SAP Litmos

May 2020 release notes

SAP Litmos Training

Release 2005

Features

Enhancements

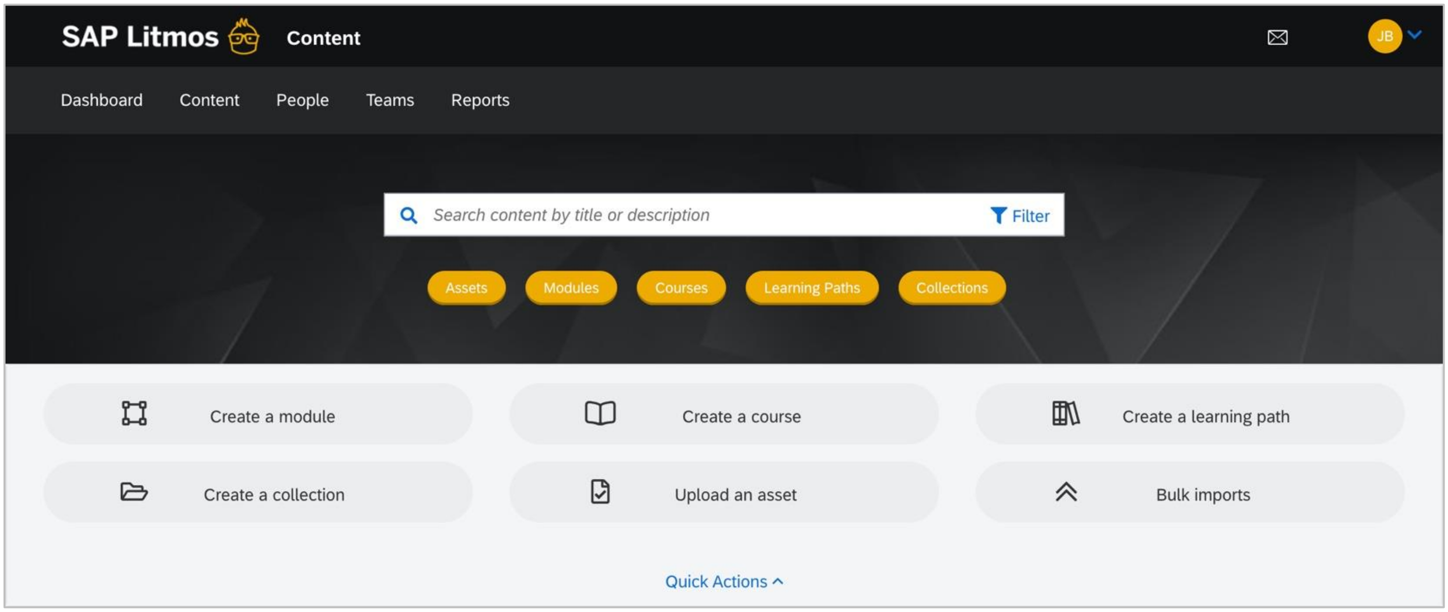
Announcements

Content Management

Content Dashboard and Search Enhancements
SAP Litmos Training is excited to bring the new and revamped content pages with this release. The new flow includes a new content dashboard and enhanced search and filter functionalities and ease of content discoverability in a nutshell. These functions will be available for both Learner and Admin roles.

