SAP Jam Administrator Guide

■ SAP Jam Administrator Guide

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Contents

Getting Started

1.1 About this help

This help describes how to use the SAP Jam Administration Console. Procedures are provided for common tasks. Conceptual information and technical details are provided for all advanced topics.

1.2 Who should use this help

This help covers administration procedures performed in the SAP Jam Administration Console. We recommend consulting this help if you are setting up SAP Jam and need more information about a particular task. Common tasks include: branding options, administrator features, compliance monitoring, setting security, running reports, and managing users and groups.

1.3 About SAP Jam

SAP Jam is a social collaboration and decision-making solution that brings together people, processes, information, and applications to enable better problem-solving and decision-making. With SAP Jam, enterprises can use social networking to allow their employees and partners to collaborate on projects, learn, and innovate together.

SAP Jam is designed to drive results by structuring conversations and enabling people to make informed decisions and solve business-critical problems. SAP Jam provides features such as polls, activity feeds, blogs, video and document sharing and versioning, wikis, public and private groups to help employees quickly connect with one another, create and share critical information.

1.4 SAP Jam administrator console

SAP Jam administrator tasks are performed in the SAP Jam Administrator console. You can access the Administrator console by selecting **Admin** on the Welcome drop-down menu. The following administrator tasks can be managed:

- Set up branding options
- Enable and disable features
- Set up compliance and profanity options
- Set up security settings
- Run reports
- Manage users

Note:
If you don't have administrator rights, a list of administrators is displayed when you select the **Admin** option.

Configuration

2.1 Branding options

You can customize the look and feel of SAP Jam to match your company's branding. The branding options for SAP Jam can be found in the SAP Jam Admin console under the **Branding** tab. The following branding options are available to SAP Jam Administrators:

- Company Name - The name of your company that users will see throughout your SAP Jam instance.
- Product Instance Name - You can change the “SAP Jam” instance name to a different product instance name. This will impact email notifications and other parts of the SAP Jam User Interface depending on your selection. The following options are available:
  - All references in the product
  - Email content
  - Mobile references to SAP Jam
- Background color - You can change the background color to match your company's branding.

  Note:
  Use hexadecimal color number. For example, for the color red use the following `#FF0000`.
- Logo - You can upload an image to be your company's logo. This logo will appear in the SAP Jam User Interface.

  Note:
  The image size will reconfigure to 180 x 50 pixels.
- Email Settings: You have the option to include your company's logo in the header as well as SuccessFactors' logo in the footer portion of emails originated from SAP Jam.
- If SAP Jam is integrated with other SuccessFactors products, you can allow SAP Jam to follow the BizX Theme configuration for a more consistent look and feel.

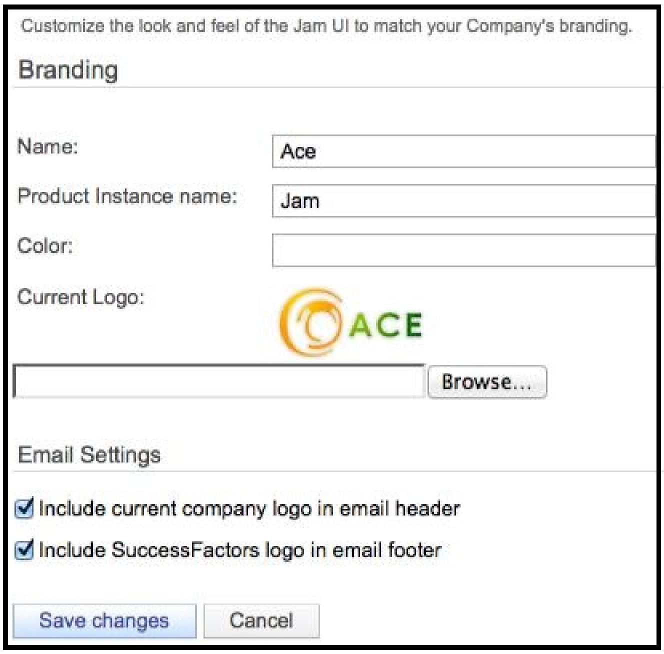


Figure 2-1: Branding Options

2.2 Administrator features

You can control which SAP Jam features are available to your users depending on your company's requirements. You can also enable or disable compliance and user management features. The following features can be configured by SAP Jam Administrators:

Compliance Features

- Enable Compliance Monitor - Monitors the content posted to SAP Jam and flags items that contain profanity or compliance terms from the dictionary.
- Enable Profanity Monitor - Flags terms listed as inappropriate in the dictionary.
- Enable Unscannable Filter - Flags items where content cannot be scanned.

