	true

Field	Value
Can be primary object in subgroup	true
Filter Feed	false
Feed History	false
Show Search	false
Can be mentioned in feed posts	false

Table 6: Values for the "Curriculum Assignment" learning record type

Field	Value
Name	Curriculum Assignment
External Type	https://www.plateau.com/odata/v1/lms.svc/\$metadata#CurriculumAssignmentCollection
Annotation URL	https://www.plateau.com/odata/v1/lms.svc/AnnotationCollection
Can be featured or unfeatured in groups	false
Can be primary object in top-level group	false
Can be primary object in subgroup	false
Filter Feed	false
Feed History	false
Show Search	false
Can be mentioned in feed posts	false

3. Click *Save*.

You are returned to the *<External_App_Name> Record Types* catalog, where the record type that you just added will be listed in the table.

i Note

Next: Record filters are pre-set to SuccessFactors Learning "Instructor-Led", "Online", and "Other Learning" courses.

As you do not set Filters or Sort Fields for your External Application Objects, you should proceed to "Configure access to business records in SAP Jam Collaboration" in the [SAP Jam Administrator Guide](#).

4 Set up learning community

4.1 Create a group from a curriculum or learning item

As a group administrator, you can create a group directly from a curriculum (a grouping of related items) or learning item, and customize that group further with a learning widget (currently referred to in SAP Jam as a "business record list widget") that displays related or featured records such as curriculum, curriculum assignments, items or scheduled offerings.

Create a group from a curriculum

When you create a group from a curriculum, you can show related curriculum assignments.

To create a group from a curriculum

1. In SAP Jam, click [Learning](#) from the global menu bar.
2. Click [Learning](#) from the list of applications.
3. From the learning records type list, click [Curriculum](#).
4. From the business record browser, place your cursor over the curriculum so that the hover card appears.
5. Click [Create Group](#) at the bottom of the hover card.
6. Choose a group template (e.g., Education Center Template or Training Room Template). Follow the instructions for how to use a group template in the topic [Select a group template for learning \[page 18\]](#).

After you have activated the group, you can edit the overview pages and add a business record list widget that displays related curriculum assignments.

To add a related curriculum assignments widget

1. In edit mode for the group overview page, click [Add Widget](#).
2. Choose the business record list widget.

Business Record List Widget

Learning: Curriculum Assignment ▼

Widget Title (optional)

Show

Select an option ▼

Filter by

Select an option ▼

Sort by

Select an option ▼

Ascending Descending

Display

Select an option ▼

Maximum number of items: 3

3. Choose *Curriculum Assignment* from the first drop-down list.
4. Enter a meaningful name for this related curriculum assignments widget.
5. From the *Show* drop-down list, choose *Related*.
6. Select the sort and display options.
7. Choose the maximum number of items to display in the widget.
8. Click *OK* to save your changes.

After you save a draft or publish your overview page, you can view and click through the new curriculum assignments widget that you created. When you click *View All*, the *Related Learning* section displays with a list of all related curriculum assignments. Group members can click *View All* at the bottom of the widget or *Related Learning* from the left side navigation whenever they want to view more than what the widget lists.

