

**SAP Solution in Detail**  
**SAP ERP Human Capital Management**



# **SAP® ENTERPRISE LEARNING**

**Heighten Human Capital Management  
Through Integrated Learning**

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# CONTENTS

<b>Executive Summary</b> .....	<b>5</b>
<b>Introduction</b> .....	<b>6</b>
<b>Integrate to Maximize Benefits</b> .....	<b>7</b>
Meet the Needs of Your Target Groups .....	9
Provide Proactive Approach .....	9
Address Key Challenges .....	10
<b>SAP Enterprise Learning Environment Functionality</b> .....	<b>11</b>
Learning Portal .....	11
– Comprehensive Course Catalog .....	11
– Personalized Course Offerings .....	12
– Learner Accounts .....	12
– Collaboration Features .....	12
– Embedded Virtual Classroom .....	12
Instructor Portal .....	12
Learning Management .....	12
– Individualized Learning .....	12
Authoring Environment .....	13
– E-Learning Standards .....	13
– Course Structure and Content .....	13
– Learning Objectives and Testing .....	13
Content Management .....	13
<b>Achieve Business Benefits Through Enterprise-Wide Learning</b> .....	<b>14</b>
<b>Learn More</b> .....	<b>15</b>



## EXECUTIVE SUMMARY

In a rapidly changing and highly competitive economy, the ability to quickly execute corporate strategy is essential. A key enabler of this ability is a well-educated workforce. The SAP® Enterprise Learning environment enables your organization to leverage a fully integrated learning solution that combines back-office functionality for enterprise resource planning with support for learning management and learning content management. With SAP Enterprise Learning, your organization can drive continuous employee education efficiently and cost-effectively and can respond more quickly to ever-changing market conditions. Offering robust functionality in instructor-led training, asynchronous e-learning, and even synchronous e-learning (such as a virtual classroom), the environment offers true multimodal functionality. The environment provides a SCORM<sup>1</sup>-certified and AICC<sup>2</sup>-compliant foundation that enables your organization to more easily create, conduct, measure, and track learning progress while allowing your employees to collaborate in real time with instructors and other learners.

SAP Enterprise Learning enables competency management and comprehensive assessments for performance management. It gives you robust analytical capabilities and includes support for ad hoc reporting. The environment maximizes knowledge transfer and supports a blended learning environment of e-learning and classroom training. The comprehensive learning approach delivers knowledge to all your stakeholders and tailors learning paths to an individual's educational needs and personal learning style.

With SAP Enterprise Learning, your organization can maximize workforce potential, employee retention, and career development all while reducing costs.

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1. SCORM = shareable content object reference model. SCORM was developed in response to a U.S. Department of Defense initiative (Advanced Distributed Learning initiative) to promote standardization in e-learning.

2. AICC = Aviation Industry CBT (Computer-Based Training) Committee.

## INTRODUCTION

In a highly competitive business environment, organizations differentiate themselves through their employees. CEOs at top-performing organizations consistently identify people as the organization's most valuable asset. Employees carry out operations, mitigate risk, and build the brand. An organization's people – the collective skills, knowledge, and capabilities that represent human capital – are the most difficult for the competition to duplicate.

Because human capital is an organization's most important asset, transforming traditional HR functions into a comprehensive talent management program is not only an operational directive, but also a key strategic initiative that is widely adopted today. Successful talent management requires that you dismantle the organizational walls that separate traditional HR practices – such as training or performance management – and unify the software that supports the processes to bridge these practices. With the right software foundation, your organization can support people during every phase of their employment, including recruitment, development, and performance rewarding. You can find the right people, put their talent to best use, align employee goals with corporate goals, maximize the impact of training, and reward top performers ensuring they are retained.

The SAP® Enterprise Learning environment is a fully integrated learning solution that links effective knowledge transfer and efficient ways of learning with corporate strategy and business objectives to create sustainable competitive advantage. Because the environment integrates business and learning processes, your organization is able to unite human capital management, knowledge management, and learning management with business processes, content development, and the delivery of learning and knowledge, as depicted in Figure 1.