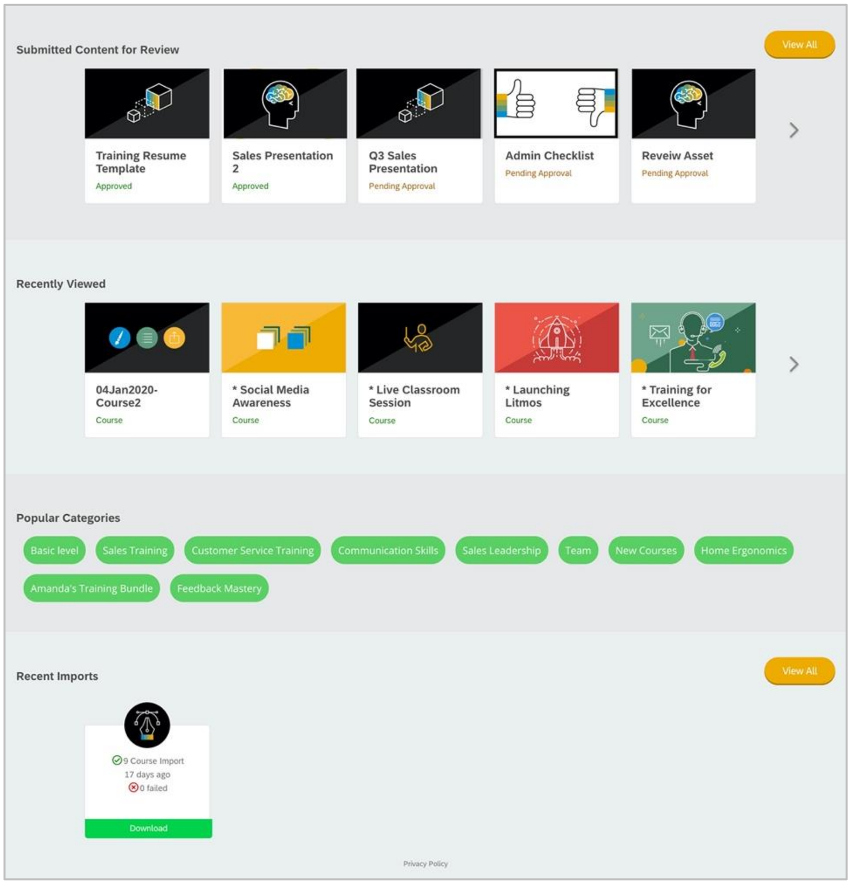
What is the Content dashboard? Is it different from the existing Dashboard?
The new content dashboard is different from the existing Admin Dashboard and Learner Homepage and does not affect those pages. The existing 'Content' tab on Admin view and the 'Content Library' on the learner view have been enhanced to include a new content dashboard and it will be all things related to content – content search, filters, content-related widgets, and quick links. There is also a results page that lists all the available content or content based on search matches.

Admin view
The enhanced 'Content' Tab will now offer a new landing page with the ability to search and apply global filters that are common across the content types.



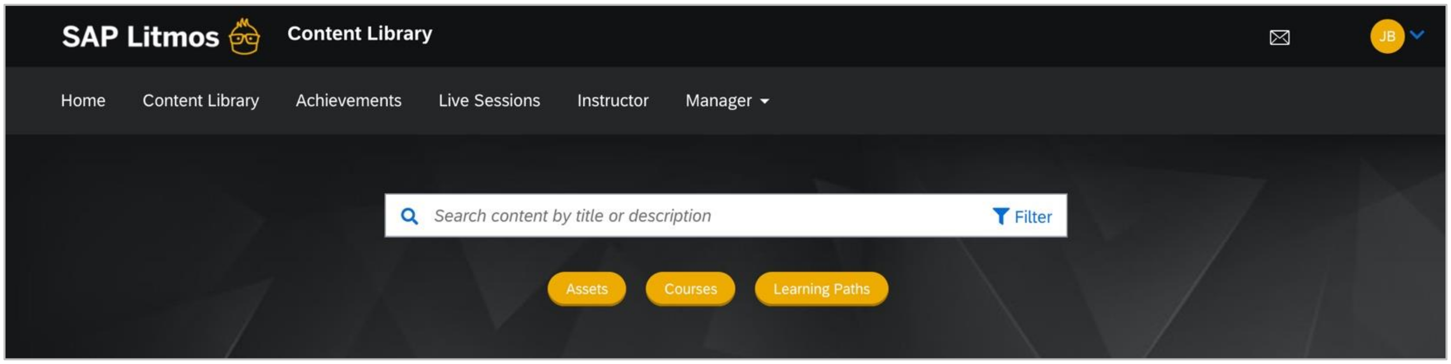
With quick links to content, and quick actions to create and bulk import content, it's one-stop access for all existing and new admin content management functions.

Quick access widgets like Recently Viewed, Recent Imports, Popular Categories, and the new Asset Management widget allow admins to find and manage content easily.



