SAP SuccessFactors Learning Impact Bulletin
Assignment Profile Synchronization Root Cause Analysis

ISSUE SUMMARY

After Q3 2016 Patch 5 went into production environments, if your assignment profile synchronization process ran between Sep 10th and Sep 14th it made incorrect assignments only if it included *Matches* or *Not Matches* in its rules. If your assignment profile did not run between these dates, your assignments were not affected.

IMMEDIATE ACTION

After recognizing the problem, we quickly applied a hot fix. When your assignment profile synchronization ran after the hot-fix, user assignments were corrected but some assignment dates and required/expiration dates were still incorrect. Additionally, some users noticed a completed assignment re-appearing on their learning assignments. A fix for the incorrect dates was delivered in Q3 2016 Patch 7.

ROOT CAUSE

We identified a performance and stability issue with the assignment profile synchronization process, particularly when processing large number of records. We introduced a fix for the performance and stability issue in Q3 2016 Patch 3 in preview environments (this later rolled into Patch 5 in the production environments). The performance fix introduced a regression defect in the assignment process which resulted in the incorrect training assignments.

CORRECTIVE AND PREVENTIVE ACTION

Our longer term actions include:
- All patches for performance fixes must be deployed in major quarterly releases to allow for a full regression testing cycle.
- Our "customer data" (data that closely matches customer environments) has been updated to cover even more cases.