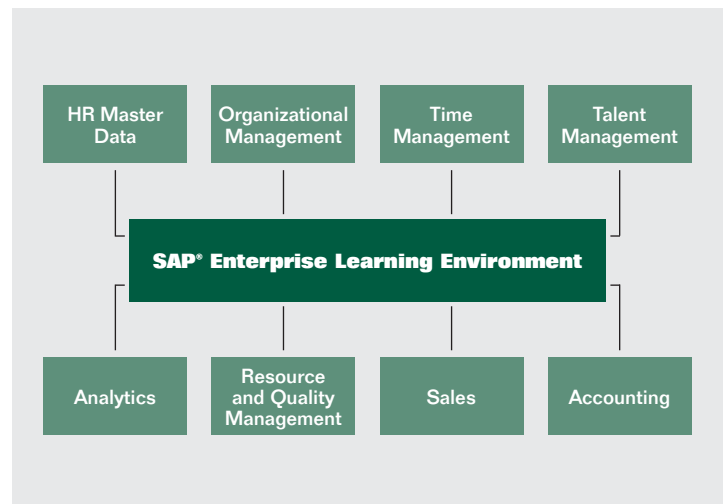


Figure 1: Integrated Enterprise Learning

## INTEGRATE TO MAXIMIZE BENEFITS

To drive strategy in all areas, your organization needs comprehensive data about the people who make up the workforce as well as reporting tools to analyze the data. Unifying this information happens when traditionally separate HR practice areas, such as recruitment and training, are unified along with the software that supports them. But many processes associated with employees cross traditional company boundaries.

The SAP Enterprise Learning environment is fully integrated with the SAP ERP application to provide complete insight into workforce processes, as depicted in Figure 2. One set of human capital management (HCM) data is shared enterprise-wide to enable process automation and efficiency across business boundaries. An example is the employee on-boarding process, which includes adding HCM data to your database, assigning system IDs and access to the new employee, ordering equipment, assigning an office space, and so on. With an integrated environment, your organization can look at these processes more comprehensively and generate business value by maximizing automation and efficiency.



Figure 2: One Set of Workforce Data

The integration of processes afforded by SAP Enterprise Learning ensures that you can manage complete HCM life cycles, such as the hire-to-retain life cycle, in one unified environment. You can successfully attract and acquire talent, identify and grow current staff, educate and develop your entire organization, and better align your compensation plan to individual productivity. SAP Enterprise Learning becomes part of these cycles by integrating

the talent management landscape to maximize the reciprocal benefits of the employee-employer relationship, depicted in Figure 3. Learning becomes a key process that supports all facets of performance management and knowledge transfer across an extended enterprise to drive business performance. Learning processes are linked to the business processes that drive operations to sustain competitive advantage.