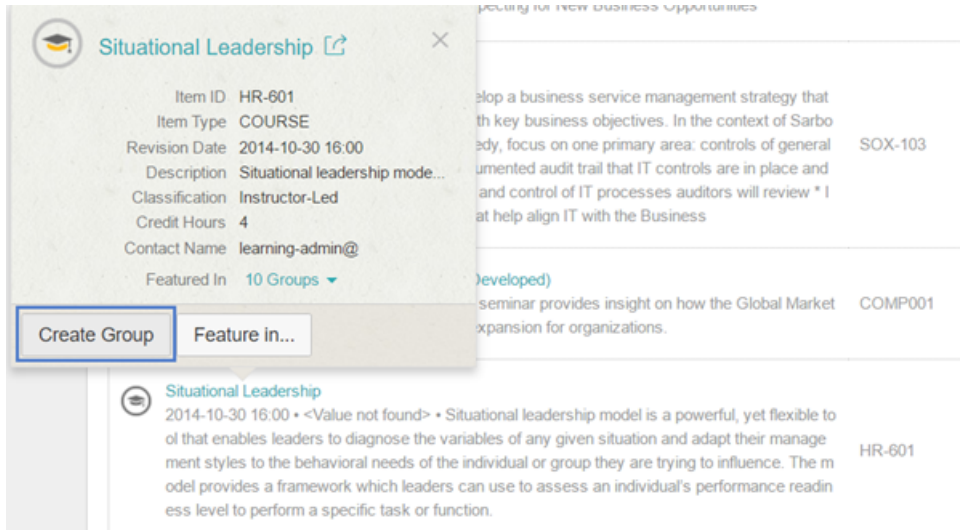
Create a group from a learning item

When you create a group from a learning item, you can show featured or related scheduled offerings.

To create a group from an item

1. In SAP Jam, click *Learning* from the global menu bar.
2. Click *Learning* from the list of applications.

- From the learning records type list, click *Item*.
- From the business record browser, place your cursor over the curriculum so that the hover card appears.
- Click *Create Group* at the bottom of the hover card.



- Choose a group template (e.g., Education Center Template or Training Room Template). Follow the instructions for how to use a group template in the topic [Select a group template for learning \[page 18\]](#).

After you have activated the group, you can edit the overview pages and add a business record list widget that displays related or featured scheduled offerings.

To add a related or featured scheduled offerings widget

- In edit mode for the group overview page, click *Add Widget*.
- Choose the business record list widget.
- Choose *Scheduled Offering* from the first drop-down list.
- Enter a meaningful name for this scheduled offerings widget.
- From the *Show* drop-down list, choose *Related* or *Featured*.
- Select the sort and display options.
- Choose the maximum number of items to display in the widget.
- Click *OK* to save your changes.

After you save a draft or publish your overview page, you can view and click through the new scheduled offerings widget that you created. When you click *View All*, the *Featured Learning* section displays with a list of all featured scheduled offerings. Group members can click *View All* at the bottom of the widget or *Featured Learning* from the left side navigation whenever they want to view more than what the widget lists.

4.2 Select a group template for learning

Group templates contain pre-designed layouts and widgets that allow you as group administrator to create group pages without requiring coding knowledge. You can add, move, resize, align, configure widgets, and modify the overall layout of a page. As you design a page, your work is automatically saved so that you don't lose your changes prior to publishing or saving as a draft. You can choose from a selection of group templates to create learning groups. For example, you can select the Education Center template, where experts can create and share

content around a certain topic and make their expertise available to all employees on the company network. Or you can try the Training Room template as a place for learners and instructors to work together before, during, and after a training event.

Create a group with a template

To create a group using a template

1. From the global menu bar in SAP Jam, choose *Groups > Create a Group*.
2. From the first drop-down list, choose a learning template.

Create a Group

The screenshot shows the 'Create a Group' interface. At the top, there is a dropdown menu with 'Training Room Template' selected. Below it are two text input fields: 'Type a Group Name' and 'Type a Group Description'. The 'Set Group Permissions' section contains three radio button options: 'Public' (All Ace employees can join and view the group.), 'Private' (Ace employees need to be invited to participate in the group.) which is selected and has an 'Options' link, and 'External' (Private group that allows non-Ace employees to be invited as guests.). At the bottom left, there is a checked checkbox for 'Activate this group now'. To the right are 'Create' and 'Cancel' buttons.

Figure 8: Example: Training Room template

3. Enter a name for the learning group. Choose a name that students will recognize or easily associate with the course.
4. Enter a description that explains the purpose of the group. Students will see this description when they first join the group, below the group avatar, or when they make a request to join the group.
5. Under Set Group Permissions, select one of the following as appropriate for the group:
 - **Public:** Any company user can join the group.
 - **Private:** Members join by invitation only. They can be invited by the group administrator or other group members.

