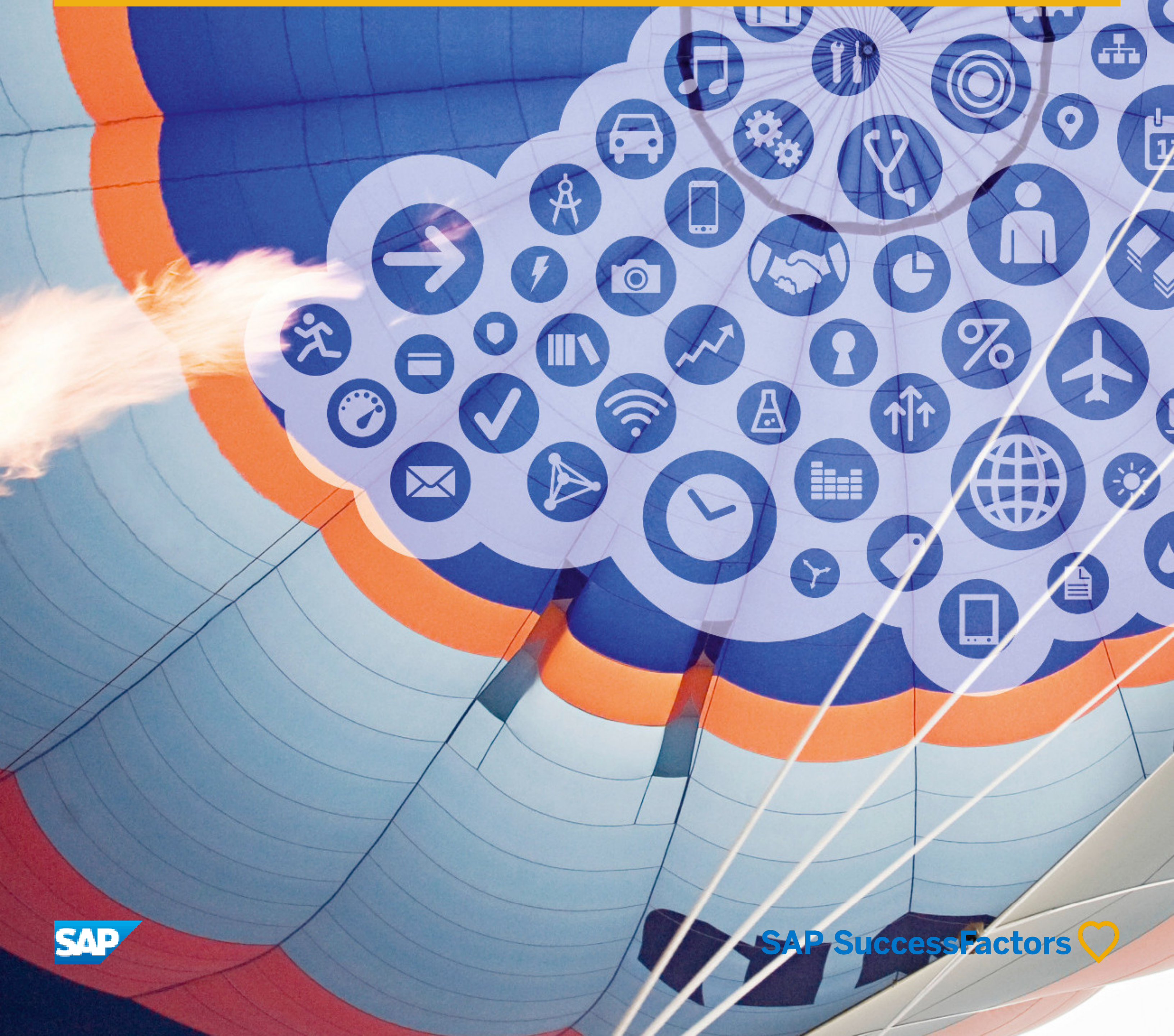
Implementation Guide **CUSTOMER**

SAP SuccessFactors Learning
Document Version: Q4 2016 – November 4

Creating Learning Approval Processes

Defining System Behavior when Users Complete Courses



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What's New in Creating Learning Approval Processes

Keep track of the quarterly changes in the SAP SuccessFactors Learning approval process framework.

Q4 2016 - Present

Table 1: The following table summarizes the most recent changes to Learning approval processes

What's New	Description	More Info
No Changes	We have not updated this guide recently.	N/A

Q3 2016

Table 2: The following table summarizes changes to this guide for the Q3 2016 release

What's New	Description	More Info
Changed Advice for Self-Registration of External Users	In Q3 2016, we enable you to send SAP SuccessFactors Learning external users to SAP SuccessFactors suite. As a result, we changed our advice for using approval processes for self-registration: if you integrate external users with SAP SuccessFactors suite, use registration codes for the user verification in learning sites.	Account Self-Registration Approval [page 13] Advice for Creating Approval Processes for Self-Registration [page 14] Creating Self-Registration Approval for Sites [page 16]

Q2 2016

Table 3: The following table summarizes changes to this guide for the Q2 2016 release

What's New	Description	More Info
Initial Publication	Although this information was available in the SAP SuccessFactors Learning administration help, it was not organized as an end-to-end business process. We have restructured and rewritten the content so that you can solve a business problem.	N/A

1 Overview of SAP SuccessFactors Learning Approval Processes

Create learning approval processes when you want users' actions to require approval in SAP SuccessFactors Learning.

