



PUBLIC

Implementation Considerations for SAP SuccessFactors Opportunity Marketplace and Talent Intelligence Hub

Document Details

Name	Objective	Audience
Implementation considerations for SAP SuccessFactors Opportunity Marketplace and Talent Intelligence hub	To review the pre-requisites, foundational aspects, implementation considerations, and scenarios for SAP SuccessFactors Opportunity Marketplace/Center of Capabilities and Talent Intelligence hub.	SAP SuccessFactors Customers: IT and HR professionals. SAP SuccessFactors Implementation Partners: Consultants, solution architects, and project managers

Change Log

Version	Date	Description
1.0	12.01.2021	Initial version
1.1	02.01.2022	Opportunity Marketplace Assignment configuration updates
1.2	06.04.2022	Opportunity Marketplace Enhancements in 2205 The umbrella term "center of capabilities" is now changed to "Capabilities"
1.3	16.01.2023	Enhancements in 2211, JDM- JPB Migration aspect, Introduction on Talent Intelligence Hub and additional new functionalities

Supported Releases

Product	Release - From	Release-Valid till
SAP SuccessFactors Opportunity Marketplace	2H 2021	

Contribution

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Implementation Design Principles

Implementation Design Principle (IDP) are documents that complement existing implementation handbooks by addressing real-life implementation challenges as well as frequently asked questions. They are best practices verified by the SAP SuccessFactors product in collaboration with our experienced implementation partners and SAP services. IDPs will give structured guidance to address challenges via product configuration and/or provide workarounds to avoid typical implementation pitfalls. Some of the guidance, especially technical solutions, may require custom development which may require partner support.

The recommendations in this document are based on the features and functionality available up to SuccessFactors release at the time of writing. Future functionality can impact the recommendations provided by this document. We strive to keep these recommendations up-to-date; however, in case you find that a recent functionality has not yet been considered in the latest version of this document, please send an email to SAPSuccessFactorsIDPDoc@sap.com. In addition, the reader is advised to read and familiarize themselves with essential and additional product-related documentation, which includes Implementation Guides, SAP Notes, SAP Knowledge Base Articles, and additional assets as referenced in this document, see chapter 7.

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1 TERMINOLOGY

The following table explains some abbreviations used in this document.

Abbreviation	Description
CDP	SAP SuccessFactors Career Development and Planning
EAC	Early Adopter Care program
EC	SAP SuccessFactors Employee Central
ERP	SAP Enterprise Resource Planning often referred to in the document pertains to SAP HCM on-premise system
HXM	Human experience management
JDM	Job description manager
JPB	Job profile builder
LMS	Learning Management Systems – refers to SAP SuccessFactors Learning
MDF	Metadata framework
OMP	SAP SuccessFactors Opportunity Marketplace
RBP	Role-based permission
UI	User interface
TIH	Talent Intelligence Hub

2 ABSTRACT

SAP SuccessFactors Opportunity Marketplace solution connects employees to opportunities - such as learning, mentoring, roles, short-term assignments, and open jobs- by considering their skills and competencies, plus their capabilities, interests, and aspirations.

As the solution has rapidly evolved over the last few releases, this IDP document is focused on supporting two streams. Firstly, customers who want to enable the classic Capability portfolio & Center of capabilities in a b2211 instance. Secondly, to also explain all configuration settings for the b2211 EAC customers who want to implement Talent Intelligence Hub & Growth Portfolio. The document will be updated (or replaced) to support future capabilities as they evolve in line with the roadmap.

The document also provides a holistic view of the transformation journey of the changing organizational need for a future ready workforce – This outlook in the SuccessFactors HXM was started with Job profile Builder and gradually advanced to the Centre of Capabilities. To capture the Whole Self model, this is further being enhanced into Talent Intelligence Hub, which captures Growth Portfolio and Attributes library-

3 INTRODUCTION

SAP SuccessFactors Opportunity Marketplace is a solution that makes it easy for employees to discover, in one place, recommendations to fuel their ongoing career development and growth - learning, roles, assignments, mentors, and open jobs. The solution considers an individual's whole self, so organizations can better inspire, guide, and support their workforce – improving internal mobility, retention, and workforce agility.

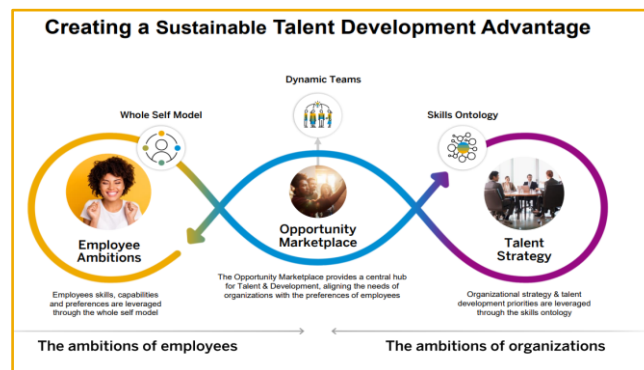


Figure 1: SAP SuccessFactors Opportunity Marketplace – Win-Win for organization and employees

Whole Self-Model Concept

The whole self model is about allowing people and companies to capture information about employees beyond just skills and competencies, including work styles, aspirations, what motivates them, how they learn, and more. With this information, SAP SuccessFactors solutions can better recommend resources and experiences, giving customers a clearer picture of their workforce. The whole self-model forms the basis for describing an employee's whole self in the form of a variety of attribute types. We have capabilities which can be matched to opportunities via a one-stop marketplace offering.

Beyond capabilities, we describe other attribute types which help reflect an employee as an individual. These attributes provide the ability to describe an employee's strengths and styles, as well as expressive states.

Strengths and styles describe an employee's personality traits, work styles, communication, team strengths, etc., and are often identified via assessments.



Figure 2: The Whole Self Model

Expressive preferences provide an employee the ability to express themselves; these comprise attributes such as:

- Aspirations, say for certain roles or strengths which the employee wants to build upon
- Causes, which the employee cares for or supports
- Learning preferences, based on what the employee wants to learn or build upon
- Environmental preferences, such as working from home, at the office, travel, or hybrid
- Motivations, to express what motivates the employee.

Operationalizing the whole self model for describing an employee's capabilities and considering these for opportunities provided by the organization, is a key component of the SAP SuccessFactors vision and strategy.

4 SOLUTION OVERVIEW AND CONCEPTS

Currently at the heart of this solution is the Center of Capabilities which is part of SuccessFactors Foundation and serves as the framework for describing an employee's capabilities. It will soon be replaced by the Talent Intelligence Hub, which has been designed to reflect the employee's whole self. SAP SuccessFactors Opportunity Marketplace will leverage the data in the Center of Capabilities and Talent Intelligence Hub to make connections between people and opportunities.

This section introduces the reader to concepts and tools necessary for realizing the Whole Self model within the SuccessFactors instance. Sections 4.1 and 4.2 provide details of the functionalities involved.

4.1 Center of Capabilities

Center of Capabilities was introduced with the 1H 2021 release. It is the foundation for managing capabilities and is included in the SuccessFactors Foundation license. Center of Capabilities and its successor, Talent Intelligence Hub, form the epicenter for the SAP SuccessFactors suite, with various touchpoints across each area.

Center of Capabilities will evolve in terms of functionality into Talent Intelligence Hub over the next few releases.

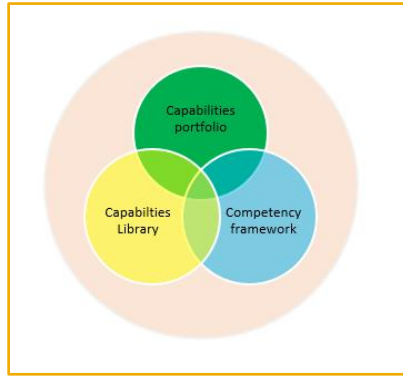


Figure 3: Components of Center of Capabilities

4.1.1 Functionalities within Center of Capabilities

- **Capabilities Library**

The capabilities library, available since the 2H2021 release, provides the structure and tooling to store, create and update capabilities, as defined by the customer. The library exists at the platform level, with data leveraged by talent solutions across the Suite.

The capabilities library comprises competencies, which can be imported, built in the library, or migrated from the legacy competency framework or competency content from the **job profile builder**. Customers may add/import additional competencies. Center of Capabilities will evolve into Talent Intelligence Hub over the next two releases. Please see section 4.2 for more information on Talent Intelligence Hub.

- **Capabilities Portfolio**

Capabilities Portfolio became available with the 2H2021 release. It provides the ability to view competencies and historical ratings from multiple sources for an employee.

The portfolio is the interaction point for the data needed for matching and providing personalized recommendations from Opportunity Marketplace. Capabilities Portfolio will evolve into Growth Portfolio over the next few releases.

Please note: Currently, the Capabilities Portfolio is read-only and will display competencies and ratings assigned via Performance Management forms and Role Readiness Forms.

4.2 Talent Intelligence Hub

The Centre of Capabilities is transitioning into Talent Intelligence Hub, which includes functionalities- Skills Ontology, Growth Portfolio & Attributes Library. It utilizes existing and incrementally generated data within SuccessFactors from different sources and deploys in modules like Performance Management, Learning, Recruiting, Succession and Career Development, Opportunity Marketplace, and Dynamic Teams, along with additional sources like customer-specific skill libraries/databases. These modules will be capable of writing data to the Talent Intelligence Hub, further enhancing the dataset.

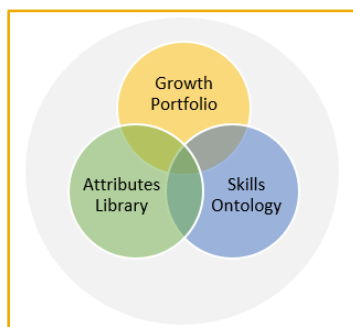


Figure 4: Components of Talent Intelligence Hub



Figure 5: Interaction touchpoints across the SAP SuccessFactors

Functionality enhancements will be delivered based on product roadmap. Please refer to the [SAP Road Map Explorer](#) for more information regarding upcoming enhancements.

4.2.1 Functionalities within Talent Intelligence Hub

- **Skills Ontology**

SuccessFactors skills ontology is a dynamic, centralized, intelligent collection of skills that drives many processes in the SuccessFactors Suite.

Key Features

- Large collection of skills has been curated from three leading global skills collections, and it is provided as a baseline to all customers.
- Initially, the skills ontology will only be used in the background, for instance, in creating skill recommendations (inferences), and later will offer the ability to curate a skills library for use in the system directly from the ontology.
- Skills ontology will also drive efficiently in maintaining a company's attributes library, helping to interpret skills in incoming data which have slightly different names than what's recognized in an organization, etc. As skill recommendations for people are created, the ontology will also drive recommended updates to the organization's library itself, if skills are being found that are not yet being tracked officially.
- Customers will also be able to source skills from the skills ontology for use in the attributes library at some point in the future, delivery date not yet planned.

Limitation: The skills in the skills ontology are listed in English and will be English-only for some time. Customers who bring skills into their attributes library will be able to provide translations, either by import or within the UI.

Future Outlook: Ingestion of data from 3rd parties of the customers' choice would be possible in future. Data quality will, in part, determine the quality of inferences. We support ingestion from Microsoft Graph as of 2H 2022.

- **Attributes library**

Attributes Library is a repository that allows organizations to define attributes they wish to track their people. Organizations can focus talent development programs and increase engagement by enabling people in the organization to access these attributes.

Key Features

- Attributes Library provides a more advanced library structure, supporting multiple types of attributes in addition to skills and competencies. Custom attributes can also be created.
- In future releases, custom attributes could be used to collect information on people's aspirations, motivations, preferred feedback channels, work preferences, etc.
- Customers can tag attributes as they wish, for categorization, search, and maintenance flexibility
- Attributes can be filtered based on Attribute Types such as Competencies and Skills. The remaining attributes, like Certifications and Education, are expected to be added in future releases.
- Capabilities available as part of Capabilities Library will be migrated to attributes library when a customer upgrades to Talent Intelligence Hub. Competencies in the legacy JDM competency framework will also be migrated to attributes library when those customers upgrade to use Talent Intelligence Hub.
- The library will store and display the new customer-specific attributes in a coherent, comprehensible way

Future Outlook: Capabilities Library will be replaced by Attributes Library over the next few releases. Currently, the functionality is under Early Adopter Care Program.

- **Growth Portfolio**

Growth Portfolio is a unique repository where employees can store their role-specific and person-specific attributes. Growth portfolio is an UI that displays all the attributes associated with a person, such as skills, competencies, and other attributes that define an employee's personal Whole Self model data.

Key features

- Apart from skills assignments based on performance forms/ role readiness forms, the growth portfolio contains attributes associated with a person's Job Profile.
- For customers who choose to connect MS Graph APIs or other external and internal data sources, recommended skills will be displayed in the portfolio.
- People can add new attributes, rate attributes, and accept and rate recommended skills. They can also mark any attribute as high priority.
- Different scales, up to 10 points, can be configured for each attribute type.
- Adoption of the Growth Portfolio will deliver highly personalized talent recommendations and automate updates from all relevant product areas, such as delivering new recommendations in Opportunity Marketplace following a skill update.
- The growth portfolio will store and display both pre-configured and custom attributes in a coherent, comprehensible way.

Future Outlook: Growth portfolio will be replacing the Capabilities Portfolio. Currently, the functionality is under Early Adopter Care Program. Talent Intelligence data will be made available across the HXM suite. As an expanded functionality, the ability to add capabilities into the portfolio without performance management forms and the possibility of skills inference are planned to be delivered as part of the Talent Intelligence Hub/Growth Portfolio that will replace the Capability portfolio with the coming releases.

4.3 Opportunity Marketplace

SAP SuccessFactors Opportunity Marketplace solution connects employees to opportunities - such as learning, mentoring, roles, short-term assignments, or people to connect with – by considering their skills, competencies, and aspirations.

With Opportunity Marketplace, employees can explore opportunities to plan their individual growth journey. Based on personalized recommendations and a powerful search engine, employees can browse all available

content and review which opportunity can best take them forward to meet their interests and development aspirations.

- Users receive recommendations about courses, programs, and curricula from SuccessFactors Learning. This includes peer recommendations, admin recommendations, and intelligent recommendations based on machine learning.
- Users receive personalized recommendations about career roles, which are based on suggested roles, as in career worksheet recommendations, or AI-driven recommendations, as in career explorer.
- Users receive personalized recommendations about Mentorship programs and mentors that match their development needs. Users can also choose to become a mentor themselves, to pass on their knowledge to others, and live their strengths.
- Users receive personalized recommendations about stretch assignments, fellowships, agile projects, or gigs to achieve a common task, solve a problem or collaborate to achieve something new.
- Users receive personalized recommendations about internal job postings from SuccessFactors Recruiting. This feature is currently available only as part of the Early adopter program, and planned to be generally available with the coming releases.



Figure 6: Interaction of Capabilities/Talent Intelligence Hub and Opportunity Marketplace

Detailed information on the pre-requisite configuration and data needs for these opportunities is included in the sections below.

5 DETAILED SOLUTION

This section will focus on the pre-requisites and baseline configuration requirements for the solution and will first address the establishment of the Center of Capabilities as the foundational framework to support the opportunities marketplace (and other talent management functionality as noted above) and then addresses the requirements for each opportunity type.

5.1 General Pre-requisites for setting up Library Structure and Portfolio

5.1.1 JDM to JPB Framework and Content Migration

Customers who are currently using Job Description Manager (JDM) to manage Job Families and Roles will need to eventually be migrated to Job profile builder as the Job Description Manager in its current form will be sunset and withdrawn as a service once all customers have been migrated to Job profile builder. Job profile builder will remain the only service to manage Job Families, and Roles while Centre of Capabilities/ Talent Intelligence Hub will remain the only framework for managing competencies and other capabilities. JPB and Capabilities/ Attributes will be coupled with Opportunity Marketplace functionality.

Customers who have not undertaken the migration step to the Job profile builder and are active users of JDM for managing Job Families and Roles will need to be migrated (in due course of time) in preparation for the eventual sunset and decommissioning of the JDM service.

The migration process and associated tooling are being reviewed internally and will be communicated to customers and implementation partners upon the framework and timeline finalization.

Information regarding the upcoming requirement for JDM to JPB migration, as noted in this section, is informational only and subject to change and will be formally communicated to customers and partners upon finalization.

Job profile builder or JPB is the successor to the legacy Job Description Manager or JDM, therefore, it is sometimes also known as JDM v2.0. Job profile builder (JPB) is a tool/framework used by customers to build and organize their job family and role hierarchy and create Job Profiles with multiple content types/attributes, which are used within multiple applications across the HXM Suite, such as in Recruiting, Performance Management, Career Development, and more.

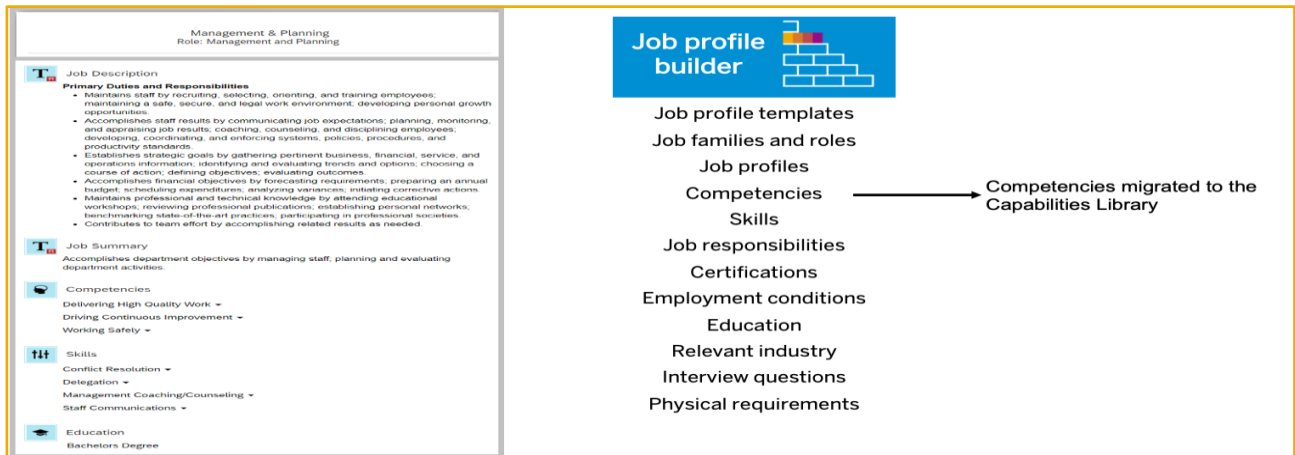


Figure 7: Job profile builder

The Job profile builder is a pre-requisite for Center of Capabilities, and customers currently on Job Description Manager will need to migrate their framework and content to Job profile builder. The Center of Capabilities structure and framework is evolved from the Job profile builder framework, and hence, a pre-requisite for Center of Capabilities is that JDMV2.0 needs to be enabled in provisioning; this switch serves the purpose of enabling both Job profile builder and Center of Capabilities.

Talent Intelligence Hub is the successor of the Center of Capabilities, and as of the current release, Early Adopter care customers can upgrade to TIH from the Centre of Capabilities.

Future Outlook: As of the current release, the Center of Capabilities needs to be set up to upgrade to TIH. Direct paths to enable TIH are expected to be available in future releases.