- **External:** Same as a private group, except it can also include non-company users by invitation only.
6. Beside the permission setting, click the Options hyperlink. Here, you can customize the collaboration settings, choose (by role) who can invite others to the group, whether other people can send a request to join the group, indicate whether all group members or only group administrators can upload content, select who can update tasks by policy, and enable content approval. You can also skip this section altogether, accepting the defaults and configure it later.
 7. Click *Done* to close the Options.
 8. By default, the *Activate this group now* checkbox is selected. This means that when you click *Create* your new training room will be active and available for students, course administrators and instructors to participate within. You can clear this checkbox if you wish to create the group but proceed with configuration and complete the page design before you make it available.

4.3 Upload content items

Once a group is created, as a group administrator you can upload content to help group members get started in their learning community. Before you begin, ensure that the proper folder structure is created to help keep files organized. Although there is a default folder structure created for you when you use an SAP Jam learning template, you can customize it by adding, removing, and relocating widgets to suit the group's requirements.

i Note

From the left side navigation menu for your group, go to *Group Admin > Edit Group* menu and click the Participation tab. Ensure that you choose the appropriate collaboration level for group members. For more information, please refer to the [Group Administration Guide](#).

Step 1: Create a folder structure

SAP Jam groups may work with a variety of information and file types. When you create folders, you can organize content items into collections to make it easier for group members to access and/or store relevant information. For more information on creating group folders, please refer to the [SAP Jam User Guide](#).

To create some organization for group content

1. Go to the Content section for the group.
2. On the *Create* drop-down menu, choose *New Folder*.
3. In the Add Folder dialog, enter a name for the folder.
4. Select where you want to add the folder (e.g., top level, within another existing folder).
5. Click *Create*. The new folder is added to the location you specified in the previous step.

Step 2: Upload files directly within the Content section

To upload files such as documents, audio, and video

1. Browse to the content folder where you want to upload content.
2. Click [Upload File](#) and select one or more files to upload to the specified folder.

4.4 Invite students to the learning community

To ensure students are immediately part of an associated group for their learning item, scheduled offering, or curricula, they can be automatically invited to a group upon enrollment.