You can use the SAP SuccessFactors Learning approval process framework for many different actions. For example, you might require that users seek approval to enroll in a course or to create an account to SAP SuccessFactors Learning.

Any approval process in SAP SuccessFactors Learning is composed of the following elements:

- Approval Roles, which define a type of person who can grant approval. For example, you can create a role called Human Resources Business Partner (HRBP) and assign users to the role. In an approval process, the HRBP role can be a step in the approval process.
- Approval Processes, which define the order of the approval roles or the particular users. You can define a process for enrollment, for example, that first goes to the employees' supervisors (a role) and then goes to an HRBP role. You can add users or roles to the steps.

For any action that requires approval, there are usually these components to set up the approval process:

- Enable the approval process. For example, you can enable the approval process for enrollment into a learning item by enabling approval on the learning item.
- Associating the approval process with the individual object. For example, associating a particular approval process with a particular learning item.
- Setting a default, or fall-back process if none can be associated with the object. For example, if a user cannot be associated with an account approval process, the system falls back on the default.

2 Creating Approval Processes

Create an approval process to require that users seek approval for requests.

Prerequisites

Configure the global behavior of your approval processes in *System Admin* > *Configuration* > *Global Variables* > *Approval Process Settings*.

If your approval process will use custom roles, create the custom roles. Creating Custom Approval Roles [page 7]

Context

In many places in SAP SuccessFactors Learning, you might want users to seek approval for something. For example, you might want users to seek approval to enroll or withdraw from a course. You set up an approval process to define how the user must seek the approval.

Procedure

1. Go to *References* > *System Admin* > *Approval Processes* and click *Add New*
2. Complete the basic information of the approval process and click *Next*.

   The system prompts you to add your first approval step.
3. In *Step Name*, type a step name to describe the first step of the approval process.

   Step names are visible to the user and localizable (translatable). For example, if the first step in an approval is for the supervisor to approve the request, the name could be “Supervisor Approval”.
4. Add an approval role or a user to the approval step.
   - In most cases, you want to add an approval role. An approval role is an alias for an actual user. For example, the approval role of Supervisor Level 1 dynamically routes the employee's approval request to his or her own supervisor. Add the approval role in the *Approval Role ID* box.
   - In some cases, you want to add a particular user. For example, if you are a small company with a small external site and you want all site login requests to go to the same user, you can provide that user's ID in the *User ID* box.
5. For each additional step in the process click *Next Step* and repeat the actions of adding a step name and approver.
6. When you are finished adding steps, click *Finish*.

Next Steps

Assign the approval process to the default processes in global variables, to particular learning items or through an assignment profile.

Related Information

Creating Custom Approval Roles [page 7]
Setting an Approval Process for Withdrawing from Courses [page 11]
Setting an Approval Process for Enrolling into a Course [page 10]
Advice for Creating Approval Processes for Self-Registration [page 14]

2.1 Creating Custom Approval Roles

Create custom approval roles if you cannot use the default approval role.

Prerequisites

Create a domain or organization structure that matches your company, including the hierarchy of organizations or domains. Assign users into the organizations or domains.

Configure the global behavior of your approval processes in *System Admin* > *Configuration* > *Global Variables* > *Approval Process Settings*.

Procedure

1. Go to *References* > *System Admin* > *Approval Roles* and click *Add New* for each approval role you want to create.

   For example, you might create an approval role called "Training Manager" for each organization. Requests for training within that organization (where organization is the control entity) go through a user in the training manager role and who is controlling that organization.
2. For each user that you want to assign to the role, go to *Users* > *Users* > *Approval Role*.
3. Click *add one or more from list* and then find the approval role you added, select it, and assign it to the user.
4. Click *Control Domains* or *Control Organizations* to add the domains or organizations whose employees this user approves for.

If you selected domains as your control entity, you see the *Control Domains* link. If you selected organizations as your control entity, you see *Control Organizations*.

You must add at least one control entity and you can add many control entities to the user. You do not need complete coverage for all domains or organizations because the system falls back to the default processes if you do not add a requester's organization or domain to an approval role and user.

Next Steps

Assign the approval role to an approval process.

Related Information

Advice for Creating Approval Processes for Self-Registration [page 14]

2.2 Default Approval Roles vs Custom Approval Roles

Before you create an approval process, decide if you need custom approval roles or if you can use the default approval roles.

When possible, use the default approval roles. When you use default approval roles, you need less configuration of your system, including a less strict domain or organization structure. Use custom approval roles if you have a strict organization or domain structure and you cannot use the default approval roles.

Default Approval Roles

SAP SuccessFactors Learning installs with several default approval roles. We recommend that you use default approval roles when possible to simplify your configuration. When you include one of these roles in your approval process, you do not need additional configuration:

- Employee: The employee himself or herself. You might have an approval process for the employees to acknowledge enrollment requests before they are forwarded to supervisors.
- Supervisor Level 1: The person in this role is always the employees' immediate supervisor.
- Supervisor Level 2: The person in this role is the second level supervisor (the employees' supervisors' supervisor).
- Instructor: The instructor of the course that the user wants to enroll into or withdraw out of (for example).

