SAP Solution Brief
SAP Business Suite

SAP Enterprise Learning

LINKING CORPORATE TRAINING WITH CORPORATE STRATEGY

SAP® SOFTWARE HELPS DELIVER THE RIGHT TRAINING – ANYWHERE, ANYTIME

Training is more vital than ever. People need rapid access to expert knowledge, wherever it may be. With the SAP® Enterprise Learning environment, they get the training they need – in a classroom, online, or offline. This translates into tangible benefits: fewer errors, full exploitation of solution power, better output.

The globalization of business activities has increased the demand for worldwide access to expert knowledge, heightened competition is driving shorter product lifecycles, and the workforce is becoming increasingly mobile and decentralized.

To ensure you keep up in this environment, your corporate training programs must provide learning opportunities for employees on the go. And these learning opportunities must be relevant to the job and available on demand.

Taking Talent Management Beyond Training

A global economy demands skilled workers, and as tasks become more complex, these workers require more efficient, focused training. To keep worker skills current, you need to capitalize on collaborative resources such as enterprise portals, mobile communication devices, virtual marketplaces, and other technologies that bring diverse information to your value chain of employees, suppliers, partners, and customers. Training content needs to be linked to corporate strategy and business objectives. By enabling efficient and effective ways of learning, you will be able to create a sustainable competitive advantage. But establishing this link requires a comprehensive software solution that supports and unifies your talent management strategies and activities.

The SAP® Enterprise Learning environment is natively integrated with SAP talent management software, which helps companies effectively identify, develop, compensate, and retain talents. It is also integrated with the SAP ERP Human Capital Management (SAP ERP HCM) solution.

Complete Support for All Participants

SAP Enterprise Learning is a comprehensive enterprise learning environment. It includes an intuitive learning portal, an instructor portal, an administrator portal, and a powerful learning management system. It also includes virtual classroom software enabled by SAP Acrobat Connect Professional applications by Adobe as well as a test-authoring framework. It provides strong analytical functions, including support for ad hoc reporting, and it supports a comprehensive learning approach that enables efficient knowledge transfer to all stakeholders and tailors learning paths to an individual's educational needs and personal learning style. This personalized approach helps make the enterprise learning process more efficient.

The Learning Portal

The learning portal provides a complete overview of available course offerings tailored to participants' roles within the organization and personalized for their use. Employees can check their competency profile against their job requirements to discover if there are skill gaps and to see what courses will best close these gaps. The relevant courses proposed for each participant can range from Web-based training and virtual classroom sessions to computer-based training and traditional classroom training.

Collaboration Features

Integrated collaboration options – whether synchronous (instant messaging, chat, and shared contact list) or asynchronous (team news, team calendar, team tasks, and document sharing) – provide a very effective learning experience. They allow learners, instructors, and experts to share information and enhance learning outside the traditional learning environment.

Embedded Virtual Classroom

From the learning portal, registered employees can attend virtual classroom sessions. The embedded virtual classroom is enabled by SAP Acrobat Connect Professional applications by Adobe, which support Web-based video and audio connections as well as application sharing, chat, notes, polling, and recording. The virtual classroom functionality embedded in SAP Enterprise Learning makes it easier to share knowledge across many scattered locations. Strategic news and insights can be delivered through the SAP Acrobat Connect Professional Meeting application by Adobe instantly with immediate impact.

The Instructor Portal

The instructor portal serves as the instructor's personalized point of access to all the activities he or she is engaged in. Instructors can view what they need to complete for past or upcoming courses, display the course catalog, and manage course participation (by adding, replacing, or rebooking participants). They can also manage collaboration rooms in which they are the knowledge experts and launch virtual classroom sessions via SAP Acrobat Connect Professional Meeting.

Learning Management

While the learning portal provides individual information for the student, learning management software controls the learning process itself. The software encompasses the administrative side of learning management, where a training administrator structures and updates the offering and distributes it among the target groups. Training administrators can customize multiple offerings by using Web services to integrate external content, functions, and services into the learning offering.

Online and Offline Content Player

To provide targeted knowledge transfer to the workforce, learning objectives and competencies associated with a course must be checked against the participant's knowledge level. SAP Enterprise Learning performs this task for you whenever an employee chooses a course. Supported by the online and offline content player, employees can check their progress at any time and see what further steps are required. The content player registers all course interruptions and helps ensure that the employee returns to the correct spot when resuming the course. Progress data is also used to analyze the learner's progress. Using the offline content player, employees can download courses to their laptops and synchronize their progress when they are back online. When a learning unit is completed successfully, the software automatically transfers any imparted competencies and certifications to the employee's master record in SAP ERP HCM.