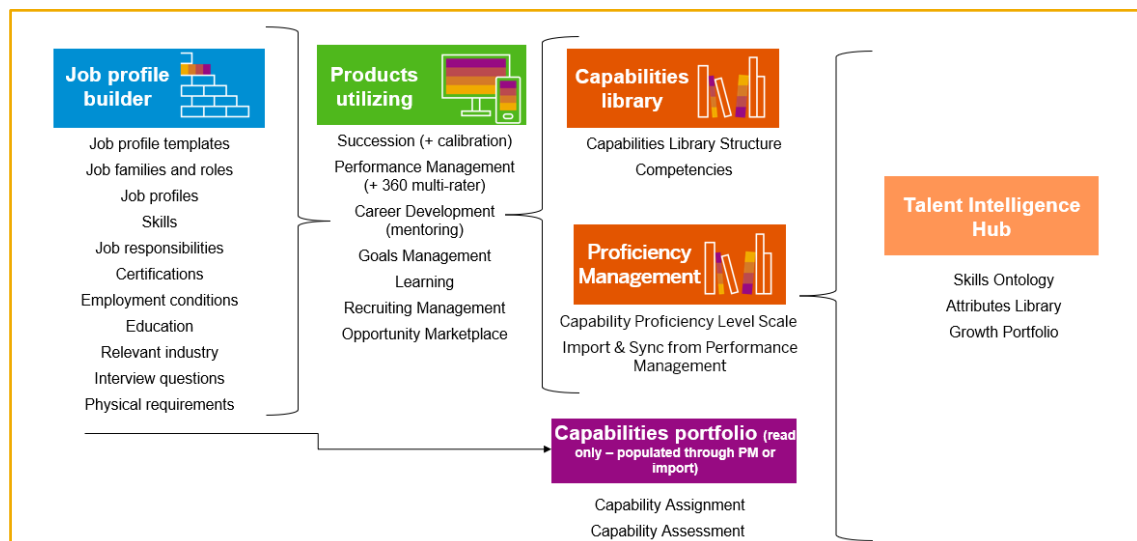


Figure 8: 2H-2022 Evolving Framework

Competencies are migrated into the Capabilities framework when JDM v2.0 is enabled. Families and Roles are migrated into the job profile builder when JDM v2.0 is enabled. New content types exist in JPB that can be used in full Job Profiles.

The pre-requisites and configuration steps to set these up are discussed in the following section.

While the Center of Capabilities framework in the current state is delivered to support Opportunity Marketplace, the framework, and the entire solution will undergo a significant evolution towards a **targeted end state** which is planned to include:

- Job profile builder focused only on building the job profiles, job families and roles, and job profile template
- Attributes Library, which would offer advanced functionalities to define and store person-specific attributes. As of the 2H2022 release, Capabilities Library provides the library structure to store capabilities with limited functionalities.
- Growth portfolio, which would offer advanced functionalities to add/edit user-specific attributes along with assessment feature Capabilities Portfolio, which displays user-specific capabilities. As of the 2H2022 release, Capabilities Portfolio is read-only with limited functionalities.
- All the various SAP SuccessFactors products will be consuming and contributing to the JPB and TIH data, such as:
 - Succession / Talent Search
 - Mentoring
 - Performance Review forms
 - Learning
 - Opportunity Marketplace,
 - Dynamic Teams, etc.
- In addition, Machine Learning will be available to help infer and suggest attributes for inclusion in the library, as well as inferring and suggesting attributes that a user may want to add to their own portfolio.

JDM to JPB Data Migration

The Job Description Manager (JDM) to Job Profile Builder (JPB) Migration involves migrating Family, Role, Competency, and Behaviors JDM data to the newer JPB system.

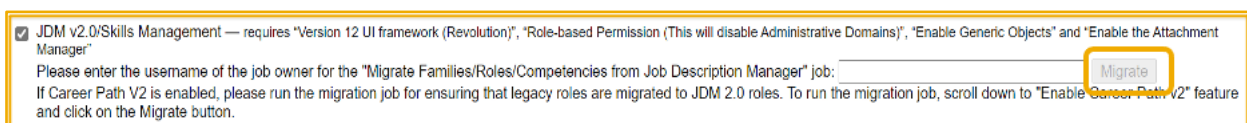
Migration is a 3-step process, as discussed below:

1. As a **first step**, it is essential to validate and prepare the data for migration using the **Check Tool** before enabling the Job profile builder. Customers will need to correct any issues the check tool finds to prepare for migration from Job Description Manager to Job profile builder. In case additional issues are found with JDM data post enablement of Job profile builder but before the data migration, they're corrected from Provisioning. Customers are advised to work with their implementation consultant, who can address data issues by accessing the competency library via provisioning.

It is **mandatory** to **run pre-migration checks** to identify and correct data issues within **JDM** before enabling JPB for all customers.

2. Execute Migration from provisioning.

Go to Provisioning → Company Settings → Enable JDMv2.0/Skills Management, if not yet done → Specify the admin username and click on the Migration button.



☒ JDM v2.0/Skills Management — requires "Version 12 UI framework (Revolution)", "Role-based Permission (This will disable Administrative Domains)", "Enable Generic Objects" and "Enable the Attachment Manager"

Please enter the username of the job owner for the "Migrate Families/Roles/Competencies from Job Description Manager" job:

If Career Path V2 is enabled, please run the migration job for ensuring that legacy roles are migrated to JDM 2.0 roles. To run the migration job, scroll down to "Enable Career Path V2" feature and click on the Migrate button.

Figure 9: Provisioning settings for enabling JPB (and Center of capabilities)

Additional configuration pre-requisites for the migration:

- Enable Job Profile Builder
- Check the box "Disable autocompletion find in the UI in provisioning".

Navigate to Monitor Job in provisioning and check the job details for any discrepancies in JDM to JPB migrations.

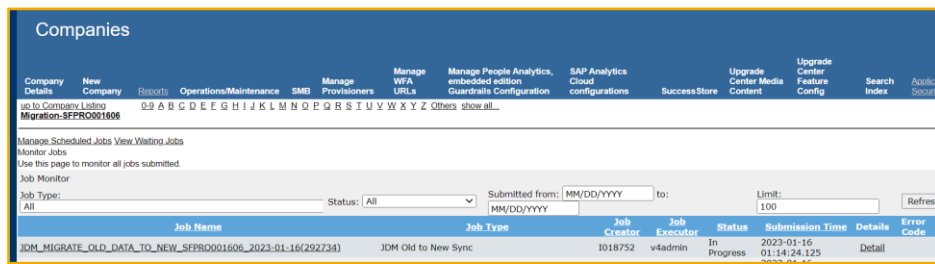


Figure 10: JDM to JPB Migration job in provisioning

3. In the last step, post-migration checks need to be executed for **JPB application** to identify and correct missing data within JPB.

Check Tool within the SuccessFactors instance can be run for each application separately, as shown in the below screenshot.

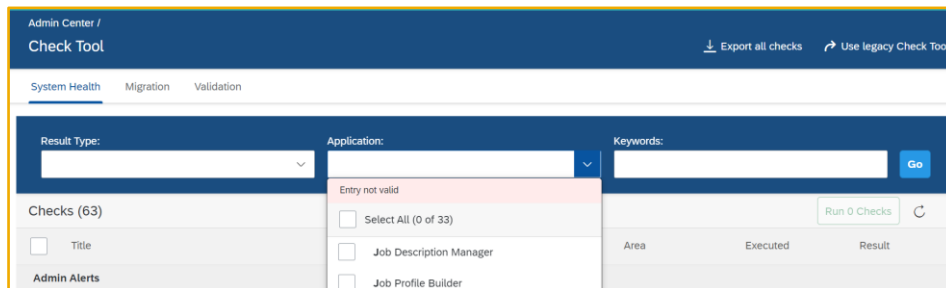


Figure 11: Check tool in Admin Center

Administrative permissions needed to run the Check Tool and also to use the Quick Fix feature are:

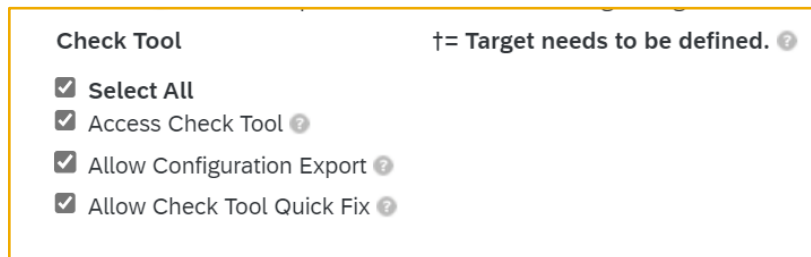


Figure 12: Check tool in Admin Center

NOTE: Some checks have a quick fix, which can be used to immediately correct any issues found by that check hence "Allow Check Tool Quick Fix" permission is important.

Let us look at pre and post-migration of JDM data to JPB data in more detail below:

5.1.1.1 Running checks for Job Description Manager

Navigate to Admin Center > Company Settings > Check Tool and select the target application as "Job Description Manager" to run the checks

Application

Job Description Manager

Available Checks (14)

<input type="checkbox"/>	Title
<input type="checkbox"/>	Job Description Manager
<input type="checkbox"/>	Data Sequence Validity
<input type="checkbox"/>	Enablement of Competency Language
<input type="checkbox"/>	Enablement of en_US Locale
<input type="checkbox"/>	Readiness of Competency Description Data for Job Description Manager to Job Profile Builder Migration
<input type="checkbox"/>	Readiness of Family Data for Job Description Manager to Job Profile Builder Migration.
<input type="checkbox"/>	Readiness of Role Data for Job Description Manager to Job Profile Builder Migration

Figure 13: Checks for Job Description Manager

Select all checks and run checks.

After running the checks for JDM, the system then displays the results of the checks you have run, so you can identify potential issues and fix them. Under Results column, look for line items with "Issues Found". Click on "Issues Found" to know the detailed results.

Check the FAQ section for details on checks.

Some data issues that you may encounter are:

- If the Job code is inactive, activate it and proceed with the migration
- If the listed Job Codes are inactive and not needed, deletion needs to be applied through provisioning.

Job Codes are active and valid.

Result

⊗ 2 issues found.

Executed
Dec 5, 2022, 4:52:40 PM by v4admin

Proposed Solution
If the job code is inactive, activate it to proceed with the migration. If the job code is not needed any longer, delete the job code and proceed with the migration. However, these corrections can only be made through Provisioning. Please contact Product Support to resolve the errors.

Check Event
Periodic

Results (2)

Family Name	Role Name	Job Code
Retail Associates	Retail - Assistant Store Manager	Retail, Associate Manager (7000004)
Administrative Support Family	Associate Professional	Associate Professional (7000013)

Figure 14: Checks for Job Description in Admin Tool

Log into provisioning, select Families and Role and click on the role under which the error exists. Delete the job code if the same is inactive.

Families & Roles

Use this page to manage families and their roles.

[Up to All Families](#)
[Up to Administrative Support Family](#)

Associate Professional [Edit Properties](#)

Job Code: Associate Professional (7000013)

Description:

Switch to English US (English US)

Competency	Source	Expected Rating	% Weight
<input type="checkbox"/> Acquiring Information	SuccessFactors 2.1 Competency Library / SuccessFactors Premium Library	-	-
<input type="checkbox"/> Acting with Integrity	SuccessFactors 2.1 Competency Library / SuccessFactors Premium Library	-	-
<input type="checkbox"/> Communicating Effectively	SuccessFactors 2.1 Competency Library / SuccessFactors Premium Library	-	-
<input type="checkbox"/> Critical Thinking	SuccessFactors 2.1 Competency Library / SuccessFactors Premium Library	-	-
<input type="checkbox"/> Learning Quickly	SuccessFactors 2.1 Competency Library / SuccessFactors Premium Library	-	-
<input type="checkbox"/> Sharing Information	SuccessFactors 2.1 Competency Library / SuccessFactors Premium Library	-	-

<< add remove >>

Source Libraries

- SuccessFactors 2.1 Competency Library
- SFPRO001606

Edit: Associate Professional

Use this page to edit role.

Role Name: Associate Professional

Talent Pool: None

Job Code: [Add Job Code](#)

Job Code	Usage
Associate Professional (7000013)	Default

Description:

Figure 15: Deletion of the inactive job code from Provisioning

Save and Close. Rerun the check on the job code.

5.1.1.2 Running checks for Job Profile Builder (JPB)

Once the migration job is complete, verify the migrated data in Job Profile Builder UI. In case the job doesn't complete successfully, check tool must be used to identify and correct issues. In Job Profile Builder, the following 7 checks are available for JPB:

Check Tool

System Health Migration Validation

Result Type: Application: Job Profile Builder

Checks (7)

☐ Title

Job Profile Builder

- ☐ Imported GUIDs are valid. (JPBImportedGUIDInvalid)
- ☐ Competencies and behaviors are migrated from Job Description Manager. (CompetencyMigrationFailuresCheck)
- ☐ Families are migrated from Job Description Manager. (FamilyMigrationFailuresCheck)
- ☐ Roles are migrated from Job Description Manager. (RoleMigrationFailuresCheck)
- ☐ Duplicate Job Description Manager reference in the mapping entity. (DuplicateJDMIdInJdmJpbMapping)
- ☐ Invalid Job Description Manager reference in the mapping entity. (InvalidJdmJpbMappingValue)
- ☐ Missing Job Description Manager data reference in the mapping entity. (JDMIdNotPresentInMapping)

Figure 16: Checks for Job Profile Builder

Select all checks and click "Run Checks". System runs and displays the results for selected checks, so you can identify and fix potential issues.

Using the Quick Fix feature: Some checks have a quick fix, which can be used to correct any issues found by that check immediately. In JDM and JPB, the **Sequence Issues** can be fixed using the Quick Fix feature. For the Data Sequence Issue in JDM and JPB, in case the results are returned with issues, click the results, and you will see the four-step process at the top of the Detailed Results dialog:

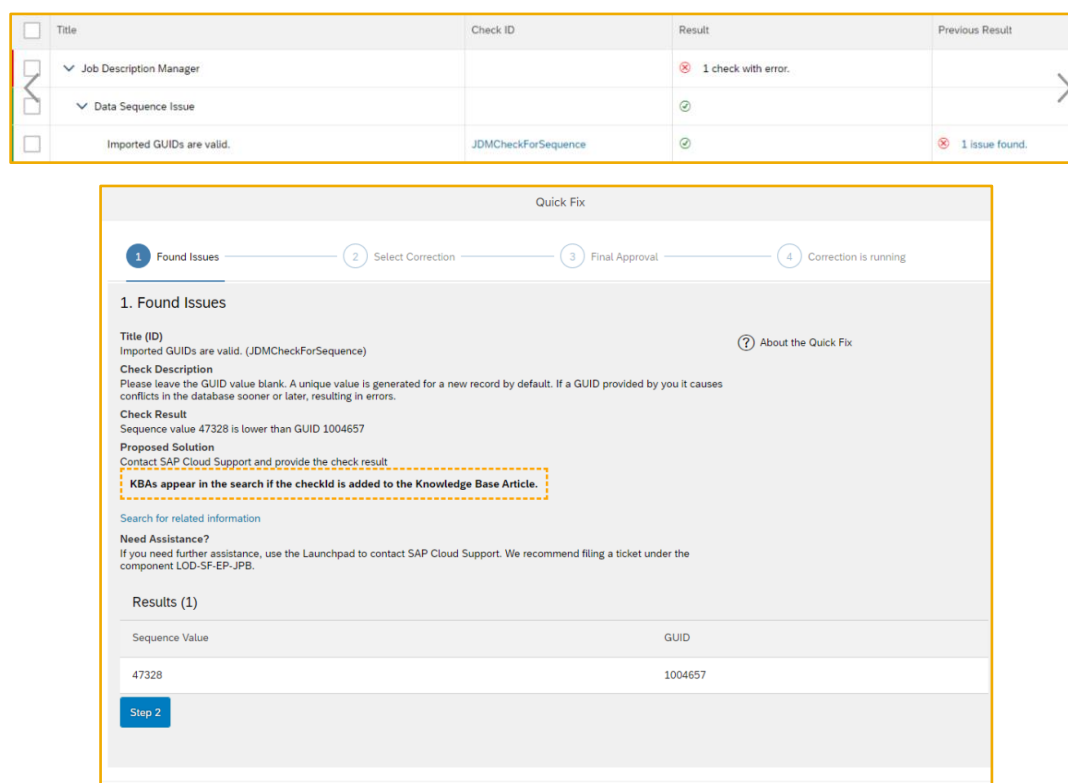


Figure 17: Quick Fix in Check tool

Complete all four steps to fix the sequence issue, providing your approval for the data selected, and click on Close to complete the process.

Once completed, run the check for Data Sequence Issue again to verify if the fix was completed successfully. After JPB is enabled in your instance, the tools to manage Families & Roles from JDM are no longer available. Now your data can be managed in Admin Center > Manage Job Profile Content and Manage Center of Capabilities.

Missing Job Description Manager Data Reference in the Mapping Entity: Migration Issue may also arise if any workflow, e.g., w.r.t Job profile Template approval, is in progress. Check and approve/reject such workflow and then rerun the migration.

Please refer to the help portal for detailed steps related to [Migrating from Job Description Manager to Job Profile Builder](#):

5.2 Configuration Pre-requisites for establishing Center of Capabilities and Talent Intelligence Hub

Additional Pre-requisites or baseline configurations required to work with Opportunity Marketplace after enabling the Job profile builder, will broadly include the following steps:

- Enable Administrative Permissions for managing the center of capabilities
- Setting up the Library Structure
- Setting up the Capability Portfolio
 - Proficiency Levels
 - Designating Performance Management templates for import of rating history and sync of future ratings

- End user permissions
- Upgrade to TIH

Please note: While these sections are covered in the corresponding Administrator/Implementation guide, this document will emphasize some key steps and considerations while executing these steps.

5.2.1 Enable permissions required for Center of Capabilities

Set Permissions for Administrator role > Manage center of capabilities >

- Capability Library Structure - Allows users to view, create, edit, import, and export libraries, categories, and groups
- Competencies – Allows users to view, create, edit, import, and export competencies
- Portfolio Settings and Proficiency Rating Scale - Allows administrators to configure the proficiency rating scale and enable the Capabilities Portfolio.

These RBP settings get activated when the Job profile builder (and Capabilities framework) is enabled in Provisioning.

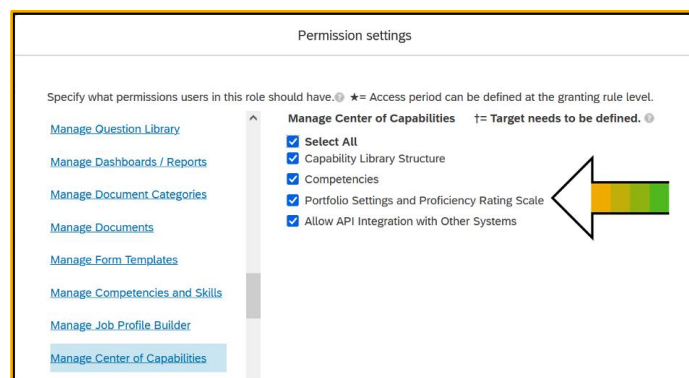


Figure 18: Permission settings for the center of capabilities

Please note: As of this time, the setting "Allow API Integration with Other Systems", (when checked) is for LMS API integration only, this will be expanded for other API integrations in a subsequent release.

5.2.2 Setting up the Center of Capabilities Library Structure

The Library can be structured into capability libraries, categories, and groups.

The screenshot shows the 'SAP SuccessFactors Admin Center' interface. The left sidebar has 'Capabilities Library' selected. The main content area shows 'Admin Center / Capabilities Library' and 'Capabilities Library'. Below this, there is a table titled 'Libraries (18)'. The table has columns: Name, Status, Created Date, Last Modified Date, and External Code. The table lists 18 libraries, all with a status of 'Active'. The libraries are: DDI High Performance, DDI-Executive, DDI-Healthcare, ITG-Banking, ITG-General, ITG-IT, ITG-Insurance, Lominger, Lominger v4, and Lominger v4.1b INTL. Each row has a checkbox on the left and a right arrow on the right. Below the table, there is a 'More Libraries' link and a pagination indicator '[10 / 18]'.

Name	Status	Created Date	Last Modified Date	External Code
DDI High Performance	Active	Jun 22, 2021, 12:43:22 PM	Jun 22, 2021, 12:43:22 PM	DDI High Performance_1
DDI-Executive	Active	Jun 22, 2021, 12:42:58 PM	Jun 22, 2021, 12:42:58 PM	DDI-Executive_1
DDI-Healthcare	Active	Jun 22, 2021, 12:43:13 PM	Jun 22, 2021, 12:43:13 PM	DDI-Healthcare_1
ITG-Banking	Active	Jun 22, 2021, 12:43:05 PM	Jun 22, 2021, 12:43:05 PM	ITG-Banking_1
ITG-General	Active	Jun 22, 2021, 12:42:40 PM	Jun 22, 2021, 12:42:40 PM	ITG-General_1
ITG-IT	Active	Jun 22, 2021, 12:42:37 PM	Jun 22, 2021, 12:42:37 PM	ITG-IT_1
ITG-Insurance	Active	Jun 22, 2021, 12:42:52 PM	Jun 22, 2021, 12:42:52 PM	ITG-Insurance_1
Lominger	Active	Jun 22, 2021, 12:42:57 PM	Jun 22, 2021, 12:42:57 PM	Lominger_1
Lominger v4	Active	Jun 22, 2021, 12:42:52 PM	Jun 22, 2021, 12:42:52 PM	Lominger v4_1
Lominger v4.1b INTL	Active	Jun 22, 2021, 12:43:29 PM	Jun 22, 2021, 12:43:29 PM	Lominger v4.1b INTL_1

Figure 19: Capabilities Library

Please refer to the [Creating a Capabilities Library Structure - SAP Help Portal](#) for further information on how to structure the Library.

