



SAP® SuccessFactors® HCM Training

GP Strategies **develops, delivers and supports all training modalities**, designing custom curriculums, courseware, certification programs, and assessment criteria to support organizational success.

Training Services

Training is a **critical component to achieve success** in a SuccessFactors deployment. To support a variety of client needs, GP Strategies® develops, delivers and supports a wide variety of training modalities. We design custom, blended-delivery curriculums and courseware; certification programs and assessment criteria; and, where necessary, curriculum for third-party vendors. Our content can be as simple as one course or as complex as a multilayered curriculum.

Our goal is to provide the right amount of training while transferring knowledge to our clients' employees. To best leverage our clients' investment in SAP, we recommend an approach that leverages standard functionality and SAP-provided training materials that can be utilized globally. We want to reduce or eliminate custom documentation that will become quickly outdated with the iterative advances of a cloud technology deployment. Accordingly, GP Strategies uses a combination of knowledge management best practices and standard training methodologies to transfer knowledge. We:

- Train and support end users in the use of new systems
- Provide staff with a comprehensive training program
- Support formal classroom training for LMS administrators
- Utilize train-the-trainer methods to give our clients the ability to train future administrators and reduce training costs
- Provide training materials and access to vendor-supplied training materials that can be updated as new release information is distributed
- Provide adequate training facilities and resources to support an agreed upon training program

Administrator Materials: As a SuccessFactors customer, you will have access to free web-based training and admin guides once you receive access to the SuccessFactors customer portal. SuccessFactors provides numerous non-editable job aids for administrators that can be accessed through their customer portal.

Note: Editable materials are available through SuccessFactors. However, additional fees apply for the editable training materials package. Customers will receive the materials for one version only (i.e., b1608). The files will still be available via the customer portal and will be assigned to your registered point of contact (POC). SuccessFactors assigns the items to up to two (2) POCs per company. Editable materials can be procured and translated for an additional fee.



Training Offering Overview

GP Strategies provides **instructor-led Administrator training** for each in-scope module, ensuring the client team has the capabilities they need to make administrative changes to the platform as business needs evolve.

The following table provides information about the HCM training we offer.

Title & Purpose	Agenda Topics	Attendees	Duration	Modality
<p>Project Team Orientation (PTO) Training</p> <p>Initial training on the solution. We recommend the core team that will be making the critical decisions attend this in-person training. Other contributors can attend a virtual PTO offering if necessary.</p>	<p>Product orientation to establish a baseline of the core team's understanding.</p> <p>Topics:</p> <ul style="list-style-type: none"> User Management User Interface and Navigation 	<ul style="list-style-type: none"> Core customer team (up to 12 associates) GP Strategies core team (up to 3 associates) 	1-2 days depending on the module	Onsite
<p>Administrator Training</p> <p>This is System Admin. training for administrators of the modules implemented in the solution.</p>	<ul style="list-style-type: none"> Module-specific Administrator functions 	<ul style="list-style-type: none"> Client administrators (up to 12) GP Strategies SF-certified LMS trainer (1) 	2-5 days depending on the module	Onsite
<p>Plateau Report Designer Training</p> <p>This is a 3-day course where we teach how to create custom reports. It requires strong technical knowledge of similar reporting tools, databases, and SQL.</p>	<ul style="list-style-type: none"> LMS data dictionary BIRT tool 	<ul style="list-style-type: none"> Customer report designers (up to 12) GP Strategies SF-certified LMS trainer (1) 	3 days	Onsite
<p>Online Report Designer (ORD)</p> <p>This is a 3-day course providing guidance on how to use the ORD tool to create custom reports.</p>	<ul style="list-style-type: none"> ORD functionality SQL review Data dictionary 	<ul style="list-style-type: none"> Customer report designers (up to 12) GP Strategies SF-certified LMS trainer (1) 	3 days	Onsite

The table below enumerates the amount of time required to deliver training per module.

Activity	PTO Training	Administrator Training
Employee Central	1 day	2 days
Recruiting Management	1 day	1 day
Onboarding	1 day	1 day
Learning	2 days	5 days
Performance and Goal Management	1.5 days	2 days
Succession / CDP	1.5 days	2.5 days
Workforce Planning and Analytics	1 day	2 days
Compensation and Variable Pay	1 day	2 days

SuccessFactors HCM Training Practice

Our team consists of **highly qualified professionals** dedicated to the delivery of SuccessFactors training to both GP Strategies' and SuccessFactors' clients implementing and/or upgrading their SuccessFactors instance. Our trainers have extensive experience with the different versions and releases of various LMS platforms, including SAP SuccessFactors and can provide both instructor-led training and train-the-trainer services. However, their skill sets go beyond training, as our trainers are also often involved in system configuration and testing. By having hands-on experience with the system, they are familiar with what the different configuration settings control and how to verify those settings.

Our expertise in this area is evidenced by the fact that GP Strategies is responsible for delivering SuccessFactors Mastery training, which is the training all consultants must complete before they can implement SuccessFactors modules. GP Strategies was also responsible for creating custom web-based training to provide instruction to internal SAP employees on how to utilize the SuccessFactors LMS.



••• For more information on how to **get started** with your SuccessFactors training, contact us at HTSales@gpstrategies.com.



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