SAP SuccessFactors Training & SFX Accreditation
June 2019
The Training Life Cycle & You

Kickoff
- Project Team Orientations (PTOs) prepare Key Stakeholders and Decision Makers for upcoming configuration workshops and business process decisions with the implementation consultant.
- PTOs provide a knowledge transfer on core product functionality, and enable participants to think about use-cases and scenarios around functionality and configuration.
- PTOs should be taken around the time of the project kickoff.

Launch (Go Live)
- Admin Guides: In-depth handbooks that complement the admin training and serve as a resource.
- Job Aids: provide an overview of the basic tasks performed by admins and functions available to End Users within the SAP SuccessFactors solution.

Implement
- Admin Training courses enable Administrators/Power Users to oversee the daily management of their company’s SAP SuccessFactors solutions.
- Admin Training covers front-end setup, key concepts, features, terminology, and includes practice of necessary skills.
- New customers should take Admin training before Go-Live; existing customers can utilize Admin Training to stay up to date or when responsibilities change.

Utilize
- SFX Accreditation: Our customer accreditation helps you confirm your expertise as an administrator of your SAP SuccessFactors system and make confident decisions on software releases.
- The SFX Accredited role helps you be recognized as an expert by peers on the customer community.
How SAP SuccessFactors Training is Delivered

SAP SuccessFactors Administrator Learning Center (SFALC)
- The SAP SuccessFactors Administrator Learning Center (SFALC) is your one-stop access point to top-quality SAP SuccessFactors Project Team Orientations, Administrator Training, Job Aids, SFX Exams and Learning Rooms to enhance your learning experience.
- Access to the SFALC is included with your SAP SuccessFactors subscription

Browse the SFALC Course Catalog
Review the SFALC Access Guide

Public Training
- Public instructor-led virtual courses are available for select products at an additional cost, and mimic traditional classroom-style training.
- To learn more about these classes and scheduled dates, access the global public schedule below. Please note that you may need to change the default country in the menu option to find classes provided on the global schedule.

View the Global HCM Training Schedule

Private Training
- Private instructor-led training allows for the ability to tailor the agenda to your company’s specific needs/requirements.
- Delivered virtually or on-site, private training provides the ability to conduct hands-on practice and activities within your company’s configured system or an SAP SuccessFactors training system.

Get more information on Private Training

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Navigating the SFALC tile in the Learning Hub

SAP SuccessFactors Admin Learning Centre (SFALC)

The SFALC tile provides a summary of Learning Journeys, Learning Rooms and SFX Exams.

How to Access: Click on the SAP SuccessFactors Admin Learning Centre tile from the Landing page.

Scroll down to find direct links to all the Learning Paths and Learning Rooms.

Note: Access PTO, Admin Guides, Job Aids and SFX Final Accreditation Exams from Learning Journeys or Learning Paths.
Navigating the SFALC tile in the Learning Hub (cont.)

**Learning Paths & Learning Journeys**
Access to Learning Rooms, Product Overviews, Project Team Orientation (PTO), Admin Training, Job Aids and SFX exams are conveniently grouped into individual curriculums by product.

Access all Learning Journeys from the tile on the landing page.

**Learning Rooms**
Learning Rooms provide product-specific supplemental content, recorded tutorial videos and tutorial videos and direct access to subject matter experts and instructors who will answer your questions. Expand your learning experience and deepen your level of knowledge of your SAP SuccessFactors products.
Navigating the SFALC Curriculum

Below is an example of the Performance Management Learning Path

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<thead>
<tr>
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**Project Team Orientation Training**

As a major stakeholder responsible for implementing and maintaining SAP SuccessFactors solutions, the Project Team Orientation (PTO) training focuses on core out-of-the-box functionality and prepares you to make the best decisions for a successful implementation.

PTO training is available as a downloadable handbook or as an interactive e-Learning course.

**Admin Training**

The Admin Training courses are designed for the administrators responsible for your software systems. These courses cover key concepts, features, terminology, and practice of necessary skills before you go live.

Admin training is available as a downloadable handbook or as an interactive e-Learning course.

**SFX Exam**

Test your knowledge and confirm your reputation as a competent SAP SuccessFactors administrator by taking the SFX Accreditation Exam. Note: to ensure your exam is recorded properly, follow the instructions in the FAQ on slides 13, 14, and 15.

**Job Aids**

Downloadable Job Aids provide an overview of the basic tasks performed by Admins and functions available to End User in the SAP SuccessFactors solution.
The SAP SuccessFactors eXpert (SFX) Accreditation Program is a set of exams to accredit trained and empowered customer administrators in SAP SuccessFactors products.*

SFX Accreditation benefits both individual administrators as well as their company.

**Administrator**
- Confirm your reputation as a high caliber SAP SuccessFactors Administrator by taking greater ownership of your software
- Make confident decisions during implementations and post go-live on current and future software releases
- Take on a greater contributing role during the decision making process
- Be recognized in the Customer Community as an SAP SuccessFactors Expert

**Company**
- High caliber Administrators can optimize their SF solution to better support HR processes
- Accredited Administrators can help to better align HR strategies with ongoing software innovations
- Realize the full value of SaaS by increasing organizational independence through empowered Administrators
- Reduce the costs associated with external vendors
- Increased Admin efficiency means increased Return On Investment!

*Note: SFX accreditations expire after one year, it is necessary to retake exam to stay accredited (emails or community reminder pop-up messages 60 days prior to expiration)
The Value of the SAP SuccessFactors Admin

Just some of your responsibilities...

