

What's new in the SuccessFactors Q4 '17 release? A wrap-up



WHO'S AFRAID OF THE GDPR?

As we said last time, SuccessFactors' **release cycle has changed**. SAP still releases updates every quarter, but only the Q2 and Q3 updates are **major updates**. The Q1 and Q4 releases are relatively minor and are mainly **opt-in**. Since this is the Q4 SuccessFactors update, there are no major functional updates. However, that doesn't mean there's no important news!

On May 25, 2018, the European Union's **General Data Protection Regulation** (GDPR) becomes law across all member countries. SAP has announced updates for SuccessFactors that help you become compliant with this new regulation. After all, non-compliance can be **penalized** to the tune of 4% of your turnover, or €20 million (whichever is greater).

As such, the SAP teams are releasing additional data privacy tools to **help you** on your way to become GDPR compliant.

So, what will change in SuccessFactors?

- **Data subject info:** Your employees will have **the right to see** what information you're keeping on them through the reporting tool.
- **Data purge:** An on-demand **hard delete** of employee data from SuccessFactors once that employee leaves your organization.
- **Data blocking:** When an employee asks for this, you will no longer be able to access their records beyond a certain cut-off point in time.
- **Consent:** Job applicants may give their consent for their personal data to be kept, for instance for future job offers.
- **Read access logging:** Important data that is being read will be **logged** as such and **changes** to records will be kept in a log, too.

The first two features can already be previewed, but for the others, you will unfortunately have to wait until Q1 of 2018.

Want to learn more about the GDPR? We can guide you through the key changes, discuss what changes in privacy rules and help you make the transition easier.



PLATFORM: EXPANDED PEOPLE SEARCH, EXPANDED SESSIONS

SuccessFactors' Q4 release no longer times your sessions from when you open your first tab, but now takes note when you are active across multiple tabs. This means **you won't get accidentally timed out** if you leave your first tab inactive for too long. Session management has improved on mobile, too. You can now **set when** users are to be logged out.

Do you want to look at data from **people who are no longer present** in your organization? You can now do so! These profiles will have a neat little **indicator** so that they won't cause confusion with currently active employees.

Lastly, SuccessFactors on the iOS9 and iOS10 mobile operating systems are longer supported anymore.



EMPLOYEE CENTRAL: MORE REFINED PERSONAS

'Contingent' workers (e.g. consultants, interim employees, etc.) have gotten an updated **profile**, with a more efficient **registration** method and more **configuration options** that are specific to them. Before, the hire wizard and configuration was the same as for your internal employees, which caused confusion, while the changes in this release let you skip unnecessary input fields. Other changes include **country-specific rules** as well as the possibility to add your own **company-** and **context-specific rules** for these worker profiles.

Also, have you ever wanted to make your **workflow notifications** a little more personal or **flavorful**? You can do that now and add a fun (or un-fun, if you insist) touch to holiday approvals, reminders and so on. You can keep using the standard system e-mails if you want.



RECRUITING: EXPERIMENTAL ANALYTICS AND FASTER AUTOMATION

Getting internal approval for a new hire can be a frustrating process with delays and bottlenecks. The Recruiting module wants to play its part in speeding up this process. The new **nudge** feature now reminds people they have some (dis)approving to do, while **pre-populated fields** in the **requisition form** (e.g. based on the requester's division, legal entity, location, etc.) save you a lot of manual work. Vacancies **can be posted automatically** too, eliminating manual work for the recruiter, and shortening your time to get the word out to potential brilliant new colleagues!

The juiciest update is **still in beta** and only for the **United States**, but could be the start of adding **AI capabilities** to recruitment: this very new feature unleashes analytics with actual data from the job market on the vacancy you're writing. As you create the job description, it will calculate probabilities of **who might respond**, or **what kind of person** it will be. It also gives you realistic **salary possibilities**, as well as advise you on what kind of **wording** is likely to work in your favor (or not). We're definitely keeping an eye on this one.



COMPENSATION: MORE USER COMFORT

Compensation now lets you **customize** the quick cards you see when you mouse over a person, letting you choose **which employee file fields to show**. In addition, the executive review function has added **three more custom fields** to filter information on. Finally, you can set fixed preferences for fields to be shown **as auto-collapsed** or **auto-expanded** on first view, saving you the trouble of setting this manually when you begin your work.



LEARNING: REVAMPED UX FOR ONLINE CONTENT

SuccessFactors has **updated its look and feel** to access eLearning content – it is now more consistent with the familiar **tile layout** of the Fiori user interface of SAP. It's more than just a new layer of paint, as it now also offers **better mobile compatibility** with the module's survey and catalog functions.

You'll also see whether parts of Learning are accessible by mobile or not before trying and guessing, and can get info on **when** and for **how long** people have interacted with an online Learning item. These updates are available in **preview**



FOR YOUR CONSIDERATION: ROBOTS IN HR

Robots are coming, and they will be everywhere. In HR in particular, experiments are being run to integrate AI and robotics into daily work. However, we still face some obstacles to overcome. delaware's HCM expert Juan Staes outlines seven challenges that we are going to face, including **ethics**, **legal matters** and **language contexts**. Give it a read and let us know what you think!

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Any questions or comments?

Feel free to contact us via SuccessFactors@delaware.pro or you can visit us [online](#).