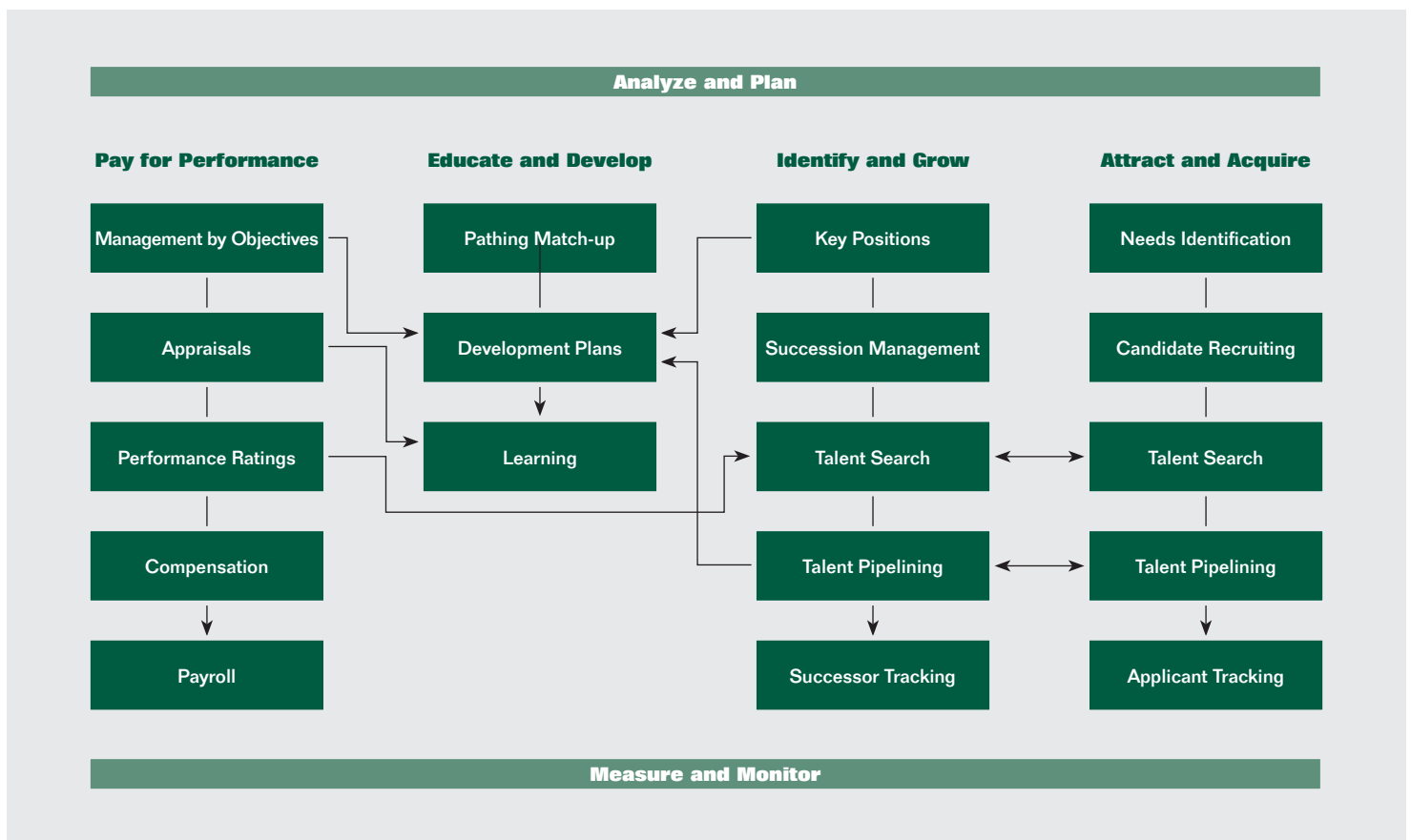


Figure 3: Integrated Talent Management Landscape

## Meet the Needs of Your Target Groups

The SAP Enterprise Learning environment is role-based and provides functionality to support various target groups within your organization, depicted in the table below.

### Learners

- Personalized learning environment
- Interactive, adaptive learning that conforms to different learning styles and needs
- Integration with the SAP® ERP application so learner data becomes employee data

### Authors and Instructional Designers

- Tools for creating tests and structuring SCORM-compliant learning content
- Content management with Web-based Distributed Authoring and Versioning (WebDAV) interface for administration and version management

### Training Administrators

- Simple administration of course catalog and course participation
- Web reporting of different training processes and data

### Instructors

- Management of course participation
- Web reporting of instructor activity, learner participation, and appraisal statistics

### Managers

- Approval of learners' participation in courses
- Monitoring of learner-related developmental activity
- Integration with human resource management software and Web reporting

## Provide Proactive Approach

SAP Enterprise Learning takes a proactive approach to delivering the right training to the right people by suggesting courses based on employee profiles. Beyond the distribution of information, the environment supports dynamic testing and robust analytics so you can see the impact of training on real business issues, such as sales results versus training attendance (see Figure 4). What's more, the environment supports performance reviews and recruiting processes to enable true Sales enterprise talent management.