The capabilities portfolio and the setting up of proficiency levels, scale and rating history are detailed in section 5.2.3. The following section just aims to elaborate on the expected rating calculation derived from the competencies.

5.2.2.1 Expected Rating field calculation

Apart from the Capabilities Portfolio, the expected rating field from the competencies is reflected in the following areas:

- Career Worksheet (Figure 20. a.)
- Performance form (Figure 21)

Expected rating calculation in Career worksheet

The system uses the following equation to calculate the Competency Expected Rating in Career Worksheet:

$$\text{expectPercent} * (\text{ScaleMax} - \text{ScaleMin}) + \text{ScaleMin}$$

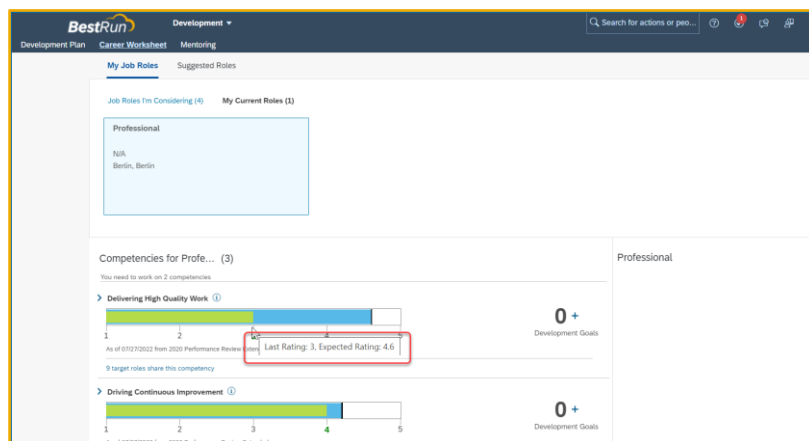
WHEREAS:

expectPercent = Rating % configured for the Competency mapped to the given Job Role (explained in section 2)

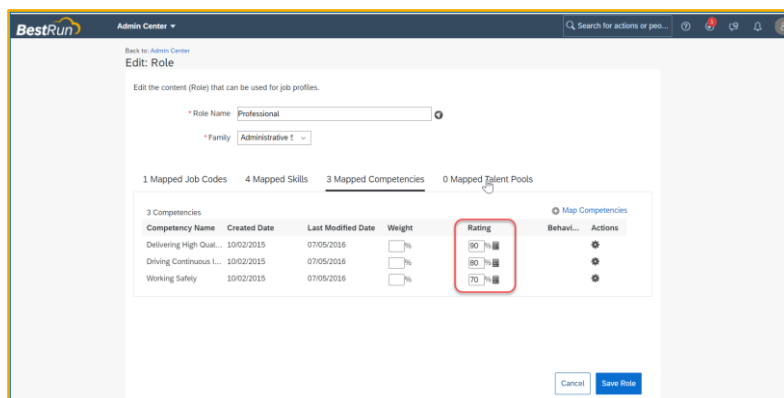
ScaleMin = Minimum value of rating scale used in Career Worksheet

ScaleMax = Maximum value of rating scale used in Career Worksheet

For more details, please refer to the KBA: [2219817 - Competency Expected Rating Calculation in Career Worksheet - SAP ONE Support Launchpad.](#)



The **expected percentage** in the above functionality is currently derived from the "Rating %" in the competencies set-up in the *Role level* in the "Job profile" (Fig 17). Please note that it does not mention the competencies available under "Manage center of capabilities".



Expected rating calculation in Performance form

The Display of Expected Ratings as a Percentage or Value can be controlled in the performance form. Your form can be configured to display the expected rating as either the % or the rating scale value.

To display the expected rating, the template requires the following:

show-obj-expected-rating = "true"

show-behavior-expected-rating = "true"

Then to control if that value is displayed as a percent or value, use:

comp-expected-rating-format = 0 or 1

behavior-expected-rating-format = 0 or 1

0 if showing the expected rating in %; 1 if converting the % to a score normalized to the section scale; default is 0.

A couple of the pointers to keep in mind on the display option are as follows:

- This change cannot be made to live forms. It needs to be correct at the time of launch.
- This change is impossible via admin tools and only done via Provisioning.

For more details, please refer to the KBA: <https://launchpad.support.sap.com/#/notes/0002184690>.

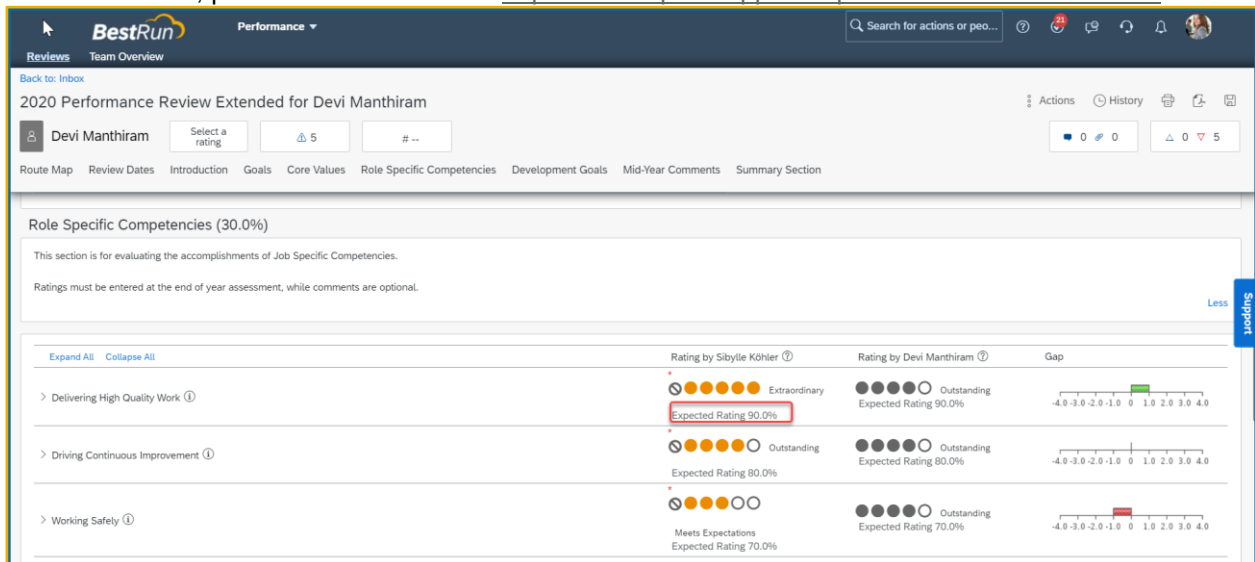


Figure 21. Expected rating in Performance form

5.2.3 Setting up the Capabilities Portfolio

The Capabilities Portfolio provides a central view of employees' capabilities. As of the current release, the portfolio is read-only and provides a view of capabilities (competencies) and proficiency levels.

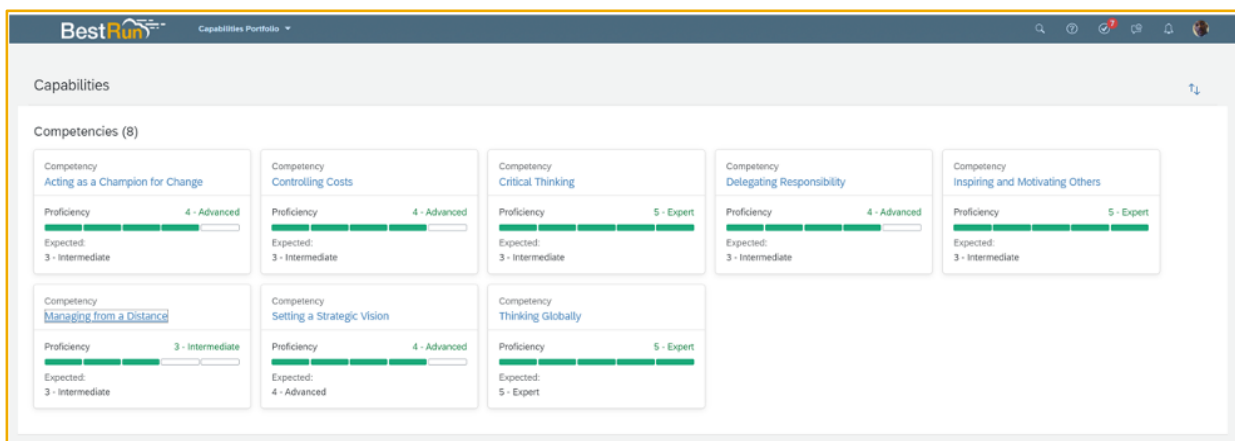


Figure 22: Capabilities Portfolio



Setting up the Capabilities Portfolio is a **ONE TIME ACTIVITY** that **cannot be repeated, nor can the settings be edited in any locale**; hence customers and implementation consultants are advised to review the Center of Capabilities Implementation Guide - section on configuring proficiency rating scales and enabling capabilities portfolio and planning and designing their set up prior to working through the Set up wizard.

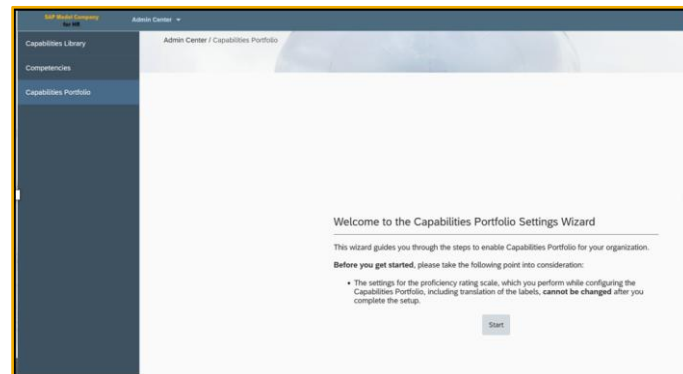


Figure 23: Capabilities Portfolio settings wizard

The set-up wizard consists of three steps:

- Establishing the Proficiency scale
- Establishing Proficiency levels
- Establishing Ratings history

Establishing the Proficiency Rating Scale

Figure 24: Capabilities Portfolio settings wizard – Ratings scale

- **Name:** A unique name for the proficiency rating scale
- **Description:** Description for the rating scale
- **Number of Levels:** Choose a 3-point, 4-point or 5-point rating scale
- **Lowest proficiency level value:** Choose whether the lowest level is 0 or 1, so a 5-point scale starting at 0 is 0-4.

It is recommended to use the lowest value as 1 rather than 0 to avoid confusion with the interpretation and display of numeric ratings.

- **Displaying numeric rating values along with proficiency levels:** choose if the numeric value should be displayed along with the ratings when displayed with capabilities
- **Include Too New to rate:** Select yes if this should be included as an option on the level scale

Ensure translations of the Name and Description needed for display for additional locales are ready at this stage before completing this step.

Establishing Proficiency levels

Figure 25: Capabilities Portfolio settings wizard – Proficiency level

- Name: Default names provided are Beginner, Intermediate, Proficient, Expert, and Master. If required, edit the default names.
- Description: Add a description for each level. Please note – when updating the defaulted description, the updated description will appear for each individual competency proficiency level description.

Establishing Ratings history and normalizing values from Performance Management forms

The Capabilities Portfolio is read-only, displaying competencies from the job role and their assessment values normalized to capability proficiency levels. Historical competency and assessed values are converted from Performance Management forms and Career Worksheets; and Capability Portfolio is updated as performance forms are updated.

Before undertaking this step, please review the relevant section within the guide to identify the historical performance ratings, which should be normalized as capability proficiency ratings.

A snapshot of the section is captured below, please review the entire section for fuller context.

- Identify the appropriate Performance Management forms and Career worksheets to provide the source from which proficiency ratings for an employee's capabilities associated with a job role are displayed in their Capabilities Portfolio. The ratings are normalized based on the number of levels you configure in the rating scale and migrated to Capabilities Portfolio, as follows:
 - If you've enabled Job Profile Builder and Performance and Goals for two years, up to two years of proficiency ratings are normalized and automatically migrated to Capabilities Portfolio.
 - If you've enabled Job Profile Builder and SAP SuccessFactors Performance & Goals for more than two years and prefer to include the proficiency ratings older than two years, the historical ratings can be imported by running the [Feedback Migration To JPB Job](#) in Provisioning.
 - If you've enabled Performance and Goals earlier, but enabled Job Profile Builder for less than two years, the proficiency ratings from the time you enabled Job Profile Builder are automatically migrated. If necessary, the older ratings can be migrated by running the [Feedback Migration To JPB Job](#).
 - If you've enabled Performance and Goals earlier, but enabled Job Profile Builder for the first time during the current release, the [Feedback Migration To JPB Job](#) must be run to migrate the proficiency ratings to Capabilities Portfolio.

Figure 26: Converting ratings history – snapshot from SAP Help – Center of Capabilities Implementation Guide

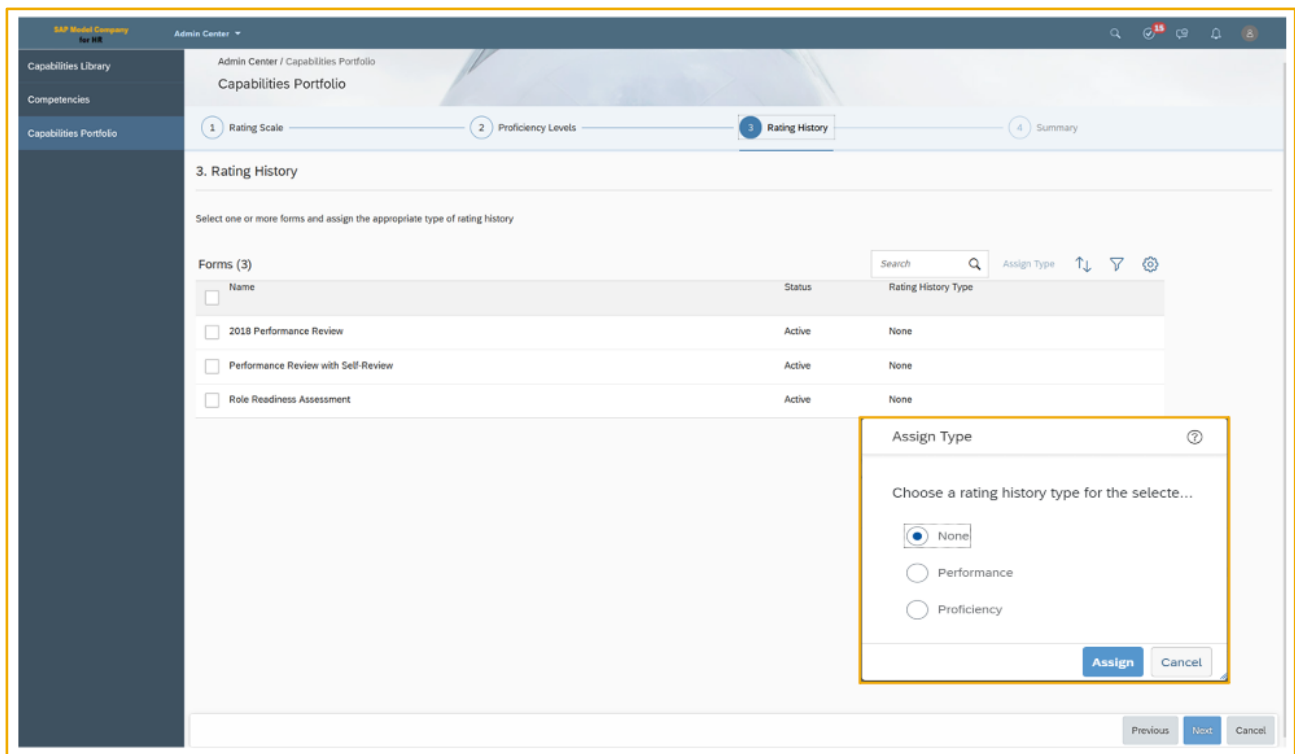


Figure 27: Capabilities Portfolio settings wizard – Ratings history

After identifying the forms whose ratings history needs to be normalized, the capability ratings within those performance forms will be converted into capability assessments for display on the Capabilities Portfolio. This is accomplished by:

Selecting the Ratings history type for each Performance form:

- Performance Forms – Capability proficiency ratings from Performance rating forms that are assigned a ratings history type of "Performance forms", will be displayed with the proficiency rating as "Unrated" when displayed as a capability on the portfolio. The logic is that the form contains a performance rating, not a proficiency rating, whereas the capability is associated with the person.
- Proficiency Forms – Capability proficiency ratings from Performance ratings forms whose rating history type is marked as "Proficiency forms", will be normalized to the actual value on the proficiency rating scale.

None – Capabilities coming from Performance ratings forms whose rating history type is marked as "None", will not show up in the Portfolio, irrespective of whether they are rated or not. With 1H2022, capabilities from Ratings History sources marked as "None", will be ignored by the Capability Portfolio.

If a capability is associated with forms of both Proficiency and Performance template types, the ratings in the Performance form template aren't considered. Instead, the latest assessed ratings from the Proficiency template are normalized and displayed in the Capabilities Portfolio.

If customers wish to add capabilities along with their proficiencies to the portfolio which aren't associated with available sources, the following steps can be followed:

- Create a new PM template with "configurable = true" so that users can add/rate any capabilities they want
- Associate that template with a Rating Scale that matches the Proficiency Level Scale
- Select this form as a source with "assign type = Proficiency" in the Rating History section
- Capability Portfolio is updated with additional capabilities

This allows an administrator to add additional capabilities/proficiencies to be considered for the portfolio beyond displaying capabilities and proficiencies from historical forms marked as Proficiency forms and assessments getting synced over.

Examples below reflect the conversion of capability ratings to proficiency assessments:

- Example 1: Source Performance rating history set as "Proficiency" with values being the same.

Source: Performance Form – Rating History type = Proficiency Scale, where source and target have the same proficiency rating "Expert"

Target: Capability portfolio, Proficiency rating "5-Expert"

Capability	Rating by John Huddleson	Official Rating
Acting as a Champion for Change	5.0 Expert	5.0 Expert
Controlling Costs	5.0 Expert	5.0 Expert
Critical Thinking	5.0 Expert	5.0 Expert
Delegating Responsibility	5.0 Expert	5.0 Expert
Inspiring and Motivating Others	5.0 Expert	5.0 Expert
Managing from a Distance	5.0 Expert	5.0 Expert
Setting a Strategic Vision	5.0 Expert	5.0 Expert
Thinking Globally	5.0 Expert	5.0 Expert

Thinking Globally
Competency
Source: By Role

Description
Understands global markets and conditions; aware of how cultural and international differences may impact business plans and strategies; thinks globally when considering resources and/or market opportunities.

Proficiency Rating
Proficiency: 5 - Expert
Expected: 5 - Expert
Expected ratings are the ratings expected for a capability associated with your role.

Proficiency Level History
Oct 15, 2021
Source: Performance Management Form Review
Proficiency Rating: 5 - Expert

Figure 28: Example 1: Source Performance rating history set as Proficiency with values being same

- Example 2: Source Performance rating history set as "Proficiency" with values being different – normalized to new proficiency level as per settings in Proficiency rating levels.

