



PUBLIC

SAP SuccessFactors Work Zone: Migration and Implementation considerations

Document Details

Name	Objective	Audience
SAP SuccessFactors Work Zone: Migration and Implementation considerations	To provide an architectural overview and discuss migration and implementation considerations for SAP SuccessFactors Work Zone	SAP SuccessFactors Customers: IT and HR professionals. SAP SuccessFactors Implementation Partners: Consultants, Solution architects and Project managers

Change Log

Version	Date	Description
1.0	04-Dec-2020	Initial version
1.0.1	15-Apr-2021	Document updated to reflect the new name SAP Business Technology Platform (SAP BTP)
1.0.2	05-Aug-2021	Document updated to reflect the new name SAP SuccessFactors Work Zone, support for reuse of existing BTP CPEA Global Account for SAP Work Zone and other minor updates
2.0	18-Feb-2022	Document updated with Off-BizX migration and support for multiple employment.
2.1	27-Feb-2023	Document updated to reflect the new name SAP Build Work Zone, advanced edition, updated guidance to help customers/partners choose the edition best suited for them.
2.2	30-Aug-2023	Inclusion of SAP Build Process Automation

Supported Releases

Product	Release - From	Release-Valid till
SAP SuccessFactors	1H 2023	

Contribution

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WHAT'S NEW

Learn about changes to this document in recent release(s).

Version 2.2 – 30-Aug-2023

What's New	More Information
SAP Build Process Automation is now included with Work Zone	SAP SuccessFactors Work Zone license now includes entitlement to SAP Build Process Automation. SAP SuccessFactors Work Zone now contains integration with SAP Build Process Automation. The onboarding booster provides the option to enable SAP Build Process Automation. The relevant details of this have been updated in the IDP.

Version 2.1 – 27-Feb-2023

What's New	More Information
SAP announced new name SAP Build Work Zone	SAP re-branded SAP Work Zone and SAP Launchpad service to SAP Build Work Zone. SAP Build Work Zone will be offered in three editions: SAP Start (currently in Beta), SAP Build Work Zone, standard edition and SAP Build Work Zone, advanced edition. There is no change to SAP SuccessFactors Work Zone brand. The document has been updated to reflect the new names.
Updates to section migration path	The details of the migration path have been updated to reflect the availability of HR content from SAP SuccessFactors in SAP Build Work Zone, advanced edition. The guidance to choose the appropriate Work Zone edition based on the commercial models is now included.
Other changes	Language support and guidance on Data Center mapping has been updated.

Version 2.0 – 18-Feb-2022

What's New	More Information
Decouple SAP SuccessFactors Work Zone from BizX	User authentication and provisioning of SAP SuccessFactors Work Zone (or SAP Jam before upgrading) is now to be done through SAP Cloud Identity Services - Identity Authentication (IAS) and Identity Provisioning (IPS). Customers newly migrating to SAP SuccessFactors Work Zone and existing customers who provision users through a nightly BizX job need to decouple SAP SuccessFactors Work Zone from SAP SuccessFactors HXM core (BizX) and move to IPS based provisioning. The migration path has been updated to reflect this pre-requisite.
Support for multiple employment	SAP SuccessFactors Work Zone supports multiple employments since 2H 2021, the document has been updated to reflect the same and provide details of how the application handles multiple employments.
Other changes	Support for new languages and availability of new Cloud Foundry Data Centers has been updated.

1 TERMINOLOGY

The following table explains some abbreviations used in this document.

Abbreviation	Description
CPEA	Cloud Platform Enterprise Agreement
EC	Employee Central
EP	Employee Profile
ERP	SAP Enterprise Resource Planning often referred in the document pertains to SAP HCM on premise system
HR	Human Resources
HXM	Human Experience Management
IAS	SAP Cloud Identity Services – Identity Authentication
IdP	Identity Provider
IDP	Implementation Design Principle
IPS	SAP Cloud Identity Services – Identity Provisioning
RBP	Role Based Permissions
BTP	SAP Business Technology Platform
SAP Jam	SAP Jam Collaboration
SKU	Stock Keeping Unit
UI	User Interface

2 ABSTRACT

SAP SuccessFactors Work Zone is an intuitive digital workplace experience that provides easy access to relevant business applications and processes, information, and communication in a unified entry point for work - with the employee at the center.

This Implementation Design Principle addresses some of the essential architecture, migration and implementation concepts to be considered while planning and executing an implementation of SAP SuccessFactors Work Zone.

To customize/extend the standard Work Zone content provided by SAP SuccessFactors or develop custom UI integration cards and Guided Experiences, refer to IDP *SAP SuccessFactors Work Zone: Developing and Extending Content*.

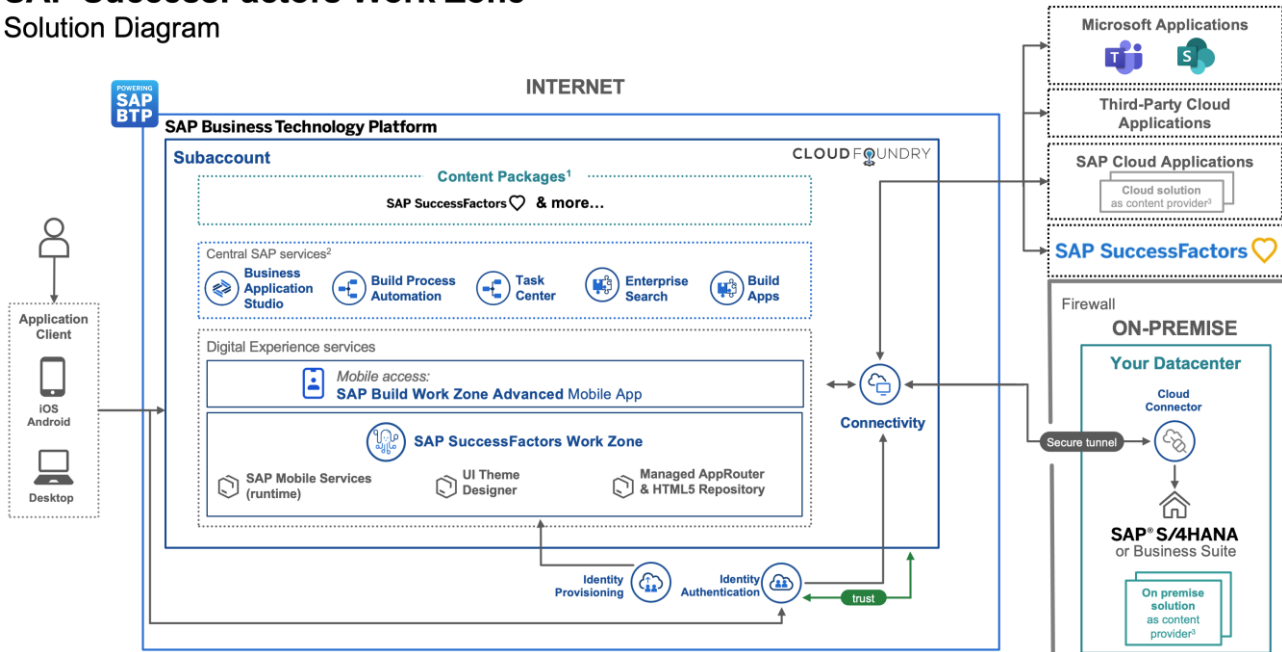
3 INTRODUCTION

SAP SuccessFactors Work Zone is architected as an integrated solution offering of the SAP Build Work Zone, advanced edition service along with other BTP services on the SAP Business Technology Platform connected to SAP SuccessFactors. It delivers HR experiences in the form of templated HR-centric content which partners and customers may use as delivered or adapt as desired to conceptualize customer specific experiences integrating applications across the customer landscape.

An integrated SAP SuccessFactors Work Zone Architecture is represented in the figure below. Please note that this architecture provides a representation with possible components and integrations, and every customer's individual landscape would be dependent on their own applications and license situations.

SAP SuccessFactors Work Zone

Solution Diagram



¹ HR Content package & LoB integration scenarios out of the box and option for custom

² Additional licenses required for some services (SAP Task Center is planned to be included in SAP SuccessFactors Work Zone in 2023)

³ [List](#) of supported content provider systems

The pre-requisites for implementing SAP SuccessFactors Work Zone include

- (At least) One SAP SuccessFactors module (not including SAP Jam)
- SAP Cloud Identity Services (IAS/IPS) migration for SAP SuccessFactors completed
- SAP Business Technology Platform Account

In this document we will review the migration and implementation options for SAP SuccessFactors Work Zone and some important considerations. It is important to note that migration to SAP SuccessFactors Work Zone in this document is referring to 'solution migration' / conversion / in-place upgrade.