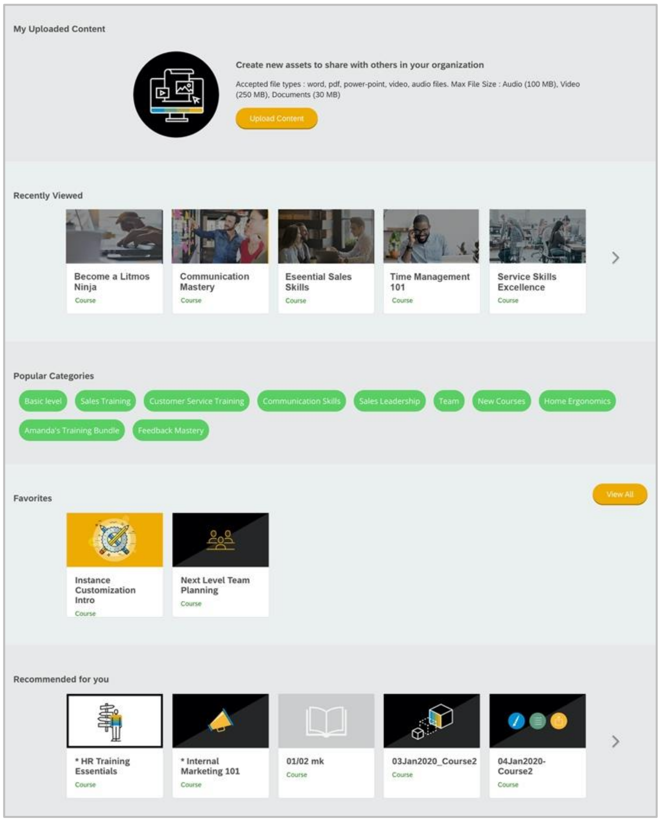
Learner view

The enhanced ‘Content Library’ tab will now offer a content landing page with the ability to search and apply global filters that are common across the content types along with quick links to the different content types.



Features

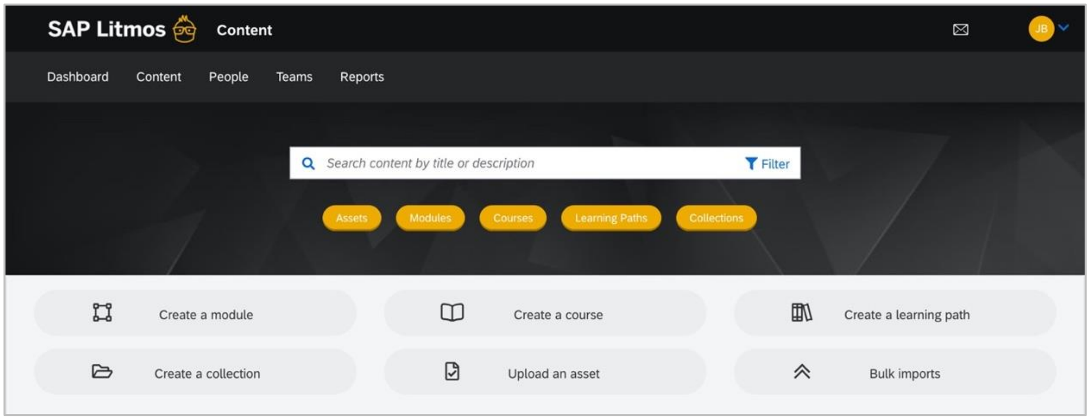
Quick access widgets like Recently Viewed, Favorites, Recommended for You, Popular Categories and the new My Uploaded Content allow Learners to find and manage available content easily.



- *Important Note: Most of the widgets are existing functionalities. The 'Submitted Content for Review' and 'My Uploaded Content' are new functionalities that are covered in a separate section below.*

How are new Modules, Courses, Learning Paths, and Collections created in this new flow?

Content creation is one of the critical functions for Admins and Content Managers. With that in mind, all content creation functionality, including bulk import of courses and course completion, has been moved under the 'Quick Actions' widget which is readily available when the user lands on the Content tab.



How is a list of content items on the Admin and Learner content library accessed?