SuccessFactors Learning setup for invitations

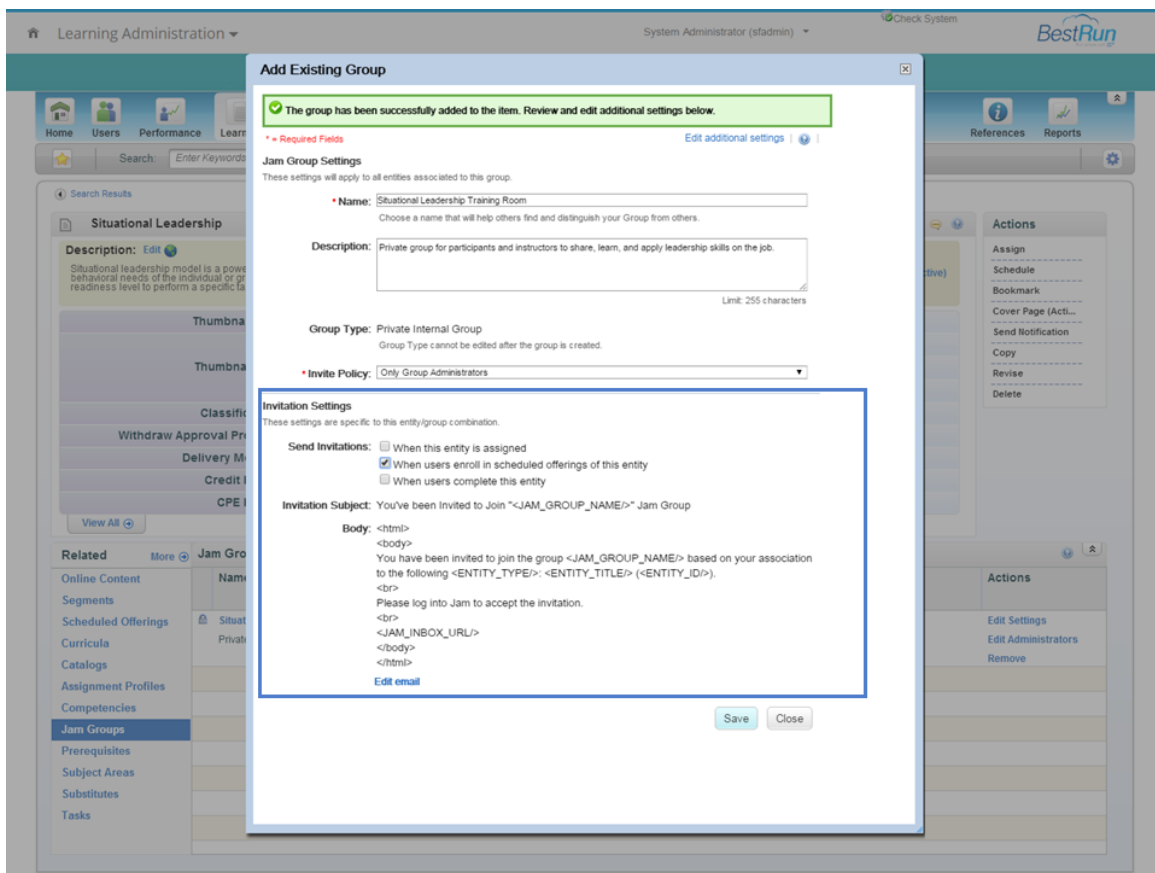
To automatically invite students to a group once they've enrolled, you need to connect the SAP Jam group to the learning item, scheduled offering, or curricula within the administration console for SuccessFactors Learning.

i Note

The group administrator can still manually invite other people such as course moderators, other instructors, or guests who are not enrolled.

To automatically send invitations upon enrollment

1. Log in to SuccessFactors Foundation and browse to the Learning Administration page (i.e., Home > Admin Center > Learning). An administrator account for SAP SuccessFactors HCM is required for access to the Admin Center.
2. Click the Learning button from the menu bar.
3. Click on Items, Scheduled Offerings, or Curricula and enter your search criteria.
4. Select the item you searched for and then click [Jam Groups](#) under the [Related](#) column.
5. From the [Jam Groups](#) drop-down menu, choose **Create New Group** or **Add Existing Group**.
6. Under the Invitation Settings section, choose one of the following options:
 - When this entity is assigned
 - When users enroll in scheduled offerings of this entity
 - When users complete this entity