4 OVERVIEW OF MIGRATION AND IMPLEMENTATION CONSIDERATIONS

The migration, implementation options and considerations for deploying and enabling SAP SuccessFactors Work Zone for customers will be discussed in the following sections, Section 4 introduces the considerations and while section 5 will provide a detailed description.

4.1 Migration Path

The path to implementing SAP SuccessFactors Work Zone is dependent upon the current SAP product landscape or implemented components as the starting point. As enumerated in the Introduction section above, SAP SuccessFactors Work Zone is offered as an integrated architecture of SAP Build Work Zone, advanced edition, which is a service provided on the SAP Business Technology Platform along with several other BTP services. It is integrated with a SuccessFactors instance running at least one module of SuccessFactors. The starting position for any customer to achieve a target architecture of an integrated SAP Build Work Zone, advanced edition and SuccessFactors is generally one of the following:

- Customer with SAP Jam (*Users provisioned from SAP SuccessFactors or SAP Cloud Identity Services*)
- Customer with SAP Cloud Portal (*Freestyle / Launchpad*)
- Customer with SAP Enterprise Portal
- A net new SAP customer (*or an existing SAP customer without any of the above*)

It is important to understand the customer's current architecture to define an appropriate migration path.

4.2 User Provisioning, Authorization and IAS considerations

In general, to provide access to SAP SuccessFactors Work Zone, users have to be provisioned into SAP SuccessFactors Work Zone through SuccessFactors HXM Core (Employee Profile). Users external to SuccessFactors can be provisioned separately from other sources via IAS.

Provisioning, Authorizations and Permissions for users in SAP SuccessFactors Work Zone need to be managed using the following:

- Provision users through SAP Cloud Identity Service – Identity Provisioning
- Permissions in SAP SuccessFactors Work Zone and
- SAP Business Technology Platform role-collections

For SAP SuccessFactors and SAP SuccessFactors Work Zone, SAP Cloud Identity Services (IAS/IPS) is used as the primary identity provider. This can however act as a “proxy” for existing “Single-Sign-On” setups on the customer side, e.g., connecting to another corporate identity provider. The general migration guidelines for the SAP SuccessFactors IAS/IPS migration apply.

4.3 Data Center and Instance approaches

SAP SuccessFactors Work Zone operates as a service delivered from an SAP Business Technology Platform data center operating on a Cloud Foundry environment which needs to integrate with SAP SuccessFactors delivered via an SAP SuccessFactors data center.

4.4 Language and Translation considerations

SAP Build Work Zone supports all languages that are supported by SAP SuccessFactors. For a customer with an existing SAP SuccessFactors implementation with multiple languages enabled, language configuration and translation considerations need to be factored in, when moving to SAP SuccessFactors Work Zone.

4.5 Feature considerations for SAP Jam and SAP SuccessFactors Work Zone

Although SAP Jam can be considered as one of the starting points for migration to SAP Build Work Zone, advanced edition and users and content is easily migrated to SAP Build Work Zone, advanced edition, it is not considered as an upgraded Jam collaboration solution. SAP Build Work Zone, advanced edition is a much broader, more powerful and valuable solution which – among (many) other services & features - includes capabilities based on SAP Jam functionality.

4.6 Deploying templated HR Content

SAP SuccessFactors delivers HR content to SAP Build Work Zone customers in the form of templates for features such as Workspaces, cards and guided experiences, that may be used as delivered or adapted as desired in the customer landscape.

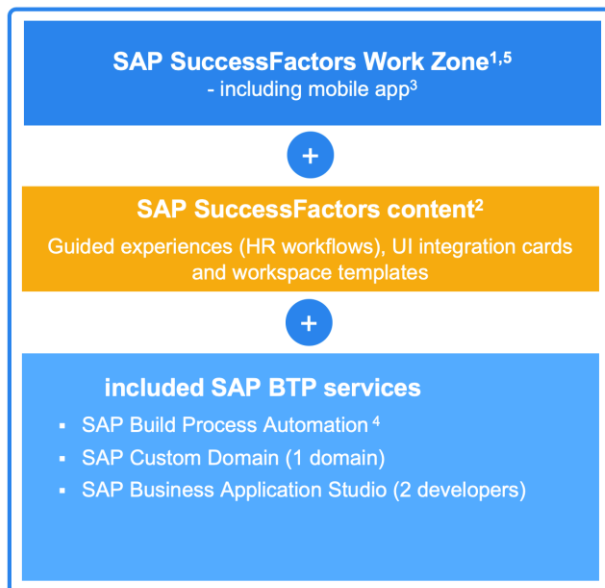
5 DETAILS OF MIGRATION AND IMPLEMENTATION CONSIDERATIONS

In the following section we will discuss in further detail each of the considerations introduced earlier.

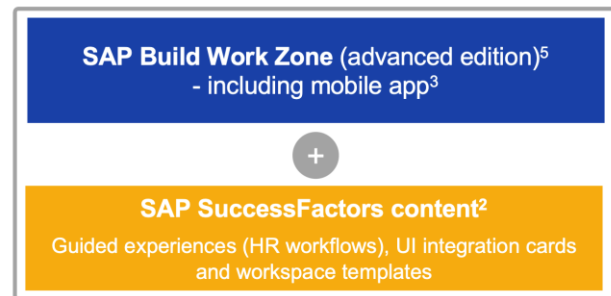
5.1 Migration Path

SAP Build Work Zone, advanced edition is a service independent of the SAP SuccessFactors HXM application. SAP SuccessFactors Work Zone is a bundled offering, packaged as an integrated SAP Build Work Zone, advanced edition along with other BTP services and SAP SuccessFactors solution. SAP SuccessFactors Work Zone and SAP Build Work Zone, advanced edition are two separate SKU's that allow customers the flexibility to choose either a bundled offering or pick and choose certain services in an a'-la-carte manner respectively.

SAP SuccessFactors Work Zone packaged solution (bundle)



SAP Build Work Zone, advanced edition à la carte service



¹ Provides the same functional scope as SAP Build Work Zone, advanced edition

² Available content listed in the [documentation](#).

³ Native mobile app delivered with Work Zone leverages SAP Mobile Services (runtime). Building own mobile app(s) or customizing the standard mobile app requires purchase of regular SAP Mobile Services license

⁴ SAP Build Process Automation, standard users in an equivalent quantity to SAP SuccessFactors Work Zone user licenses, two (2) SAP Build Process Automation, advanced user licenses

⁵ Includes 1000 GB storage per instance, additional data storage (units of 500 GB) available for purchase

As of Jan 2023, the SAP SuccessFactors content for Work Zone is available to SAP Build Work Zone, advanced edition customers as well, as depicted in the above graphic. With this change, the differences between SAP SuccessFactors Work Zone and SAP Build Work Zone, advanced edition are purely commercial only. The following commercial models are supported:

Product	Commercial Model
SAP Build Work Zone, advanced edition	Consumption-based (CPEA or PAYG)
SAP SuccessFactors Work Zone	Subscription-based

Customers can now choose the commercial model best suited for their usage and decide the corresponding SKU for their implementation. It is important to review the details of both commercial models before making the decision. Once implemented, switching between the commercial models (and there by the Work Zone editions) will need re-implementation of the other service(s). Refer to the *Commercial Models and Metering* page in *SAP Build Work Zone, advanced edition Administrator Guide* to view the full list of services included in each Work Zone edition and the supported commercial models and metrics. Another important condition for customers to be able to opt for SAP SuccessFactors Work Zone is that they must have at least one module of SAP SuccessFactors other than SAP Jam.

There are certain nuances that need to be kept in mind when implementing SAP Build Work Zone that depend on the customer's current SAP footprint.

