



CONFIDENTIAL

LEARNING FLASH REPLACEMENT: FREQUENTLY ASKED QUESTIONS – Updated March 2020

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Change Management Resources

1. When will the Learning Administration Guide on help.sap.com be updated?
 - A. The Learning Administration Guide will be updated for new terminology and navigation paths with the preview release on April 10th.
2. When will SAP training materials be updated?
 - A. In general, training materials are updated about 1 month after the production release. Since the admin UI impacts all training, the effort will take longer. Basic LMS Admin Learning guides (course number HR861) are targeted by the end of Q2, additional documents from HR862 are targeted by the end of Q3 and remaining materials to follow in Q4.
3. What if I cannot update materials for my administrators before the production release?
 - A. You can use Manage Homepage to move the Learning Administration Tile to 'Not Used', until you are ready for users to access the new UI. However, any user that has RBP Learning Admin Access Permission will have access to the new application, so if users know the URL, they will be able to navigate to the new application. Additionally, admins will have a link to the new application from the home page of the Flash based application which could be removed by editing the corresponding label.

New UI is Universal, Navigating between the new and Flash-based UI

4. Is the new Admin UI opt in or universal?
 - A. The new admin UI will be universal and will be available via a Learning Administration tile to all administrators with Learning Administration permission in the platform without any special configurations. The new admin UI is not an opt in feature; the new interface will run concurrently with the existing Flash interface until the next release (from May 15thth – November 20th for Production).
5. How do I access the Flash-based UI once the new admin UI is released?
 - A. You can access the Flash-based UI through Admin Tools> Learning administration link and access to new UI will be available through a new tile on the platform home page. Both the new learning administration tile and learning administration access via Admin Center use the same RBP permission “Learning Admin Access Permission”. If a user has admin access via Admin Center, they will automatically get access to the new admin application. See the demo in the What’s New Viewer on help.sap.com illustrating how to navigate across both applications.
6. How long will I have access to the Flash UI?
 - A. SaaS customers will be able to use both the new and the Flash-based admin UI until the next release at the end of the year. VSaaS customers must only use the new admin UI for validation as the Flash-based UI will not operate shortly after the production release as browsers drop support for Flash at the end of 2020.
7. Will changes made in the new UI be reflected in the Flash-based UI?
 - A. An admin should never be performing actions in both interfaces simultaneously. However, a change made in either interface will be stored in the same database. Thus, a change made in one interface will be visible in the other. Admins should only be working in one interface at a time. So, making a change in one interface then exiting that interface and entering via the other interface they will see the change.

New UI vs Flash-based UI

8. Will all of the current functionality be available in the new UI apart from the deprecated features?
 - A. The functionality necessary to maintain core data will be delivered in the Generally Available (GA) release. Additional functionality is planned for subsequent releases.
9. Is there a list of all the changes in the new Learning Administration relative to the Flash-based Application?
 - A. See the Learn More section of the blog for references. Overview of Updated Default Menu Navigation spreadsheet contains a mapping of the current menu to the new menu including menu name changes. Transition Guide contains information on terminology changes; the new look and feel for maintaining the 9 core entities and details on noteworthy UI redesigns. Entities Field Changes contains functional, UI and terminology changes for each of the 9 core entities.
10. What happens when I do not have workflow for a menu element or an entity related tab?
 - A. The menu element or entity related tab will not be displayed on the page.
11. Can I search the menu by selecting Ctrl+ F?
 - A. Yes, if the menu is expanded.

Feature Impacts

Feature Changes

12. What functionality will change in the new application.
 - A. While the new UI is quite enhanced to a new look and feel which is responsive, the core functionality is not changing other than 2 areas.
 - i. Once an Item has at least 1 user with a history record, the content structure cannot be modified as it may break the ability to review from history and result in reporting issues. See the Transition Guide for more details on this. Administrators would still have a way to update content that doesn't warrant a revision, such as, correcting a typo in the content. This can be accomplished by updating an existing object on the server (Do not create a new object record in LMS). Or you can update the launch URL within the existing object to point to the updated content on your content server, assuming you don't have fundamental changes within the tracked content. Also note that while in testing you will be able to make changes to the item content structure if no test users have completed the item. You can delete any corresponding Learning History Records to allow for editing the content structure while in testing.
 - ii. User entity fields that are not LMS specific and not for a native user cannot be edited in Learning as these are coming from your core HR system; thus the source system should be used for editing.

Deprecated Features

13. Is PQE still available in the new interface?
 - A. Yes, PQE will be available; including configuration of a PQE exam associated with an Item.
14. What tools are obsolete that are deprecated?