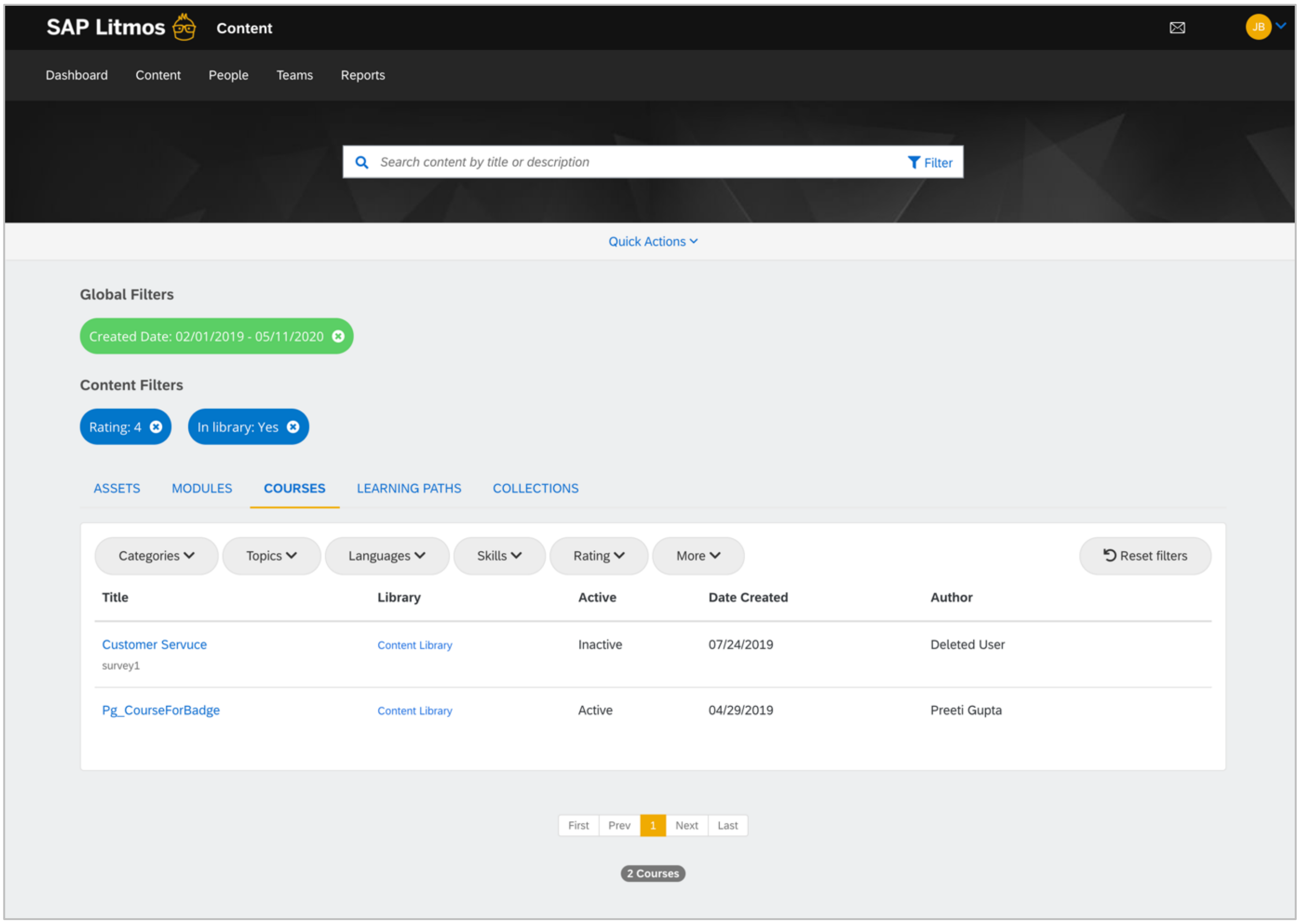
With the addition of a new dashboard, users can navigate to required content by clicking into the Content quick links on the dashboard or start by searching for the content for which they are looking. A list of content is no longer available on the landing page for Admins and Learners.

Do these changes affect Search and Filter functionalities?

These enhancements improve the search and filter functionalities. With users creating and demanding more content, the content library is getting richer and larger. Learning is more effective when relevant content is easily accessible and discoverable by users. The current search enhancements described below make content discoverability that much easier, while maintaining consistent workflow across the platform.

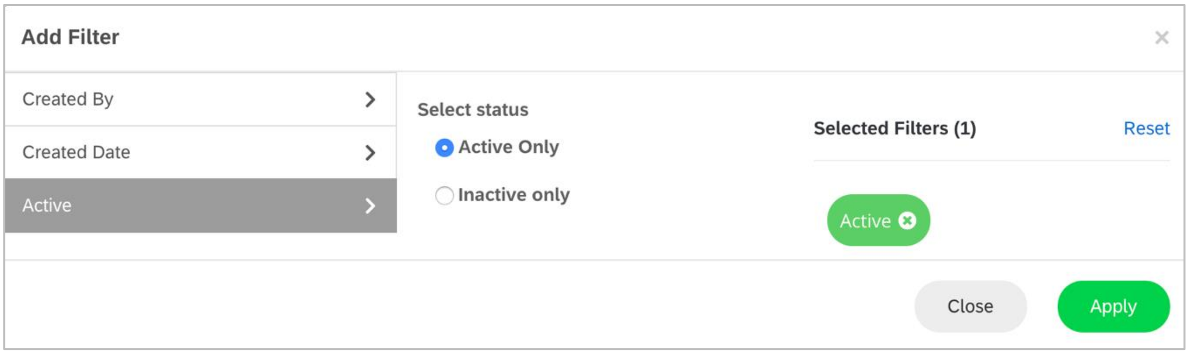
Admin View

The new search functionality acts as a global search across all content types rather than a content-specific search. This allows users to enter a keyword and find matching results on all content by moving between the content tabs.



