SAP SuccessFactors Learning Impact Bulletin
Q3 2016, Patch 7

Please see the <u>Q3 2016, Patch 5</u> bulletin for the full background.

This document is published on September 20, 2016. It assumes that we deliver the pending fixes from Patch 5 in Patch 7. The release of Patch 7 is currently pending quality verification.

BACKGROUND

On Q3 2016, Patch 5, some customers saw incorrect updates to assignments if their assignment profiles used *Matches* or *Not Matches* in their rules. The issue did *not* impact production vSaaS or on-prem Learning customers. Users' learning histories were *not* affected.

After recognizing the problem, we quickly applied a hot fix. After customers ran the Assignment Profile Synchronization process, user assignments were updated with correct assignments. Some assignment dates and required/expiration dates were incorrect, however, and some users noticed a completed assignment re-appearing on their learning assignments. The fix for the incorrect assignments was delivered in Patch 5 and the fix for the incorrect dates is delivered in Patch 7 (pending quality verification).

Q3 2016 PATCH 7 FIX

In Q3 2016, Patch 7, we correct the dates according to the standard rules of assignment and completion. In the vast majority of cases, we restore users' assignment date, requirement date, and completion date *on their My Assignments tile* to the date that was displayed before Q3 2016 Patch 5.

EXCEPTION CASES

In some cases we did not restore the dates to their original values (their values before Q3 2016 P5). To manage these exceptions, we followed the established rules of the Learning Management System (LMS) for completion.

Directly Assigned Learning Items
By "Directly Assigned Learning Items," we mean learning items that were *not* assigned through a curriculum.

User completed an incomplete learning item
In this case, a user was either not-started or in-progress for a learning item when we applied Q3 2016, Patch 5. Between Patch 5 and Patch 7, the user completed the learning item. In this case, the system stores:
- The original assignment and required date: the dates that were stored before Patch 5
- The new completion date: the date that the user completed the learning item, between Patches 5 and 7

All other cases of directly assigned learning items
We restore users' state as it was before Patch 5 was delivered.

Curricula Assigned Learning Items with No Retraining
By "Curricula Assigned Learning Items with No Retraining" we mean learning items that were assigned because they are part of a curriculum that curriculum does not require retraining or is not currently in retraining.

User completed learning item before Patch 5, and then failed it between Patch 5 and Patch 7
In this example, a user was assigned a course, and as of Patch 5, had completed it. When Patch 5 incorrectly adjusted the assignment, the user re-took the learning item and failed it. In this case, we follow the existing rules of the LMS.

SAP SuccessFactors ♡

SAP®

The key variable in this scenario is *Force Incomplete*. As a reminder, when Force Incomplete is set to true, the curriculum is set to incomplete when any learning item is failed.

- If *Force Incomplete* is TRUE and if the user failed the learning item between Patch 5 and Patch 7, then the LMS respects Force Incomplete and sets the curriculum to incomplete and adjusts the required date and completion date according to the failure.
- If *Force Incomplete* is FALSE, and if the user failed the learning item between Patch 5 and Patch 7, the LMS respects force incomplete and the curriculum remains complete with all previous dates intact.

For all other cases when a user completed a learning item before Patch 5 when no retraining was required, we simply restore their state as it was before Patch 5.

User failed the Learning Item before Patch 5, and then took action between Patch 5 and Patch 7
In this case, a user was assigned a learning, and as of Patch 5, had failed it. Then the user re-took the course and either failed it again or completed it. In this case, we keep the new failure or completion date because this matches the rules of the LMS: each attempt gets its own completion or failure date.

For all other cases of a user failing a learning item before Patch 5 when no retraining is required, we simply restore their state as it was before Patch 5.

User was incomplete for a learning item before Patch 5, then took action between Patch 5 and Patch 7
In this case, a user was assigned a learning item like "Workplace Safety," was *not* required to be retrained, and as of Patch 5 had not completed it (for example, watched three of five videos).

- If the user completes the learning item (watches the last two videos and meets other requirements for completion), the user keeps his or her completion date on the date they are complete (for example, the date they watched the fifth video between Patch 5 and Patch 7).
- If the user again *failed* the learning item between Patch 5 and Patch 7, then for required date:
  - We restore the required date to the Patch 5 date if Force Incomplete is FALSE.
  - We calculate the required date based on the new failure (between Patch 5 and Patch 7) if Force Incomplete is TRUE.
  - We keep the new failure date between Patch 5 and Patch 7.

For all other cases of a user with an incomplete learning item when no retraining is required, we simply restore their state as it was before Patch 5.

Curricula Assigned Learning Items with Retraining
By "Curricula Assigned Learning Items with Retraining" we mean learning items that were assigned because they are part of a curriculum and that curriculum required retraining.

User completed the learning item before Patch 5, then took action between Patch 5 and Patch 7
In this case, a user completed a learning item and then re-took the learning item between Patch 5 and Patch 7.

- If the user completes the learning item again, we honor the new completion date and use it to calculate a new required date (according to the rules of the curriculum).
- If the user fails the learning item, then we keep the new failure date and honor the value of Force Incomplete:
  - If Force Incomplete is TRUE, then we keep the failure date from between Patch 5 and Patch 7 and use it to recalculate a new required date according to the rules of the curriculum.
  - If Force Incomplete is FALSE, then we reset the required date to its value as it was before Patch 5.

In all other cases of a user with a complete learning item when retraining is required, we simply restore their state as it was before Patch 5.

User failed the learning item before Patch 5, then took action between Patch 5 and Patch 7
In this case, a user failed a learning item and then re-took the learning item between Patch 5 and Patch 7.

- If the user completed the learning item, we keep their completion date from between Patch 5 and Patch 7 and use it to recalculate the required date based on the rules of the curriculum.
- If the user again failed the learning item, we keep their completion (failure) date from between Patch 5 and 7 and use it to recalculate the required date based on the rules of the curriculum.

In all other cases of a user with a failed learning item when retraining is required, we simply restore their state as it was before Patch 5.

User was incomplete for a learning item, then took action between Patch 5 and Patch 7
In this case, a user was assigned a learning item and as of Patch 5 had not completed it.

- If the user completes the learning item between Patch 5 and 7, we keep completion date and use it to calculate a new required date according to the rules of the curriculum.
- If the user fails the learning item, then we keep the failure date and honor the value of Force Incomplete:
    - If Force Incomplete is TRUE, then the failure date from between Patch 5 and Patch 7 is the basis for calculating a new required date according to the rules of the curriculum.
    - If Force Incomplete is FALSE, then we reset the required date to its value as it was before Patch 5.

In all other cases of a user with an incomplete learning item when retraining is required, we simply restore their state as it was before Patch 5.