Source: Performance Form – Rating History type = Proficiency Scale, where source and target have the different proficiency rating Source - "Outstanding"

Target: Capability portfolio, Proficiency rating "4-Advanced"

Capability	Rating by John Huddleson	Official Rating
Acting as a Champion for Change	4.0 Outstanding	4.0 Outstanding
Controlling Costs	4.0 Outstanding	4.0 Outstanding
Critical Thinking	4.0 Outstanding	4.0 Outstanding
Delegating Responsibility	4.0 Outstanding	4.0 Outstanding
Inspiring and Motivating Others	4.0 Outstanding	4.0 Outstanding
Managing from a Distance	4.0 Outstanding	4.0 Outstanding
Setting a Strategic Vision	4.0 Outstanding	4.0 Outstanding
Thinking Globally	4.0 Outstanding	4.0 Outstanding

Thinking Globally
Competency
Source: By Role

Description
Understands global markets and conditions; aware of how cultural and international differences may impact business plans and strategies; thinks globally when considering resources and/or market opportunities.

Proficiency Rating
Proficiency: 4 - Advanced
Expected: 5 - Expert
Expected ratings are the ratings expected for a capability associated with your role.

Proficiency Level History
Oct 15, 2021
Source: Performance Management Form Review
Proficiency Rating: 4 - Advanced

Figure 29: Example 2: Source Performance rating history set as Proficiency with values being different

- Example 3: Source Performance rating history set as "Performance", implying form performance ratings values will not be moved over to Capabilities Portfolio as proficiency rating levels. Capabilities show up as "unrated".

Source: Performance Form – Rating History type = Performance, ratings for capabilities on this form are not converted to proficiency values

Target: Capability portfolio, Proficiency for capabilities from this form are not rated

Capability	Rating by Lauren SuccessFactors	Official Rating
Establishing Relationships	5.0	5.0
Managing from a Distance	5.0	5.0
Setting a Strategic Vision	5.0	5.0
Thinking Globally	5.0	5.0

Establishing Relationships
Competency
Source: By User

Description
Able to relate to all kinds of people regardless of background, finds topics and common interests that he/she can use to build rapport with others.

Proficiency Rating
My Proficiency: Unrated
Expected: Not Specified
Expected ratings are the ratings expected for a capability associated with your role.

Proficiency Level History

Figure 30: Example 3: Source Performance rating history set as Performance

Future Outlook: Proxy user access to Capabilities Library, Capabilities Portfolio, and the Portfolio Settings is restricted

5.2.4 Enabling the Capabilities Portfolio for End-users

Once the one-time activity of setting up the Proficiency level is completed, end-user RBP settings need to be completed for the Capabilities Portfolio, therefore, employee capabilities will be visible to the employee.

For end-users, an administrator needs to set the RBP permissions for the Competencies and Skills object for assignment and assessments.

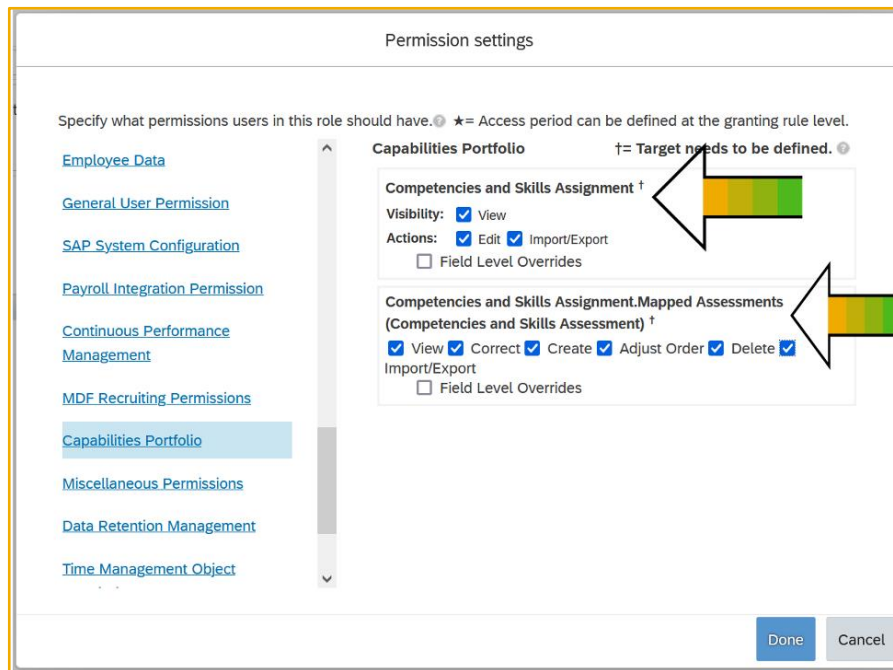


Figure 31: Permission settings for enabling an end-user for Capabilities Portfolio

Please note, as of the current release, since capabilities are available as read-only, an end-user will not have the ability to add/edit a capability assignment or proficiency rating. Customers may opt to disable or not display the portfolio for end-users.

Please refer to the [center of capabilities implementation guide on SAP Help](#) for further information on enabling Capabilities, capabilities portfolio, and initial setup required to prepare these for SAP SuccessFactors Opportunity Marketplace.

5.2.5 Enabling Talent Intelligence Hub-Attributes, Attribute Library, and Growth Portfolio

Talent Intelligence Hub is available as part of the Early adopter care program. To activate Talent Intelligence Hub, the customer must have migrated JDM to JPB and must have enabled JPB. If the customer has already moved to the Center of Capabilities, then data structures such as Libraries, categories, competencies, behaviors, and the proficiency level scale must be migrated from the Center of Capabilities.

Pre-Requisites

- The customer must have existing Skills and/or competency Library data in the system or be ready to import
- The customer must have an existing proficiency rating scale for skills and/or competencies in the system or be ready to configure
- A target population in mind for whom to grant access to the growth portfolio.
- Permissions required to use Talent Intelligence Hub

Set Permissions for Administrator role under Administrator Permissions -> Manage Talent Intelligence Hub Settings.

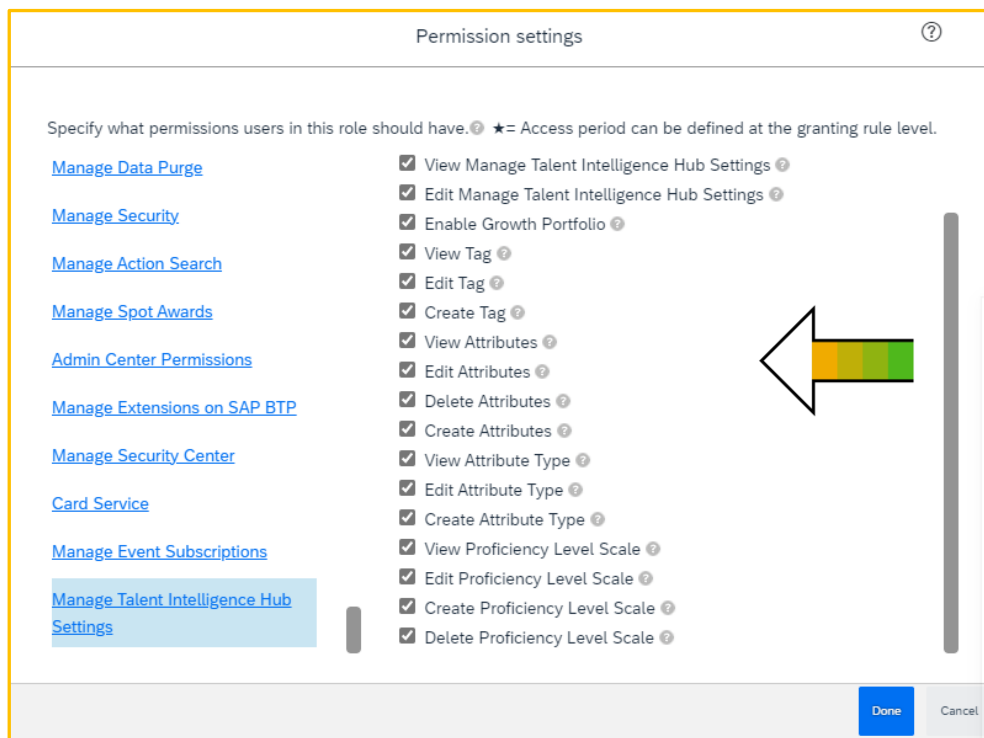


Figure 32: Permission settings for enabling admin user for Talent Intelligence Hub

Functionalities within Attributes Library

To access the Attributes library, navigate to Admin center -> Manage Talent Intelligence hub. The Fig. below provides the option to create and maintain attributes, proficiency settings, tags, etc.

- Attribute types
- Attributes
- Proficiency Settings
- Portfolio settings
- Import and export data (Future release)
- Tags

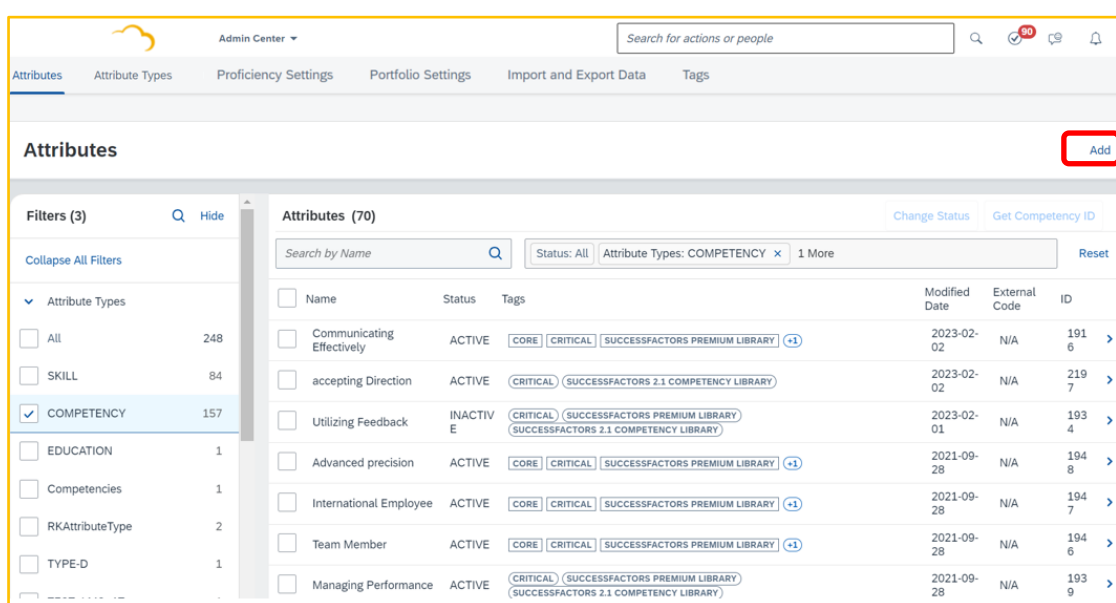


Figure 33: Manage Talent Intelligence Hub settings

Attributes

The Attribute library comes with the SuccessFactors provided a standard library of attributes on competencies and skills. Customers can start using these standard attributes by tagging the attribute type competency or skill to the relevant Proficiency scale. The Attributes library also facilitates the creation of custom attributes of competencies and skills which can be used to store customer-specific tailor-made attributes.

The pre-existing data of libraries, categories, and groups from the Center of Capabilities will be transformed into tags when migrated into the Talent Intelligence hub.

Attribute types:

The following are the current standard attribute types available in the library:

- **Competencies**
- **Skills**

Customers can choose to have a single proficiency level scale for both attribute types or to have it as two different scales for each attribute type according to their business requirements.

Proficiency Settings

The proficiency level scale from the center of capabilities will be migrated into the Talent Intelligence hub. If there is a requirement to have different PLS for each attribute type, it can be created additionally in TIH.

In the case of new proficiency scale creation in TIH, plan the configuration settings of the scale, like name, description, and levels for a basic scale setup. However, the number of levels cannot be changed after the initial setup of the scale. In future releases, the rating scales and descriptions can be edited. When using names and descriptions in multiple languages, have the translation settings of PLS ready before getting started, as translations cannot be added or revised after the wizard setup is complete.

Tags

Administrators create tags in the attributes Library. Users will be able to view and use the pre-defined tags in attributes.

Based on the abovementioned components, the section below entails a basic setup for reference purposes.

Creation of a new tag:

Navigate to Admin Center -> Manage Talent Intelligence Hub -> Tags and Click "Add".

The screenshot displays the Admin Center interface. At the top, there is a navigation bar with the 'Admin Center' dropdown and a search bar labeled 'Search for actions or people'. Below the navigation bar, a horizontal menu contains several options: 'Attributes', 'Attribute Types', 'Behaviors', 'Proficiency Settings', 'Portfolio Settings', 'Import and Export Data', and 'Tags'. The 'Tags' option is currently selected. Below the menu, the 'Tags' section is visible, featuring an 'Add' button in the top right corner. Below this, the 'Add New Tag' form is shown. The form has a title 'Add New Tag' and a section '1. Details'. It contains several input fields: 'Name' (with a red asterisk) containing 'Niche Skills', 'Code' (with a red asterisk) containing '100', and 'Description' (with a red asterisk) containing 'Cutting new edge technologies'. There is also a 'Status' field with radio buttons for 'Active' (selected) and 'Inactive'.

Figure 34: Creation of tag

Creation of a new Proficiency level scale:

Navigate to Admin Center -> Manage Talent Intelligence Hub -> Proficiency settings.

Click on the icon "+".

The first screenshot shows the 'Proficiency Settings' page with a red box around a '+' icon and the text 'Aspiration proficiency scale'. The second screenshot shows the 'Add Proficiency Level Scale' form with fields for Name, Description, Number of Levels (set to 5), Lowest Level Value (set to 1), and Status (set to Active). The third screenshot shows the '2. Rating Levels' section with two levels defined: Level 1 (Name: Beginner, Description: Add description for Level 1) and Level 2 (Name: Intermediate, Description: Add description for Level 2).

Figure 35: Creation of proficiency scale

Tagging a new Proficiency level scale to a standard attribute type:

Navigate to Admin Center -> Manage Talent Intelligence Hub -> Attribute Types.
Select the attribute type to be updated and click on "Edit".

The screenshot shows the 'Attribute Types' page with a table of attribute types. The 'COMPETENCY' attribute type is selected, and the 'Edit' button is highlighted with a red box. The right sidebar shows the details for 'COMPETENCY', including its description, status (ACTIVE), and proficiency levels (Unrated, Too New to Rate, Beginner, Intermediate).

Name	Status	Modified Date	Created Date
COMPETENCY	ACTIVE	2022-10-12	2022-08-16

Edit COMPETENCY Attribute Type

Name : *
COMPETENCY

Description :
Competency

Status : *
☒ Active ☐ Inactive

Proficiency Level Scale :
 Proficiency Level Scale

Figure 36: Tag Proficiency to the standard attribute type

Creation of a standard attribute of type Competency:

Navigate to Admin Center -> Manage Talent Intelligence Hub -> Attributes. Click on "Add" under attributes and select attribute type as "Competency", provide additional details such as Name, Description, Tags, and mark status as "Active/Inactive" as required.

Add Attribute

1. Details

Attribute Type : *
COMPETENCY

Name : *
Strategic purpose

Description :
Has a clear grasp on broader, longer-term vision for their work and the work of the organization.

Status : *
☒ Active ☐ Inactive

Tags :
Choose Tags

Attributes

Strategic purpose attribute added to COMPETENCY.

Figure 37: Example of creation of standard attribute type

The created attribute can be searched by applying relevant filters on the attribute type in the filter pane on the left or by searching with the specific attribute name in the search box.

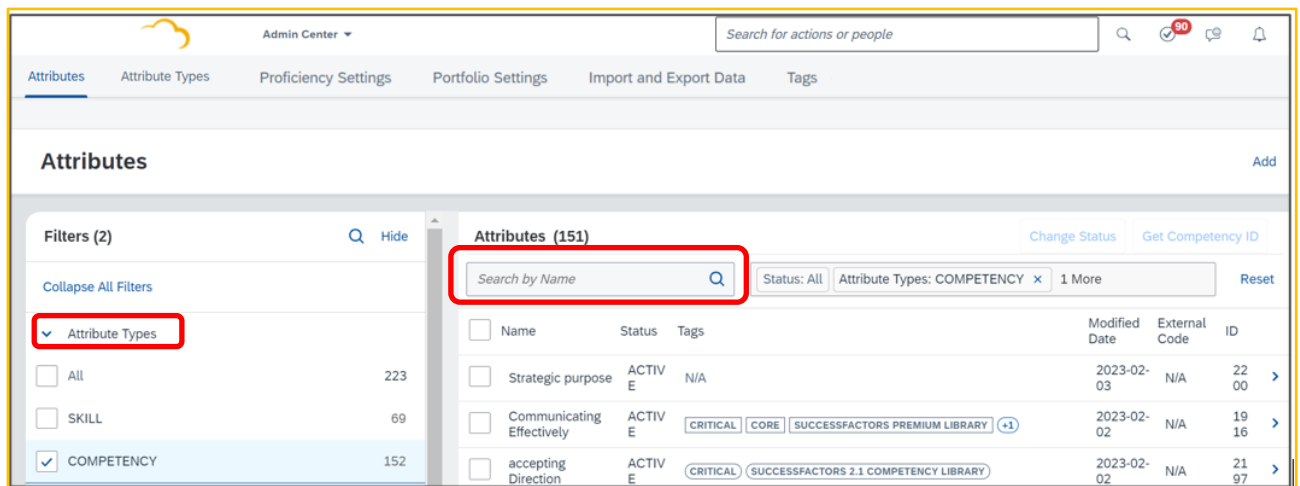


Figure 38: Attribute library

The competencies, skills and other custom attributes created in the library can be added to the growth portfolio. Employees can view their capabilities in the Growth Portfolio. The organization can assign capabilities to employees based on their role, or employees can add the required skills from the recommendations list.

5.2.6 Enabling Growth Portfolio for End-user

Set Permissions for User Permissions -> Growth Portfolio.

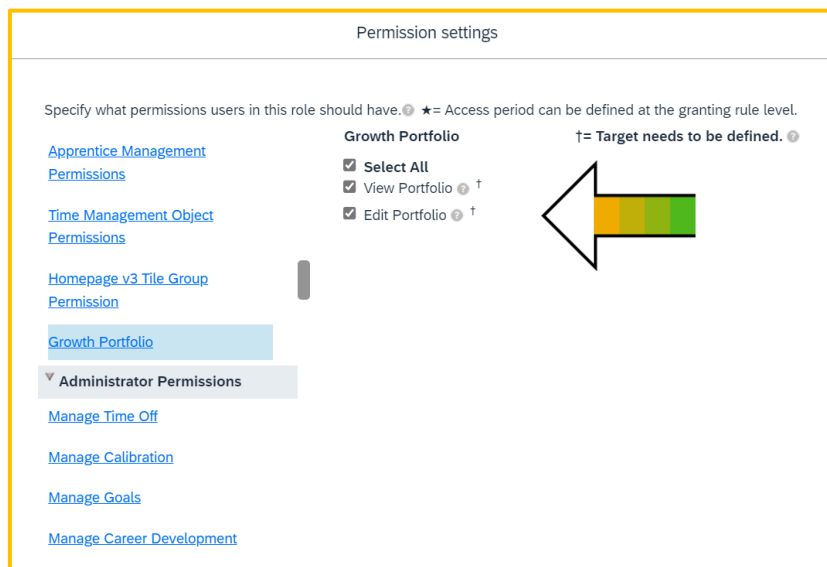


Figure 39: Permission settings for enabling end-user for Growth Portfolio

After the required role-based permissions are checked, the Growth portfolio is enabled from the **Portfolio settings** under Manage Talent Intelligence hub settings, as highlighted below.

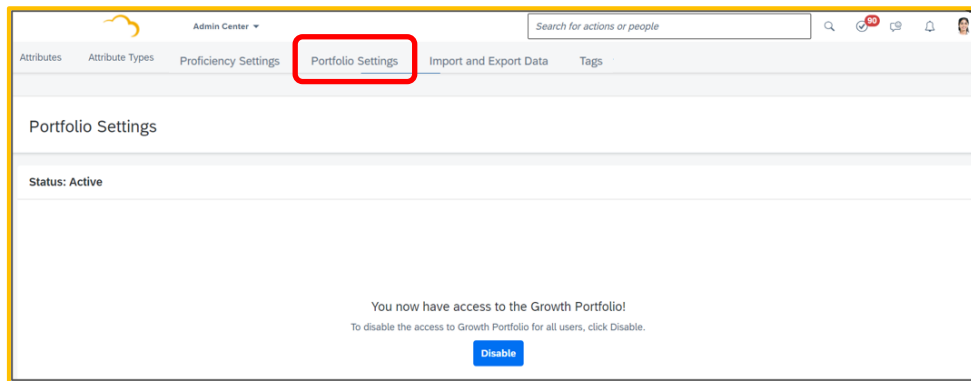


Figure 40: Portfolio settings to enable Growth Portfolio

The employee can access the Growth portfolio from the Home drop-down menu to view and add competencies and skills as required.