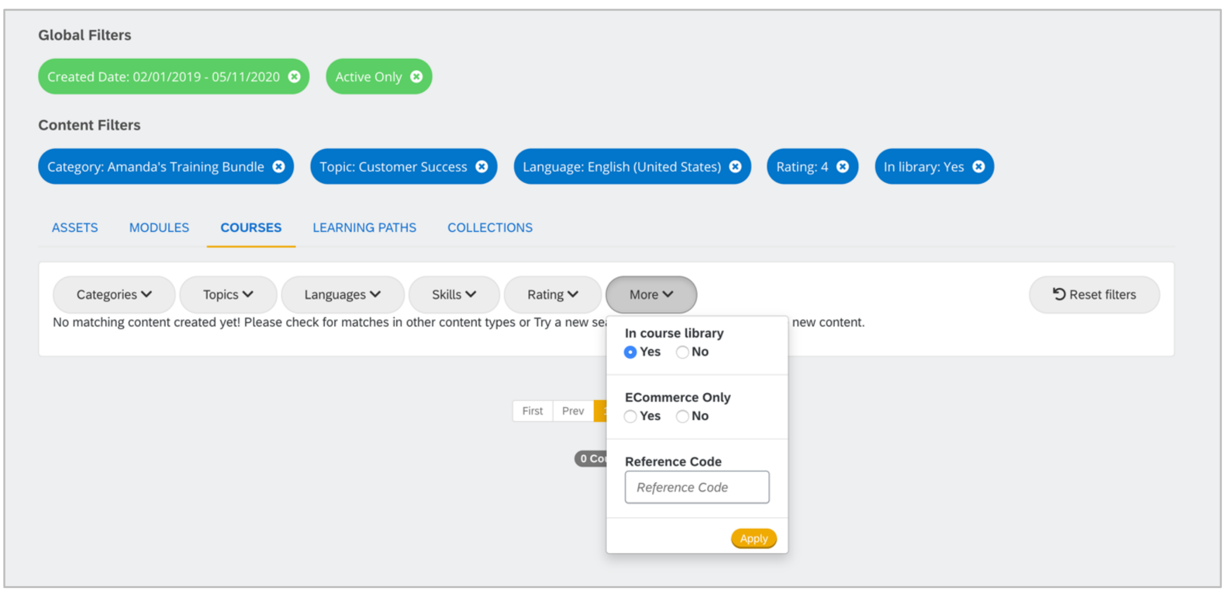
Features

Global filters allow you to select the common filters like Created By, Created Date, and Status and apply across content types as well. Reset would reset the selected filters to replace with new filters.



There will be content-specific filters that apply only on the selected content to further filter the results specific to the content of interest. Moving between content tabs will reset the selected content-specific filters to make room for the other content filters, while still maintaining the global search and global filters.

A few new filters have been added to Courses and Learning Paths along with the existing filters such as *Topics and Skills.*

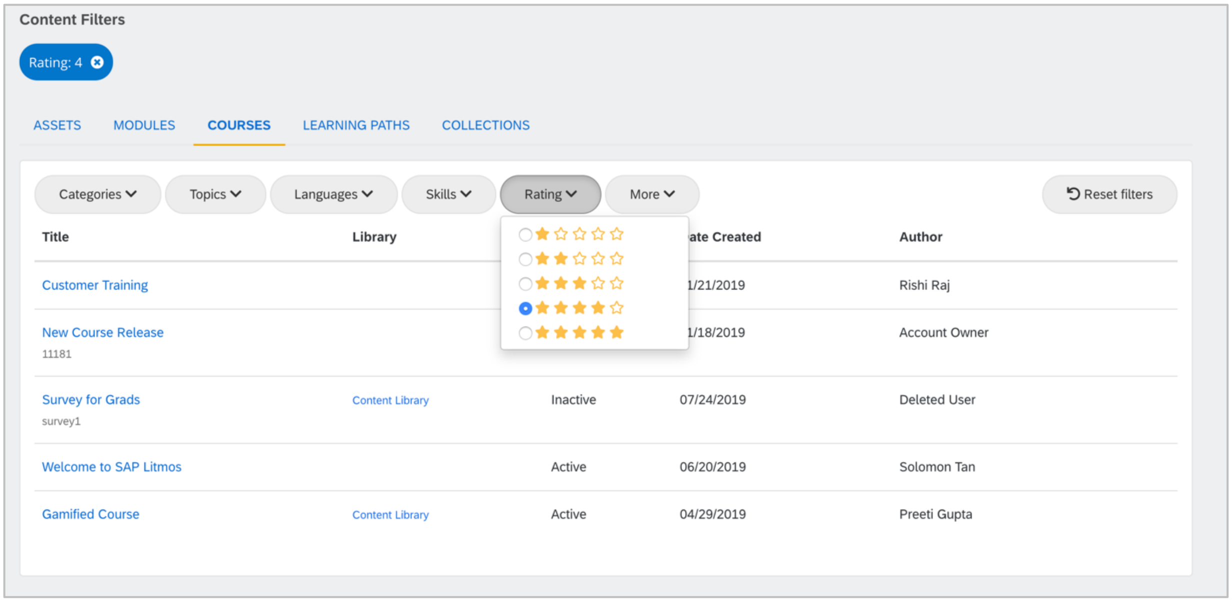


Learner View

The new search functionality acts as a global search across all content types rather than content-specific search. This allows users to enter a keyword and find matching results on all content by moving between the content tabs.