Every customer would generally fall into one of the following four situations

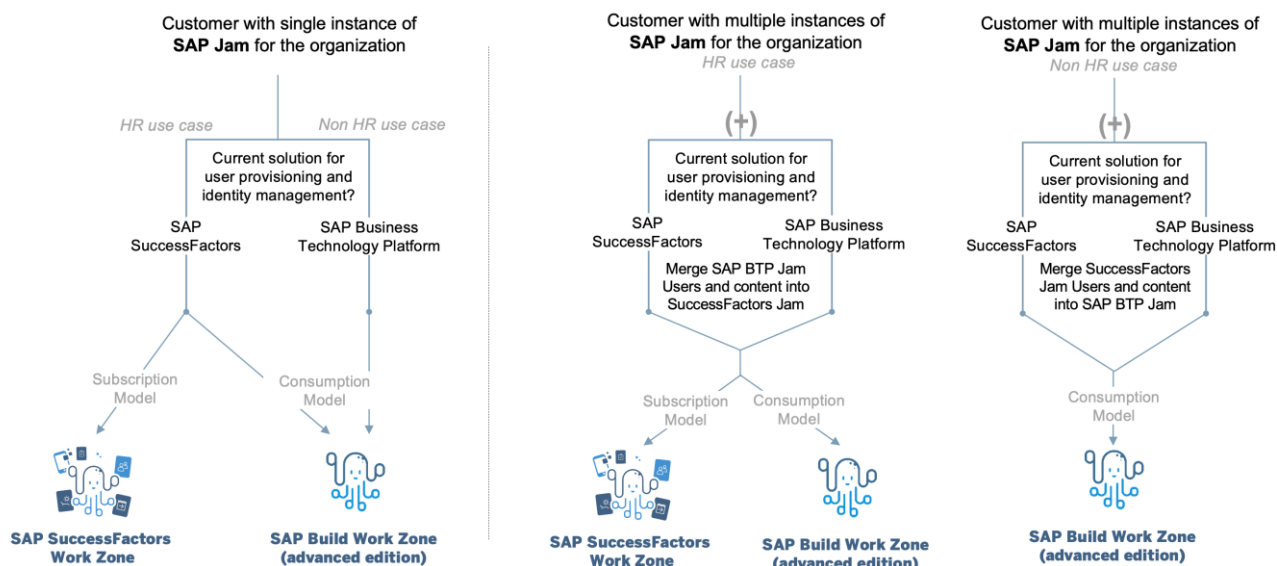
- Customer with SAP Jam (*Users provisioned from SAP SuccessFactors or SAP Cloud Identity Services*)
- Customer with SAP Cloud Portal (*Freestyle / Launchpad*)
- Customer with SAP Enterprise Portal
- A net new SAP customer (*or an SAP Customer without any of the above*)

Customer with SAP Jam (*Users provisioned from SAP SuccessFactors or SAP Cloud Identity Services*)

SAP Jam is available in four different editions which control the features that are available in the product. The editions are *Basic*, *Advanced*, *Advanced Plus* or *Enterprise*. By default, all SAP SuccessFactors customers prior to Q1 2022 used to get SAP Jam *Basic* edition, but many customers could have subscribed to a higher edition to utilize more features of SAP Jam.

Customers can also deploy Jam for non – HXM use cases such as SAP Integrated Business Planning (Supply Chain) or SAP Sales & SAP Marketing Cloud (CX Solutions). In such cases, customers may not have SAP SuccessFactors to manage users and hence use SAP Cloud Identity Services (Identity Authentication (IAS) & Identity Provisioning (IPS)) for authentication & provisioning of SAP Jam users.

- A customer with SAP Jam with SAP SuccessFactors as their user provisioning system has the option to either choose the bundled subscription-based offering of SAP SuccessFactors Work Zone or go with SAP Build Work Zone, advanced edition and select services using a consumption-based model.
- A customer with SAP Jam and using SAP Cloud Identity Services to provision users and not SAP SuccessFactors should ideally opt to go with SAP Build Work Zone, advanced edition, (assuming they are not planning on moving to SuccessFactors for their core HCM needs and do not intend to utilize templated HR content).
- Hybrid customers who have multiple instances of SAP Jam, including those on SAP SuccessFactors and the non HXM SAP Jam use case should merge and migrate their SAP Jam instances into a single SAP SuccessFactors Work Zone or SAP Build Work Zone, advanced edition instance.

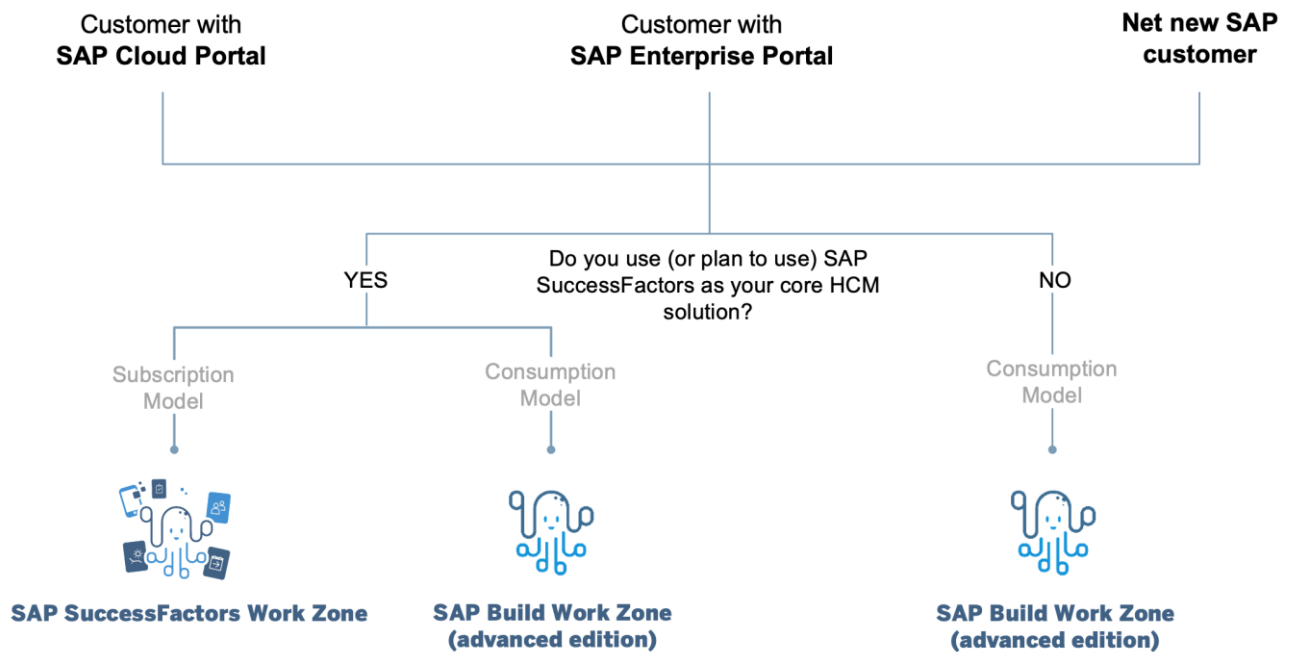


Note: Customers using SAP SuccessFactors for provisioning users into SAP Jam need to decouple user provisioning to SAP Cloud Identity Services

SAP Cloud Portal or SAP Enterprise Portal customers or Net New customers of SAP

- These customers have the option to go with either SAP Build Work Zone, advanced edition or SAP SuccessFactors Work Zone (with at least one module of SAP SuccessFactors implemented). The commercial options highlighted above need to be considered while making the decision. It is worth noting that both SAP SuccessFactors Work Zone and SAP Build Work Zone, advanced edition come with SAP Build Work Zone, standard edition (launchpad) capabilities so that customers can pull in the applications they need to do their job – from one location.

All customers need to note that for SAP SuccessFactors Work Zone, the default setting would be to provision users through SAP SuccessFactors (through IPS since Q1 2022). In this section (and throughout the document) we will focus on migration and implementation considerations for SAP SuccessFactors Work Zone.



Migration of customers to SAP SuccessFactors Work Zone

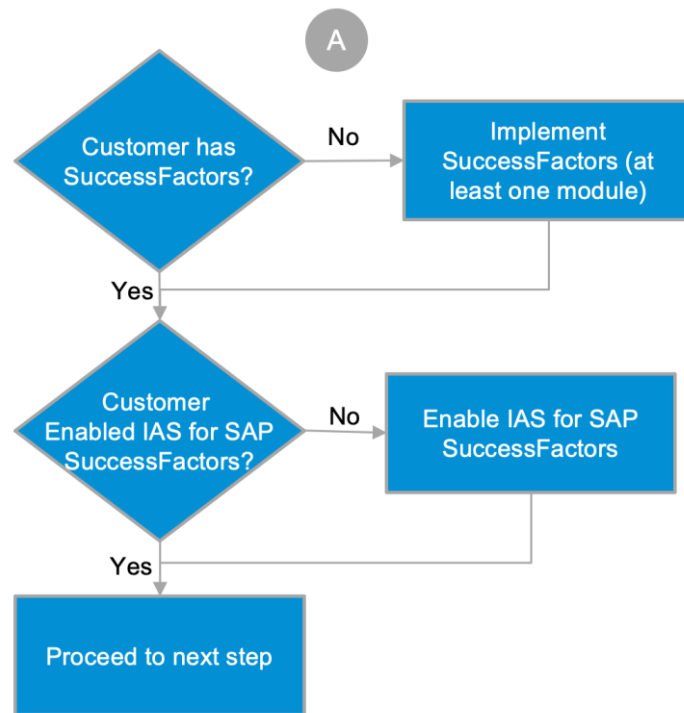
We will now focus on migration of customers to SAP SuccessFactors Work Zone stressing on some of the pre-requisites needed to enable and use SAP SuccessFactors Work Zone. *Please note, the migration to SAP Build Work Zone, advanced edition is not covered in this document.*

The pre-requisites for implementing/migrating to SAP SuccessFactors Work Zone include

- A. One SAP SuccessFactors module (not including SAP Jam) and SAP Cloud Identity Services – Identity Authentication (IAS) enabled for SAP SuccessFactors
- B. Prepare SAP Jam tenant for upgrade / migration to SAP SuccessFactors Work Zone (applicable only to those customers who actively use an existing SAP Jam instance)
- C. SAP Business Technology Platform account set up

Upon establishing the above three baseline steps as part of the initial steps, the customer can execute the steps documented in the *Onboarding to SAP SuccessFactors Work Zone* section of the *SAP Build Work Zone, advanced edition Administrator guide*. Please note that some activities in the baseline set up will require to be performed by SAP Build Work Zone, advanced edition Provisioning/Support teams. The flow charts below capture the nuances of these steps.