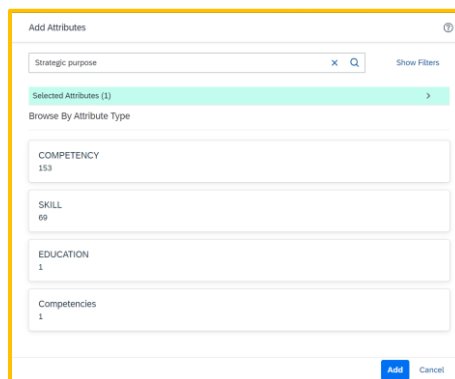
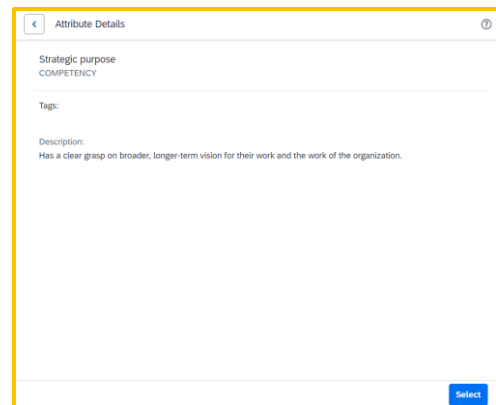
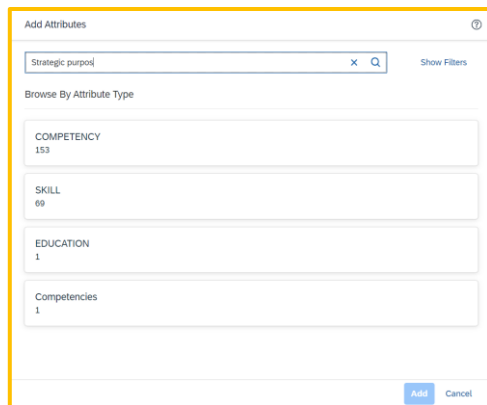
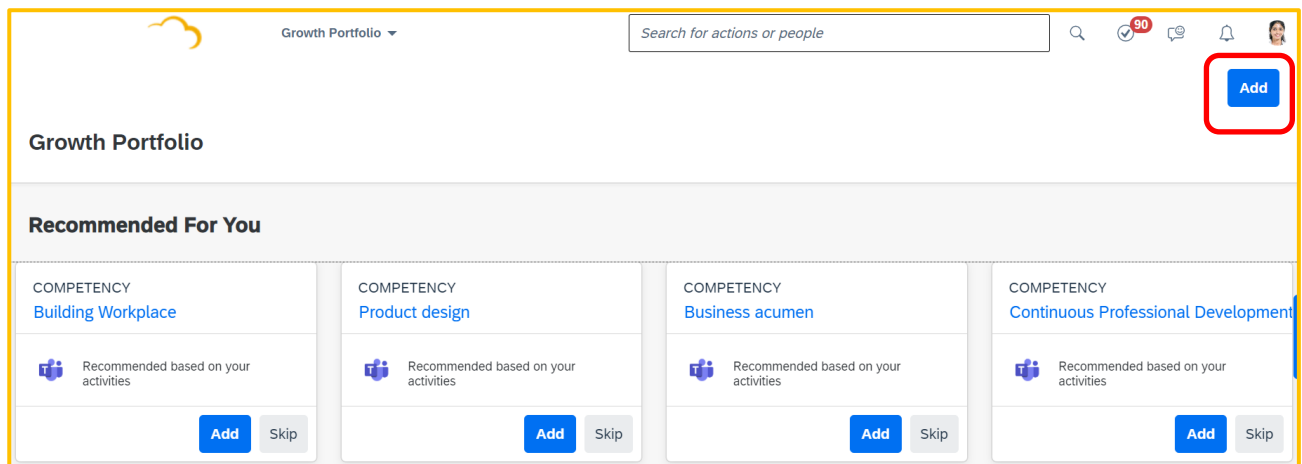


Figure 41: Employee view of Growth Portfolio

Please refer to the published product roadmap for current information on the evolution of the Talent Intelligence Hub.

5.3 General Pre-requisites for SAP SuccessFactors Opportunity Marketplace

Some of the general, high-level pre-requisites for using SAP SuccessFactors Opportunity Marketplace include the following:

- Commercial pre-requisites

SAP SuccessFactors Opportunity Marketplace is sold as a separate SKU and is available for subscription starting with the 2H 2021 release.

- Metric: User (defined as individuals with an active profile)
- Count of Users: No minimum user count
- Pricing: Tiered pricing based on # of users

Capabilities are delivered at the SAP SuccessFactors platform level and become available when the job profile builder is turned on for a customer.

- Browser support

Microsoft Edge, Chromium Edge, Mozilla Firefox, Apple Safari, and Google Chrome (No Internet Explorer 11). [Browser support information](#)

- Recommendation

Use the latest version of the Home Page (permissions to be enabled). SAP SuccessFactors Opportunity Marketplace is accessible as a "Quick access" item, under the "Quick action" section.

5.3.1 Provisioning settings

- Enable Opportunity Marketplace

Provisioning -> Company Settings -> Opportunity Marketplace

☒ Enable Opportunity Marketplace (separate license required) — requires Job Profile Builder and Role-Based Permission

5.3.2 Permission settings

- Administrators will need access to manage SAP SuccessFactors Opportunity Marketplace in addition to their access to the center of capabilities as captured earlier in section 5.2.1.

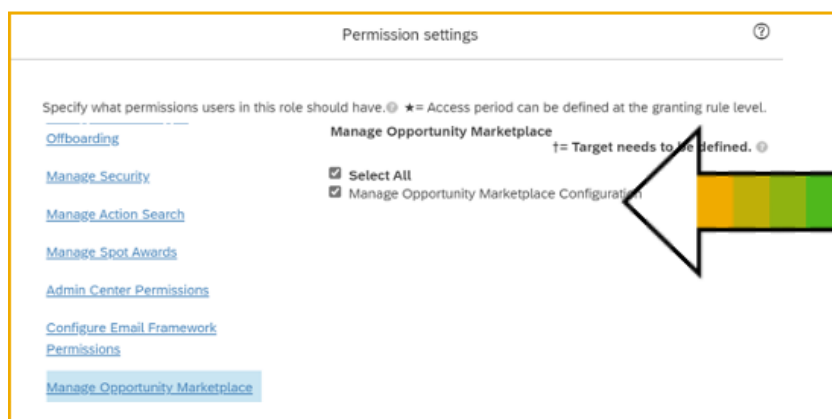


Figure 42: Administrator permission settings for Opportunity Marketplace

- End Users will need access to SAP SuccessFactors Opportunity Marketplace.

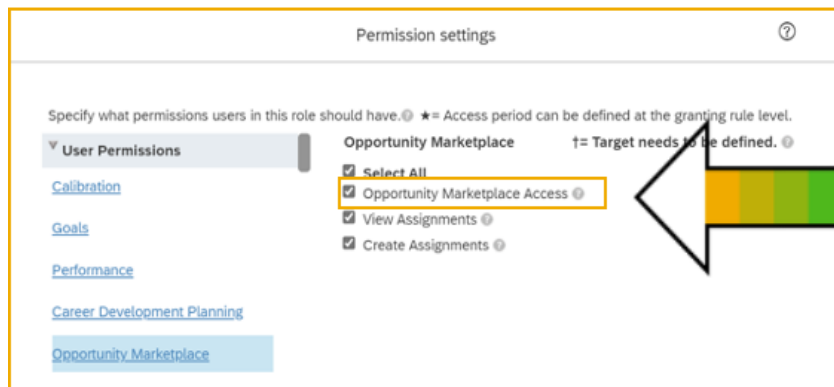


Figure 43: Administrator permission settings for Opportunity Marketplace

5.4 Opportunity types in the opportunity marketplace

SAP SuccessFactors Opportunity Marketplace is built to leverage data in the Capabilities to connect employees and opportunities. With the opportunity marketplace, employees can access, in one place – new development experiences and both classic and experiential learning. It helps organizations connect people to meaningful and relevant opportunities for mutual benefit and success.

The following opportunities are available:





 <p>Assignments Internal assignments, fellowships, teams or gigs to achieve a common task, solve a problem or collaborate to achieve something new.</p>	 <p>Career Roles Role recommendations to showcase and add transparency into job opportunities and possible career paths available within my organization.</p>
 <p>Learning Recommendations for learning courses, curriculum based upon my interests and aspirations.</p>	 <p>Mentoring / Coaching Advisors, mentors, coaches, in a formal relationship, collaborating with each other on a regular cadence. Full programs and individual mentors/coaches are recommended.</p>

Fig 44: Opportunity types available in Opportunity Marketplace

Some opportunities surface from already configured and live functionality in Career Development Planning and in Learning. Some opportunities – like *assignments* – have been introduced to the opportunity marketplace. We will review the pre-requisites and baseline configuration needed for each opportunity type to be enabled in SAP SuccessFactors Opportunity Marketplace.

5.4.1 Assignments

Assignments represent internal work opportunities that last for a specified time, are usually shorter than 12 months, and can be full-time or part-time. These opportunities are curated to appear under the section *Broaden your Experience*.

Assignment recommendations for an employee in the opportunity marketplace, match employee capabilities and proficiency levels on their capability portfolio with required and/or nice to have capabilities and proficiency levels as listed for an assignment.

By using the Assignments feature, managers can find qualified talent via a lightweight posting process, and employees can accomplish a common task, gather new skills and experience, or collaborate to achieve something new by applying for an assignment that they are interested in.

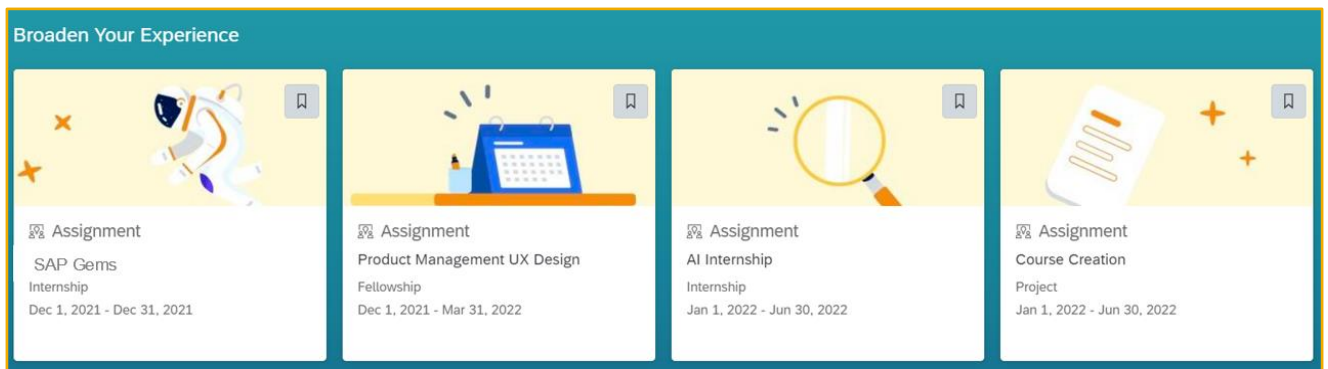


Figure 45: Assignments in Opportunity Marketplace

The assignment feature needs to be enabled using **Manage Assignments Action**.

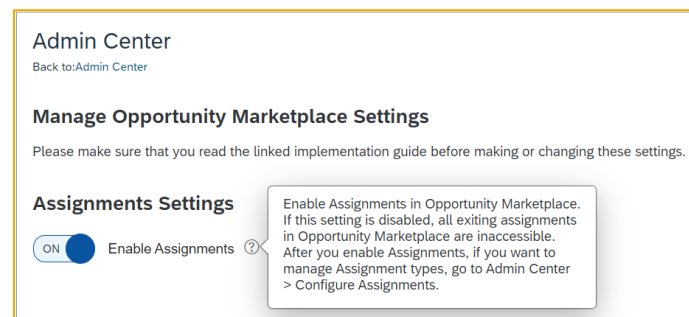


Figure 46: Enabling Assignments in Opportunity Marketplace

5.4.1.1 Permissions for creating and viewing, and working with assignments

The customer can configure permissions to allow specific users, such as HR Administrators, or managers, to create and manage selected or all assignment types and end-users can be permissioned to view and apply to selected or all assignment types.

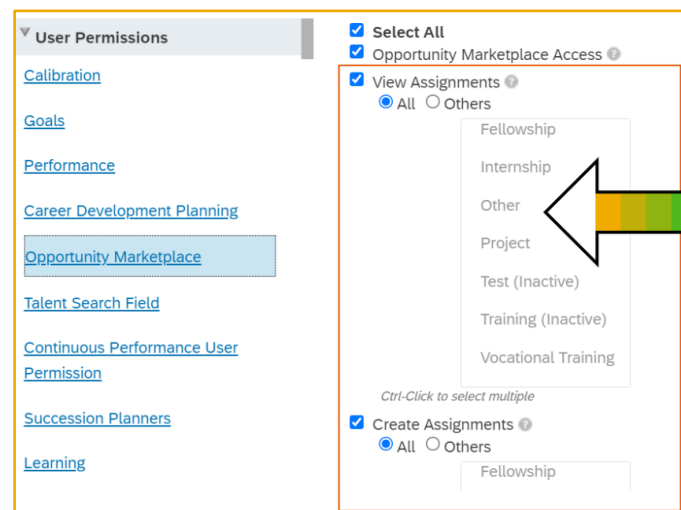


Figure 47: Permission settings for creating and viewing assignments in Opportunity Marketplace

To configure assignments, Administrators should have the following permissions:

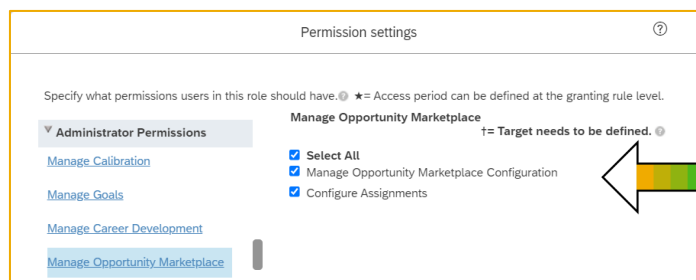


Figure 48: Permission settings for creating and viewing assignments in Opportunity Marketplace

The snapshot below from the [Implementation guide for SAP SuccessFactors Opportunity Marketplace](#) lists additional recommended settings as under:

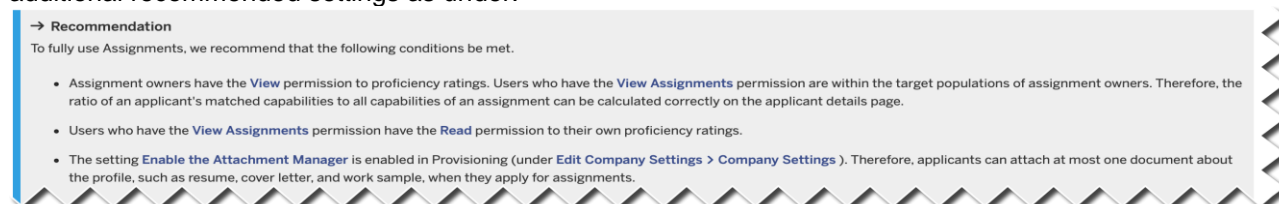


Figure 49: Snapshot from SAP Help capturing recommended Permission settings for creating and viewing assignments

5.4.1.2 Enable Email notifications and approvals for Assignments

It is possible to enable notifications for an assignment type (e.g., Project, Fellowship, etc.) based on customer requirements. Currently, email text is not configurable. You could choose to enable email notification for all the following stages or some of them:

- Publishing an assignment – To notify the assignment creator's manager
- Application for an assignment – To notify the applicant's manager
- Acceptance of an Offer - To notify the applicant's manager

In the same screen, the Approval workflow could be enabled for the "Accept an Offer" stage.

At the moment, the approval workflow is available only for the offer acceptance stage.

Notification and approval workflow can be accessed by applicant's managers either on iOS and Android SAP SuccessFactors Mobile apps or website home page based on notification/approval configuration. Employees also receive confirmation messages when their manager takes action on their request.

Require Notifications or Approvals		
Scenarios	Email Notifications	Approvals
Publish an assignment	<input type="checkbox"/>	<input type="checkbox"/>
Apply for an assignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accept an offer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 50: Notification setting for Assignment Types

Please refer to the [Implementation Guide for SAP SuccessFactors Opportunity Marketplace](#) for information on email notifications that the customer can choose to enable.

5.4.1.3 Creation of an Assignment

Users with required permissions to create and administer assignments will have the option to create assignments which are enabled within their opportunity marketplace.

While the process is self-explanatory, here are a few considerations on configuration options:

- Opportunity types
Five options are available by default:

Figure 51: Assignment types

Administrators can also edit the default list of assignment types using **Configure Assignments Action** to Add, Edit or Change the Status of assignment Types. A maximum of 50 Assignment Types can be added (active and inactive included). Assignment types once created, cannot be deleted.

- Total Seats

Figure 52: Total Seats

The Total Seats field allows the assignment creator to staff multiple employees for the assignment providing they meet the criteria of Job Role, Capabilities and Proficiency, and Work mode/Location as specified for the assignment as described below. In case either of these criteria need to be different per employee, a new assignment needs to be created.

- Work mode and Location picklist

Figure 53: Work mode selection

The location field and corresponding picklist are only enabled for customers who have the **Location Foundation object** configured and in use. Else, this field/option will not appear.

- Participation Level

If an assignment is set to Part-Time, there is an optional field to indicate the percentage of time that will be required for the assignment (1-99).

Participation: *

☐ Full-Time ☒ Part-Time

Participation Percentage:

%

Figure 54: Participation Level

- To have more suitable recommendations for a user, capabilities should be tagged during the assignment creation. But this activity is still optional.
- Custom fields
This feature is used to define and configure custom fields for Assignments. The properties of the custom fields are listed in the screenshot below.
 - Each of the custom fields can be tied to one or more of the related assignment types
 - The allowed field types are Boolean, text and text area
 - Custom fields support translation

Custom fields are created from Admin center -> Configure assignments.

Admin Center / Configure Assignments

Custom Fields

Define Custom Fields

Create Custom Field

Make sure that you select the correct field type. After creation, you can't edit the field type.

Field Name: *

Enter a field name

Field Type: *

Select a field type

Input Prompt:

Enter a hint for this field

Related Assignment Types:

Select assignment types

Create Cancel

Figure 55: Custom fields creation

Admin Center / Configure Assignments

Custom Fields

Define Custom Fields

Field Name	Field Type	Input Prompt	Related Assignment Types
Expected working hours	Text	Indicate the daily working hours	Internship
Travel involved	Boolean		Project

Figure 56: Sample Custom fields overview

Custom fields when declared and added via *Configuring assignments*, also gets reflected in the ongoing and closed assignments. The newly created custom fields are defaulted to a value "Not set".

Opportunity Marketplace / Manage My Opportunities / Assignment Details

SAP GEMS ONGOING

Duration: Dec 11, 2022 - Dec 25, 2023

Edit Close Hiring End Assignment

Assignment Details Applicants

About This Assignment

Description:
Freshers graduate program

Type: Internship	Job Role: Professional	Seats: ? 1/15	Duration: Dec 11, 2022 - Dec 25, 2023
Hiring Status: Hiring	Participation: Part-Time	Participation Percentage: 50%	Work Mode: Remote
Expected working hours: Not Set	Published On: Dec 12, 2022		

Figure 57: Ongoing assignment

Assignment owners can now edit assignments that they created when assignments are published, and the hiring process is not closed. Using this, the custom fields can be updated to capture the actual information.