Access to on-demand and job-relevant learning that makes effective use of technology is essential. Technology enables rich, traditional classroom-like collaboration among learners who are geographically distributed. E-learning provides new opportunities for personalized learning at home, on the road, or in the workplace, reducing the need for costly classroom training and supporting an optimal balance between traditional and innovative forms of knowledge transfer.



Figure 4: Analysis of Training Impact

## Address Key Challenges

To retain the competitive advantage an organization can achieve through an effective learning program, your organization must efficiently manage people during every phase of employment, from attracting and acquiring talent and identifying key performers to educating and developing talent and paying for performance. But organizations in every industry and of all sizes face challenges that make enterprise-wide talent management difficult to achieve.

SAP Enterprise Learning helps you meet these challenges by providing a foundation for learning. These solutions help your organization achieve its corporate goals, as depicted in the table below.

Challenge	Solution
Employee development and adoption	Ensure employees and the enterprise are prepared for the future with a flexible and compelling learning format that speeds the rate of user adoption
Comprehensive, compatible business solution	Leverage an enterprise learning environment that combines learning management and learning content management with an authoring environment, collaboration tools, and a virtual-classroom tool with an open technology backbone to avoid potential component incompatibility
Regulatory compliance	Track and document employee training progress on the tasks they are required to perform
Analysis	Align learning to organizational goals and strategies and monitor the impact of training on core business processes
System integration	<ul style="list-style-type: none"> <li>■ Make learning contextual for job relevance and link to career paths for growth and retention</li> <li>■ Use one competency catalog that can be leveraged by all talent management processes; one set of employee master data to reduce redundant user data; one organizational structure to drive workflow, security, and position management; and one set of consolidated data for enterprise-wide analytics to plan, measure, and link strategies with business outcomes</li> </ul>
Organizational communications	Support the dissemination of new initiatives, processes, and brands
Consistency and productivity	<ul style="list-style-type: none"> <li>■ Enable organizational development and readiness through learning programs</li> <li>■ Reduce operating cost by creating consistent methodologies</li> <li>■ Improve speed of execution for strategic programs through a flexible and integrated learning platform</li> </ul>
Vendor viability	Establish a long-term partner for your enterprise learning management needs

# SAP ENTERPRISE LEARNING ENVIRONMENT FUNCTIONALITY

The SAP Enterprise Learning environment enables a transition to a new world of opportunities for learners, instructors, and authors and the organizations they support. It provides a comprehensive enterprise learning environment that manages and integrates business and learning processes and supports all methods of learning – not just e-learning or classroom training.

## SAP Enterprise Learning Environment Components

Challenge	Solution
Learning portal	Provides access to training-related functions and features: <ul style="list-style-type: none"> <li>■ Comprehensive course catalog</li> <li>■ Personalized course offerings</li> <li>■ Learner accounts</li> <li>■ Collaboration features</li> <li>■ Embedded virtual classroom</li> </ul>
Instructor portal	Provides the following: <ul style="list-style-type: none"> <li>■ Access to all instructor-related functions</li> <li>■ Personalized information and features to manage classrooms and participants</li> <li>■ Ability to launch virtual classroom sessions as well as participate in and monitor collaboration rooms</li> </ul>
Learning management	<ul style="list-style-type: none"> <li>■ Controls learning by proposing learning units based on a learner's personal data and job requirements, tracks progress through courses, and coordinates the personalized learning experience</li> <li>■ Encompasses the administrative side of the learning platform, where a training administrator can structure and distribute information among the target groups</li> </ul>
Authoring environment	Provides a dashboard with content management tools that simplify and optimize the work of course authors and instructional designers
Content management	Stores and manages the courseware with functions for content structuring and version control and collaborative processes for using and distributing content

## Learning Portal

The learning portal (see Figure 5) provides a complete overview of available course offerings tailored to a learner's roles within the organization. The portal serves as the access point to all learning-related activities, providing personalized information, intuitive navigation, and a quick orientation to the educational environment. It interactively assesses a learner's current knowledge level and then delivers the educational opportunities best suited to the situation and task. The relevant courses proposed for each learner can range from Web-based training and virtual classroom sessions to computer-based training or traditional classroom training.