User Management Features

- Show Profile Photos - Displays profile photos for each user that has a photo. If disabled, profile photos are not displayed.
- Allow Users to Upload a Custom Profile Photo - If enabled, users can upload profile photos directly into SAP Jam.
- Enable Users to create their own groups - Allows users to create their own groups. If disabled, only Site Administrators can create groups.

Other Features

- Enable API

  Note:
  required for Mobile and SharePoint integration.

- Enable File Sharing
- Enable Chat
- Enable Company Directory
- Enable Alumni Directory
- Wikis
- Employee of the month
- Training Ad
- Videos

  Note:
  must be enabled for users to create and view videos in SAP Jam

- Include Private Group Details

  Note:
  Allows Site Administrators to view private group names in reporting and Compliance features.

- Enable integrations
- Show Hire Date in member profile
- Send daily alert emails to all members
- Send active task reminder to all members

2.3 Compliance monitoring

Compliance and profanity dictionary

SAP Jam includes a default dictionary of compliance and profanity terms. As an administrator, you can do the following:

- Enable or disable a term in the dictionary.
- Add custom terms to the dictionary.
- Delete terms from the dictionary.

Compliance and profanity filter

The Compliance and Profanity filter monitors the content posted to SAP Jam and flags items that contain profanity or compliance terms from the dictionary.

SAP Jam Site Administrators can view an activity log of flag items and perform the following actions:

- Alert the user and group admin for group content.
- Alert the user and their manager for profile content.

- Ignore the flagged item.

Note:
The compliance and profanity filters need to be turned on in the **Features** tab. Content that has been posted before turning the filters on will not be scanned or flagged.

Compliance email

You can include an email address to enable compliance tracking. This address will receive a copy of each feed event sent to anyone in your company.

Note:
Since routing all feed items can generate a massive amount of data, it is recommended that you specify a dedicated email address for use with this feature.

Figure 2-2: Compliance Email Example

2.4 Security settings

You can configure the following security settings from the **Security** tab in the SAP Jam administration Console:

- Out-bound RSS feed enablement
- Email Settings preferences
- Domains
- IP Restrictions

Enable RSS

Rich Site Summary (RSS) is a format for delivering web content that changes regularly. SAP Jam administrators can enable out-bound RSS feeds from SAP Jam. Enabling RSS Feed can let users aggregate SAP Jam feed items using RSS readers such as Google Reader or the built-in Outlook RSS reader.

Email settings

SAP Jam Administrators can enable the following email settings:

- Allow members to create content via email - Allows users to create and respond to SAP Jam activities such as new comments to items they previously posted in SAP Jam.
- Allow SAP Jam to send content to members via email.

Domains

If your company's SAP Jam instance was created on the primary domain, any sub-domains will automatically be included in the domain's list. If your company has additional domains, you can add them to your SAP Jam instance to allow users from those domains to join. To add a new trusted domain to SAP Jam perform the following steps:

1. From the Security tab, click **Add a New Domain**.
2. Type the new domain name.
3. Click **Save changes**.

Note:
Your changes are not immediately implemented because the Customer Success team performs a domain check to verify your ownership of the domain before the domain is activated.

IP restrictions

SAP Jam administrators can limit access to SAP Jam to IP addresses that belong to your company's network.

Administration

3.1 Administrator tasks

SAP Jam Administrators normally perform the following common tasks:

- Investigate Access Problems - Users added to SucessFactors are added to SAP Jam in a nightly sync. SAP Jam Administrators should confirm that SAP Jam users are active in SuccessFactors.
- Confirm (with Customer Success Team) if users are permissioned for SAP Jam Module.
- Create groups (if group creation is restricted to Site Administrators).
- Run reports.
- Grant administrator rights to other users.
- Grant mobile access to SAP Jam.