Custom Approval Roles

Custom approval roles require additional configuration so that the system knows where to route the approval. Users inhabit custom approval roles at run time under the following conditions:

- A user makes a request and the request is associated with an approval process. For example, a user requests to enroll into a learning item, and that learning item has an enrollment approval process.
- The approval process has an approval role that the user belongs to. For example, a learner requests to enroll into an IT Training course, and the approval process for that learning item includes an approval role called “IT Training Approvers”. If a user is in that “IT Training Approvers” role, he or she can be an approver.
- The learner seeking approval is a member of the domain or organization that the user in the approval role controls.
  For example, two users can both be in the “IT Approvers” role, but controlling two different organizations, like SALES and FINANCE. Learners from the sales organization who request approval are routed to the person who controls SALES approvals and learners from the finance organization who request approval are routed to the person who controls FINANCE approvals.

3 Applying Approval Processes

3.1 Setting an Approval Process for Enrolling into a Course

Set an approval process for enrolling into courses if you want users to seek approval before they are allowed to enroll.

Prerequisites

Create at least one approval process. Creating Approval Processes [page 6]. You usually create approval processes during implementation or when you review your implementation, so chances are that this is already done for you.

Check your registration settings. You usually configure your registration settings during implementation or when you review your implementation, so chances are that your registration settings are as you want them.

Procedure

1. Go to *Learning* > *Items*, search for the learning item that you want to add the enrollment approval process to, and open it.
2. Click *View All*.
3. Find *Approval Required* and set it to *Yes*.
4. Find *Approval Process* and set it to the enrollment approval process that you want to associate with course.

   All instances of this course (scheduled offerings) associated with this learning item inherit the settings. You can break the inheritance in the scheduled offering record.

Related Information

Breaking the Approval Inheritance from Item to Scheduled Offering [page 13]
Setting an Approval Process for Withdrawing from Courses [page 11]

3.2 Setting an Approval Process for Withdrawing from Courses

Set an approval process for withdrawing from courses if you want users to seek approval before they are allowed to unenroll.

Prerequisites

Create at least one approval process. Creating Approval Processes [page 6]. You usually create approval processes during implementation or when you review your implementation, so chances are that this is already done for you.

Check your registration settings. You usually configure your registration settings during implementation or when you review your implementation, so chances are that your registration settings are as you want them.

Context

If you have enrolled users into a course, you might want them to seek approval before they withdraw from it. For example, if you have paid for them to attend the course, and if you will lose your payment if they withdraw, you might ask them to seek approval to withdraw.

Procedure

1. Go to *Learning* > *Items*, search for the learning item that you want to add the withdraw approval process to, and open it.
2. Click *View All*.
3. Find *Withdraw Approval Required* and set it to *Yes*.
4. Find *Withdraw Approval Process* and set it to the withdraw approval process that you want to associate with course.

   All instances of this course (scheduled offerings) associated with this learning item inherit the settings. You can break the inheritance in the scheduled offering record.

Related Information

Creating Approval Processes [page 6]
Setting an Approval Process for Enrolling into a Course [page 10]
Breaking the Approval Inheritance from Item to Scheduled Offering [page 13]

3.2.1 Course Withdraw Approval

Administrators can require an approval process to withdraw from a couse.

Withdraw approval requires a user to seek approval before withdrawing from a course (a scheduled offering). Withdraw approval uses the standard approval process framework. It applies to enrolled or waitlisted users. If users are pending approval for enrollment and withdraws, the withdraw approval process is not initiated.

When an enrolled or waitlisted user attempts to withdraw from a scheduled offering that requires withdraw approval, the user sees that approval is required to withdraw and sees a refund amount, if applicable. If users see that approval is required and decide to remain enrolled, they can cancel their withdraw request as long as they have not submitted it.

If users sumbit their requests to withdraw, the users remain enrolled until the approval process completes. The impact on the roster is as follows:

- The seat remains reserved (occupied) by the user who has requested the withdraw until the approval process completes.
- The status of the user in the roster is *Pending Withdraw Approval*. the user sees the status in the *My Learning Assignments* tile, in the item details, registration page, and catalog course dates list.
- If approval honor cut-off date is enabled and the approval is **not** completed before registration cut-off, the approval will not be visible to the approver and user remains enrolled.
- If the approval is *not* timely, the refund amount may vary from amount displayed to the user.

If users' withdraw requests are approved, the user is withdrawn and refunds are processed according to the cancellation policy on the date of approval. If the withdraw requests are denied, users remain enrolled in the scheduled offering.

Related Information

How Withdraw Approval is Initiated [page 12]
Setting an Approval Process for Withdrawing from Courses [page 11]

3.2.2 How Withdraw Approval is Initiated

The withdraw approval process can be initiated from multiple places and by different roles.

Users can initiate the withdraw approval process when they withdraw from a course at any place in the application (for example, from the details page).

Supervisors can initiate the withdraw process when they withdraw a user from the *My Employees* pages.