A. SAP SuccessFactors and SAP IAS set up



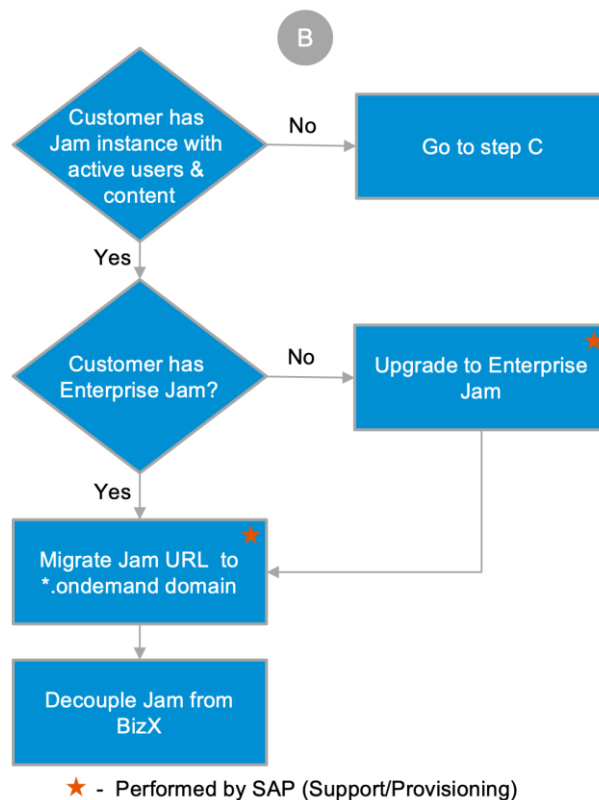
SAP SuccessFactors Work Zone is packaged as an offering of SAP Build Work Zone, advanced edition on the SAP Business Technology Platform enabled for the HR use case with pre-delivered templated content built with SAP SuccessFactors as the underlying HXM application. For customers who are not yet customers of SAP SuccessFactors, an implementation of at least one module of SAP SuccessFactors is required.

SAP Build Work Zone, advanced edition instance: Number of instances available for customers to enable SAP SuccessFactors Work Zone corresponds to the number of SAP SuccessFactors HXM Core (BizX) instances. Customers should generally upgrade their productive and Development/Test SAP Jam Instances to SAP SuccessFactors Work Zone.

Customers who have no SAP Jam footprint will create SAP SuccessFactors Work Zone tenant using the option 'I want to create a new SAP SuccessFactors Work Zone tenant' in the SAP SuccessFactors Work Zone configurator. The number of SAP SuccessFactors Work Zone tenants that a customer can create using this method still corresponds to the number of HXM core (BizX) instances.

SAP Cloud Identity Services (SAP IAS) is required for identity authentication with SAP SuccessFactors. Customers are required to implement SAP IAS for SAP SuccessFactors prior to implementing SAP SuccessFactors Work Zone. For information on the migration process please refer to SAP Help documentation [Setting up SAP SuccessFactors with Identity Authentication and Identity Provisioning Services](#).

B. Prepare SAP Jam tenant for upgrading to SAP SuccessFactors Work Zone



Instructions in this step are applicable only to customers who want to upgrade their existing SAP Jam instance (ideally with active usage). Customers without SAP Jam instance can proceed to step C. Such customers (with no active SAP Jam instance) need to select option 1: “Create a new tenant” in the Work Zone Configurator (to be launched after completing Steps A and C).

Jam Version for upgrade: As noted in an earlier section SAP Jam is available in multiple versions depending on the functionality desired. Prior to Q1 2022, SAP SuccessFactors customers always got (at least) the basic SAP Jam application along with their SuccessFactors HXM core license. For purposes of migration to SAP SuccessFactors Work Zone, the Enterprise version of SAP Jam is required. Customers on the Basic version will be upgraded to Enterprise version by SAP Support prior to commencing the technical migration to SAP SuccessFactors Work Zone.

Migrating Jam domain to *.ondemand.com: Customer’s SAP Jam environment URL (jam##.sapjam.com) or a custom domain or sub domain for SAP Jam will be migrated to an *.ondemand.com URL by the SAP Support team initiated by an SAP Support ticket. Refer to *KBA 2920494* for details on the domain migration process. Completion of this process is confirmed by verifying SAP Jam content is now available via the updated URL(s).

Customers should be aware of the following impact and should plan to address them appropriately during the URL domain migration:

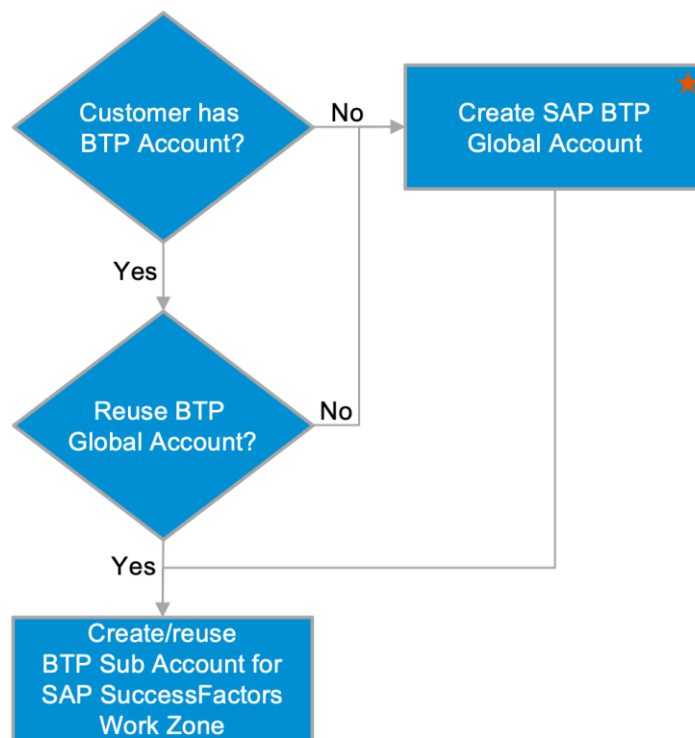
- Any existing systems/integrations pointing to SAP Jam URL need to be updated to point to the new *.ondemand.com URL. Browser level URLs will get auto redirected to the new URL(s) which in turn will redirect to the SAP SuccessFactors Work Zone URL (the latter will only happen after the migration to SAP SuccessFactors Work Zone is completed of course).

It is helpful to note that customers can continue to use SAP Jam as is after the domain migration and before the actual upgrade to SAP SuccessFactors Work Zone.

Decouple Jam from SAP SuccessFactors HXM Core (BizX): In this step the user authentication and provisioning of the SAP Jam instance will be converted to use SAP Cloud Identity services: Identity Authentication (IAS) & Identity Provisioning (IPS) instead of SAP SuccessFactors HXM Core. Follow the steps outlined in *KBA 3111415*.

The migration of SAP Jam domain and decoupling from SAP SuccessFactors HXM core can be performed in any order.

C. Establishing the SAP Business Technology Platform Account



★ - Performed by SAP (Support/Provisioning)

Upon completion of contracting/licensing steps, The SAP Provisioning team will create an SAP Business Technology Platform Global account if the customer is using SAP Business Technology for the first time. If the customer already has an SAP Business Technology Global Account, the same can be reused. Prior to May 2021 customers with an existing CPEA (Cloud Platform Enterprise Account) global account, couldn't reuse their Global Account for SAP SuccessFactors Work Zone (subscription-based model). This is no longer the case and customers can reuse their CPEA global account to also run SAP SuccessFactors Work Zone service.

The customer will work with their SAP Account team and SAP Business Technology Operations in order to get these established. Once the global account is established the SAP SuccessFactors Work Zone service can be subscribed to under a new/existing sub account in a SAP Business Technology data center preferably in the location closest to the SAP SuccessFactors data center location. Section 5.3.1 of this document will provide detailed guidance to select the appropriate data center/region/infrastructure provider for setting up the sub account.

Run the Booster

After establishing the BTP sub account and meeting all the pre-requisites the next step is to run the booster *Get Started with SAP SuccessFactors Work Zone* found in the Boosters screen in BTP cockpit at the global account. In case there are any technical issues running the booster, the setup tasks completed by the booster can be completed manually by following the instructions located in the section *Manual Execution of the Booster* in the *SAP Build Work Zone, advanced edition* administrator guide under *Onboarding to SAP SuccessFactors Work Zone*.