Global filters allow selection of common filters like Favorites, Rating, and Collection, and apply across content. Reset would reset the selected filters to replace with new filters.

Collections will now be under global filters. Assets, Courses and Learning Paths can be added to collections. Upon selecting a collection, users will be able to move between the content tabs to view the associated content.



Content-specific filters will be applied only to selected content to further filter the results specific to the content type. Moving between content tabs will maintain the global search and filters selections, but will refresh the content-specific filters to make room for the other content filters,

A few new filters have been added to Courses and Learning Paths along with the existing filters. Now Learners can filter content that had discussion forums enabled.

What functions won’t be available?

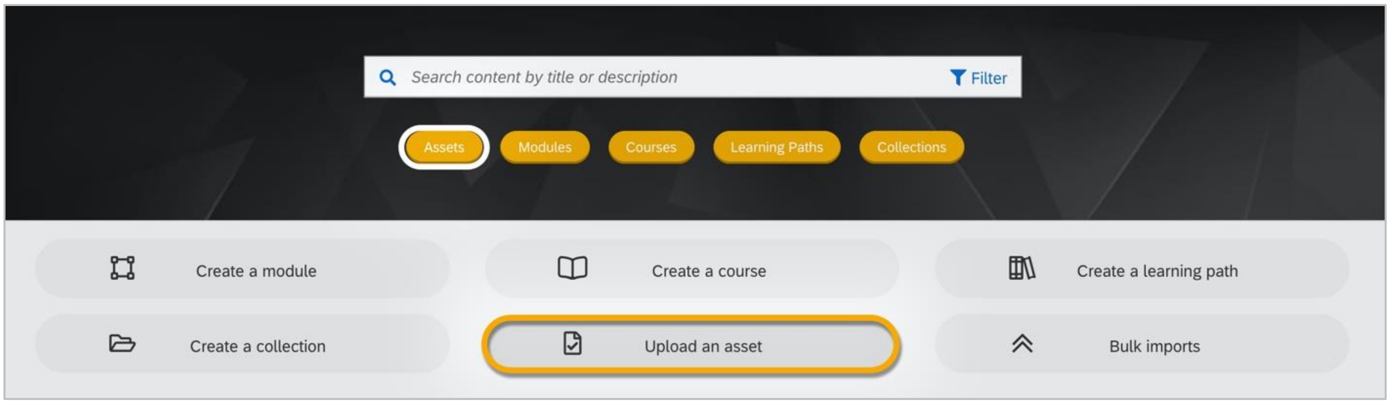
- The course-specific filter will not support search by ‘Module name’ with this release. Users can still search for the module name and access courses associated with the selected module. This will be further enhanced and included in a future release.
- The option to display Courses and Learning Paths in alphabetical order and custom order on Admin view has been removed. All content will be sorted based on the content created date, latest to oldest, by default.
- The UI functionality to add and remove courses to/from the library in bulk via the UI has been removed. This functionality will still be available via Bulk imports.
- The new content and content library page URLs have been updated for both Admin and Learner view. Any existing deep linking with the old URL will still be available but with the old UI and old functionalities.
- The enhanced search functionality is not supported in the mobile native application with this release.