If supervisors or administrators withdraw users in bulk using, for example, *My Employees* > *Supervisor Links* > *Withdraw Employees*, the withdraw process is **not** initiated.

Related Information

Course Withdraw Approval [page 12]

3.3 Breaking the Approval Inheritance from Item to Scheduled Offering

If you do not want the instance of a course (a scheduled offering) to inherit its approval process configuration from the default configuration of the course (learning item), you can break the inheritance.

Procedure

1. Go to *Learning* > *Scheduled Offerings*, search for the scheduled offering that you want to break inheritance for, and then open it.
2. Click *View All*.
    - If you want to turn on or turn off the enrollment approval, find *Approval Required* and set it.
    - If you want to turn on or turn off the withdraw approval, find *Withdraw Approval Required* and set it.
    - If you want to change the approval process required for enrollment, find *Approval Process* and set it.
    - If you want to change the approval process for withdrawing, find *Withdraw Approval Process* and set it.

Related Information

Setting an Approval Process for Withdrawing from Courses [page 11]
Setting an Approval Process for Enrolling into a Course [page 10]

3.4 Account Self-Registration Approval

You can insert an approval process between users requesting an account for SAP SuccessFactors Learning and their access to the system.

In some configurations, users can create their own SAP SuccessFactors Learning. For example, learning administrators can tell to external partners to go to a URL and register themselves for the Learning Management System. When the partners arrive at the site URL, they see a button that allows them to create an account.

In most cases, you want to require an approval for the account so that you can monitor who is creating accounts to your sites (or your internal LMS). The approval process can, for example, route the approval to a learning administrator for approval. When the learning administrator grants permission to enter the system, the user can log in.

The approval process for self-registration uses the standard approval process framework, and it works as follows:

1. When a user completes the self registration form, in either the native SAP SuccessFactors Learning environment or in Sites, and submits the registration form, the process begins.
2. When the Set Account Request Approval Process Automatic Process Manager (APM) runs, it matches pending user requests with an approval process.
    - The APM can match users through an assignment profile that you have created. For example, if the users are in North America, they might follow one process (assigned through an assignment profile) and if the users are in Europe, the users might follow a different process.
    - If the system cannot find an assignment profile to match users to an approval process, it falls back to the default assignment profile, set in *System Admin* > *Configuration* > *Global Variables* > *Approval Process Settings*. Assignment profiles are optional. If you would like all users to use the same approval process, you can set a default process and ignore assignment profiles.
    - If the system finds two assignment profiles that match the user to two different approval process, the last one found is assigned. You cannot control which process runs last, so please design your assignment profiles to be mutually exclusive. Do not design assignment profiles where two different assignment profiles can match the same user.
3. At the end of the approval process, the user is notified that the account request is approved or denied.
    - If the user is approved, an active user is created in the system and the user receives an email with login instructions.
    - If the user is denied, they receive an email that their request is denied.
4. To send reminders to approvers who have not yet approved pending requests, schedule the User-Created Account Reminder APM. This step is optional but recommended.

Related Information

Creating Approval Processes [page 6]
Self-Registration Approval Notes [page 20]
Approving Account Requests as an Administrator [page 19]
Creating Self-Registration Approval for Sites [page 16]
Creating Self-Registration Approval for Native Users [page 15]

3.4.1 Advice for Creating Approval Processes for Self-Registration

When creating an approval process for self-registration, consider that the approvals are for users who are not yet in the system.

We recommend the following when you are creating an approval process for use with self-registration:

- Do **not** use default approval roles like Supervisor Level 1 or Employee. Because the person seeking approval is not yet an active user in the system, he or she does not have the relationships (like a supervisor relationship) that the default approval roles require. Instead, use custom approval roles.

- Do **not** use approval processes for learning sites if you send external users to SAP SuccessFactors suite.
- When creating self-registration approval processes for sites, assign the site a default organization and a default domain. Custom roles require that an approver be a member of a domain or organization and a person seeking approval for a site will be originally assigned to the Site's default domain and organization. You choose domains or organizations in global variables.
- When creating self-registration approval processes for the native application, be sure that your approval roles use the PUBLIC domain. Users who are pending are in the PUBLIC domain until they are active in the system (when the domain can be changed). In native self-registration approval processes, approval roles **cannot** use organizations as their control entity. You set the control entity in *System Admin* > *Global Variables* > *Approval Process Settings* > *Control Entity for Approval Role*.
- If you cannot use custom approval roles, then directly assigning a user in all approval steps in your approval process. You might also create the understanding that the user tries to keep up with all self-registration, but that administrators assist through *Users* > *Account Requests*.

Related Information

Default Approval Roles vs Custom Approval Roles [page 8]
Creating Self-Registration Approval for Sites [page 16]
Creating Self-Registration Approval for Native Users [page 15]
Creating Approval Processes [page 6]

3.4.2 Creating Self-Registration Approval for Native Users

Create a self-registration approval process for native users when you want users who register for your native environment (as opposed to Sites) to be approved before they can log in.

Prerequisites

Create at least one approval process. Creating Approval Processes [page 6]. Advice for Creating Approval Processes for Self-Registration [page 14]

Configure the global behavior of your approval processes in *System Admin* > *Configuration* > *Global Variables* > *Approval Process Settings*.