7. You can also edit the email invitation text.
8. Click [Save](#) to save your changes.

4.5 Featured related courses or learning items

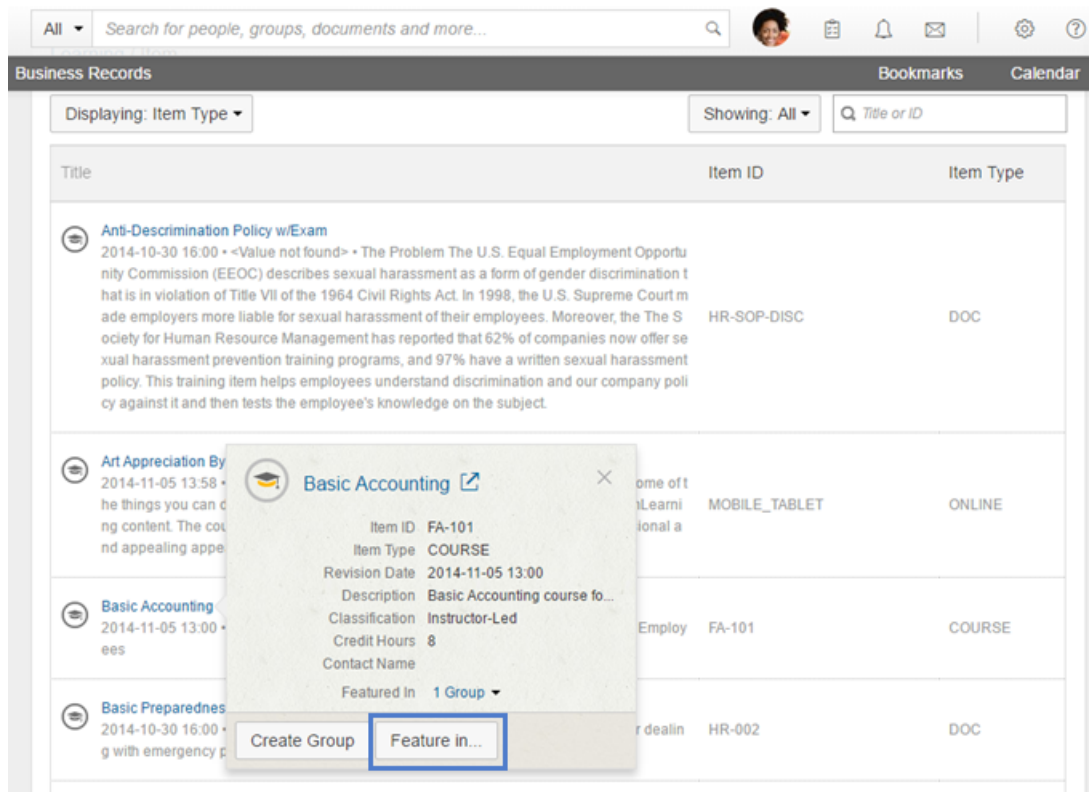
To help employees discover and enroll in related trainings, group administrators can feature courses in SAP Jam groups. Upon viewing information about the related training, employees can participate in discussions about the courses and ask questions about them (e.g., what are the prerequisites, did others find the course useful, will there be exams, etc.) before they enroll.

Feature courses or learning items in a learning community

To feature a course or learning item in a SAP Jam group

1. In SAP Jam, on the global menu bar, click [Learning](#).
2. Click on the name of the SuccessFactors Learning application.
3. Click [Item](#) to display a list of courses, online offerings, exams, documents, etc.
4. Click the title of the item you want to feature. The learning item will appear in a single item view with a list of available scheduled offerings.

5. Click the *Feature > Feature in another group*.



6. Enter the name of the group and then click *OK*.

When you browse to the group that you specified in the last step, click *Featured Learning* from the left side menu navigation. This is where a list of featured learning items appears.

4.6 Learning community examples

The following images demonstrate a completed configuration of a learning community in SAP Jam Collaboration.