Post Booster Configuration

The steps in the post booster configuration are required to connect the SAP BTP subaccount to SAP Cloud Identity services – Identity Provisioning, and to switch the authentication mechanism to SAP Cloud Identity Services – Identity Authentication.

Follow the steps outlined in the section *Post Booster Configuration* in the *SAP Build Work Zone, advanced edition* administrator guide under *Onboarding to SAP SuccessFactors Work Zone*.

Run the Configurator

After establishing the above steps, the customer is now ready to undertake the technical migration to SAP SuccessFactors Work Zone. This is accomplished by running the steps in the Configurator. These steps are documented in detail within the *SAP Build Work Zone, advanced edition Administrator Guide* under the section *Run the Configurator* under *Onboarding to SAP SuccessFactors Work Zone*. The steps would need to be performed by the customer in consultation with their implementation partner. Please reach out to SAP support (under component EP-WZ) for any queries or blockers while executing the steps in the process.

The steps in the Configurator vary based on whether customer is creating a new SAP SuccessFactors Work Zone tenant or creating an SAP SuccessFactors Work Zone tenant based on an existing SAP Jam tenant.

Steps involved in creation of a new SAP SuccessFactors Work Zone tenant:

- Step 1: Prerequisites
- Step 2: Create a Destination to SAP SuccessFactors
- Step 3: Set Up Environment
- Step 4: Configure IAS and IPS
- Step 5: Launch

Steps involved in creation of an SAP SuccessFactors Work Zone tenant based on existing SAP Jam tenant

- Step 1: Prerequisites
- Step 2: Create a Destination to SAP SuccessFactors
- Step 3: Create a Destination to SAP SuccessFactors Work Zone
- Step 4: Set Up Environment
- Step 5: Launch

Successful execution of these steps confirms the upgrade/ migration to SAP SuccessFactors Work Zone.

Please refer to the *Before Using SAP SuccessFactors Work Zone* section in the *Configuring and Using SAP SuccessFactors Work Zone* guide prior to deploying SAP SuccessFactors delivered HR template content such as Workspaces Integration, UI Cards and Guided Processes.

Migration of External Users (if applicable)

Existing Jam customers might need to migrate external users separately into IAS. Customers that are already using IAS, with all external users already existing in IAS need not go through this step. This step is only applicable if customers were using SAP ID service with SAP Jam for external users.

A migration tool for external users is in consideration for a future release

5.2 User Provisioning, Authorization and IAS considerations

In this section we will go over the details of how users are provisioned into SAP SuccessFactors Work Zone, the concept of user permissioning / authorization and the use of SAP Cloud Identity Services (IAS/IPS) to authorize users for SAP SuccessFactors Work Zone.

5.2.1 User Provisioning

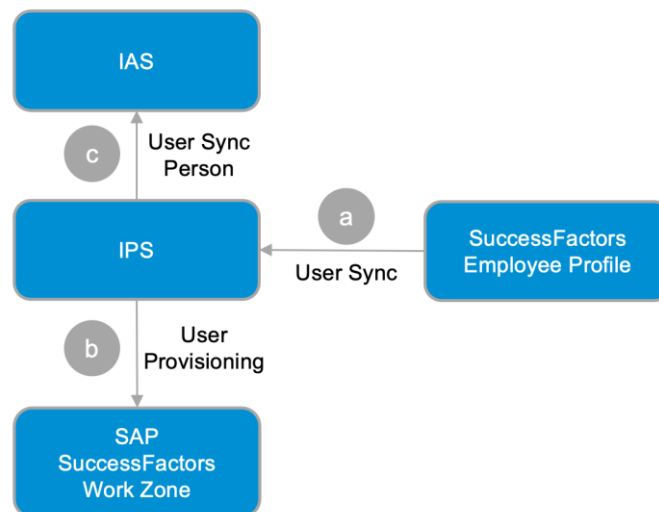
For users to be able to access SAP SuccessFactors Work Zone, the default setup would be to first create them in SAP SuccessFactors Employee Profile and provision them into SAP SuccessFactors Work Zone through SAP Identity Provisioning System. This would be the approach even for users that are mastered in a separate core HCM system such as SAP ERP HCM or any other HCM system. Alternately, other systems like Azure AD, IAS etc., can be utilized as source system.

In addition to the above, users need to be created in SAP Cloud Identity Services, Identity Authentication including user details coming from SAP SuccessFactors. Identity Provisioning Service (IPS) is used to create and update user records in Identity Authentication. The user details must include SAP SuccessFactors User Id (users-sys-id) for integration scenarios. For user Id to be synced, the transformation templates in IPS (SuccessFactors as Source and IAS as Target) needs to be updated as per guidelines documented in help document *Configuring and Using SAP SuccessFactors Work Zone* under section “*Configuring Identity Provisioning Service (IPS)*”.

The flow diagram below covers the general scenario of users (employees, contractors, and others) being provisioned, that are either mastered in SuccessFactors Employee Central or have an employee profile record in SuccessFactors by virtue of running one or more talent solutions or the case of non-functional users.

The same flow also applies to SuccessFactors-based external users, who will be managed directly within SuccessFactors platform and marked as external users in SAP SuccessFactors Work Zone using any of the custom fields in Employee Profile (Custom01-15).

Users from SAP SuccessFactors HXM Core (BizX)

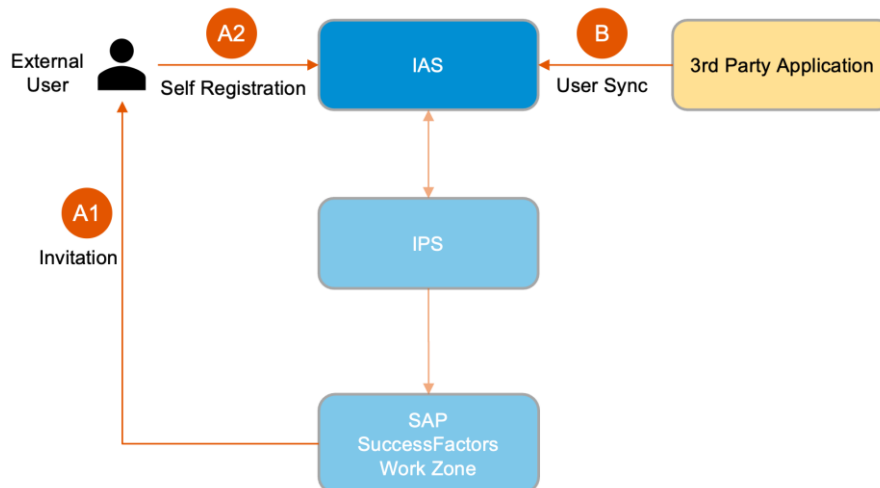


- a. SAP Identity Provisioning System (IPS) reads users from SuccessFactors system and
- b. SAP Identity Provisioning System (IPS) creates/updates users in SAP SuccessFactors Work Zone
- c. SAP Identity Provisioning System (IPS) creates/updates users in Identity Authentication system

User provisioning through IAS

The situation of users needing access for SAP SuccessFactors Work Zone and not existing in SuccessFactors Employee Profile can be handled by directly creating them in SAP Cloud Identity Services (IAS). This holds good for both internal users and external users. These users could be created in IAS either from a 3rd party application or could be one off external user invited to use the application for specific purposes.

External User Creation in IAS



External User Creation in IAS

Users external to SAP SuccessFactors Work Zone can be created in one of two ways as described below:

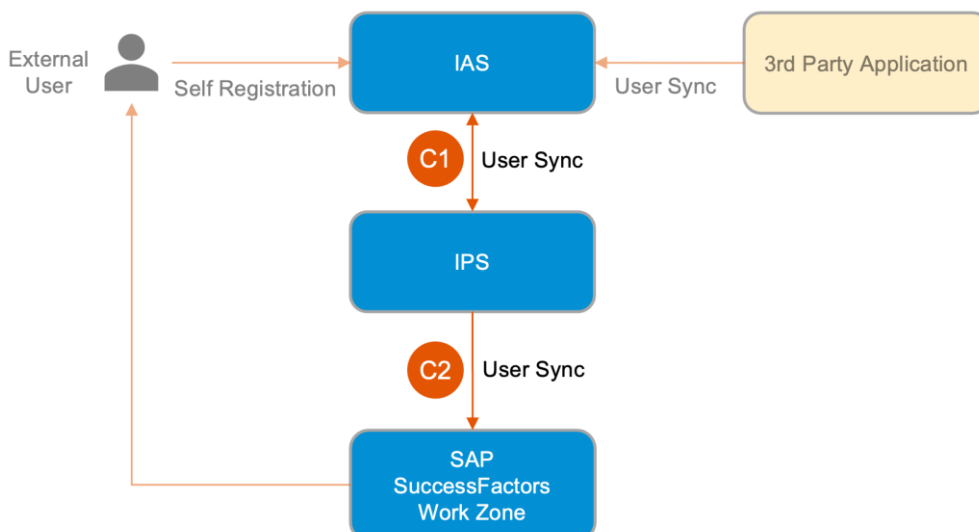
Standalone users:

- A1. Such users are invited by Administrators of SAP SuccessFactors Work Zone via an email
- A2. Email will guide first time users to self-register in SAP Identity Authentication Service to gain access to SAP SuccessFactors Work Zone

Users from 3rd party application

- B. Customer can create / update user records in SAP Identity Authentication Service, for instance syncing them from a 3rd party application.

