CASE STUDY

LMS Migration from On-Premise to SAP/NS2 SaaS

SITUATION

Our client, a large agency with the Federal Government, had many of their components implement SuccessFactors learning management system (LMS) on-premise. But, with the Federal Government directives for agencies to move to “cloud computing,” they decided to migrate to the SAP National Security Services (NS2) Software as a service (SaaS) secure cloud solution.

Note: The NS2 secure cloud solution is FedRamp certified and has one annual release, not quarterly.

The Challenge

The biggest challenge for this agency was that their on-premise system served over 50,000 users, both employees and contractors, and all of that information had to be migrated to the cloud while keeping data integrity. In preparation for the SaaS migration, the client upgraded from Plateau 6.2.11 to SuccessFactors 1508 on-premise in 2016.

DATA INTEGRITY is key when MIGRATING large quantities of EMPLOYEE INFORMATION
GP Strategies® Solution

GP Strategies worked closely with the NS2 team to migrate the data from the on-premise system to the newly acquired cloud environment.

THE SCOPE INCLUDED:

- Implementation of HCM, role-based permissions, LMS
  - Two Environments: Stage and Production
  - PTO, configuration workshops, systems configuration
- LMS upgrade from version b1508 to b1608
- Data Migration
  - A lift-and-shift approach was used and was very successful
- Content Migration to The SAP iContent Offering, Premier Content Management
- Single sign-on SecureAuth solution
- SkillSoft OLSA
- VLS integrations with multiple Adobe Connect accounts
- OCN integration with Lynda.com
- Testing
  - Data verification and phase testing
  - Comprehensive user acceptance testing
- Administrator training virtual sessions
Lessons Learned

• Enlist and continually brief an executive project “champion”.
• Develop a reasonable implementation plan and schedule.
• Start processes to get Authority to Operate and Integrated Systems Agreements early in the project.
• Plan client activities to clean up data and content early.
• Communicate customer approval gates early and often.
• Ensure the customer has the plan, time, and commitment for their participation (meetings, reviews, decisions, testing, verification, etc.).
• Lock in requirements as early as possible.
  – Obtain commitments from all agencies/business units.
• Ensure the availability and commitment of client staff
• Security
  – Involve agency security teams early to understand client security requirements and infrastructures.
  – Identify URLs that will be “inbound” for the customer”, have them whitelisted.
• Be aware of the great value in planning and having multiple trial runs for data – there are many lessons learned to support a smooth go live.
• Consider that when moving to SaaS, the HCM/platform and role-based permissions are NEW and uniquely different from a LMS on-premise.
• Recognize that there is no substitute for hands-on time with the system during training and testing.
• Test & Verify, TEST & VERIFY, TEST & VERIFY

For more information about successful SYSTEMS IMPLEMENTATION for your organization, visit www.gpstrategies.com/solution/workforce-process-excellence/

About GP Strategies

Founded in 1966, GP Strategies delivers performance improvement programs that strategically align with your unique business objectives and differentiate your global workforce, leaders and salespeople to ensure business excellence. Our sole focus is performance improvement, and everything we do, from technical and compliance training to process improvement and human capital technology integration, is focused on helping your organization deliver meaningful results. Visit gpstrategies.com for more information.