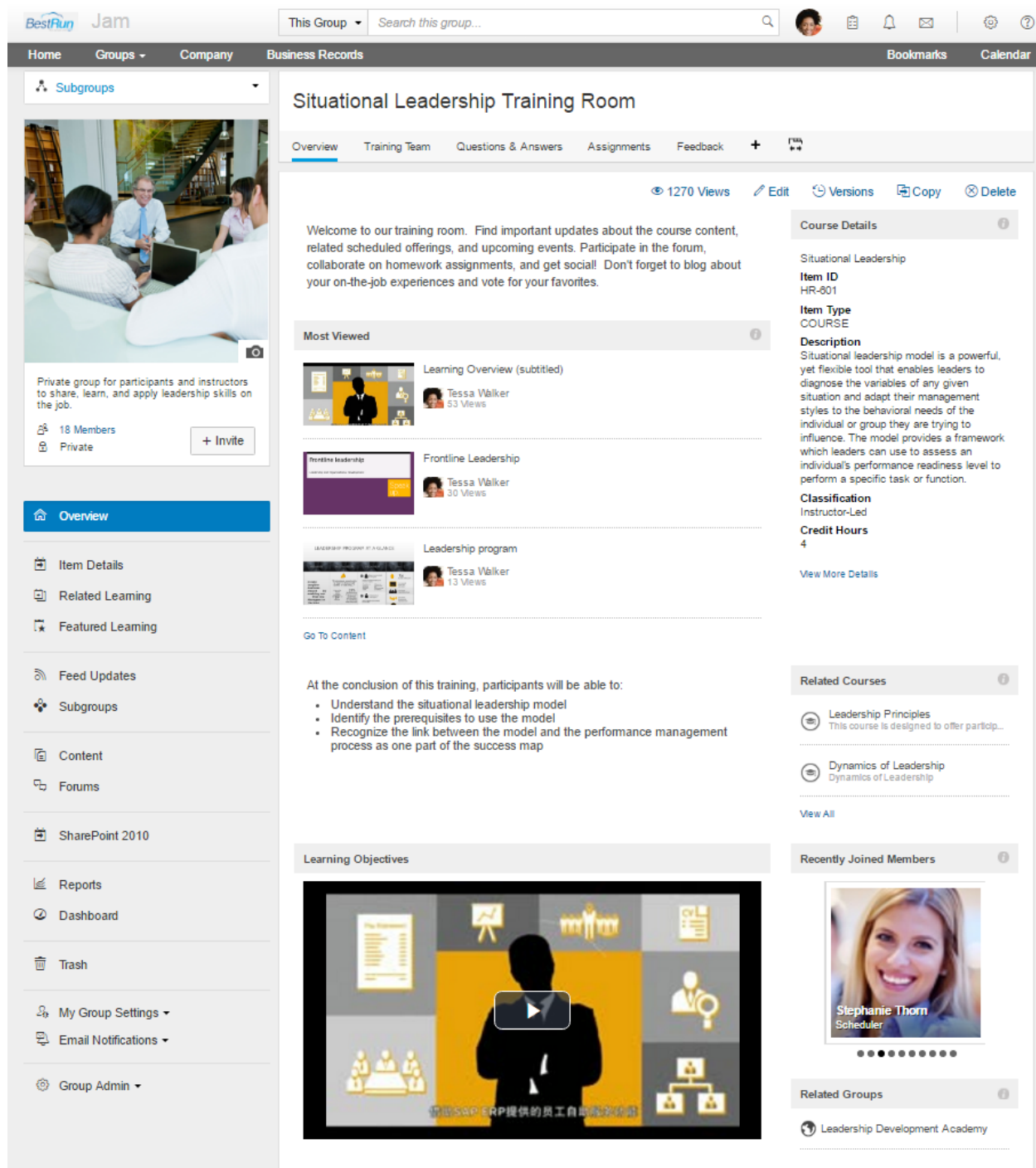


Figure 9: Example 1: Overview pages for training room style learning community in SAP Jam