External User Provisioning to SAP SuccessFactors Work Zone



Common process for both types of External Users

- C1. SAP Identity Authentication Services is configured to sync users to SAP Identity Provisioning Service.
- C2. SAP Identity Provisioning Service is configured to sync users with SAP SuccessFactors Work Zone.

External users can be added to “external” workspaces and will have access to the external facing SAP SuccessFactors Work Zone homepage(s).

SAP SuccessFactors Work Zone requires users to be provisioned via IPS. The above approaches explain/depict the provisioning of users originating from SAP SuccessFactors and IAS via IPS. Depending upon the solution landscape, provisioning of users can also be done from other supported source systems via IPS. This is not covered in this document, please refer to the section *Source Systems* under *Supported Systems* in SAP Help documentation *SAP Cloud Identity Services – Identity Provisioning*.

5.2.2 User Authorization

Authorizations / Permissions for users in SAP SuccessFactors Work Zone need to be managed at the following three levels.

- Provisioning of users through SAP Identity Provisioning System (IPS)
 - Filters set at the SuccessFactors source system in IPS controls the access / provisioning of users that are of type full access and SuccessFactors-managed external users.
 - Full Access users: typically include all the employees in your company. They typically have access to all enabled features except those that are limited to the members of a specific workspace or that require external accounts to view, as is the case with integrated business records from external applications.
 - External users are the most restricted. They are guests of your organization, given access to only the specific private external workspaces to which they have been invited, their home page, and user profile. They are allowed only limited information on, or interactions with, other users. They can only access the content within the workspaces to which they have been invited.
- SAP SuccessFactors Work Zone permissions
 - Access to permissions like “Company administrator”, Workspace / Homepage access, etc., are controlled within SAP SuccessFactors Work Zone and can be setup dynamically, for example based on attributes coming from SuccessFactors Employee Profile.
 - The mechanism to dynamically allow access to content such as workspaces based on user attributes is based on the “dynamic member list” feature. These lists are then added as “required member lists” to a workspace or to a homepage, and members of the member list will automatically gain / lose access to the content. The membership of the list itself can either be controlled manually (adding/removing users) or based on profile attributes (e.g., everyone with department = “Sales” and location = “Boston”).
 - Administrative areas allow to bundle different homepages, integration setups and workspace templates. Users will have access to content from all administrative areas they are assigned to. The membership in those areas can be controlled by either manually adding users or automatically assigning them via member lists (same as above). By default, all users are in the “company area”.
- SAP Business Technology Platform
 - Access / roles within SAP SuccessFactors Work Zone (and related SAP Business Technology Platform services like Business Application Studio) are managed via Role-Collections. Here, all supported options from the platform side are available: manual assignment done in SAP BTP cockpit, assertion attribute mapping (e.g., IAS group assignment) or use of XSUAA SCIM API
 - Those role-collections are also mapped with the roles configured in the Content Manager and used across both SAP SuccessFactors Work Zone and the embedded SAP Build Work Zone, standard edition (SAP Launchpad), for example to control access to a catalogue of apps. The default roles for SAP Build Work Zone, advanced edition cannot be modified, but custom roles can be created for the SAP Build Work Zone, standard edition (SAP Launchpad).

5.2.3 IAS considerations

As of release H1 2020, the user synchronization from SAP SuccessFactors to SAP IAS has been suggested to be changed to occur at a User Account (person) level, as outlined in the *IPS transformations document* (*SAP SuccessFactors user account synchronization after release b2005*). As mentioned in the User Provisioning section above, for SAP SuccessFactors Work Zone, user ID (users-sys-id) is needed to be synced into SAP IAS.

Since SAP IAS will have users synced at User Account Level or person level, and user ID is needed for SAP SuccessFactors Work Zone, at any given moment only one user ID or employment will be synced with SAP IAS and hence only a single employment (user ID) / username will be able to login to SAP SuccessFactors Work Zone.

As of release 2H 2021, SAP SuccessFactors Work Zone supports users with multiple active employments in scenarios such as Global Assignment and Concurrent Employment. It is important to note that certain features work at a person level for example:

- Workspace membership is based on person, if one employment has access to a workspace then the other employment also has access to the workspace.
- The user profile page displays information of one of the employments randomly.
- All the standard Integration Cards and Guided Experiences provided by SAP SuccessFactors support multiple employment.

There is no special configuration needed to enable multiple employments in SAP SuccessFactors Work Zone, apart from the user ID to be synced into SAP IAS as outlined above. The employment switcher (like the one in SAP SuccessFactors) gets automatically enabled for a user with more than one employment.

For SAP Jam customers implementing SAP SuccessFactors Work Zone, the (previous SAP Jam) practice of using the employment switcher in SuccessFactors to switch to the relevant Jam account will not be possible with SAP SuccessFactors Work Zone.

It is worth noting that even though SAP SuccessFactors Work Zone requires IAS as the primary identity provider (IdP) connected at the SAP BTP subaccount, however if there is different IdP that is used with the landscape, IAS can be used as a proxy IdP.

Please refer to the Implementation Design Principle (IDP) document - *SAP SuccessFactors Suite: Identity and Access Management* which discusses the Identity authentication process for applications using SAP Identity Services (IAS/IPS) for authentication.

5.3 Data Center, Instance, Release Information

5.3.1 Data Center

SAP SuccessFactors Work Zone is designed to operate as an integrated set up of SAP Build Work Zone, advanced edition delivered as an SAP Business Technology Platform offering from SAP Business Technology Platform Data Center operating on Cloud foundry, while SuccessFactors is delivered out of an SAP SuccessFactors data center. The following section is provided for informational purposes, customers and their implementation partners should work with their account team and SAP Operations to address their specific scenario.

The following three possibilities for Data Center operations could arise:

Existing SAP Business Technology Platform and SuccessFactors customers

Existing customers already using SAP Business Technology Platform components and having an SAP Business Technology Platform Global Account would create/re-use a sub account in a SAP BTP data center closest to the SAP SuccessFactors data center. They would then subscribe to the SAP SuccessFactors Work Zone service from this sub-account.

New SAP Business Technology Platform customers and existing SAP SuccessFactors customers

An SAP Business Technology Platform Global Account would need to be first created and a sub-account should be created in the SAP Business Technology Platform data center selected based on the geographic operations of the customer preferably aligned to the geographic location closest to the SuccessFactors Data center. The sub account will be used to subscribe to SAP SuccessFactors Work Zone service.

Net New SAP Business Technology Platform and SAP SuccessFactors customers

The geographic location of the SAP Business Technology Platform and SAP SuccessFactors data center would ideally be the same region and typically match or be regionally close to the customers headquarters or main operating location. Considerations for the geographic location of the SuccessFactors data center include proximity to headquarters or main operating location, local GDPR and Data Privacy regulations etc.,

The suggested pairing of data centers is provided in the administrator guide under section *Onboarding to SAP SuccessFactors Work Zone* page *Prerequisites*.

The pairing of data centers is provided in a tabular format with 4 columns viz. A, B, C and D.

Customers wishing to upgrade an existing SAP Jam instance to SAP SuccessFactors Work Zone should start at column C and choose the infrastructure provider of choice in column B to find the BTP data center/region in column A for creating the BTP sub account. Currently column D is not applicable for such customers.

Customers setting up SAP SuccessFactors Work Zone from scratch will follow the same approach as above however, they must note the data center in column D will be the location of their newly created DWS (SAP Build Work Zone core) component. This is informational only and the configurator will automatically create the DWS instance in the data center denoted in column D.

[A] SAP BTP, Cloud Foundry Environment Data Center	[B] SAP BTP, Cloud Foundry Environment Infrastructure Provider	[C] Existing SAP Jam / SAP SuccessFactors Data Center	[D] New customers setup for DWS component Data Center
<BTP Data Center>	<Azure/AWS>	<SF Data Center>	<Data Center for DWS component>

Note:

1. For EU Access, customers must use the data centers DC02 (DC57) / DC12 (DC33) for SAP SuccessFactors and EU11 for Cloud Foundry.
2. As of 1H 2023, SAP Build Process Automation is only available on a subset of AWS based BTP Data Centers. This however doesn't impact the functionality of any SAP SuccessFactors delivered Guided Experiences that use the BTP workflow service underneath. To use SAP Build Process Automation across sub-accounts, carryout the steps outlined in the SAP Build Work Zone, advanced edition administrator guide section *Integration with SAP Build Process Automation*.