Assets - Content Management

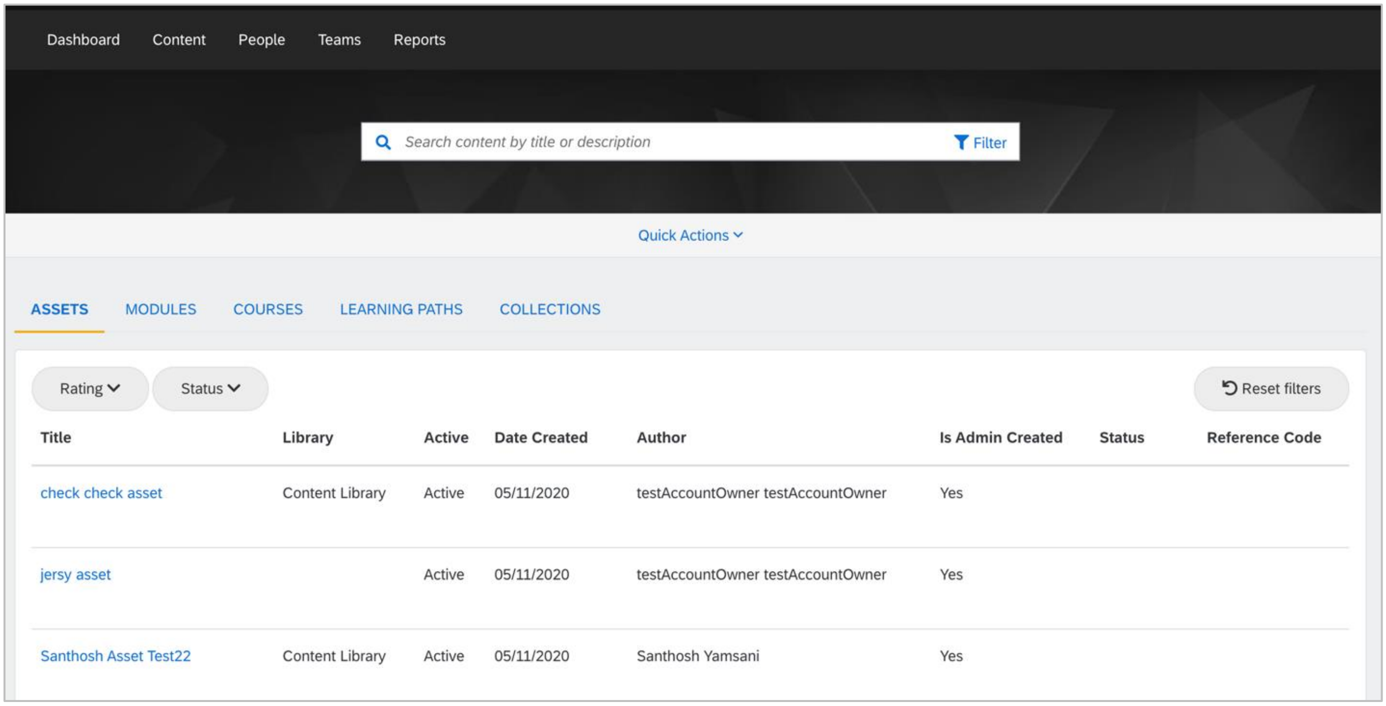
Assets offer a new way for Administrators to upload and distribute content files to Learners for informal learning. Assets are designed to help Learners find information. If Learners can repeatedly find and consume valuable information, knowledge will be absorbed over time. Assets can be downloaded by Learners, allowing them the ability to view the Asset outside of the system as needed "in the flow of work.”

How are Assets set up?

Account Owners and Administrators have access to upload and manage Assets. To begin, an Administrator will click the “Upload Asset” Quick Action from the Admin Content Library.

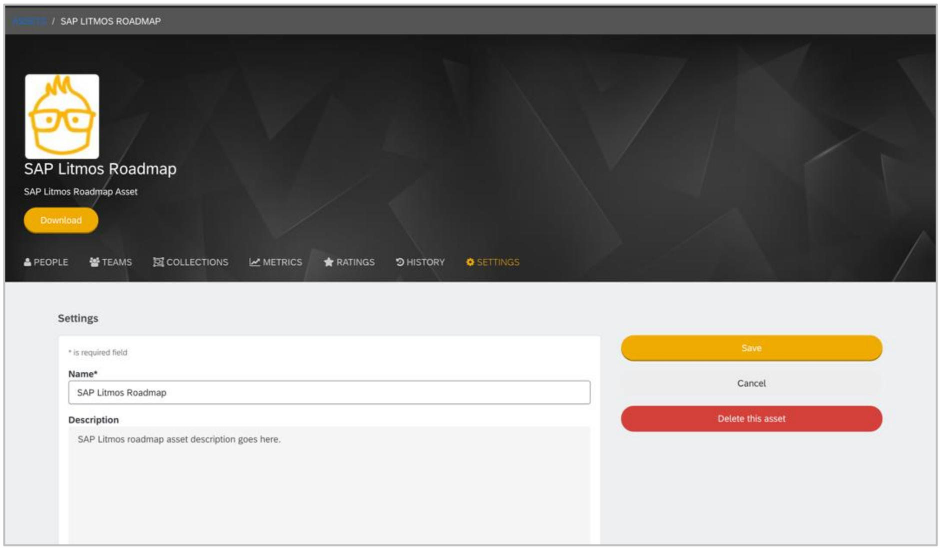


The Administrator will enter a name, description and reference code for the new Asset. Next, the Admin will upload the content file and an image thumbnail (Assets will accept the same file types that are allowed for Modules). Once the Asset is saved, the Asset can be accessed by other Admins in the Admin Content Library by clicking the Asset “primary button” (above the Quick Actions). A list of all the Assets that exist will appear in the list.