Procedure

1. Go to *System Admin* > *Configuration* > *User-Created Account*.
2. Select both *Allow Users to create a new account at SuccessFactors Learning login page* and *Approval Required*.

3. Complete the rest of the information in *System Admin* › *Configuration* › *User-Created Account* › to assist users in registering.

   Consider writing something about your approval process in *Instructional Text*. For example, you could type **`Registration requests require approval. You will receive a notification at the end of the approval process. If you are approved, you receive an email with instructions about logging in.`**. If you decide to provide instructional text, consider writing it in every language of your native users because the text box is not internationalized.

Next Steps

Optionally, you can create an assignment profile to route approval processes by user attributes (from the request form). This step is optional and recommended only if you need it. To keep your registration process simple, use the default approval process setting in *System Admin* › *Configuration* › *Global Variables* › *Approval Process Settings* ›. When you use the default process only, all users who self-register from any site or the native application use the same process.

Configure the Set Account Request Approval Process Automatic Process Manager (APM) to associate approval processes with pending user-created account requests. Go to *System Admin* › *Automatic Processes* › *Set Account Request Approval Process* ›.

Optionally, configure the User Created Account Reminders Automatic Process Manager (APM). This APM sends notifications to remind approvers of pending approvals. Go to *System Admin* › *Automatic Processes* › *User Created Account Reminders* ›

Related Information

Creating Self-Registration Approval Processes with Assignment Profiles [page 18]

3.4.3 Creating Self-Registration Approval for Sites

Create a self-registration approval process for Sites when you want users who register for external sites to be approved before they can log in.

Prerequisites

> ⚠ Restriction
>
> You cannot use *Approval Process* if you are integrating your sites to the larger SAP SuccessFactors suite (for access to other modules like SAP Jam). Instead, use Registration Codes or make the site public.

Create at least one approval process. Creating Approval Processes [page 6]. Advice for Creating Approval Processes for Self-Registration [page 14]

Configure the global behavior of your approval processes in *System Admin* > *Configuration* > *Global Variables* > *Approval Process Settings*.

Create at least one site in *System Admin* > *Application Admin* > *Sites*.

Procedure

1. Go to SAP SuccessFactors Learning administration, and then go to *System Admin* > *Application Admin* > *Sites*, search for the Site that should have the approval process, and edit it.
2. In *Summary*, select *Approval Process* in *Registration Validation*.

   Restriction

   You cannot use both registration codes and approval processes for registration validation.
3. In *Summary*, set a default domain and organization in *Default Domain ID* and *Default Organization ID*.

   You set the default domain and organization so that custom approval roles can work properly. Custom approval roles depend on either domains or organizations to route approves to the correct person within the role.

   For example, two users can both be in the “IT Approvers” role, but controlling two different organizations, like SALES and FINANCE. Learners from the sales organization who request approval are routed to the person who controls SALES approvals and learners from the finance organization who request approval are routed to the person who controls FINANCE approvals.
4. Save and close the Site.

Next Steps

Optionally, you can create an assignment profile to route approval processes by user attributes (from the request form). This step is optional and recommended only if you need it. To keep your registration process simple, use the default approval process setting in *System Admin* > *Configuration* > *Global Variables* > *Approval Process Settings*. When you use the default process only, all users who self-register from any site or the native application use the same process.

Configure the Set Account Request Approval Process Automatic Process Manager (APM) to associate approval processes with pending user-created account requests. Go to *System Admin* > *Automatic Processes* > *Set Account Request Approval Process*.

Optionally, configure the User Created Account Reminders Automatic Process Manager (APM). This APM sends notifications to remind approvers of pending approvals. Go to *System Admin* > *Automatic Processes* > *User Created Account Reminders*

Related Information

Approving Account Requests as an Administrator [page 19]
Self-Registration Approval Notes [page 20]
Account Self-Registration Approval [page 13]
Default Approval Roles vs Custom Approval Roles [page 8]

3.4.4 Creating Self-Registration Approval Processes with Assignment Profiles

Create self-registration approval processes with assignment profiles when you want users who request access to SAP SuccessFactors Learning to use more than one approval process.

Prerequisites

Create an approval process. Creating Approval Processes [page 6] Advice for Creating Approval Processes for Self-Registration [page 14]

If you want to use assignment profiles for site registration processes, create a self-registration approval process for sites. Creating Self-Registration Approval for Sites [page 16]

If you want to use assignment profiles for native user registration processes, create a native self-registration approval process. Creating Self-Registration Approval for Native Users [page 15]

Create an assignment profile.

Context

This is optional. A simpler configuration of self-registration approval processes is to funnel all requests for approval to a single process.

Procedure

1. Go to *Users* > *Assignment Profiles*, find the assignment profile that you created to pool your users for the approval process.
2. Go to *User-Created Account*.
3. In *User-Created Account Process ID*, select the approval process that should be applied to the users in the assignment profile.

Next Steps

Configure the Set Account Request Approval Process Automatic Process Manager (APM) to associate approval processes with pending user-created account requests. Go to *System Admin* > *Automatic Processes* > *Set Account Request Approval Process*.