For optimal performance and to **avoid latency issues**, please create the sub-account on the recommended data center according to the mapping table. If your data center is not listed, select the closest location for optimal performance.

5.3.2 Instances

Number of instances available for customers to enable SAP SuccessFactors Work Zone corresponds to the number of SAP SuccessFactors HXM Core (BizX) instances. Customers should generally upgrade their productive and Development/Test SAP Jam Instances to SAP SuccessFactors Work Zone. Typically, SuccessFactors talent only customers receive two instances of SAP HXM Core and SAP SuccessFactors Employee Central customers receive three instances of SAP HXM Core.

Customers who have no SAP Jam footprint will create SAP SuccessFactors Work Zone tenant using the option 'I want to create a new SAP SuccessFactors Work tenant' in the SAP SuccessFactors Work Zone configurator. The number of SAP SuccessFactors Work Zone tenants that a customer can create using this method still corresponds to the number of HXM core (BizX) instances.

HR Content in the form of UI Integration cards, Workspaces and Guided experiences may be adapted from delivered content available in content store or created and then tested in the Development/Test environment before moving to the Production environment. Created / Updated content would need to be manually exported from Development/Test and then imported into the Production environment of SAP SuccessFactors Work Zone. UI Integration cards, Workspaces and Home pages, Guided experiences (UI card) can be exported as zip files and imported into the Production instance via the admin console. Guided experiences (workflow components) need to be deployed using the SAP BAS (Business Application Studio).

5.3.3 Release Information

Templatized HR Content will be delivered by SuccessFactors as part of its twice a year release cycle. These may be available on a more frequent basis in the future.

Innovations on SAP Business Technology Platform components which are incorporated within the SAP Build Work Zone, advanced edition service may follow a more frequent release cycle as per current practices. Refer to the SAP Help Documentation to get the latest *SAP Business Technology Platform Release information*

5.4 Language and Translation Considerations

This section will provide an overview about different language aspects in SAP SuccessFactors Work Zone and information about enabling and supporting translations.

5.4.1 Languages

For customers who have an existing SAP Jam instance, the language selection is configured in the SAP SuccessFactors Platform. Currently, SAP Jam supports close to 40 languages consistent with the languages supported in SAP SuccessFactors. With SAP SuccessFactors Work Zone the language selection will move to the configuration settings within SAP Build Work Zone, advanced edition available in the **Content Manager**.

As of release 2H 2022, SAP SuccessFactors Work Zone supports all languages that are available in SAP SuccessFactors.

Review the section *Supported Browsers and Languages* in *SAP Build Work Zone, advanced edition Administrator Guide* to view the complete list of supported languages.

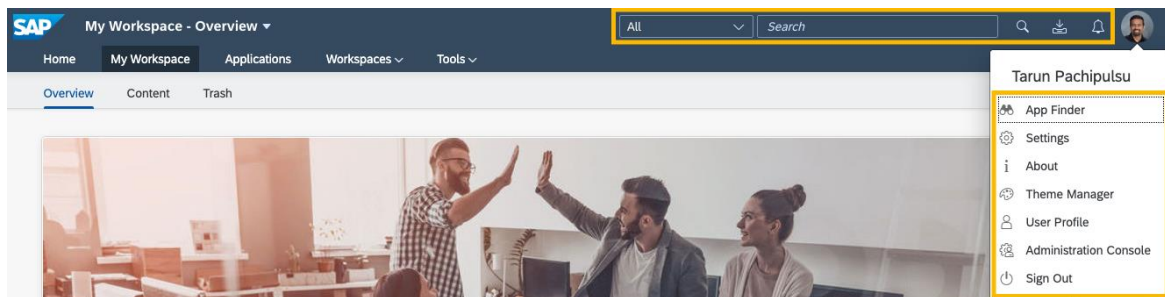
Existing SAP Jam customers who have maintained translations will not lose them after upgrading to SAP SuccessFactors Work Zone.

5.4.2 Translations

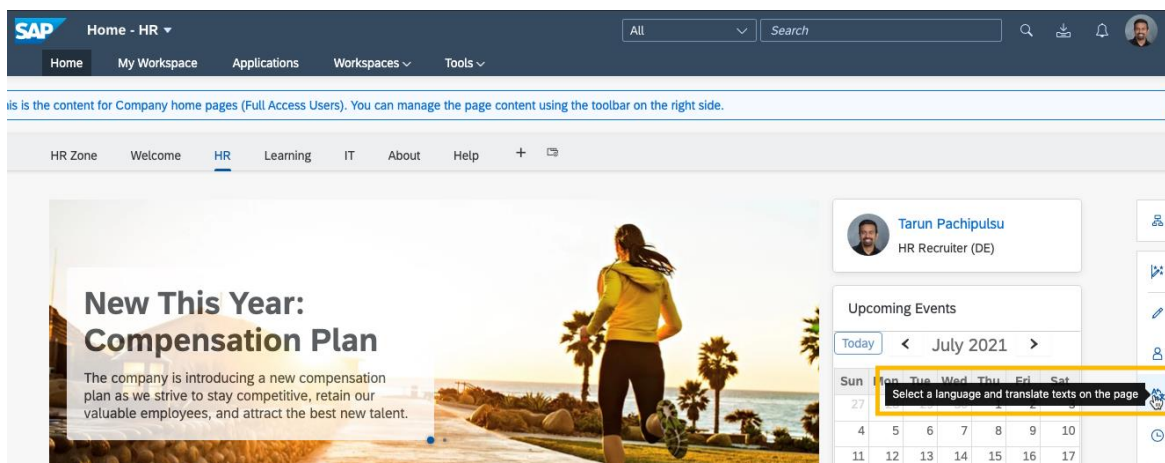
This section will review the translation aspects in SAP SuccessFactors Work Zone and specifically the HR content (UI Integration Cards, Guided Processes, Workspace Templates) provided by SAP SuccessFactors.

In SAP SuccessFactors Work Zone once you enable a new language, to maintain translations for the newly added language, refer to the below approach:

1. **System fields** – Translations for system fields such as the menu items shown below, search bar, user settings page, Administrative Console etc., are pre-defined by SAP and cannot be updated.





2. **Content** – Translations for content created within SAP SuccessFactors Work Zone such as Home Pages and Workspaces can be maintained in the page settings.




Content created as Knowledge Base articles, Wikis, Blogs etc., can be created in multiple languages and linked with each other as different language versions.


Primary Language

 Translations in SAP SuccessFactors ...
Aanya Singh · less than a minute ago

 English

Other Languages

 Übersetzung
Default · about 8 months ago


 German

[+ Add another language](#)



3. Template Content Provided by SAP SuccessFactors

- a. UI Integration Cards – Translations for the texts in integration cards such as Title, Subtitle(s), Description, Keywords etc., are already provided as standard, in the 'i18n_<xx>_<XX>.properties' (xx – *language*, XX - *locale*) files within the UI Card. If you wish to change any of the translations, then the appropriate properties file needs to be updated and the card redeployed into the system.

Note that in such a case, the updated card would technically be a custom card deployed and maintained by the customer/partner. Updates to the standard card released by SAP as a new version will not get applied to the custom card.



My Profile
 Mya Cooper (mcooper), Executive Management

Job Relationships	Organizational Details
Manager:  John Williams (jwilliams) Business Phone: (1) 215 555-5222 Cell Phone: Email: John.Williams@bestrunsap.com	Company: BestRun Company (1710) Division: Manufacturing (MANU) Department: Operations US (50007753) Location: Corporate - US-Philadelphia (1710-2001) Cost Center: BestRun Research & Development (US10_RDGEN)
Human Resource:  Tessa Walker (twalker) Business Phone: (1) 215 555-0622 Cell Phone: Email: Tessa.Walker@bestrunsap.com	

For the data fields fetched from SAP SuccessFactors, translations need to be maintained within SuccessFactors.

- b. Guided Experiences – Similar to the UI Integration cards, translations for guided experiences too are provided as standard in the 'i18n_<xx>_<XX>.properties' (xx – *language*, XX - *locale*) file. In addition to the title, subtitle, description, keywords etc., the guided experiences' file will contain the texts / labels for all UI elements in each step of the guided experience. Customers wishing to adapt the text as per their needs should update the appropriate properties file corresponding to the language / locale enabled in their instance and redeploy into the system.

- c. Workspace Templates – Workspace templates provided are currently available in English language only but can be modified by customers to support translations.
4. Business Apps, Groups, Roles and Catalog – Translations for groups, roles, business apps and catalog can be maintained in Content Manager, which is located in the Work Zone Manager.