1 Select Assignment Type [2 Describe Your Assignment](#) [3 Define Role and Capabilities](#)

3975 characters left

Start Date: *
Dec 12, 2022

End Date: *
Dec 26, 2023

Total Seats: *
15

Participation: *
☐ Full-Time ☒ Part-Time

Participation Percentage:
50 %

Work Mode: *
☒ Remote ☐ Onsite ☐ Flexible

Expected working hours:
4

255 characters left

Next

Figure 58: Editing Ongoing assignment

Opportunity Marketplace / Manage My Opportunities / Assignment Details

SAP GEMS ONGOING

Duration: Dec 11, 2022 - Dec 25, 2023

Edit Close Hiring End Assignment

Assignment Details Applicants

About This Assignment

Description:
Freshers graduate program

Type: Internship	Job Role: Professional	Seats: ? 1/15	Duration: Dec 11, 2022 - Dec 25, 2023
Hiring Status: Hiring	Participation: Part-Time	Participation Percentage: 50%	Work Mode: Remote
Expected working hours: 4	Published On: Dec 12, 2022	Last Edited On: Dec 15, 2022	

Figure 59: Custom field updated on Ongoing assignment

Create Assignment

1 Describe Your Assignment — 2 Define Role and Capabilities

2. Define Role and Capabilities

Job Role:

Capabilities: *

Capability Name	Proficiency Level	Required Capabilities	Action
Driving Continuous Improvement	Fundamental Awareness	<input checked="" type="checkbox"/>	
Entrepreneurial Thinking	Fundamental Awareness	<input checked="" type="checkbox"/>	
Adapting to Change	Fundamental Awareness	<input checked="" type="checkbox"/>	

Figure 60: Assigning capabilities and proficiencies

Here, assignment creators will pick the required capabilities and proficiency levels that applicants should ideally meet to work on the assignment. Proficiency Level assignment to a capability is no longer mandatory from 2205 release. This gives flexibility to Assignment Owners to create assignments without setting up Capability Portfolio. Assignment Owner can view capability details if it is configured within capability framework.

Job role field is optional.

Assignment block in People Profile:

The Assignment block in the People profile reflects the history of employee's assignments which entails the details, dates, and status of assignments. There are two options to activate the block via adding the code in Succession Data Model or enabling the Opportunity marketplace background element via Manage Business configuration from Admin center.

Configuring Succession data model:

Below is the required code to enable the Opportunity Marketplace background element:

```
<background-element id="opportunityMarketplaceAssignmentPortlet" type-id="155">
    <label>Opportunity Marketplace Assignments Block</label>
</background-element>
```

Figure 61: Code addition in Succession Data model

Manage Business Configuration:

Navigate to Admin Center -> Manage Business Configuration -> Employee profile -> Background element and set the "Enabled" option highlighted in the figure to "Yes".

Figure 62: Manage Business configuration

After the code is added to the Succession Data model, the opportunity marketplace block is activated under Employee Data section to provide permission to the required roles.

Figure 63: Permission to enable the OMP block

After the OMP block is permissioned, navigate to *Configure people profile* and the block is listed under the available blocks section. By clicking and dragging the block, position it in the existing people profile layout and save the updated profile.

Figure 64: Opportunity Marketplace block updates in Configure People profile

The Assignments block is successfully added and displayed in the People profile as below:

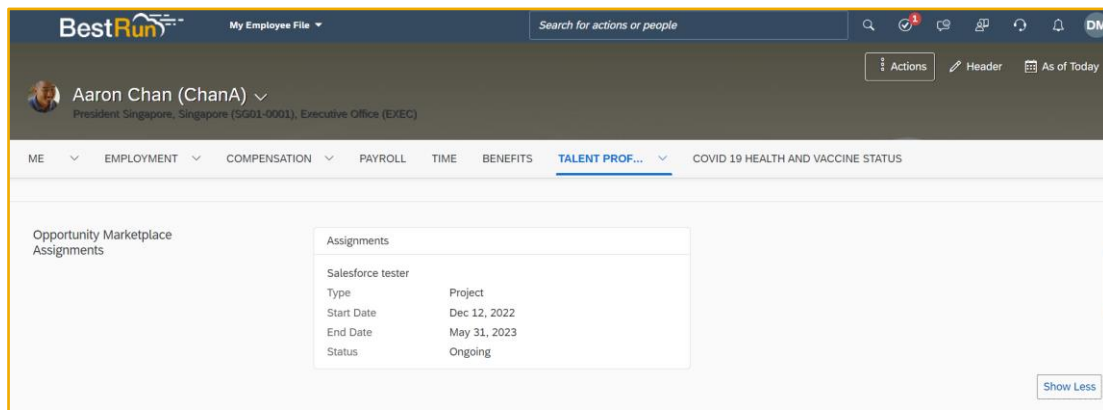


Figure 65: Assignments block listed on People profile page

Assignment functionalities in Mobile:

The followings are some of the assignment-related actions available in iOS and Android SAP SuccessFactors Mobile apps.

- Assignment owners can view their posted assignments and manage applicants.

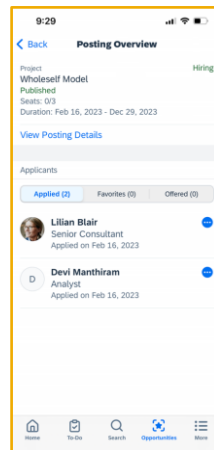


Figure 66: View assignments and manage applicants

- Applicant engagement duration can be set during the offer and updated later as needed.

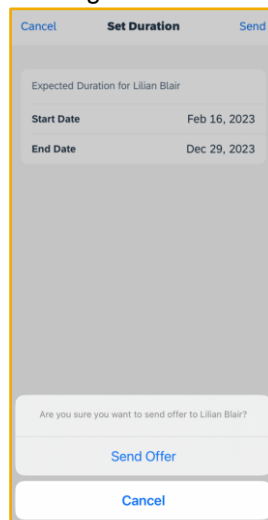


Figure 67: Set Duration

- Agreed Assignment duration is available for applicants to view.

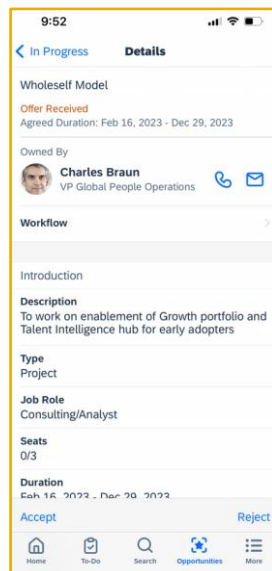


Figure 68: Assignment duration – Applicant's view

- Assignment owners and applicants can track the current status via the assignment workflow. If the approval for the offer is configured, then the Applicant's manager is included in the "Approval pending" step in the workflow.

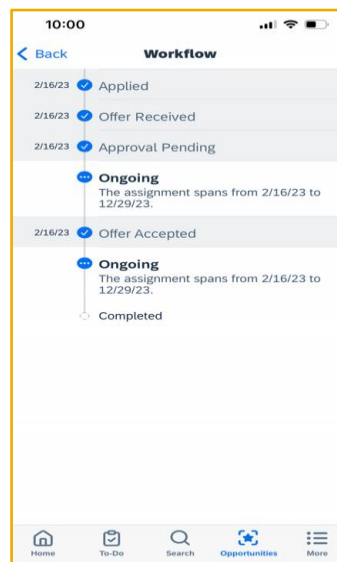


Figure 69: Assignment workflow

- Assignment experiences of employees are available in the People profile including assignment name, type, duration and status.

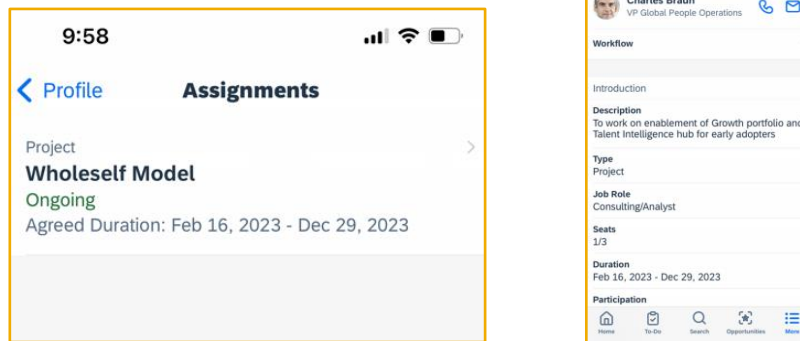


Figure 70: Assignment experience in People profile

5.4.1.4 Purging an inactive applicant or inactive Assignment Owner

Data Purge functionality has been extended to Assignments within Opportunity Marketplace. Now it is possible to purge inactive assignment owners and inactive applicants using **DRTM Master Data**.



Figure 71: Inactive Assignment Owner

You can set Alternative Assignment Owner for assignments with the inactive owner using Configure Assignments.

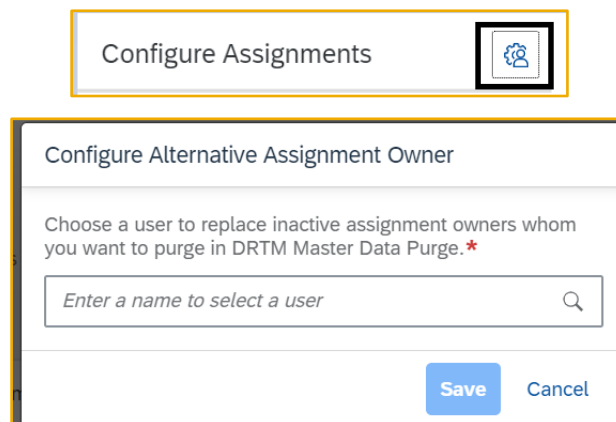


Figure 72: Replacing Inactive Assignment Owner

The data purge option is also available for applicants with the status "Offer Rejected" or "Application Declined". This purges applicant and all associated assignment-related data, including attachments.

Select a purge request type:	Q DRTM Opportunity Marketplace Assignments Purge
Name the purge request:	DRTM Development Objective Purge
Define Purge Rule:	DRTM Audit Data Purge
	DRTM Career Worksheet Purge
	DRTM Learning Activity Purge
	DRTM Payroll Results Purge
	DRTM Inactive Application Purge
	DRTM Inactive Candidate Purge
	DRTM Recruiting Read Access Log Purge
	DRTM Master Data Purge
	DRTM Onboarding 1.0 Purge
	DRTM Onboarding Purge
	DRTM Email Services Data Purge
	DRTM Payroll Data Maintenance Task Purge
	DRTM Prior Service Purge
	DRTM Clock In Clock Out Purge
Add approvers:	DRTM Opportunity Marketplace Assignments Purge

Figure 73: Data Purge for Opportunity Marketplace Assignments

5.4.1.5 Assignment recommendation

Assignments are ranked and recommended on the Opportunity Marketplace based on factors, such as employee's capabilities, mandatory/nice to have capabilities, or location.

The configuration of the center of capability is optional for recommendation. However, when factors like capabilities or location are available, they are used during recommendation. However, when there is none, the recommendation will sort in descending order of creation date.

Please note that in the following situations, assignments will not be recommended for an employee:

- The employee is the creator of the assignment
- Assignments in bookmarked/applied/closed hiring state

5.4.1.6 Other considerations when designing and implementing Assignment opportunities

- The section "*Broaden your Experience*" will never show empty for an employee at any time if assignments are valid within the system timeframe. If there are no specific recommendations for an employee because of non-matching location or capabilities or if no capabilities are maintained in the employee profile, then the top 100 assignments in descending order by publishing date will display. The user may click "Explore more" to access all assignments in the system, excluding the ones already bookmarked/applied to/closed in hiring.
- Assignment opportunities are self-contained within the Opportunity Marketplace functionality as the intent of this functionality is to support dynamic team collaboration outside of a user's regular job role.

5.4.2 Learning opportunities

Learning opportunities are a set of recommendations for learning and developing oneself and are curated to appear under the "*Learn New Skills*" section in Opportunity Marketplace. Learning opportunities originate from SuccessFactors Learning recommendations and hence the customer needs to have enabled and be actively using SuccessFactors Learning. This section will not appear in case the customer has not implemented SuccessFactors Learning.

Note: All Learning recommendations are available as **Early Adopter Release** for Opportunity Marketplace customers because of slight differences in data center availability. Customers interested in using Opportunity Marketplace with Learning recommendations will fill in the Online Scoping questionnaire of the Early Adopter Care program of Opportunity Marketplace, they will then get notified whether their setup is supported.

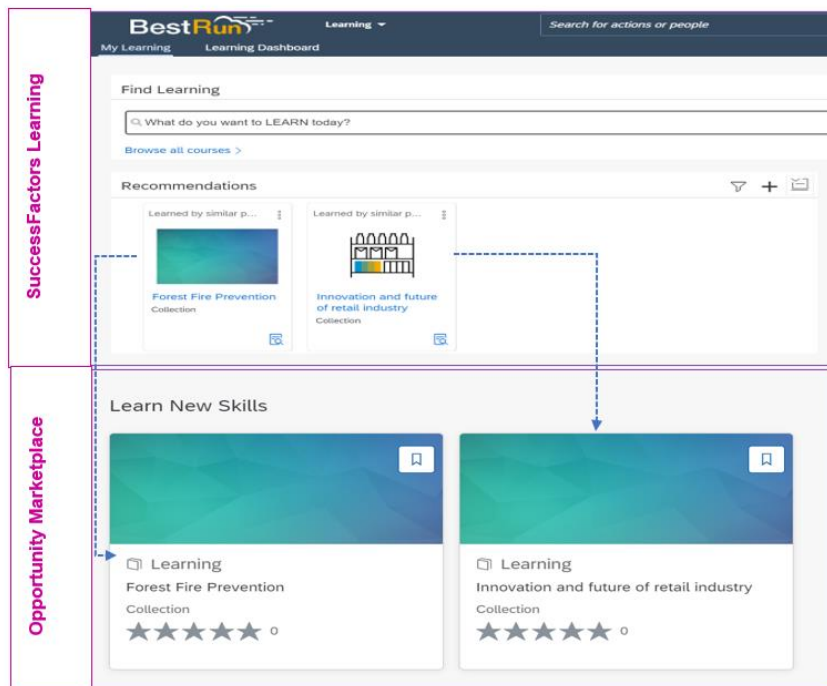


Figure 74: SuccessFactors Learning recommendations as opportunities

The following recommendation types from Learning are currently enabled to show up as Learning opportunities under the "Learn new skills" section.

- **Admin Recommendations:** These items are recommended to an employee through Assignment Profiles and identified by the label of Recommended by Learning Team.
- **Peer Recommendations:** These items are recommended by peers and identified by the label that indicates who recommended it (*Recommended by <employee name>*).
- **Personalized Recommendations:** These items are recommended based on machine learning algorithms – Please note: this recommendation is restricted and only available to customers who are currently signed up for the Early Adopter Care (EAC) program for Personalized Learning.

5.4.2.1 Pre-requisites for enabling and working with Learning opportunities

- Opportunity Marketplace is enabled and permissioned, as outlined in sections 5.3.1 and 5.3.2.
- SuccessFactors Learning has been implemented, and Learning resources such as Online Courses, Instructor-led classes, blended items, third-party content (via OCN), Curricula, Programs, Collections, and Quick Guides have been configured and created for generating learning recommendations.
- Recommendations are enabled in SuccessFactors Learning.
 - Admin Recommendations
Please refer to the [Adding Administrator recommendation](#) section within the Learning Administration guide.
 - Peer Recommendations
Please refer to the [Adding Peer recommendations](#) section within the Learning Administration guide.
 - Personalized Recommendations
Please refer to the [Adding Machine Learning recommendations](#) section within the Learning Administration guide. Please note – this is restricted and only available to customers currently signed up for the Early Adopter Care program for Personalized Learning.

5.4.2.2 Other considerations for working with Learning opportunities

- Please refer for [further information](#) related to this section
- Customers are also advised to work with their SuccessFactors Learning consulting partners to enable and set up Learning recommendations and for any troubleshooting related to this setup.

5.4.3 Career role opportunities

The section "Explore Career Options" in Opportunity Marketplace shows recommendations for Career Role tailored to the employee's profile and other settings. Career roles originate from Career Development Planning, namely the "Career Worksheet - Suggested Roles" feature, or alternatively, the Career Explorer feature. Hence, customers must be enabled and actively using SAP SuccessFactors Career Development and Planning. This section will only appear in case the customer has implemented SuccessFactors Career Development and Planning.

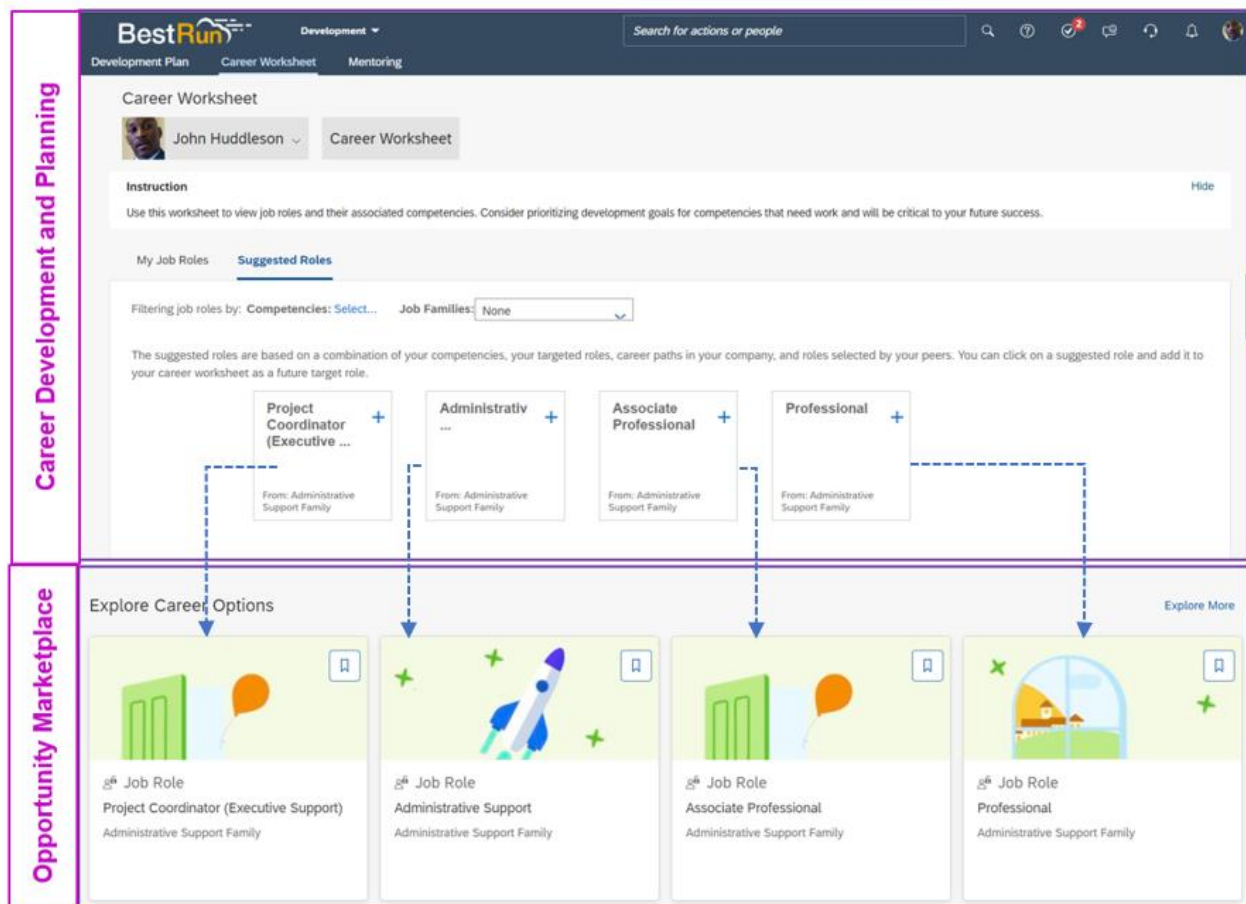


Figure 75: SuccessFactors CDP recommendations as career role opportunities

Users can "View Details" of recommended job roles without navigating to Career and Development Planning Solution. They can further bookmark the role and add it as a target role to Career Worksheet from Role Details page in Opportunity Marketplace. The Role details page can be accessed by simply clicking on the role card under "Explore Career options"