Optionally, configure the User Created Account Reminders Automatic Process Manager (APM). This APM sends notifications to remind approvers of pending approvals. Go to *System Admin* > *Automatic Processes* > *User Created Account Reminders*

Related Information

Approving Account Requests as an Administrator [page 19]
Creating Self-Registration Approval for Sites [page 16]
Creating Self-Registration Approval for Native Users [page 15]

3.4.5 Approving Account Requests as an Administrator

As an administrator, you can approve account requests that are stuck in the approval process.

Context

You can require people who request SAP SuccessFactors Learning accounts to go through an approval process. If the process stalls at an approval step, you can step in as an administrator to approve the requests and grant access to the users.

Procedure

1. Go to *Users* > *Account Requests* and search for the user requesting the account.
2. Click *Registration Data* to see the form that the user completed to request the account and to make sure that you are approving the correct request by the correct user.
3. When you find the correct user, click *Edit Approval*.

   The *Edit User Approvals* page shows the separate steps of the approval. You can approve a single step or all steps in the process. In many cases, you need only to approve a single step. For example, if the person responsible for one step is on vacation or leave, but the people responsible for later steps are still present, then you can approve the step blocked by the employee on vacation or leave. The process continues to later approvers as if the person on vacation or leave approved the step.
4. Approve or deny the relevant steps in the process with the *Approve* or *Deny* buttons.

   > **Tip**
   >
   > Type comments in the *Comments* box for the audit trail. For example, you could type “Approver is on leave, but spoke to her supervisor. Supervisor said to approve”.
5. Click *Apply Changes*.

Next Steps

If you must approve many of these, consider rethinking your approval process for user-created accounts. You can revisit any of these steps:

- You can change how users are associated with approval processes in *Users* > *Assignment Profiles* > *User-Created Accounts*.
- You can change the reminder frequency to remind approvers of pending approvals more often or for longer periods. Go to *System Admin* > *Automatic Processes* > *User Created Account Reminders*.
- You can edit the approval processes to simplify them. Go to *References* > *System Admin* > *Approval Processes*.

3.4.6 Self-Registration Approval Notes

The approval process to register for a SAP SuccessFactors Learning account has unique behavior.

- Account requests are not stored in the same location as active users until the account request is approved.
- Any place where users are added (connectors, data import, or the administration environment) applies its validation rules to both the active users and users pending approval. For example, if you attempt to add a user with the user name jdoe, the system checks the uniqueness of the user ID in both existing, active users and also in the list of pending user requests. If it finds jdoe in either place, you see a validation warning telling you that the user ID must be unique.
- Users receive notification both when the account request is approved and when it is denied. The self-registration email is suppressed.

- Approvers in self-registration approval process see the registration form so that they can check the user making the request. The default form contains contact information, so the approver can contact the requester if necessary.
- Administrators can unblock self-registration processes in *Users* > *Account Requests*.

Related Information

Account Self-Registration Approval [page 13]
Approving Account Requests as an Administrator [page 19]
Creating Self-Registration Approval for Sites [page 16]
Creating Self-Registration Approval for Native Users [page 15]
Creating Self-Registration Approval Processes with Assignment Profiles [page 18]

3.5 Adding Primary E-Signatures Approval Processes for Learning Events

If you your courses lead to compliance through a regulator who audits your system, you might need e-signatures for extra identity verification when your employees post learning results.

Prerequisites

Enable electronic signatures (e-signatures) in *System Admin* > *Configuration* > *Global Variables*. You enable e-signatures as part of your implementation process, at the security stage, which is your implementation process initial phase. As part of your e-signature implementation, you probably configured a default approval process for e-signature events.

If you want this completion status to have a different approval process, then create it in *References* > *System Admin* > *Approval Process*.

Finally, your e-signature completion status usually fits into a larger credit system. Consult your plans for offering credit to your users.

Context

Some customers are regulated for compliance. Compliance applies to regulated industries, like life sciences. An auditor can look through a company's training records to check that employees have been properly certified for their jobs. If an employee is not certified, then the regulator can fine the company. Companies in this situation want to avoid mistakes or fraud when their employees post learning results.

Procedure

1. Log in to SAP SuccessFactors Learning administration and then go to *References* > *Learning* > *Completion Status*.
2. Open each completion status that requires additional identity verification.
3. Select *Enable electronic signature*.
4. To change the approval process, select it in *Approval Process*.

   You set the default approval process for e-signatures in *System Admin* > *Configuration* > *Global Variables*.
5. Click *Apply Changes*.

Related Information

Creating Approval Processes [page 6]
Setting Default E-Signatures Approval Process Behavior [page 22]
How SAP SuccessFactors Learning Uses E-Signatures [page 28]

3.5.1 Setting Default E-Signatures Approval Process Behavior

Set the default e-signature approval process so that when other administrators create completion statuses that require an e-signature and approval, the completion status is defaulted to your selected approval process.

Prerequisites

Create the approval processes for your e-signatures.

Although it is not required for this process, you should also create e-signature meaning codes before you set the default approval processes.