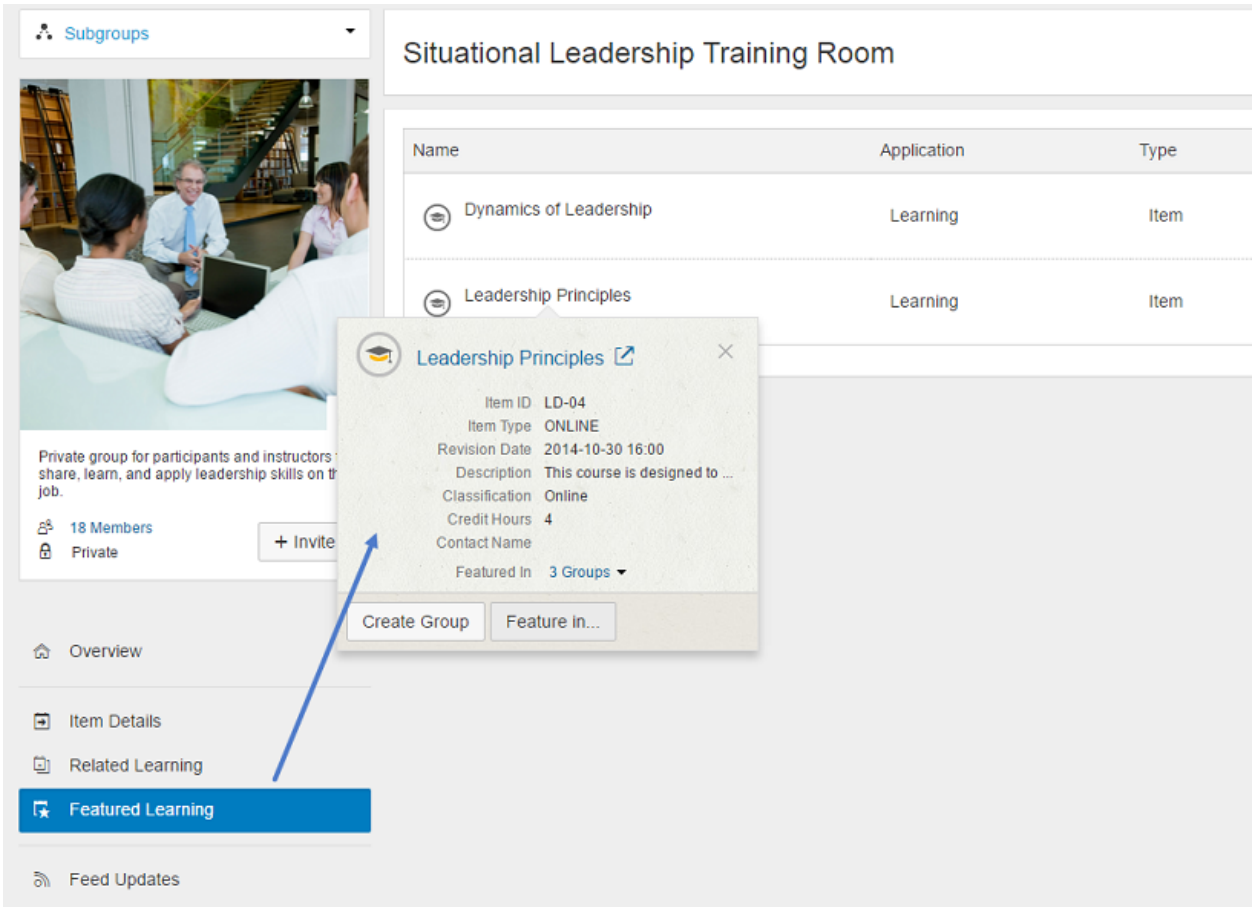


Figure 10: Example 2: List and hover card for featured learning item

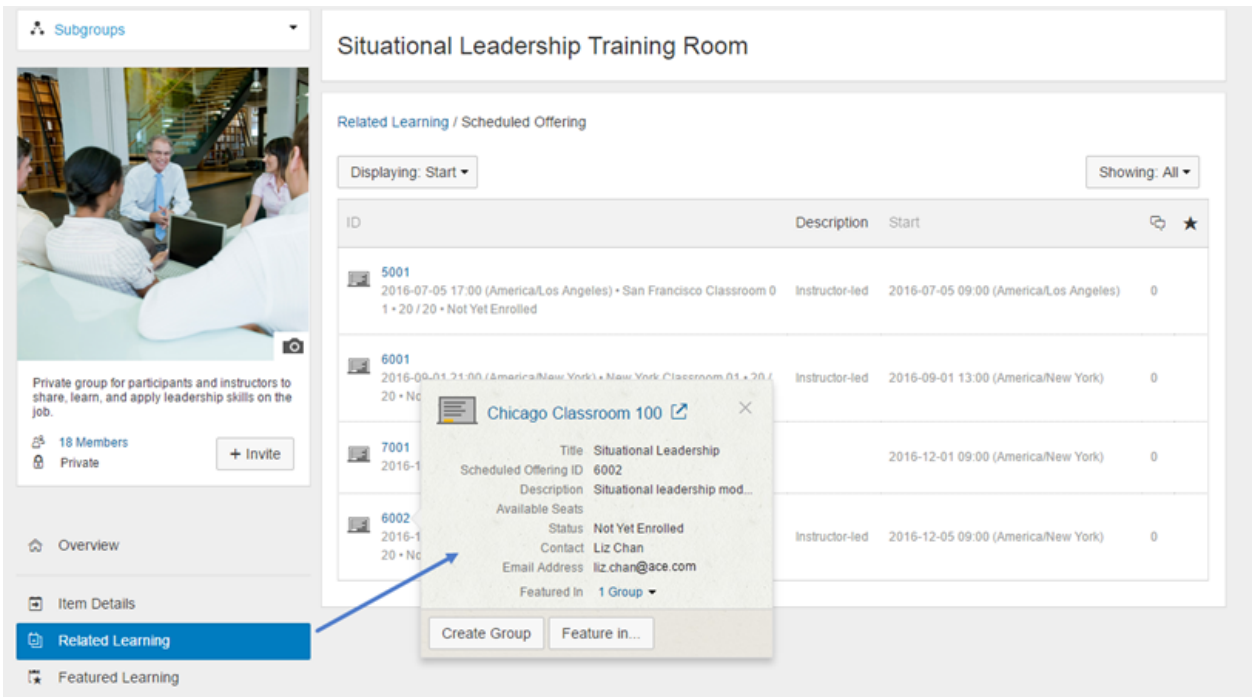


Figure 11: Example 3: Scheduled offering under Related Learning

Chicago Classroom 100

Situational Leadership Training Room / Related Learning / Scheduled Offering

- Like
- Comment
- Feature
- Create Group
- Create Subgroup
- More



Chicago Classroom 100

[View in Learning](#)

Featured in 1 Group(s)

Title: Situational Leadership
Scheduled Offering ID: 6002
Description: Situational leadership model is a powerful, yet flexible tool that enables leaders to diagnose the variables of any given situation and adapt their management styles to the behavioral needs of the individual or group they are trying to influence. The model provides a framework which leaders can use to assess an individual's performance readiness level to perform a specific task or function.
Available Seats:
Status: Not Yet Enrolled
Contact: Liz Chan
Email Address: liz.chan@ace.com

Item Detail

Item ID: HR-601
Item Type: COURSE
Revision Date: 2014-10-30 16:00
Description: Situational leadership model is a powerful, yet flexible tool that enables leaders to diagnose the variables of any given situation and adapt their management styles to the behavioral needs of the individual or group they are trying to influence. The model provides a framework which leaders can use to assess an individual's performance readiness level to perform a specific task or function.