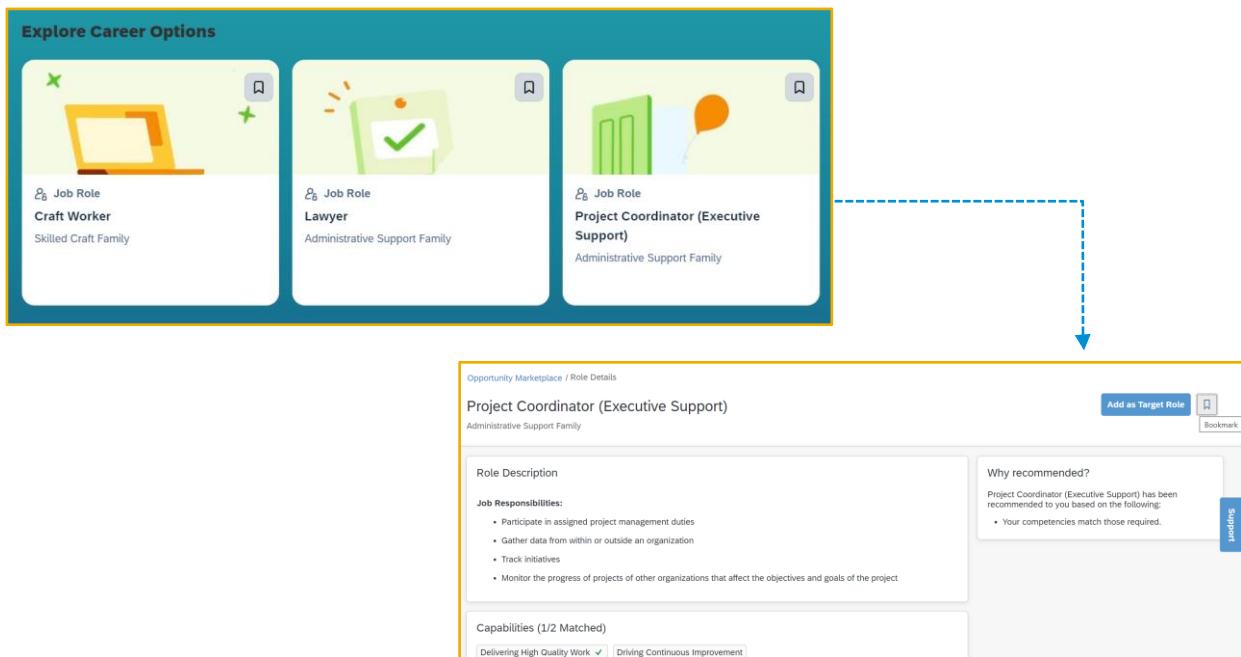
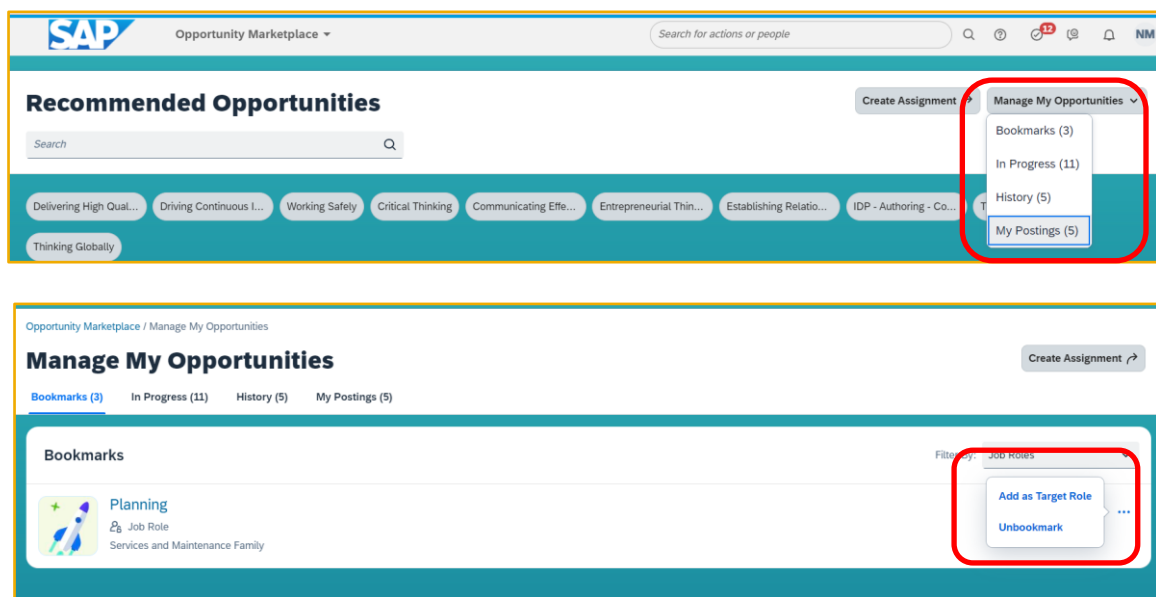


Figure 76: Role Details page to view recommended role details within opportunity marketplace

Once a user has added a role as their target role, a link in the OMP Role Details page will provide the option to navigate to Career Worksheet to see their full competency fit-gap view, and plan development activities from there (only if the Career Worksheet is enabled and permissioned to the logged-in user).

Alternatively, additional actions of un-bookmarking, and adding/removing the target role can be done by clicking on "Manage my opportunities" and navigating to the relevant sections of "Bookmarks" or "In progress" tabs.



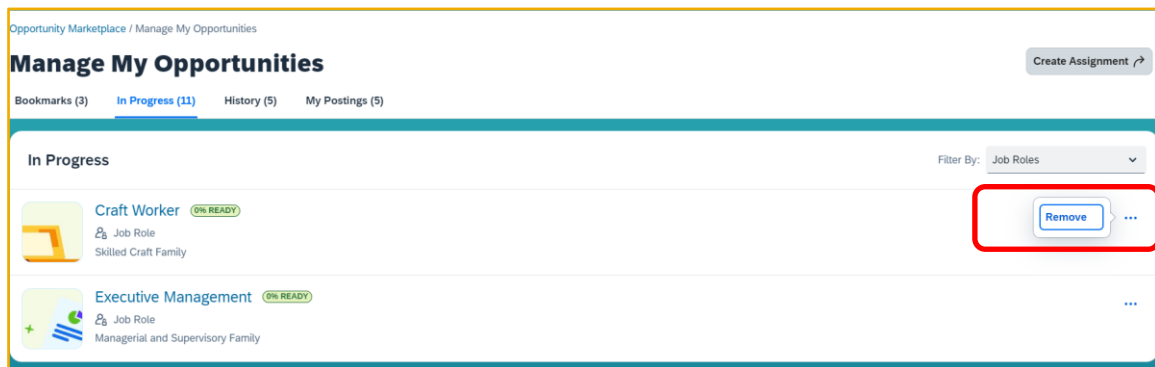


Figure 77: Manage my opportunities navigation

5.4.3.1 Pre-requisites for enabling and working with career recommendations

- SAP SuccessFactors Career Development Planning is implemented.
- Job roles need to be configured in the Job profile builder; therefore they can be surfaced in Opportunity Marketplace.
- Career role recommendations are driven based on, either:
 - Career Worksheet – "Suggested Roles" concept
 - Grant permissions to administrators to Manage Career development and Manage Suggested roles
 - Grant end user permissions to Career development planning and Career worksheet suggested roles access.
 - Configure customer-specific recommendation rules in "Manage Suggested Roles"
 - Career Exploration configuration
 - Role recommendations based on Career Explorer configuration (Machine Learning driven and only available to customers signed up for Career Explore Early Adopter program)
 - Career Explorer is a machine learning-based recommendation engine that finds job role matches based on similarity of employees' profiles and work experiences. The recommendation logic considers the history of job moves from other employees; therefore, it uses Employee Central's job information as a mandatory data source. Once a user has selected a recommended role as their desired future role, they can manage them via Career Worksheet or Opportunity Marketplace.

5.4.3.2 Other considerations for Career role opportunities

- If there are no recommendations specific to the employee's profile and recommendation rules, then the "Explore Career Options" section will show blank. Users can choose "Explore more" and then search and browse for more options in Career Worksheet.
- For further information on Career worksheet configuration, please refer to [Configuring the Career Worksheet - SAP Help Portal](#).
- For further information on Career Explorer, please refer to [Career Explorer – SAP Help Portal](#).
- Customers are also advised to work with their SuccessFactors CDP consulting partners to enable and set up the CDP Career worksheet/Career explorer and for any troubleshooting related to this setup.

5.4.4 Mentoring opportunities

Mentoring opportunities foster collaboration among employees through mentorship program recommendations and opportunities for employees to enroll as mentees or offer mentoring for other employees as part of the program. Mentorship opportunities originate from the mentoring functionality of SAP SuccessFactors Career Development and Planning, and are curated to appear within the "Connect with People" section of the Opportunity Marketplace. This section will only appear in case the customer has implemented SuccessFactors Career Development & Planning – Mentoring.

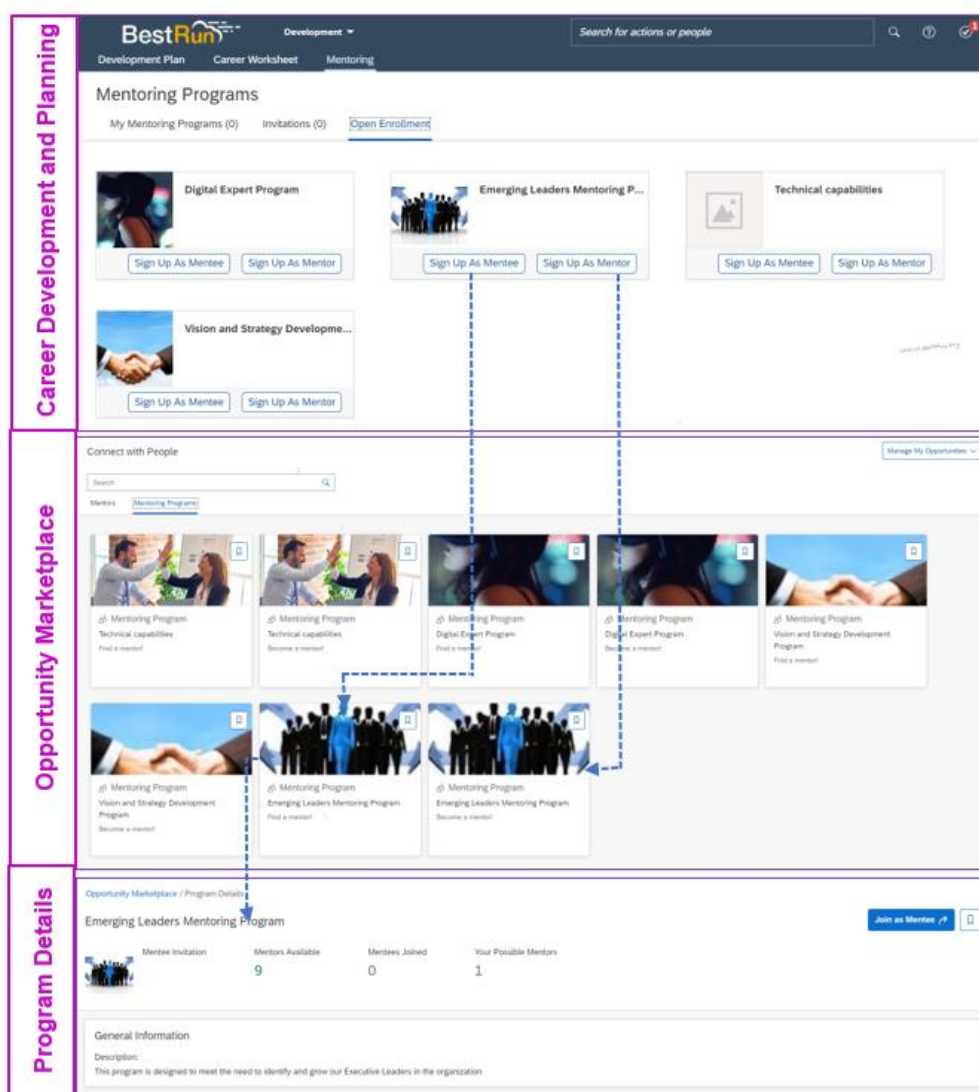


Figure 78: SuccessFactors CDP Mentoring recommendations as mentoring opportunities

Organizations need to set up **Mentoring programs** for employees to enroll themselves as mentor or mentee. These are available to employees on the Opportunity Marketplace landing page under the "Connect With people" Section. The screenshot below shows programs to "Become a mentor" and to "Find a mentor":

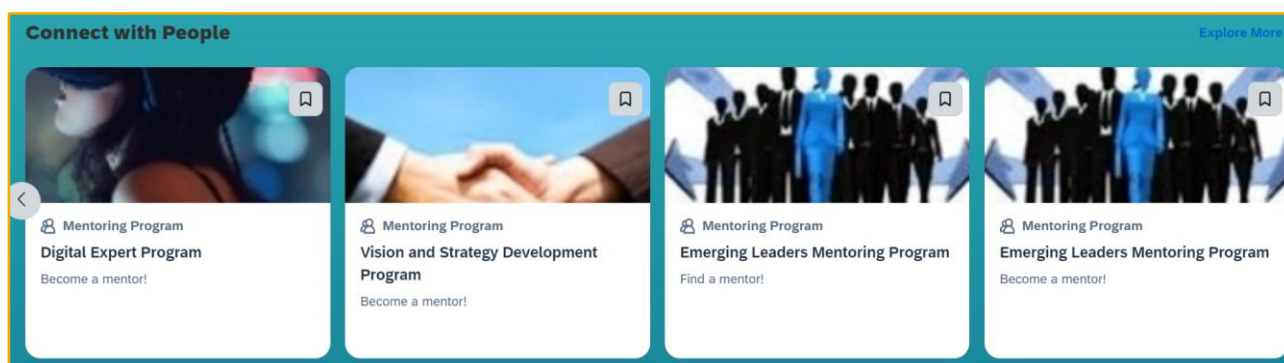


Figure 79: Opportunity marketplace Mentoring programs

While setting up these programs, it is important to set up all relevant fields under preference settings to ensure an employee can search for mentors easily. You could set up multiple fields under preferences which allow employees to search for a mentor based on various job attributes like location, capability, language, etc. Avoid setting up text fields as search is not available for text.

When a Mentee enrolls for a program, a workflow task is triggered to the selected mentor for acceptance. Once the mentor accepts the mentee, mentee receives an email notification for the same. Mentee can check the status of the request under Manage **My Opportunities -> In Progress** items.

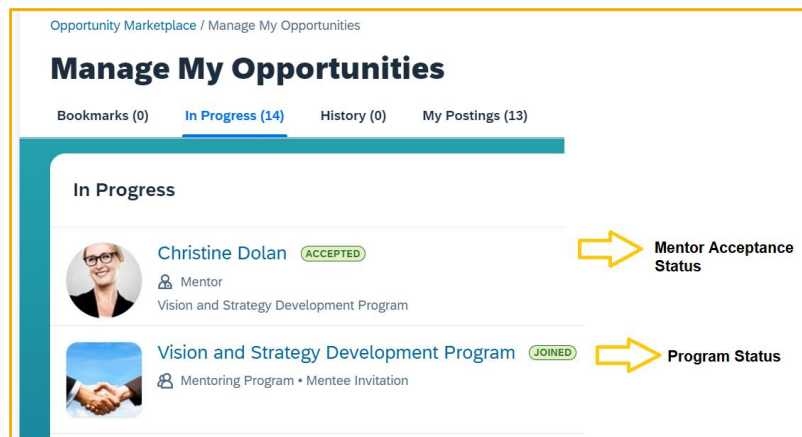


Figure 80: Mentor status

Users can view details of the mentor by clicking on Mentor Name.

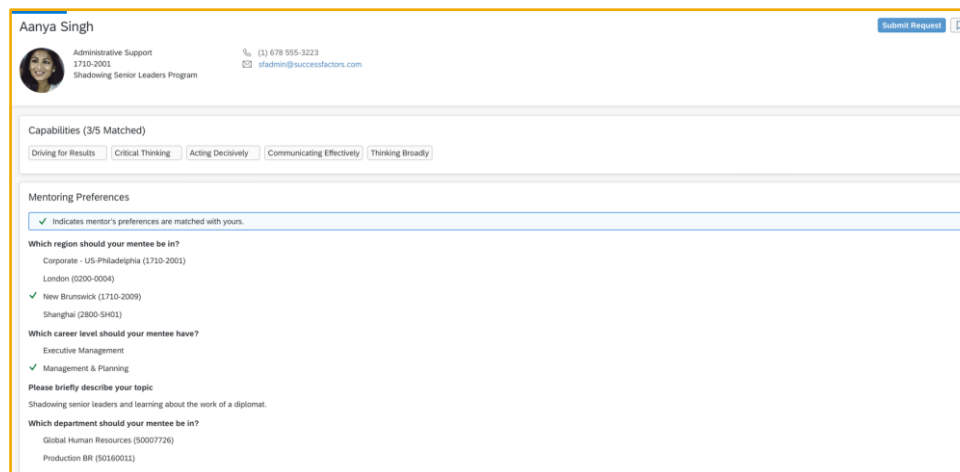


Figure 81: Mentor Details page within the opportunity marketplace

Users can view details of a recommended mentoring program and join as a mentor or mentee as recommended. This new page offers holistic information on the recommended mentoring program.

5.4.4.1 Pre-requisites for enabling and working with mentoring recommendations

- SAP SuccessFactors Career Development & Planning - Mentoring is implemented.
 - CDP Full (Development Plan) enabled via provisioning, which is a requirement for enabling Mentoring features of SAP SuccessFactors Succession & Development.
 - Metadata Framework (MDF)
 - Generic Objects
 - Mentoring uses MDF objects in the background. Therefore, the customer instance must have Generic Objects enabled.
 - Attachment Manager
 - MDF Generic Objects require that the Attachment Manager also be enabled.
- Mentoring Permissions need to be granted.
- Mentoring Programs must be created by users with "Manage Mentoring Programs" permissions.
- Mentoring Programs: Invite employees to any ongoing Mentoring Programs, and they will be able to browse these programs as opportunities in the Opportunity Marketplace.
- Mentees: All users get recommendations to mentorship programs and need to set up preferences for at least one mentorship program. As a mentee, a user who has saved preferences in at least one

mentoring program, will see recommended mentors directly within the Opportunity Marketplace, based on these preferences.

- Mentors: When a mentee can be matched with a certain mentor(s), these mentors will be available in Opportunity Marketplace as opportunities to connect with people.
 - The matching logic is based on admin configuration of various matching criteria in Mentoring.

5.4.4.2 Other considerations for Mentoring opportunities

- If no mentoring recommendations are made from Mentoring, then the *Connect with People* section will be blank. "Explore more" allows users to navigate over to the Mentoring homepage.
- For further information on Mentoring, please refer to [SAP SuccessFactors – Mentoring – SAP Help Portal](#).
- Customers are also advised to work with their SuccessFactors Mentoring consulting partners to enable and set up Mentoring functionality and for any troubleshooting related to this setup.

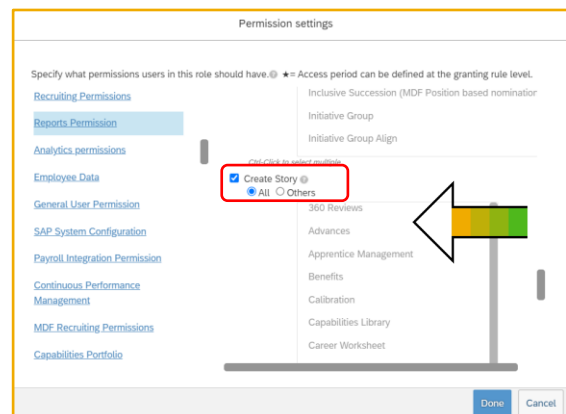
5.4.5 SuccessFactors Talent Landscape drives Opportunity types

As seen in the previous sections, most of the opportunity types and their recommendation logic are contained in associated functionality that has already been or needs to be implemented in order to surface opportunities within the Opportunity Marketplace.