3.2 Running reports

Report metrics

SAP Jam reports display adoption metrics including user contribution and consumption activity. SAP Jam Reports can be downloaded as CSV files from the **Reports** tab. Most reports are available to Group Administrators for group-specific data.

SAP Jam Group Administrator reports

The following reports are available to SAP Jam Group Administrators:

Report	Description
Activity Summary by Week or Month	Aggregated counts of content creation activities. This report can be run against the entire company, or a specific group.
Content Consumption by Week or Month	Number of views per week or month for rich data content types (blogs, documents, links, photos, videos and wiki pages).
Contribution Report by Object by Week or Month	Aggregated activity count for all items in SAP Jam such as comments made, groups created, photos and documents uploaded, and so on. This report Includes activity in private groups.
Group Member Activity Report	List of members in each group, including the number of activities in the last 30 days.
User Consumption by Week or Month	List of users and the number if items they have viewed in a given timeframe. Items consumed can be any item that has a view count (For example, documents, photos, and wikis). Only users who have viewed at least one item within the requested timeframe are listed.
User Contribution by Week or Month	Number of objects a user has contributed per week or month.
User Activity Report	Aggregate of content contributed per user for specified time range.

SAP Jam Site Administrator reports

The following reports are available to SAP Jam Site Administrators:

Report	Description
Company User Detail Report	List of all users with access to SAP Jam. This report includes name, first login date, last login date, and status.
Engagement Report	Metrics tracking SAP Jam user engagement. This report includes number of followers, number of people following, and number of groups following.
Group Activity Report	List of all groups created inside your company's SAP Jam instance. Private groups will show the group number rather than group name, unless **Include Private Group Details** is enabled in the **Features** tab of the SAP Jam Admininstration console.
Kudos Detail	List of all kudos received in a given timeframe.

To run a report

1. From the SAP Jam administrator Console, click the **Reports** tab.
2. In the select report menu, select the report you want to run.
3. In the Time Frame section, select a date range (Start Date and End Date).
4. In the Group section, select the group for which you want to gather the information.
5. Click **Download .csv**.

3.3 User management

Managing users in SAP Jam integrated with SuccessFactors

If your SAP Jam instance is integrated with SuccessFactors, access to SAP Jam is granted by the Site Administrator through the SuccessFactors administration settings using RBP (Role-Based Permissions). By default, all users have access to SAP Jam (including BizX Mobile apps). However, a Site Administrator can choose which roles, users or groups of users get access to SAP Jam using the SuccessFactors Admin tools. The Site Administrator can also give administrator privileges to certain users.

To grant Administrator privileges to SAP Jam users

1. From the **Users** tab, select the user that you want to promote to administrator and click **edit**.

   The user's profile page appears.

2. Check the **Administrator** box and click **Save changes**.

To disable a user account

1. From the **Users** tab, select the user that you want to disable and click **edit**.

   The user's profile page appears.

2. Change the user's status from **Active** to **Alumni** and click **Save changes**.

   The selected user goes into the company's Alumni directory and the user account is deactivated.

   Note:

   - Contributions from the user are not removed from SAP Jam when the user account is deactivated.
   - If a user's BizX account is disabled, access to SAP Jam will be disabled automatically for that user.

Managing users in Standalone SAP Jam

Standalone SAP Jam users can sign up for an account on the SAP Jam website. They can also invite other users to join SAP Jam using their email address.

You can restrict users from signing up to your SAP Jam network on their own by unchecking the checkbox "Enable new users to sign up and join this SAP Jam network" in the **User Management** tab. You can also control whether users can invite or disable other users, and whether the administrator must approve new users before they join.

To disable standalone users in SAP Jam, from the user's profile page, click the **Disable User** button. If your SAP Jam system is set up so that only SAP Jam administrators can disable users, individual users can be disabled by changing their member status from **Active** to **Alumni**.