Context

You can set a primary approval process for a completion status, but you can also set secondary processes

Procedure

1. Go to SAP SuccessFactors Learning administration and then go to *System Admin* > *Configuration* > *Global Variables*.
2. In *Completion Status additional Approval Process ID*, select the default approval process for new completion statuses.
3. Set *Enable electronic signatures for External Events*.
    - True: When users run the record learning event wizards,SAP SuccessFactors Learning forces the users to enter electronic signatures for external events. External events are courses that a user completed that were are not tracked as learning items inside SAP SuccessFactors Learning.
    - False: SAP SuccessFactors Learning automatically verifies all unverified external learning events that require an electronic signature.
4. If you set *Enable electronic signatures for External Events* to true, select a default process for external events in *External Event additional Approval Process ID*.
5. Set *Skip Additional Approval Process steps that do not have approvers*.
    - True: SAP SuccessFactors Learning skips any steps that require an additional approval process if those steps do not have approvers. For example, when you record a learning event, the system checks the learning record to see if the instructor has an associated user ID. If the instructor does not have an associated user ID, then the system automatically approves the step and skips to the next one.
    - False: SAP SuccessFactors Learning prevents any user from completing the e-signature if there are approvers missing from the approval process. Most likely, an end user can resolve this independently; for example, if the process requires a supervisor's e-signature and the user does not have a supervisor, then the only way to resolve the issue is to add a supervisor to the user's record or have an administrator change the associated process.

Next Steps

Consider setting the other electronic signature variables in *System Admin* > *Configuration* > *Global Variables*.

Related Information

SAP SuccessFactors Learning Electronic Signature Global Variables [page 24]
SAP SuccessFactors Learning E-Signature Meaning Code [page 24]
User Uniqueness for SAP SuccessFactors LearningSecurity [page 24]
Creating Approval Processes [page 6]

3.5.2 SAP SuccessFactors Learning E-Signature Meaning Code

E-Signature meaning codes identify the reason that a person is entering their secondary user identification (e-signature).

If you work in a regulated industry, you might use electronic signatures (e-signatures). E-Signatures verify that users are who they say they are. E-Signature **meaning codes** describe why users or administrators are typing their e-signatures. For example, you might create e-signature meaning codes for adding, updating, and deleting learning events. When users enter their e-signatures, they select one of the meaning codes that you provide.

To manage e-signature meaning codes, go to SAP SuccessFactors Learning administration and then go to *References* > *System Admin* > *Esig Meaning Code*. You set default e-signature meaning codes in *System Admin* > *Configuration* > *Global Variables*.

3.5.3 User Uniqueness for SAP SuccessFactors LearningSecurity

When identifying unique users for security purposes, SAP SuccessFactors Learning uses these methods.

When identifying unique users, SAP SuccessFactors Learning starts like other systems: each user has a unique user ID and password. The encryption of passwords is handled by an encryption scheme described in LMS_ADMIN. In addition to a simple user ID and password, the application offers the following to help administrators and users manage identity:

- e-Signitures (also known as a PIN) – e-Signatures are special codes known only to the user. The administrators cannot enter an e-signature. Instead, they can only reset the e-Signature in *Users* > *Users* > *Actions*. e-Signatures are required to uniquely identify users when they execute certain commands such as approvals.
- Merge Users – Users sometimes accumulate unique identities. They might, for example, have an old user ID from a time that they were a contractor and you might assign them a new user ID when they become a full time employee.
- Security Question – Users are asked a security question to retrieve their lost passwords.

3.5.4 SAP SuccessFactors Learning Electronic Signature Global Variables

These are the electronic signature global variables in SAP SuccessFactors Learning

You can edit electronic signature global variables in SAP SuccessFactors Learning administration by going to *System Admin* > *Configuration* > *Global Variables*.

Enabling Electronic Signatures

You must select the *Enable electronic signatures* to enable these controls.

Table 4:

This Field...	...Is Used as Follows
Enable electronic signatures	If you select this, then the system forces electronic signatures for other records (for example, items, curricula, and so on). If you clear this, then the system automatically verifies all unverified learning events that require an electronic signature.
Enable electronic signatures for External Events	If you select this, then the system forces electronic signatures for learning events that do not correspond to items in Talent Management. If you clear this, then the system automatically verifies all unverified external learning events that require an electronic signature.
External Event additional Approval Process ID	You can assign an additional approval process ID to an external learning event.
Skip Additional Approval Process steps that do not have approvers	If you select this, then the system skips any steps that require an additional approval process if those steps do not have approvers. For example, when you record a learning event, the system checks the learning record to see if the instructor has an associated user ID. If the instructor does not have an associated user ID, then the system automatically approves the step and skips to the next one. If you clear this, then the system prevents any user from completing the e-signature if there are approvers missing from the approval process. Most likely, an end user can resolve this independently; for example, if the process requires a supervisor's e-signature and the user does not have a supervisor, then the only way to resolve the issue is to add a supervisor to the user's record or have an administrator change the associated process.

Enabling Default Electronic Signatures for New Controls

You must select *Enable electronic signatures* to enable these controls.

