

## LINKING CORPORATE TRAINING WITH CORPORATE STRATEGY

SAP® SOFTWARE DELIVERS THE RIGHT  
TRAINING AT THE RIGHT TIME

Corporate training is more important than ever. With the SAP® Enterprise Learning environment, training participants receive an enterprise learning experience that integrates business and learning processes and supports training venues ranging from e-learning to virtual and traditional classroom instruction.

The globalization of business activities has increased the demand for worldwide access to expert knowledge, heightened competition is driving shorter product life cycles, and the workforce is becoming increasingly mobile and decentralized. To ensure you succeed 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. Linking these resources to corporate strategy and business objectives enables efficient and effective ways of learning and is key to creating a sustainable competitive advantage. But establishing this link requires a comprehensive software solution that unifies your talent management strategies and activities.

The SAP® Enterprise Learning environment is based on a talent management strategy that seeks to optimize the core processes involved in managing a workforce: attracting, acquiring, and developing talent; identifying and

growing future leaders; and aligning and motivating talent with corporate objectives. Supported by SAP software, this learning environment enables talent management by providing comprehensive education processes based on a common competency framework. It is directly integrated with the SAP ERP Human Capital Management (SAP ERP HCM) solution as well as with solutions for knowledge management and collaboration.

### Complete Support for All Participants

SAP Enterprise Learning is a comprehensive enterprise learning environment in which business and learning processes can be managed and integrated. Fully integrated with the SAP ERP application, it includes an intuitive learning portal, an instructor 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 test-authoring, content-structuring, content-management, and collaboration functions. The versatile learning environment offers back-office functionality for competency management as well as comprehensive assessment of performance management. 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.





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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 an even more 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 enable 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 can help reduce the expense and time required to schedule classroom training. Strategic programs can be delivered through the SAP Acrobat Connect Professional Meeting application by Adobe in days, not weeks, which speeds execution on key initiatives and more fully positions learning as a business differentiator.

#### 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 convenient information on the student's virtual workplace, 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. 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.

#### 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 rather than new ones. 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](http://www.adlnet.gov)) and compliant with the guidelines set by the Aviation Industry Computer-Based Training Committee (AICC) 4.0 (see [www.aicc.org](http://www.aicc.org)). Learning units 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 postcourse 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 visiting our Web site at [www.sap.com/hcm](http://www.sap.com/hcm).

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## Summary

With the SAP® Enterprise Learning environment, training participants receive a comprehensive enterprise learning experience that integrates business and learning processes and supports training venues ranging from e-learning to virtual and traditional classroom instruction.

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## Challenges

- Deliver corporate training in a timely and efficient manner to help ensure organizational success and employee growth
- Provide learning opportunities that are relevant to the job and available on demand for employees on the go

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## Supported Business Processes and Software Functions

- **Talent Management** – Keep worker skills current by capitalizing on collaborative resources and link these resources to corporate strategy and business objectives to enable efficient and effective ways of learning
- **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 personal learning style
- **Learning Management** – Propose learning units based on the learner's personal data, track progress through courses, and coordinate the personalized learning experience
- **Authoring Environment** – Create and structure modular, reusable learning content and combine learning content for different purposes and target audiences
- **Content Management** – Simplify and accelerate the identification of information needed by learners and authors and enable direct references from the catalog structure to the courseware in the content repository

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## Business Benefits

- Simplify integration – Integrate the software with your existing enterprise resource planning software
- Lower costs and protect your investment – Protect your investment in training and personnel development and reduce your total cost of ownership through simplified maintenance and upgrades
- Streamline processes – Reduce redundant data and eliminate duplication of user listings

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## For More Information

Call your SAP representative, or visit us at [www.sap.com/hcm](http://www.sap.com/hcm).

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