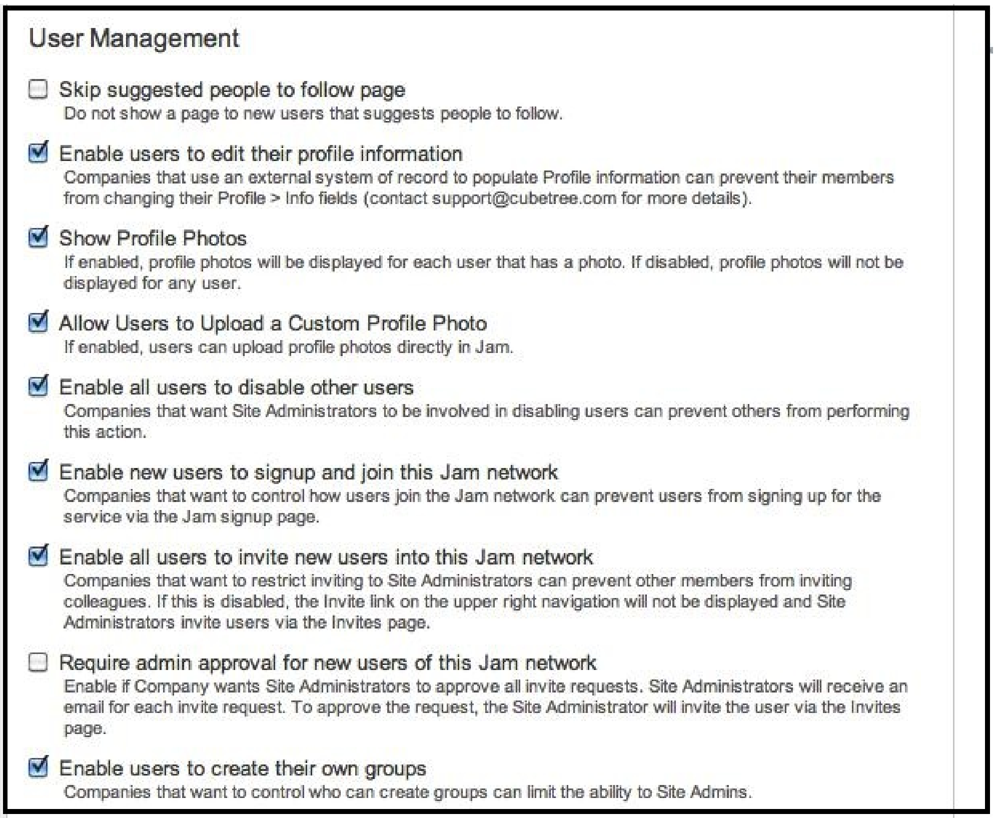


Figure 3-1: Standalone User Management Options

3.4 Group management

Group creation and group management can be restricted to Administrators only. The following sections describe the group creation and group management processes.

3.4.1 Creating a group

1. Click the Group tab and select **Create a Group**.

   The Create Group page appears. This page has three categories of information to help you create and customize your group: General, Setup, and Participation.

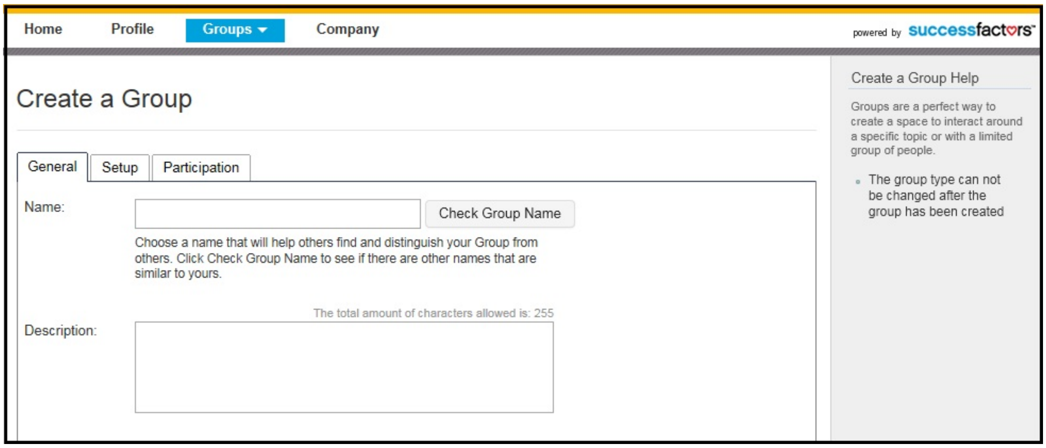


Figure 3-2: Creating a group

2. Type a name for your group.

   Use a name that would help users distinguish your group form others. Click **Check Group Name** to see if there are other names that are similar to yours.