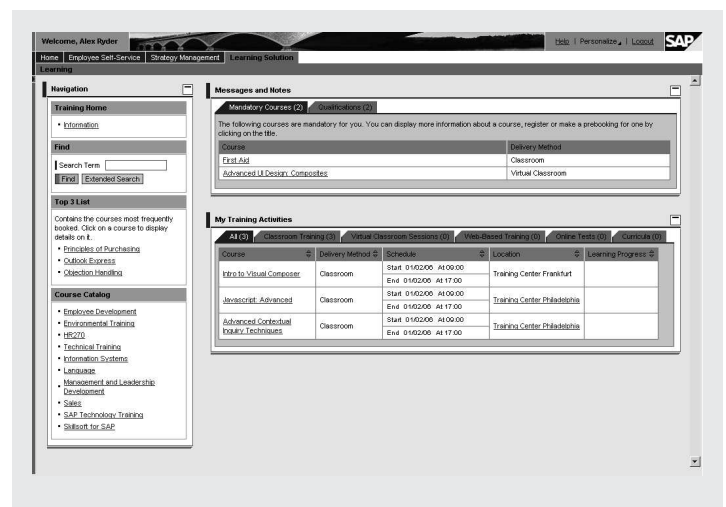


Figure 5: The Learning Portal

## Comprehensive Course Catalog

From a personalized start page in the learning portal, the learner can access a hierarchical listing of topics or view the complete catalog. Easy-to-use searching is available to those seeking information on a specific topic. A search tool provides links to individual training courses or to a comprehensive curriculum that can combine different forms of training.

### **Personalized Course Offerings**

Learners need access to personalized learning content. Via the learning portal, you can offer information and role- and task-specific content to individual employees or employee groups. Personalized course offerings correspond to development plan requirements and new skill requirements.

### **Learner Accounts**

A learner account provides an overview of all current, upcoming, and completed courses. A learner sees a personalized training history as well as qualifications, competencies or certifications, training activities, and current learning strategy. Recommendations for required courses based on qualification, competency, or certification deficits are generated when the learner's qualifications profile is checked against job and position requirements.

### **Collaboration Features**

Integrated collaboration options, including synchronous (instant messaging, chat, and shared contact list) and asynchronous (team news, team calendar, team tasks, and document sharing), provide an even more effective learning experience. Learners, instructors, and experts can share information and enhance learning outside the traditional learning environment.

### **Embedded Virtual Classroom**

From the familiar environment of the learning portal, learners can now attend virtual classroom sessions. The embedded virtual classroom is powered by Adobe Acrobat Connect Professional. Your employees can easily search for and enroll in virtual classes that include engaging course content, such as animation, video, interactive polls, and simulations. Additionally, your instructors can schedule and enroll learners in virtual classroom sessions and automatically track who attended and how long they participated.

### **Instructor Portal**

The instructor portal serves as the point of access to all instructor-related activities. It provides personalized information and features to manage classrooms and participants.

### **Learning Management**

While the learning portal provides convenient access to a student's virtual workplace, learning management software controls the learning process itself. It proposes learning units based on the learner's personal data, tracks progress through courses, and coordinates the personalized learning experience. In addition, the software supports the administrative side of learning management, where a training administrator structures and updates the offering and distributes it among the target groups. Moreover, learning offerings are not restricted to internally hosted content. Training administrators can customize multiple offerings by using Web services to integrate external content, functions, and services into learning offerings.