> "SAP Enterprise Learning integrates back-office ERP functionality with that of both learning management systems and learning content management systems in a single solution."
>
> – **Cushing Anderson**, IDC

Authoring Environment

Authors structure courseware and develop tests in the authoring environment by creating and structuring modular, reusable learning content. Separate views for subject matter experts and instructional designers help ensure that course developers can focus their efforts on structuring content using their favorite tools. This functionality lets instructional designers combine learning content for different purposes and target audiences – a quick overview for experienced learners or detailed information for new employees.

E-Learning Standards

SAP Enterprise Learning supports the creation of learning objects using established, universally recognized standards for e-learning. It is certified by the Sharable Content Object Reference Model (SCORM) 2004 collection of standards and specifications (see www.adlnet.gov) and compliant with the guidelines set by the Aviation Industry Computer-Based Training Committee (AICC) 4.0 (see www.aicc.org). Learning chunks are self-contained and reusable. They can be bundled into dynamically generated learning paths for goal-oriented learning.

Learning Objectives and Testing

The authoring environment contains an integrated test-authoring tool for creating and administering tests. The testing environment supports various test formats and test types. Authors can integrate tests and content when defining learning objectives. Integrated testing, based on stated objectives, is critical to the learning process. Tests can identify short-term knowledge gaps and propose targeted measures to close them. Employee progress can be checked and recorded with pretests and post-course assessments. Test results are saved in each learner's account and can be transferred directly to SAP ERP HCM as qualifications, competencies, and certifications.

Content Management

The content management component stores and manages the courseware. It has powerful functions for reusable objects and version control. Intelligent search functions simplify and accelerate the identification of information needed by learners and authors. Because the software enables direct references from the catalog structure to the courseware in the content repository, training administrators can use the content management component to plan and structure their course catalogs.

Good Reasons to Choose SAP Enterprise Learning

SAP Enterprise Learning integrates with your existing enterprise resource planning (ERP) software. It protects your investment in training and personnel development and reduces your total cost of ownership. SAP has provided software solutions to support learning processes for more than 15 years and is committed to updating its learning software with the latest technology and most current research.

Further Information

Better quality and lower costs – good reasons to find out more. Discover how SAP Enterprise Learning can make a difference in your organization by contacting your SAP representative or by visiting our Web site at www.sap.com/services/education/softwareproducts/enterpriselearning.epx.

SAP Enterprise Learning is a comprehensive enterprise learning environment in which business and learning processes can be managed and integrated.

SAP: Delivering IT-Powered Business Innovation

SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing so will unleash growth and create significant new value – for our customers, SAP, and ultimately, entire industries and the economy at large. Today, customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations. SAP defines business software as comprising enterprise resource planning, business intelligence, and related applications such as supply chain management, customer relationship management, product lifecycle management, and supplier relationship management.

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Summary

The SAP® Enterprise Learning environment helps ensure that employees have the right skills and qualifications. You can manage course content, provide classroom training and e-learning, and manage learning processes. An integrated tool powered by SAP Acrobat Connect Professional applications by Adobe lets you conduct virtual events. Secure auditing and reporting is also available as well as an array of assessment and implementation services from SAP and partners.

Business Challenges

- Shortage of qualified, trained people in key roles
- Development needs of a global, mobile, multigenerational workforce
- Nontransparent training costs, usage, impact, and effectiveness
- Regulatory compliance

Key Features

- **Talent management** – Keep worker skills current with collaborative resources linked to corporate strategy and objectives
- **Complete support** – Support a comprehensive learning approach that enables efficient knowledge transfer to all stakeholders and tailors learning paths to an individual's educational needs and learning style
- **Learning management** – Propose learning units based on a learner's personal data, track progress, and coordinate the personalized learning experience
- **Authoring environment** – Create modular, reusable learning content and combine learning content for different purposes and audiences
- **Content management** – Simplify and accelerate identification of information needed and enable direct references from catalog structure to the courseware in the content repository

Business Benefits

- **Create tailor-made learning opportunities** for key contributors
- **Retain key talent** and increase employee satisfaction
- **Build a skilled workforce** with better training
- **Reduce risk** of noncompliance and related incidents, accidents, and fines
- **Simplify integration** by integrating the software with existing enterprise resource planning software
- **Lower total cost of ownership and protect investments** in training and personnel development through simplified maintenance and upgrades
- **Streamline processes** by reducing redundant data and eliminating duplication of user listings

For More Information

Call your SAP representative, or visit us at
www.sap.com/services/education/softwareproducts/enterpriselearning.epx.

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