3. Type a description for your group.

   The description captures the group's objectives and helps to inform and attract other people who might be interested.

4. Select a **Group Type** for your group.

   There are three type of groups to select from:

   - **Public Internal Group** - A group that anyone in your company can join, view, and edit.
   - **Private Internal Group** - A group where members must be explicitly invited in order to view or post group items. This group can only be edited by a group administrator and the group name can only be seen by invited members.
   - **Private External Group** - A group that lets you communicate with members of different companies in a private, invitation only space. This group can only be edited by administrators.

   Note:
   The group type cannot be changed after the group has been created.

5. Select the group **status**.

   You can select one of the following options:

   - **Activate this Group now** - The group is activated immediately with no content. You can start inviting group members.
   - **Activate this Group later** - Lets you populate the group with content before others can see it. You cannot invite group members until you set the status to live.

6. Select the group **Invite Policy**.

   You can select one of the following options:

   - **All group members** - All group members are allowed to invite new members.
   - **Only group admins** - Only the group admins are allowed to invite new members.

   The following two steps are optional during group creation. Setup and participation settings can be edited after the group has been created.

7. **[Optional]** Click the **Setup** tab and add the following information for your group:
    - **Announcement** - Create a welcome message or user agreement that all group members will see on their first visit to the group.
    - **Photo** - Upload a group picture to be displayed on the group's main page. The maximum size for a group image is 110 x 110 px.
    - **"About Page" as landing page** - If you have created an "About" wiki page, you can choose to make it your group's landing page. When this option is selected, the "About" page will be the first thing users see each time they enter the group. This can be very helpful if your group has regularly updated goals, a running task list or any group-related information that gets updated frequently. If you don't select this option group members will see the "About" page on their first visit after the page has been created and the group's feed wall on subsequent visits.
    - **Auto-subscribe** - Users will automatically receive e-mail notifications when new items are posted to the group.

    Note:
    Group members can override the default setting to stop receiving email notifications.

8. **[Optional]** Click the **Participation** tab and select from the following options:
    - **Participation:**
        - **Info** - Only group admins can create, edit, post, comment, and like feed item in group. All users can view and download group content, but they are not allowed to comment, post or edit. Chats, discussions, polls, and tasks are not available with Info participation settings. This group type is not for collaboration, but only for broadcasting information.
        - **Expert** - Only admins can create and upload new content. All users can edit, post, comment, like, and view group content.
        - **Upload policy** If you choose the full participation setting, you can restrict the upload policy according to your needs:
            - **All group members** - all members of your group can upload new content items.
            - **Only group admins** - only group admins can upload new content items. All group members are allowed to comment or edit content.

9. Click **Create a Group** at the bottom of the page.

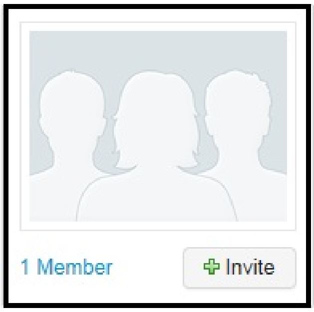
3.4.2 Inviting people to a group

The ability to invite new people into a group depends on the invite policy option the group administrator chose while setting up the group:

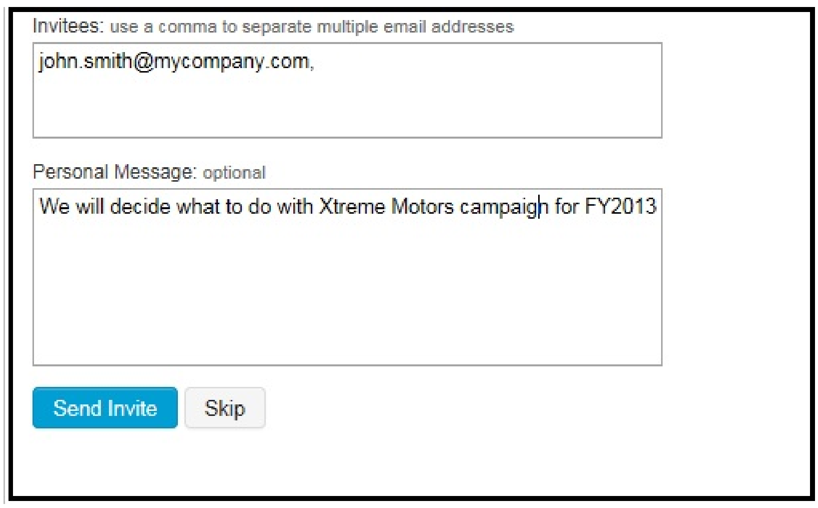
- **All group members** - all members of your group can upload new content items.
- **Only group admins** - only group admins can upload new content items. All group members are allowed to comment or edit content.