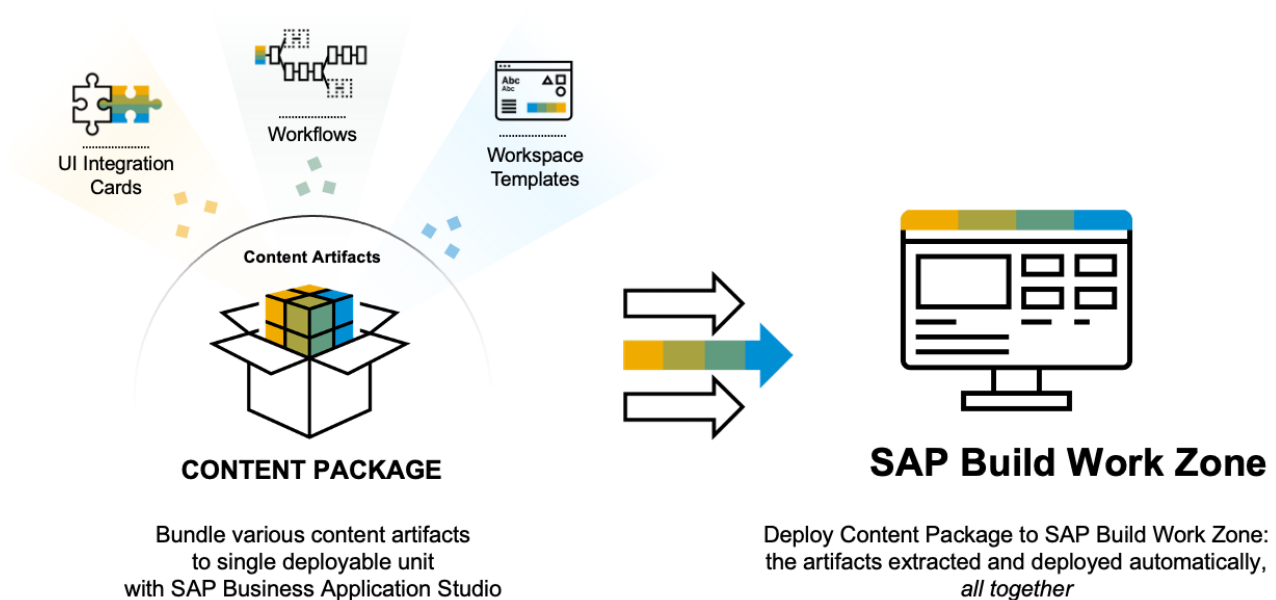
5.5 Feature considerations for SAP Jam and SAP SuccessFactors Work Zone

Although SAP Jam can be considered as one of the starting points for migration to SAP Build Work Zone, advanced edition and users and content are easily migrated to SAP Build Work Zone, advanced edition, it is not considered as an upgraded Jam collaboration solution. SAP Build Work Zone, advanced edition is a much broader, more powerful and valuable solution which – among (many) other services & features - includes capabilities based on SAP Jam functionality. Some features of SAP Jam may be deprecated in SAP SuccessFactors Work Zone and some may be currently on the roadmap for an upcoming release. These include, but are not limited to:

- **Messages:**
Private messages (web and mobile) will not be available with SAP SuccessFactors Work Zone. Customers are expected to use tightly integrated messaging platforms such as Microsoft teams for real time messaging instead.
- **Mobile:**
The SAP Jam mobile application and SAP Jam parts of the SAP SuccessFactors Mobile app are no longer supported. Instead, the SAP Build Work Zone Advanced & SAP Mobile Cards application(s) should be used. Topics like full MDM support and QR-code based activation without additional login are in consideration for a future release.
- **(Custom) OpenSocial Gadgets:**
They remain supported for compatibility reasons but won't be developed further. The guidance for customers / partners is to use UI integration cards instead. As an example, for the standard "URL gadget" there is an equivalent "Web Content Card" to support iframe embedding out of the box.
- **Browser Support:**
Internet Explorer is not supported by SAP SuccessFactors Work Zone.

5.6 Deploying templated HR Content

Content Packages allow bundling of content artifacts to be consumed in SAP Build Work Zone, advanced edition. An administrator can install Content Packages when released by SAP SuccessFactors, available in the SAP Build Work Zone, advanced edition central package store.



Standard content from SAP SuccessFactors for SAP SuccessFactors Work Zone consists of pre-built functionality to surface data via APIs from various SAP SuccessFactors modules such as Performance, Goals, Learning, Compensation, Employee Profile etc., This data from SAP SuccessFactors can be consumed in the form of Integration Cards / Guided Experiences in desired / relevant locations such as Home Pages and Workspaces to build scenario specific experiences keeping the employee at the center. SAP SuccessFactors delivered guided experiences are packaged as a workflow and a corresponding UI Integration Card.

SAP SuccessFactors will deliver templated HR content in periodic releases. This content can be found under Administration Console → UI Integration → Content Packages and can be installed into the SAP SuccessFactors Work Zone instance of the customer.

Administration Console

Change Admin Area: Company

Content Packages

Content packages are a collection of cards, workspace templates, and other content that can easily be uploaded and added to your subaccount.

Providers: All Status: All

Employee Onboarding

Provider: SAP SuccessFactors
Last Updated: 12/12/2022
Global Version: 1.0.0

HUMAN RESOURCES ONBOARDING SUCCESSFACTORS

This package consists of the content provided by SAP SuccessFactors for onboarding employees. Onboardin...

HR Content from SuccessFactors

Provider: SAP SuccessFactors
Last Updated: 12/12/2022
Global Version: 5.0.0

HUMAN RESOURCES SUCCESSFACTORS

This package consists of HR-related templated content provided by SAP SuccessFactors, including cards,...

[Explore Content](#)

[Explore Content](#)

[Upload Content Package](#)

For information related to content package concepts refer to the *SAP Build Work Zone, advanced edition Admin Guide*, and for specific HR content in each release refer to *SAP SuccessFactors Work Zone Content Guide*

Customers/Partners can develop custom integration cards and/or guided experiences for scenarios where standard content doesn't meet their requirements. For in depth guidance on the customization options of standard content and extension capabilities refer to the IDP *SAP SuccessFactors Work Zone – Developing and Extending Content*.

6 ASSUMPTIONS AND EXCLUSIONS

This document is focused on SAP SuccessFactors Work Zone and related concepts of SAP Business Technology Platform & SAP Build Work Zone, advanced edition. For details related to SAP Build Work Zone, advanced edition and enabling/integrating non-HR content please refer to SAP Help documentation.

7 REFERENCES

SAP Help Portal

SAP Build Work Zone, advanced edition documentation

- [SAP Build Work Zone, advanced edition](#) – documentation overview
- [SAP Build Work Zone, advanced edition Administrator guide](#)
- [SAP Build Work Zone, advanced edition Developer guide](#)
- [SAP Build Work Zone, advanced edition User guide](#)
- [SAP SuccessFactors Work Zone Roadmap](#)

SAP SuccessFactors Work Zone specific documentation

- [Configuring and Using SAP SuccessFactors Work Zone](#)

SAP Business Technology Platform Identity Services, Identity Authentication and Identity Provisioning

- [Setting up SAP SuccessFactors with Identity Authentication and Identity Provisioning Services](#)
- [SAP SuccessFactors user account synchronization after release b2005](#) – IPS transformations document

SAP Business Technology Platform

- [SAP Business Technology Platform](#)
- [SAP Business Technology Release information](#)

SAP Jam

- [SAP Jam Collaboration User Guide](#)
- [SAP Jam Collaboration Admin Guide](#)

SAP Notes / KBA

- [2474916 – How to grant SAP Jam access to users in SF using RBP \(Role Based Permissions\)](#)
- [2152655 – Data Sync from BizX to SAP Jam](#)
- [2920494 – How to raise domain migration request for transition from SAP Jam to SAP Build Work Zone, advanced edition?](#)
- [3111415 – How to decouple SAP Jam or SAP SuccessFactors Work Zone from BizX](#)

Implementation Design Principles (IDP)

- [SAP SuccessFactors Work Zone: Developing and Extending Content](#)
- [SAP SuccessFactors Suite: Identity and Access Management](#)

SAP Blogs

- [De-mystifying SAP Cloud Identity Services integration with SAP Build Work Zone](#)

SAP Build Work Zone

- [Solution Overview – L2+L3](#)

Others

- [SAP SuccessFactors Work Zone Overview](#) – Product page on SAP.com
- [SAP SuccessFactors Work Zone Partner Community Group](#)

8 ADDITIONAL RESOURCES

SAP Learning Journeys

- [SAP Learning Journey: Implement and Administer SAP Build Work Zone](#)
- [SAP Learning Journey: Basics of SAP BTP](#)
- [SAP Learning Journey: Security with SAP BTP](#)

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