### **Individualized Learning**

To provide targeted knowledge transfer to the workforce, learning objectives and qualifications associated with a course must be checked against a learner's knowledge level. SAP Enterprise Learning performs this task whenever a learner chooses a course, by comparing the objectives from already-completed courses with the stated objectives of the currently selected learning unit. The software dynamically determines the appropriate level, content, and length of the selected course.

Learners can check their progress at any time and see that steps are required next, supported by the online and offline content player software tool. When progressing through an online course, learners can choose from a number of didactic strategies that dynamically adapt the course sequence based on the situation and the learner's preference. The software tool registers all course interruptions and ensures that the learner returns exactly to that spot when resuming the course. This is also possible during offline learning. Using the offline content player, learners 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 qualifications and certifications to the employee's master record in the SAP ERP Human Capital Management (SAP ERP HCM) solution.

### **Authoring Environment**

Instructional designers and authors create modularized reusable content, structure courseware, and develop tests in the authoring environment.

### **E-Learning Standards**

SAP Enterprise Learning supports the creation of learning objects using established, universally recognized standards for e-learning. Learning units are self-contained and reusable; they can be bundled into dynamically generated learning paths for goal-oriented learning.

SAP Enterprise Learning is SCORM certified. SCORM advocates the creation of reusable learning content within a technical framework and provides guidelines, specifications, and standards to describe the framework.

SAP Enterprise Learning is also compliant with guidelines developed by Aviation Industry CBT (Computer-Based Training) Committee (AICC). AICC, an international association of technology-based training professionals, develops guidelines covering the development, delivery, and evaluation of CBT and related training technologies for the aviation industry.

### **Course Structure and Content**

Separate views for subject matter experts and instructional designers ensure that authors can focus their efforts on creating and structuring content utilizing their favorite tools rather than on learning new, complicated tools.

Instructional designers can use the authoring environment to structure content according to didactic and other related factors. This functionality enables authors and instructional designers to combine learning content for different purposes and target audiences – a quick overview for experienced learners, an exercise for those who want to test their knowledge, or detailed information for new employees.

### **Learning Objectives and Testing**

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. Tests can be offered to assist learners throughout the required curriculum path and can be updated continuously with the most important content. Authors can integrate tests and content when defining learning objectives.

The authoring environment contains an integrated authoring tool for creating tests, which are administered through the learning environment. The testing functionality supports various test formats and test types, including exercises and self-evaluations, placement tests, final tests, and stand-alone tests.

Learner progress can be checked and recorded with pretesting and postcourse assessments. Test results are saved in each learner's account and can be transferred as qualifications, competencies, and certifications directly to SAP ERP HCM.

### **Content Management**

The content management component stores and manages courseware. It has powerful functions for content structuring and version control, combined with impressive collaborative tools for using and distributing content. 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 course catalogs

## ACHIEVE BUSINESS BENEFITS THROUGH ENTERPRISE-WIDE LEARNING

SAP Enterprise Learning delivers efficient knowledge transfer to all stakeholders and tailors learning paths to an individual's educational needs and personal learning style to deliver the following benefits:

- **Reduced costs**
  - Lower content development costs and roll-out time through virtual classroom-based learner collaboration
  - Better return on investment by reducing costs associated with classroom training
- **Improved learning**
  - Blended learning solution to appeal to all learning styles
  - Consistent learning offering anytime, anywhere
- **Leveraged technology**
  - Robust reporting functionality for in-depth analysis of your entire business to enable better decision making
  - Integration with your existing SAP ERP software to improve business processes and reduce total cost of ownership
  - Technology from a recognized leader in business solutions to protect your investment in training and personnel development

## LEARN MORE

The SAP Enterprise Learning environment provides a comprehensive enterprise learning experience that integrates business and learning processes and supports all methods of learning. To explore how SAP Enterprise Learning can support your enterprise talent management strategy, call your SAP representative today or visit our Web site a [www.sap.com/hcm](http://www.sap.com/hcm).



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