Note:
You need to activate your group before you can start inviting participants.

1. From the group page, click **Invite**.



2. Type the email addresses of the people you want to invite to the group and click **Send Invite**. If the people you are inviting already use SAP Jam, you can also enter their name and the auto-complete function will help you to quickly find the right person. You can also add a message in the Personal Message box.



Note:
If the group is a Private internal group or Public internal group, you can only invite participants with your company's email address (For example, john.smith@mycompany.com). Public internal groups are visible to anyone within your company without invitation.

The invitee will receive an e-mail notification about your invitation and then can choose to accept or reject your invitation.

Note:
Once access to the group is granted, only group admins can remove access to the group.

3.4.3 Inviting external participants to a group

You can invite participants outside your company to collaborate on SAP Jam.

Note:
External participants can only be invited to join “private external groups”.

Sending invitations

1. To invite external participants, navigate to the group you want them to join and click **Invite**.
2. Type the email addresses of the people you want to invite to the group and click **Send Invite**. If the people you are inviting already use SAP Jam, you can also enter their name and the auto-complete function will help you to quickly find the right person. You can also add a message in the Personal Message box.

   The invitee will receive an e-mail notification about your invitation and then can choose to accept or reject your invitation.

   Note:
   Once access to the group is granted, only group admin can remove access to the group.

External registration process

To join a private external group on SAP Jam, external participants need to be registered to the SAP ID Service before joining the group. If they don't have a SAP Jam account they will have to register before they can join.

After you invite an external participant, they will receive a SAP Jam invitation e-mail. When they click the “accept link” in the e-mail, invited users are directed to SAP Jam. Here, external participants can either log on or register for an new account. When they click the Register button, the SAP ID Service form opens. The invitee needs to fill out the SAP ID Services form and click **Register**. The invitee will then receive a verification e-mail by SAP Jam. Within the verification e-mail the invitee has to click the **Click here to activate your account** button.

External interface and restrictions

External participants only have a limited view of SAP Jam. External participants can access their Home, Profile, and Groups tab.

- Home tab - Feed updates within the Home tab only display a summary of activities for groups the external participant is a member of.
- Profile tab - Within the Profile tab external participants can maintain basic profile information, contact information and upload a photo. External participants can't browse for or follow other participants' profiles.
- Groups tab - External participants are not allowed to create new groups or browse for existing groups. Within the Groups tab they can only see groups they are a member of. Within a group external participants can create content and access a limited profile of other group members (internal and external).

Note:
External participants can't use search and can only find people and content of the groups they are members of.

3.4.4 Editing group settings

Group administrators have the flexibility to customize group settings such as changing the group name, group description, or image.

Note:
You can only change a group's details if you are the group administrator of the respective SAP Jam group.

1. From the left navigation bar, click Group Admin and select **Edit**.

   The Edit Group page appears.