6 STORY REPORTS FOR OPPORTUNITY MARKETPLACE ASSIGNMENTS

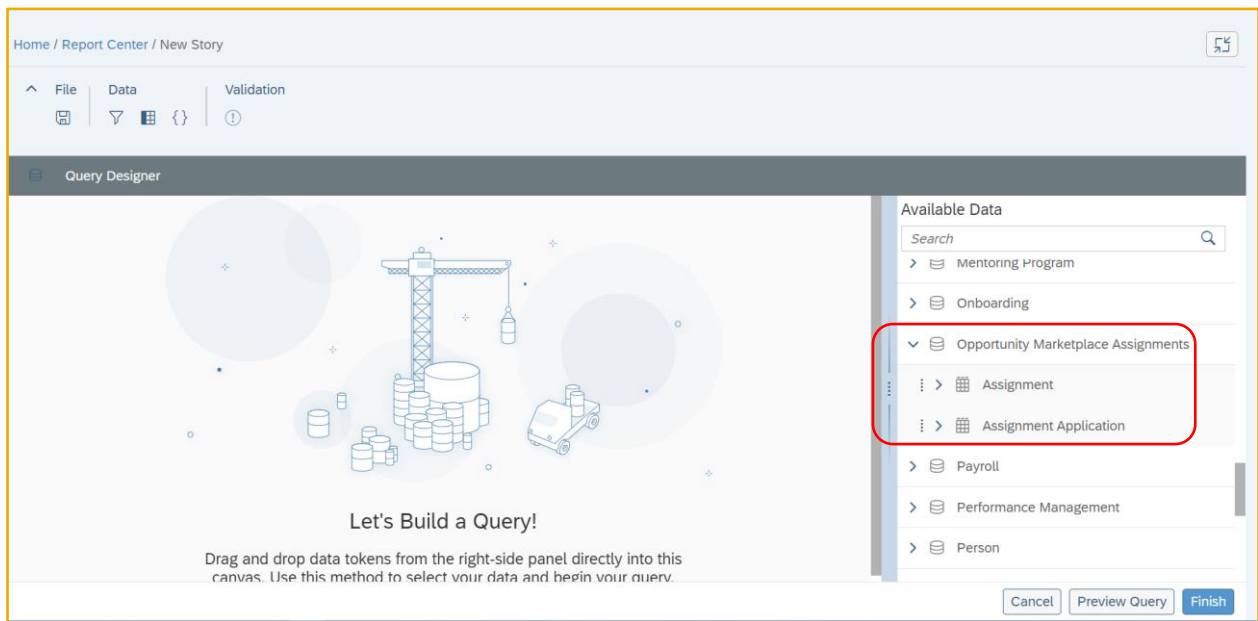
6.1 General Pre-requisites for enabling Story Reports

- Stories in People Analytics and Opportunity Marketplace assignments are enabled.
- The following role-based permissions must be enabled:

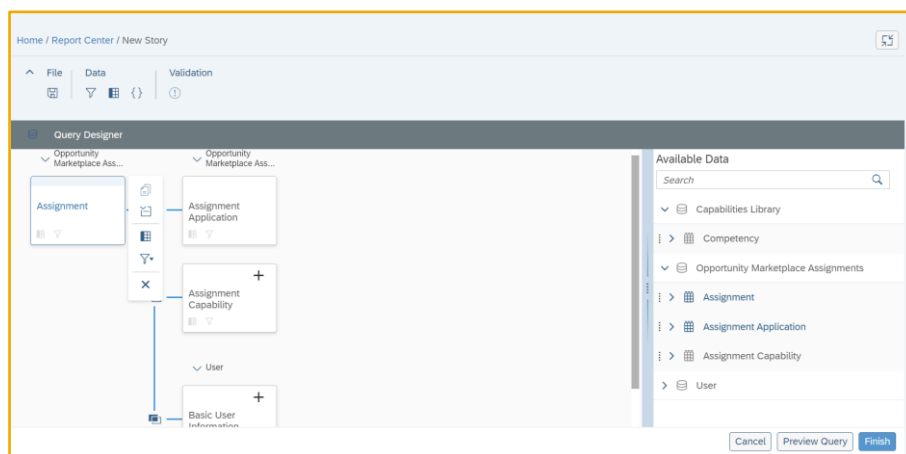


6.1.1 Setting up the Story report

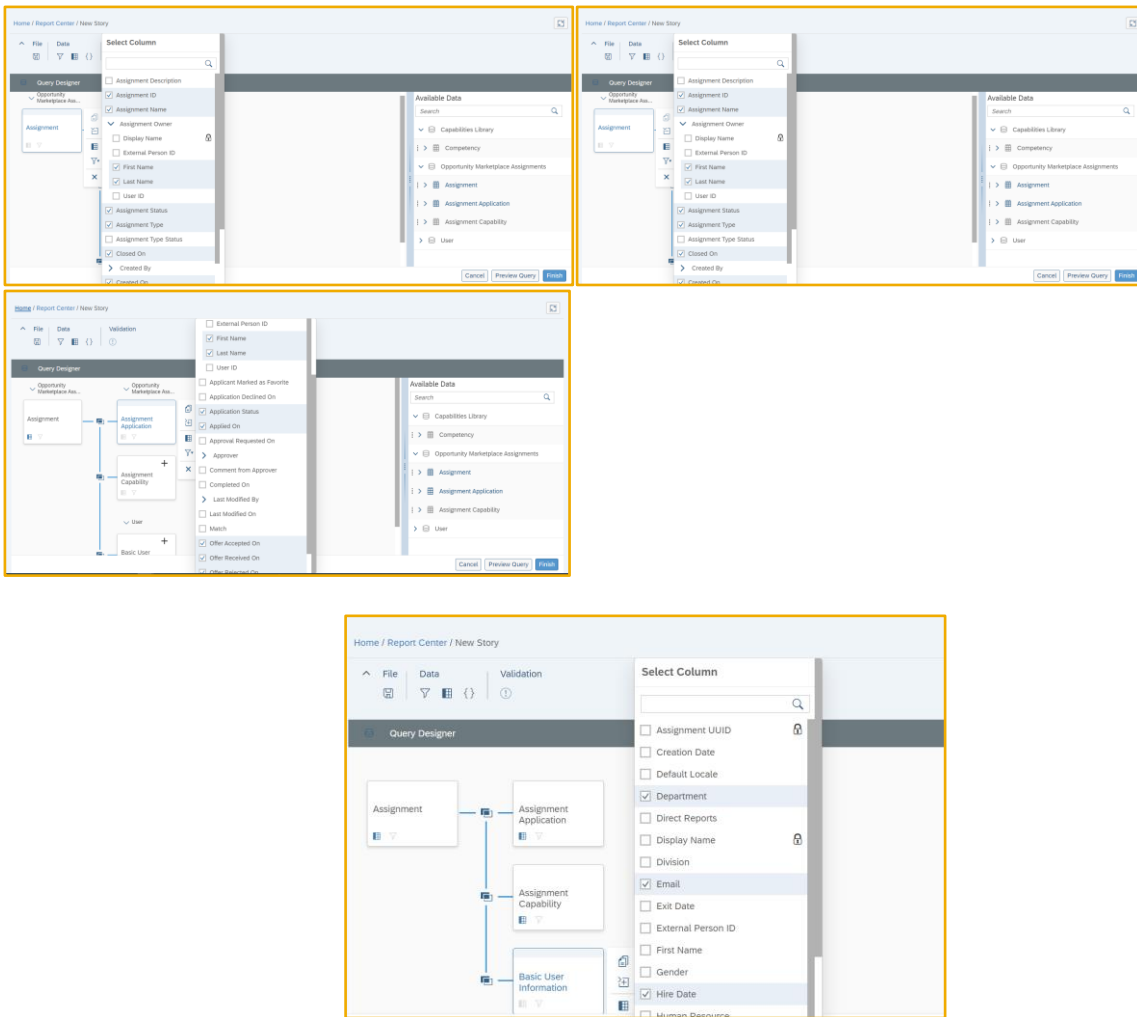
Navigate to Report center -> New story and check for the Opportunity Marketplace assignment-related data blocks in the Query designer.



When you click on Assignment-related tables, you get the additional query for Assignment application, Assignment capability, and Basic user information.



Depending upon the business requirements, the data selecting criteria can be housed on Assignment details/Applicant/Basic user data as indicated in the illustrations below:



7 FREQUENTLY ASKED QUESTIONS

- What exactly is the difference between skills, capabilities, and competencies?

"Capabilities" is a "super term" to include "skills", "competencies", "experiences". By now, the term "attributes" is starting to be established, as you'll be able to include not only skills, competencies, experiences, certifications, and language skills, but also strengths & traits, aspirations, motivations, or custom entities. All these will be entities that can be:

- managed in the "Attributes library"
- used for assigning them to "content" (such as learning, mentors, and assignments)
- added to people's profiles individually (in their personal Growth Portfolio, formerly Capability Portfolio)

The attribute type "competency" is already most adopted across the suite, and with this you could best make the library content show in various other modules.

- How can I identify JDM to JPB migration issues?

Check Tool helps to identify issues with regards to migration. There are two types of migration checks that you should execute. They are:

- Pre-migration Check: Before migrating JDM data to JPB
- Post-Migration Check: After JPB is enabled

Pre-migration Check: The following table lists various available checks and possible resolutions:

Check Name	Check ID	Resolution
Job Description Manager		
Data Sequence Validity		
Imported GUIDs are valid.	JDMImportedGUIDInvalid	Apply Quick Fix. Information on how to fix sequence issues in JDM is available in the KBA 2993636 - Sequence Issues in JDM and JPB.
Enablement of Competency Language		
At least one of the languages of the competency is enabled.	JDMInactiveLocaleCheck	The migration from Job Description Manager to Job Profile Builder will fail if a competency does not exist in at least one of the active languages. Go to Admin Center > Manage Languages and enable the relevant languages.
Enablement of en_US Locale		
en_US locale is enabled before the migration of data from Job Description Manager to Job Profile Builder is initiated.	IsenUSLocaleEnabledCheck	The en_US locale is not enabled for your instance. Enable it to avoid a migration failure.
Readiness of Competency Description Data for Job Description Manager to Job Profile Builder Migration		
The competency description in the Job Description Manager is valid.	JDMInvalidCompetencyDescCheck	Refer to the List of Supported HTML Tags (List of Supported HTML Tags in Competency Descriptions SAP Help Portal) and remove any unsupported tags or JavaScript from your competency descriptions listed in the check results.
No competencies have identical Name, Library, Category, and Locale in Job Description Manager.	JDMDuplicateCompetencies	Duplicate competencies in Job Description Manager will need to be removed. These corrections can only be made through Provisioning. Please contact Product Support so they can initiate the correction procedure.
No two distinct competencies or behaviors have identical GUIDs.	JDMDistinctCompetencyOrBehaviorSameGUID	When competencies or behaviors have identical GUIDs, migration of the competency or the behavior to Job Profile Builder fails. The corrections will involve examining the usage of these competencies or behaviors and directly correcting the data in the database. Please contact Product Support so they can initiate the correction procedure.
Readiness of Family Data for Job Description Manager to Job Profile Builder Migration.		
Family Name is blank or null.	JDMEmpyFamilies	Empty or null values for families in Job Description Manager will need to be removed before you can proceed with migration to Job Profile Builder. However, these corrections can only be made through Provisioning.
No two families have an identical Name.	JDMDuplicateFamilies	Duplicate family names in Job Description Manager will need to be removed before you can proceed with migration to Job Profile Builder. However, these corrections can only be made through Provisioning.
Readiness of Role Data for Job Description Manager to Job Profile Builder Migration		

Check Name	Check ID	Resolution
Job code to role mapping in Job Description Manager is valid.	SameJobCodeWithMultipleRoleValidation	A job code can have only one role mapped to it. Remove duplicate mappings from the job code, for the roles listed in the check results.
Job Codes are active and valid.	JDMInvalidJobCode	If the job code is inactive, activate it to proceed with the migration. If the job code is not needed any longer, delete the job code and proceed with the migration. However, these corrections can only be made through Provisioning.
Job role mapped to a custom field.	JDMRolesMappedToCustomField	Mapping a role to a custom field is not supported in Job Profile Builder. Any data with this mapping can't be migrated from Job Description Manager to Job Profile Builder.
No two roles have an identical Name and Family ID.	JDMDuplicateRoles	Duplicate roles in Job Description Manager will need to be removed before you can proceed with migration to Job Profile Builder. However, these corrections can only be made through Provisioning.
The weight of each behavior mapped to a role should be 100 or less.	JDMRoleMappedBehaviorWeightCheck	There is a behavior mapped to a role with a weight greater than 100. Correct the behavior weight of the roles listed in the check results, to be 100 or less.
The weights of competencies mapped to a role add up to 100 or less.	JDMSumOfRoleMappedCompetencyWeightsCheck	There are competencies mapped to a role where the sum of their weights is more than 100. Correct the competency weights of the roles listed in the check results, so their sum is 100 or less.

Post Migration Check:

Check Name	Check ID	Resolution
Job Profile Builder		
Data Sequence Validity		
Imported GUIDs are valid.	Attributes library along with Growth Portfolio and skills Ontology creates the intelligence hub.	Apply Quick Fix. Information on how to fix sequence issues in JDM is available in the KBA 2993636 - Sequence Issues in JDM and JPB. A unique value is generated for a new record by default. Leave the GUID value blank to prevent issues with GUID sequencing in the future.
Job Description Manager to Job Profile Builder Migration		
Competencies and behaviors are migrated from Job Description Manager.	CompetencyMigrationFailuresCheck	This check will identify the Competencies that were not migrated from Job Description Manager to Job Profile Builder. Export error details for the MigrateToNewJDMJob from the Monitor Job tool in Admin Center. Corrections to the data are made through Provisioning in Job Description Manager.
Families are migrated from Job Description Manager.	FamilyMigrationFailuresCheck	This check will identify the Families that were not migrated from Job Description Manager to Job Profile Builder. Export error details for the MigrateToNewJDMJob from the Monitor Job tool in Admin Center. Corrections to the data are made through Provisioning in Job Description Manager.
Roles are migrated from Job Description Manager.	RoleMigrationFailuresCheck	This check will identify the Roles that were not migrated from Job Description Manager to Job Profile Builder. Export error details for the MigrateToNewJDMJob from the Monitor Job tool in Admin Center. Corrections to the data are made through Provisioning in Job Description Manager.
Mapping of the entity from Job Description Manager to Job Profile Builder.		

Check Name	Check ID	Resolution
Duplicate Job Description Manager reference in the mapping entity.	DuplicateJDMIdInJdmJpbMapping	During data migration, competencies from the Job Description Manager are created in the Center of Capabilities. When a competency is created in the Center of Capabilities with the same Name, Library, and, Category but another Group, then the competency points to the same Job Description Manager reference in the mapping entity, but in Job Profile Builder they are separate records. This results in duplicate records with the same Job Description Manager reference ID.
Invalid Job Description Manager reference in the mapping entity.	InvalidJdmJpbMappingValue	During data migration, data from Job Description Manager is created in Job Profile Builder. A mapping entity is also created. Sometimes, due to technical issues, the Job Description Manager ID in this mapping entity is created as -1 in error. You need to correct the ID so the Job Description Manager to Job Profile Builder migration can proceed.
Missing Job Description Manager data reference in the mapping entity.	JDMIdNotPresentInMapping	During the Job Description Manager to Job Profile Builder migration, a mapping entity is created to store the Job Description Manager and Job Profile Builder reference IDs. Sometimes, due to technical issues, mapping for some of the Job Description Manager references is not created in the system.

- When wanting to use Career Explorer, do we need to activate Career Worksheet as well? Or does this come together in Opportunity Marketplace, without activating Career Worksheet? Can you define a role as a target role there as well?

Career explorer is an AI engine to intelligently recommends job roles that are suitable moves for employees. It takes into account a large number of employee profile data before recommending any suitable moves. Thus, it can reveal lots of interesting moves from "reality" and not just classical hierarchical moves defined by HR in an official "career path", thus showing many more development opportunities.

For Opportunity Marketplace, customers can fill "job role recommendations" either by the logic of Career Explorer, or by the logic of "suggested roles" which is part of the Career Worksheet.

If you also activate Career Worksheet, then - when you're exploring job roles generated by the career explorer AI - people can also choose "add as my target role" for an interesting job role, and then continue with a competency/skill gap analysis, plan their development steps, share this job role as their desired next move (e.g., with the manager, HR or anyone who has the RBP) as part of the Career Worksheet functionality.

Without Career Worksheet, people can browse the AI-driven job role recommendations in the Opportunity Marketplace, and review the job role descriptions and expectations/requirements, but not the other mentioned features.

- What is the recommendation logic behind target roles for a user in Opportunity Marketplace?

Competencies/capabilities are one critical parameter in the recommendation logic, but not the only one. The recommendation logic is based on module-specific logic and looks at much more data like:

- Job roles: where have other users with similar competencies and education moved into, what role is close to the user's current role in the official HR-defined career path (if feature Career Path is configured), and how do the user's current competencies match the expected ones/levels, etc.
- Learning: learning history data, organizational data (location, job profile, orgunit), custom fields, and user activity data, like bookmarks or course ratings.
- Assignments: The configuration of the center of capability is not a must for recommendation. Capabilities or location are recommendation factors; if there are none, then the recommendations will be listed in the descending order of creation date.

- Mentors: user preferences configured by the company, mixed with matching rules (e.g., never match mentor-mentee within the same orgunit). The matching logic of how a mentor recommendation is generated for you is based on the "mentoring preferences" you enter. And those mentoring preferences are stored when you sign-up for a mentoring program.

Please note that the competencies at the top of Opportunity Marketplace are just a proposal of top competencies that the system considers relevant for the users, and they can use them to filter the recommendations further down. However, using the Search, you can still find mentors by way of a certain capability. The Search runs across all available content, whereas the cards on the OMP main page are only the "recommendations" that the system generates for you.

Recommendation logic will be enhanced with user preferences as the product further evolves.

8 ASSUMPTIONS AND EXCLUSIONS

The intent and purpose of this document are to focus on implementation and migration considerations needed to implement SAP SuccessFactors Opportunity Marketplace and the foundational requirements for Capabilities. Pre-requisites for other talent functionality to support SAP SuccessFactors Opportunity Marketplace are touched upon as pre-requisites. Detailed information regarding the configuration of the underlying supporting functionality is not addressed within the document. Links to relevant help documentation are included.

9 REFERENCES

SAP Help Portal

- Job Profile Builder
https://help.sap.com/docs/SAP_SUCCESSFACTORS_PLATFORM/6653514fe7d84eca8e9bc2d38e46666d/f6b4df4621f747198cec007be104805e.html?locale=en-US
- Center of Capabilities
https://help.sap.com/docs/SAP_SUCCESSFACTORS_PLATFORM/69ee051e85844261883bf91d6fe4b734/556baeccd1484798ab85722918a717d0.html?&q=center%20of%20capabilities&locale=en-US
- SAP SuccessFactors Opportunity Marketplace
https://help.sap.com/docs/SAP_SUCCESSFACTORS OPPORTUNITY MARKETPLACE/ac490d3d250b4ca9ae8375e6e2139830/7b55586d3bea412faa929746fe68242f.html?locale=en-US
- CDP Implementation

Career Worksheet implementation
https://help.sap.com/docs/SAP_SUCCESSFACTORS_PLATFORM/70097a1a469d47a0ae08809e4a240f98/c8cd6def553d48649f12da834694e108.html?locale=en-US
 - Using Mentoring

https://help.sap.com/docs/SAP_SUCCESSFACTORS SUCCESSION AND DEVELOPMENT/28315c3a27ea4e76b77efae99196e9c3/9bb69d4159db4d34af9f695ab339c984.html?&q=mentoring%20admin%20guide&locale=en-US
- SAP SuccessFactors Learning Administration
 - Learning Recommendations

SAP KBA [2981581](#) - JPB and JDM Check Tools

SAP KBA [2993636](#) - Sequence Issues in JDM and JPB