Classification: Instructor-Led
Credit Hours: 4
Contact Name: learning-admin@ace.com

Comments

Tasks (0)

Go To [Select...](#)



Comment

[Show All Activity](#)

Figure 12: Example 4: Scheduled offering with direct link to SuccessFactors Learning for registration

Learning ▾

Scheduled Offering Details ?

Scheduled Offering of Situational Leadership

▼ Summary Information

Situational Leadership Register Now

Description: Instructor-led
 Scheduled Offering ID: 6002

Item Description: Situational leadership model is a powerful, yet flexible tool that enables leaders to diagnose the variables of any given situation and adapt their management styles to the behavioral needs of the individual or group they are trying to influence. The model provides a framework which leaders can use to assess an individual's performance readiness level to perform a specific task or function.

▼ Segment Details

Segment	Start	End	Facility & Location	Instructor
1	12/5/2016 09:00 AM America/New York	12/5/2016 05:00 PM America/New York	Chicago Office - Chicago Classroom 100	Chan, Liz

▶ Registration Information

▶ Attached Documents 📎 File Attachments (0)

▶ Contact Information

Figure 13: Example 5: Scheduled offering details in SuccessFactors Learning

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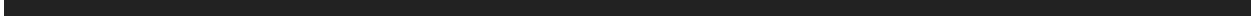
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