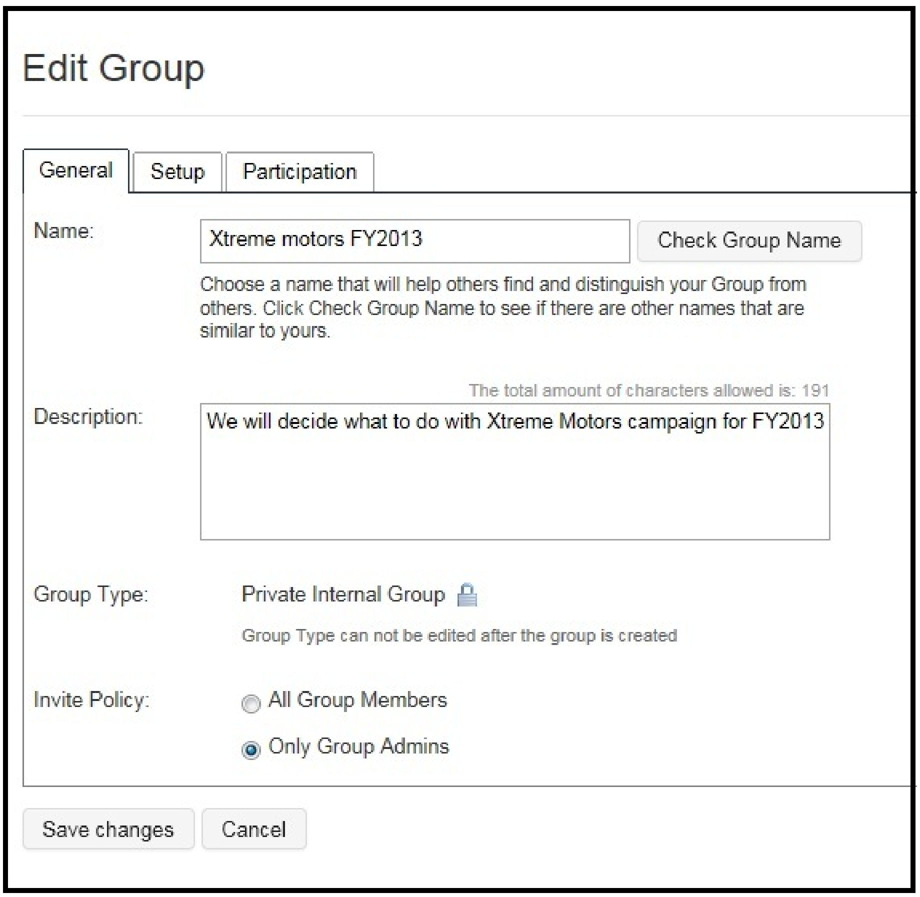


Figure 3-3: Editing group settings

2. Click one of the tabs to edit group details:
   - General - You can edit group name, group description, and invite policy.
   - Setup - You can edit the following setup settings:

    - **Announcement** - Create a welcome message or user agreement that all group members will see on their first visit to the group.
    - **Photo** - Upload a group picture to be displayed on the group's main page. The maximum size for a group image is 110 x 110 px.
    - **"About Page" as landing page** - If you have created an "About" wiki page, you can choose to make it your group's landing page. When this option is selected, the "About" page will be the first thing users see each time they enter the group. This can be very helpful if your group has regularly updated goals, a running task list or any group-related information that gets updated frequently. If you don't select this option group members will see the "About" page on their first visit after the page has been created and the group's feed wall on subsequent visits.
    - **Auto-subscribe** - Users will automatically receive e-mail notifications when new items are posted to the group.

      Note:
      Group members can override the default setting to stop receiving email notifications.

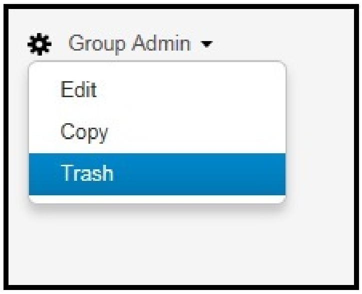
- Participation - You can edit the following participation settings:
    - **Info** - Only group admin can create, edit, post, comment, and like feed item in group. All users can view and download group content, but they are not allowed to comment, post or edit. Chats, discussions, polls, and tasks are not available with Info participation settings. This group type is not for collaboration, but only for broadcasting information.
    - **Expert** - Only admin can create and upload new content. All users can edit, post, comment, like, and view group content.
    - **Upload policy** If you choose the full participation setting, you can restrict the upload policy according to your needs:
        - **All group members** - all members of your group can upload new content items.
        - **Only group admin** - only group admin can upload new content items. All group members are allowed to comment or edit content.

3.4.5 Deleting a group

To delete a group, you need to be the group administrator. Only the group administrator can delete a group.

1. From the **Groups** tab, select the group you want to delete.

   The group page appears.
2. From the Group Admin menu, select **Trash**.