- A. The list of deprecated features is published on the community in the [Transition Guide](#)
- 15. Where is the power search on the new UI?
 - A. This feature is deprecated in the new UI.
- 16. Since "Welcome to SuccessFactors Administration" will be removed, will we lose the ability for "admin intros"?
 - A. No. The admin intro defined on the "Introduction Panel ID" selected in the Flash-based UI System Administration> Configuration> Global variables will be displayed on the new UI home page. If your current custom content for administrators is in a custom intro panel selected in that configuration, the content will seamlessly transition to the new administration home page. If "Introduction Panel ID" is set to DEFAULT_ADMIN_INTRO, this will be modified to DEFAULT_LEARNING_ADMINISTRATION_INTRO during the upgrade process. Both of these DEFAULT panels will be non-editable. The new default intro panel contains an image and a message to the administrator in a new label ID label.ADMIN_HOME.WelcomeMessage.
- 17. What is supported in record configuration?
 - A. In the new UI, configuring the order of related entity tabs and columns and the order of fields are not supported.

Upcoming Features

- 18. Where is entity configuration (record configuration) on the new UI?
 - A. This feature is on the roadmap and planned for a future release. The Flash-based UI can be used for any changes to your entity configuration. The new UI edit screens for 9 core entities supports configurations from Flash for enabling/disabling fields and denoting a field as required.
- 19. Where is recents on the new UI?
 - A. This feature is on the roadmap and planned for a future release.
- 20. Where is bookmarks on the new UI?
 - A. A short cut feature is on the long-term roadmap.
- 21. What is the plan on migrating existing JSP pages? Will those pages be imported to new UI?
 - A. After removing Flash, subsequent enhancements to the admin experience will be driven by the same SAP Fiori design, but on a focused experience.

Features not Impacted

- 22. Will the new UI support Proxy functionality?
 - A. There are no changes to proxy functionality.
- 23. Is there any impacts to workflows? Should I update my permissions with new UI?
 - A. In general, there are no impacts to the workflows. One impact is that the workflow "search reports" will be required to access the reports page.
- 24. Is there any impact to reports?
 - A. There is no impact to report data or structure. The new admin UI will replace Flash technology in the user interface, but the backend database that reports leverage is not changing. Reports will be updated for the new terminology.
- 25. Are there any impacts to connectors?
 - A. There is no impact to connectors
- 26. Will the third-party integration configurations need to be redone with the new interface?

- A. There would be no changes to the API-based integrations.

Accessibility

- 27. Will screen readers work with New UI?
 - A. SAP is committed to delivering software solutions that are accessible to individuals with disabilities. This includes addressing Section 508 standards and W3C WAI WCAG 2.0 (Level A and AA) guidelines, both of which are incorporated into the SAP accessibility standard, which is used for developing SAP products.

Flash Content

- 28. Will this have an impact on any online courses that is leveraging Flash today? Will the courses still work properly when you remove Flash dependency?
 - A. The Learning Administration Application is independent of Flash Content. Content that was authored in Flash must be reauthored as browsers may not support the content launch. As SAP does not touch any content owned by customers, customers must work with their content authors. If you have the source content, you may be able to re-export your Videos/Scorm packages as HTML5 based content. For PCM (Premium Content Management) Customers: Customers' Content Representative may assist with this task as they manage customers' content. See this KBA <https://launchpad.support.sap.com/#/notes/0002849546>.

Terminology Updates, Labels and Localization

- 29. Will the new terminology will be changed in both the current UI & new UI after the release?
 - A. Yes, the terminology updates are incorporated in the labels which are used by both applications so the updates will be seen on both applications at the same time.
- 30. Will the labels which were customized based on customer preferences will be overwritten?
 - A. Any labels that a customer has updated, will not be changed by the new UI. Only the system default labels shipped with the product will be updated with the new terminology.
- 31. Will there be any label changes on the user side?
 - A. Yes. Please see the user side taxonomy changes identified thus far in in the transition guide.
- 32. Are there any impacts to translations?
 - A. SAP SuccessFactors' translation experts provided translations for key term changes for the supported languages which is posted in Learn More section of the blog. All translations will be available in the production release and the majority available in preview with alignments happening up until general availability. Note that the definition or idea of the term is not changing, but the word choice that represents that idea may change to better align with the suite and other SAP projects as well as modern language. As always, any issues with the translations should be submitted to customer support.
- 33. Will the renaming of the terminology impact tables and field IDs?

- A. No. There are no database changes for the new admin application, so components, such as field mappings for connectors and custom reports, will not be impacted.

User Side Impacts

- 34. Are there impacts to the user side?
 - A. There are two impacts to the user side:
 - i. Organization Dashboard, deprecated functionality from Plateau, will be removed with the 2H 2020 release
 - ii. Some terminology changes do impact the user side. Please see the user side taxonomy changes identified in the transition guide and the Entities Field Changes.

VSaaS

- 35. Will the Validation toolkit be updated?
 - A. Yes. The validation toolkit will be updated to reflect changes in the administration application including navigation and naming.
- 36. Which version should we use for validation testing?
 - A. VSaaS customers must only use the new admin UI for validation as the Flash-based UI will not operate shortly after the production release as browsers drop support for Flash at the end of 2020.

Native users

- 37. Will I be able to maintain native users in the new UI?
 - A. A Native user is one that is not yet in HXM platform. Until native login is fully deprecated, an administrator will be able to maintain native user fields and lock/unlock or reset a native users' password.