Table 5:

This Field...	...Is Used as Follows
Item	If you select this, then the system automatically selects the Enable electronic signature check box (*Learning* > *Items* > *Summary*) each time you create a new item. After you create a new item, you can override this global setting by clearing the check box on the Summary tab.
Completion Status	If you select this, then the system automatically selects *Enable electronic signature* (*References* > *Learning* > *Completion Status*) each time you create a new completion status. After you create a new completion status, you can override this global setting by clearing the check box on the Summary tab.
Completion Status additional Approval Process ID	You can assign a default approval process to a new completion status when a majority of records require the same approval. When you select an additional approval process, the system automatically assigns it to every new completion status that you create.
Curriculum	If you select this, then the system automatically selects *Enable electronic signature* (*Learning* > *Curricula* > *Summary*) each time you create a new curriculum. After you create a new curriculum, you can override this global setting by clearing the check box on the Summary tab.
Competency	If you select this, then the system automatically selects *Enable electronic signature* (*Performance* > *Competencies* > *Summary*) each time you create a new competency. After you create a new competency, you can override this global setting by clearing the check box on the Summary tab.

Personal Identification Number (PIN) Settings

Table 6:

This Field...	...Is Used as Follows
Administrator Email	In this box, you can enter the e-mail address where you want to receive automatic notifications when a user unsuccessfully attempts to enter his or her PIN multiple times.
Enable PIN Expiration	If you select this, then the system enables the PIN Expiration feature so that PINs expire after the number of days you indicate in *PIN Expires After*.

This Field...	...Is Used as Follows
PIN Expires After	In this box, you can indicate the number of days after which you want a user's PIN to expire, requiring the user to create a new PIN. A user's PIN and password are different things. Users use their PIN number for electronic signatures, and they use a password to log on to the user interface. You can manage passwords in *Password Settings* (*System Admin* > *Configuration* > *Global Variables*).
Count Between Repeated PIN	In this box, you can indicate the number of times that a user must enter a unique PIN before he or she can reuse a PIN value. For example, if you set the count to three, then a user must select three different PIN values before he or she can reuse the first value.
Minimum PIN Change Period	In this box, you can indicate the number of days before a user can change his or her PIN. The system does not account for partial days when it counts days between PIN changes. For example, if a user changes his or her PIN at 5:00 p.m. on 01/01/2009, and you set the Minimum PIN Change Period to three, then the user may change his or her PIN at any time on 01/04/2009.

Electronic Signature Meaning Code Settings

Table 7:

This Field...	...Is Used as Follows
Administrator/User Default Esig Meaning Code	When the system prompts administrators or users for their e-signature, the e-signature meaning code defaults to what you select for either the Administrator or User Default Meaning Code. You can edit existing or create new meaning codes in *References* > *System Admin* > *Esig Meaning Code* . Meaning Code can now be localized in addition to other fields already enabled.
Administrator/User Esig Message	You can add an instructional message (for example, explaining the e-signature process) that administrators or users see when the system prompts them for their e-signature. Administrator Esig Message and User Esig Message can now be localized in addition to the other fields already enabled.

Related Information

SAP SuccessFactors Learning E-Signature Meaning Code [page 24]

3.5.5 How SAP SuccessFactors Learning Uses E-Signatures

Use e-signatures to provide a secondary identity verification if you are overseen by a regulatory organization.

E-Signatures are part of a system that ensures user uniqueness in SAP SuccessFactors Learning. They are a secondary form of identification most often used by companies that must meet compliance from an oversight body. For example, U.S. drug manufacturers are overseen by the Food and Drug Administration (FDA) in the U.S. Federal Government. If you are **not** overseen by a compliance organization, then chances are that you do not use e-signatures.

When any user posts a learning completion status, if that completion status requires e-signature approval, then SAP SuccessFactors Learning starts an approval process that requires e-signatures. For example, imagine that an administrator records a learning event for users and two things are true:

- The learning event has electronic signatures enabled (for example, the user completed a learning item, and *Learning* > *Items* > *Summary* > *Enable Electronic Signature* is set to *Yes*.
- The completion status requires an e-signature and it has a defined approval process.

In this case, the administrator is asked to provide an e-signature. If the approval process also requires the e-signature of a manager, that manager also provides his or her e-signature, and so on through a process that you define. At each stage in the process, the users must enter e-signature meaning codes to define their actions.

Related Information

Adding Primary E-Signatures Approval Processes for Learning Events [page 21]
SAP SuccessFactors Learning E-Signature Meaning Code [page 24]

3.6 Approval Process and Cut-Off Dates

When a user seeks approval after a registration cut-off date, you can hide it from approvers.

If a user requests enrollment or withdraw approver, but the registration cut-off date has already passed, you can hide the approvals from approvers. Go to *System Admin* > *Configuration* > *Registration Settings* and select *Apply Registration cut-off and Start Date to Approval Process*.

- When you hide approvals in this way, **enrollment (registration)** approvals remain pending until the *Deny Expired Approval* Automatic Process Manager (APM) runs. You can configure the APM in *System Admin* > *Automatic Processes*.
- When users look up the approvals that they sent after the cut-off date, they see them in a pending status.

- For both enrollment and withdraw approvals, you can see the approvals in the approval status report. As an administrator, you can bypass approval and add the user in *Scheduled Offering* > *Registration*

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