The Delete Confirmation window appears.

3. Click **Confirm**.

The Group will be placed in your "Trash" items. To restore the group from your "Trash", see "restoring_group_from_trash.dita#task_60A43B7C8C834F0DBBB0823026D430CA".

3.4.6 Creating Auto Groups

SAP Jam makes it easy for administrators to create groups in which their members are automatically added based on a number of criteria set when the Auto Group is created. When creating an autogroup administrators generally preform the following steps:

1. Set up the group
2. Populate the group with content and general members
3. Activate the group

Note:
Only SAP Jam administrators can create auto-groups.

In addition to the regular SAP Jam group setup options, auto groups also have an option to specify membership. The Membership tab lets you setup your Auto Group based on the following criteria:

- All employees
- Country
- Department
- Division
- Has Direct Report
- Hire Date
- Job Code
- Location

You can also add individual members to your Auto Group by listing individual email addresses.

Note:
Auto Groups are only available in the Premier version of SAP Jam. Also, the SAP Jam instance has to be integrated with SuccessFactors so Auto Groups are available. Group members are automatically included and cannot choose to opt out.

3.4.6.1 To create an Auto Group

1. Click the **Auto Groups** tab in the Admin console.

   A list of the current auto groups in your system appears.
2. Click **Create a Group**.
3. Type a name for your group.

   Use a name that would help users distinguish your group form others. Click **Check Group Name** to see if there are other names that are similar to yours.
4. Type a description for your group.

   The description captures the group's objectives and helps to inform and attract other people who might be interested.
5. Select a **Group Type** for your group.

   There are three type of groups to select from:
   - **Public Internal Group** - A group that anyone in your company can join, view, and edit.
   - **Private Internal Group** - A group where members must be explicitly invited in order to view or post group items. This group can only be edited by a group administrator and the group name can only be seen by invited members.
   - **Private External Group** - A group that lets you communicate with members of different companies in a private, invitation only space. This group can only be edited by administrators.

   Note:
   The group type cannot be changed after the group has been created.
6. In the Invite Members section, select **Auto-Group** to assign members to the group based on profile attributes you select later on in the Membership tab.
7. **[Optional]** Click the **Setup** tab and add the following information for your group:
   - **Announcement** - Create a welcome message or user agreement that all group members will see on their first visit to the group.
   - **Photo** - Upload a group picture to be displayed on the group's main page. The maximum size for a group image is 110 x 110 px.
   - **"About Page" as landing page** - If you have created an "About" wiki page, you can choose to make it your group's landing page. When this option is selected, the "About" page will be the first thing users see each time they enter the group. This can be very helpful if your group has regularly updated goals, a running task list or any group-related information that gets updated frequently. If you don't select this option group members will see the "About" page on their first visit after the page has been created and the group's feed wall on subsequent visits.
   - **Auto-subscribe** - Users will automatically receive e-mail notifications when new items are posted to the group.

     Note:
     Group members can override the default setting to stop receiving email notifications.

8. **[Optional]** Click the **Participation** tab and select from the following options:
   - **Participation:**
     - **Info** - Only group admins can create, edit, post, comment, and like feed item in group. All users can view and download group content, but they are not allowed to comment, post or edit. Chats, discussions, polls, and tasks are not available with Info participation settings. This group type is not for collaboration, but only for broadcasting information.
     - **Expert** - Only admins can create and upload new content. All users can edit, post, comment, like, and view group content.
     - **Upload policy** If you choose the full participation setting, you can restrict the upload policy according to your needs:
       - **All group members** - all members of your group can upload new content items.
       - **Only group admins** - only group admins can upload new content items. All group members are allowed to comment or edit content.
9. In the **Membership** tab, Add a criterion or a combination of criteria from the **Add** drop-down menu. For example, you can add a Hire Date range along with the additional criterion of only employees in the Professional Services Department.
10. Add email addresses of members that don't fit the criteria. You can also make them group admins by checking the **Make Group Admin** checkbox.
11. Click **Create a Group** at the bottom of the page.

    Auto Groups are set up as inactive to allow for initial setup . Only Group Admins have access to inactive groups.
12. In the Auto Groups list, click **Activate** next to your new group.