- Manage day-to-day operations, annual talent cycles, special projects
- Use deep system knowledge to make process and system changes, including configuration, permissions, etc.
- Ensure consistent processes across solution
- Manage implementation of new products, new process and requirements
- Manage release updates and work with leadership to determine enablement plan
- Manage thorough testing of system changes in Test and Production environments
- Lead organizational communication & change management efforts
- Coordinate creation and delivery of training for end users (Documentation/Training materials)
- Manage integrations to 3rd party vendor solutions
- Provide ongoing support of end users (understanding process)
- Manage Tickets/Support desk (system login/password issues)
- Collaborate with SAP SuccessFactors Support to manage tickets/resolution

Become the type of Admin that not only understands how the system works, but is also an influencer and a key strategic player of the decision making process!
# Admin Training Course and SFX Exam List

Below is the list of SAP SuccessFactors Admin Training courses along with the corresponding SFX Exams on which they are based.

<table>
<thead>
<tr>
<th>SAP SuccessFactors Module</th>
<th>Admin Training Course</th>
<th>Course Code</th>
<th>SFX Exam</th>
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<td>SAP SuccessFactors 360 Multi-Rater</td>
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<td>SAP Introduction to SuccessFactors Learning Report Designer</td>
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Frequently Asked Questions

How do I take the SFX Exam?
SFX exams are virtual and can be taken at any time in the SAP SuccessFactors Admin Learning Center (SFALC).

Is there a charge to take the SFX Exam?
There is no additional charge to access the training content, Learning Rooms or SFX Exams in the SFALC as it is included as part of your SAP SuccessFactors software subscription.

How long is the training per module?
It depends on what method of training customers choose. SAP SuccessFactors Administrator Learning Center (SFALC) training content is entirely self-paced. Hiring a private, on-site team or taking the Live Virtual courses could take 1-5 days. The exam itself takes many eXperts around 30 minutes to complete.

How often is the SAP SuccessFactors Admin Training material updated?
SAP SuccessFactors Admin Training materials are updated twice a year to accommodate for the changes in the quarterly releases.

- Project Team Orientation training materials are updated approximately four weeks following the Q1 and Q3 releases.
- Admin Guides, Job Aids and SFX Exams are updated approximately four weeks following the Q2 and Q4 releases.
Frequently Asked Questions

How will I be recognized on the SAP SuccessFactors Customer Community when I earn an SFX Accreditation?

After you pass an SFX exam and earn your first SFX accreditation, you will be awarded the SFX Accredited role on your Customer Community profile to recognize your new accomplishment as an SAP SuccessFactors eXpert. You will see this indication on your profile, and when you respond to a post or discussion. Also, we will update the SFX Accredited Products field for you — click on your avatar on the top of the Community and go to My Profile to view.

How will I know when my accreditation for a product is expiring?

Each SFX Accreditation is good for one year, at which time we ask you to take the exam again to stay accredited, to keep your eXpertise up to date with the new releases. You will see your accreditation expiration date in parentheses in the SFX Accredited Products field (viewable only by you and community admins) — click on your avatar on the top of the Community and go to My Profile to view.

We have also been sending an email reminder of each approaching expiration date ~60 days prior. **Note:** In the future, we will use community pop-ups to remind you of your upcoming SFX expirations instead of emails. Please visit the customer community regularly to ensure you receive communications in a timely manner.

<table>
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<th>Product Information</th>
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<td><strong>Solutions Implemented</strong></td>
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<tr>
<td><strong>SFX Accredited Products</strong> Performance Management (5/9/2019)</td>
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</table>
Frequently Asked Questions

Is SFX Accreditation the same as SAP SuccessFactors Certification?

No. SAP SuccessFactors Certification is the foundation requirement for all implementation consultants. Implementation consultants are required to be certified in order to receive their Provisioning Access to a production instance.

SFX Accreditation is for Customers, enabling SAP SuccessFactors Administrators to confirm their reputation as a high caliber admin confident in making decisions during implementations and post-go-live on current and future software releases.

Is there a system configuration training option available?

Yes. SAP SuccessFactors Academy training is targeted toward implementation consultants to cover back-end configuration completed during the initial system configuration and implementation.

While customers are not prohibited from attending Academy training, they will not receive the same benefits as partners from completing the training. Specifically, customers will not gain Provisioning access, even if they complete Academy training and/or complete the certification exam.

The following courses are available as Virtual Instructor-Led courses - registration can be completed via the SAP Training Shop.
How can I properly close out of the SFX exam to ensure that it is successfully recorded?

Please complete the following steps to ensure that your exam is recorded successfully in your SFALC learning history.

1. When you reach the summary page after completing an exam, **click the Next icon on the bottom right of the screen (refer to the screenshot 1 below)** - do not close the page.

2. After you have clicked the Next button, you will be directed to a completion page (see screenshot below). **Click the Close/Exit button on the top right of the screen.**
Frequently Asked Questions

How can I properly close out of the SFX exam to ensure that it is successfully recorded? (cont.)

Please complete the following steps to ensure that your exam is recorded successfully in your SFALC learning history.

3. You will be directed back to the Exam window: **click the Exit/Close button on the bottom right of the screen** (see screenshot below).

4. When you are directed back to the page in the screenshot below, **click the Return to Content Structure button**.
Frequently Asked Questions

How can I properly close out of the SFX exam to ensure that it is successfully recorded? (cont.)

Please complete the following steps to ensure that your exam is recorded successfully in your SFALC learning history.

5. You will be directed back now to the content structure where you will see a note that your completion is recorded (see below screenshot).
Thank you.

For more information on SFX Accreditation, please contact

CustomerEmpowerment@sap.com