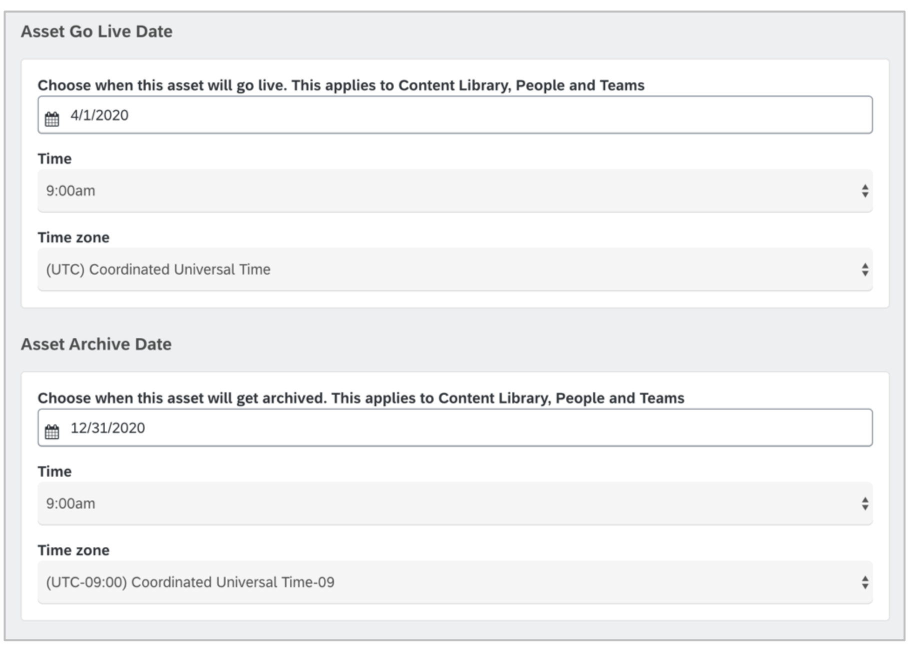
How does an Admin share and manage Assets?

Once an Asset has been created by an Administrator, the Administrator can grant access to People and Teams or include the Asset in one or more Collections.



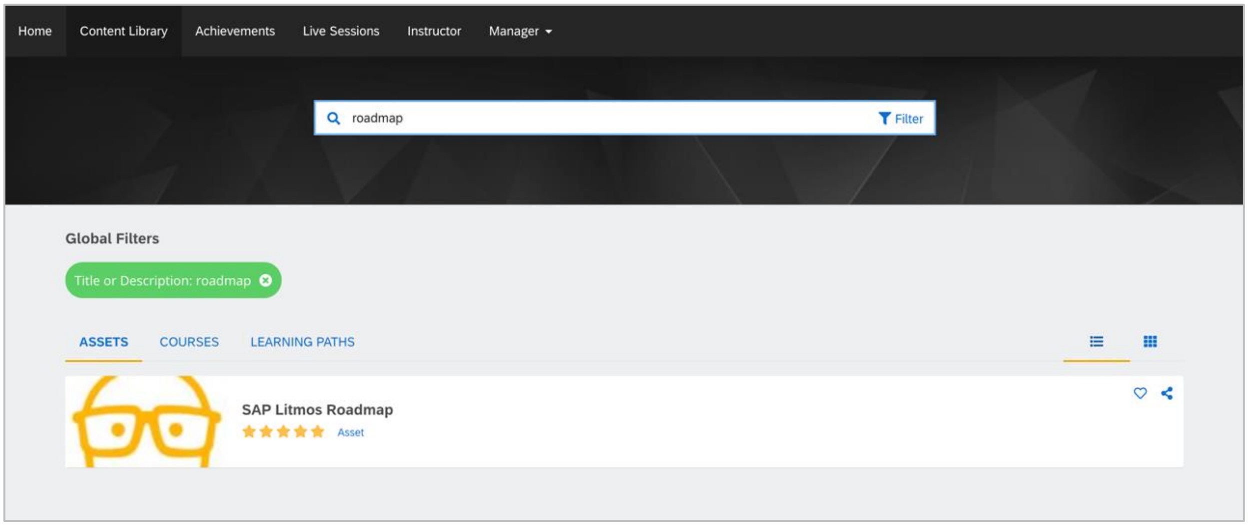
- *Important Note: Assets are not “assigned” because Assets do not require completion.*

Once access to an Asset has been granted to Learners, it will be available in the Content Library. However, Assets offer additional settings for “Go Live” and “Archive” dates, which can be used to control when an Asset can be found in the Content Library. The Go Live and Archive dates can be set in the Asset settings.

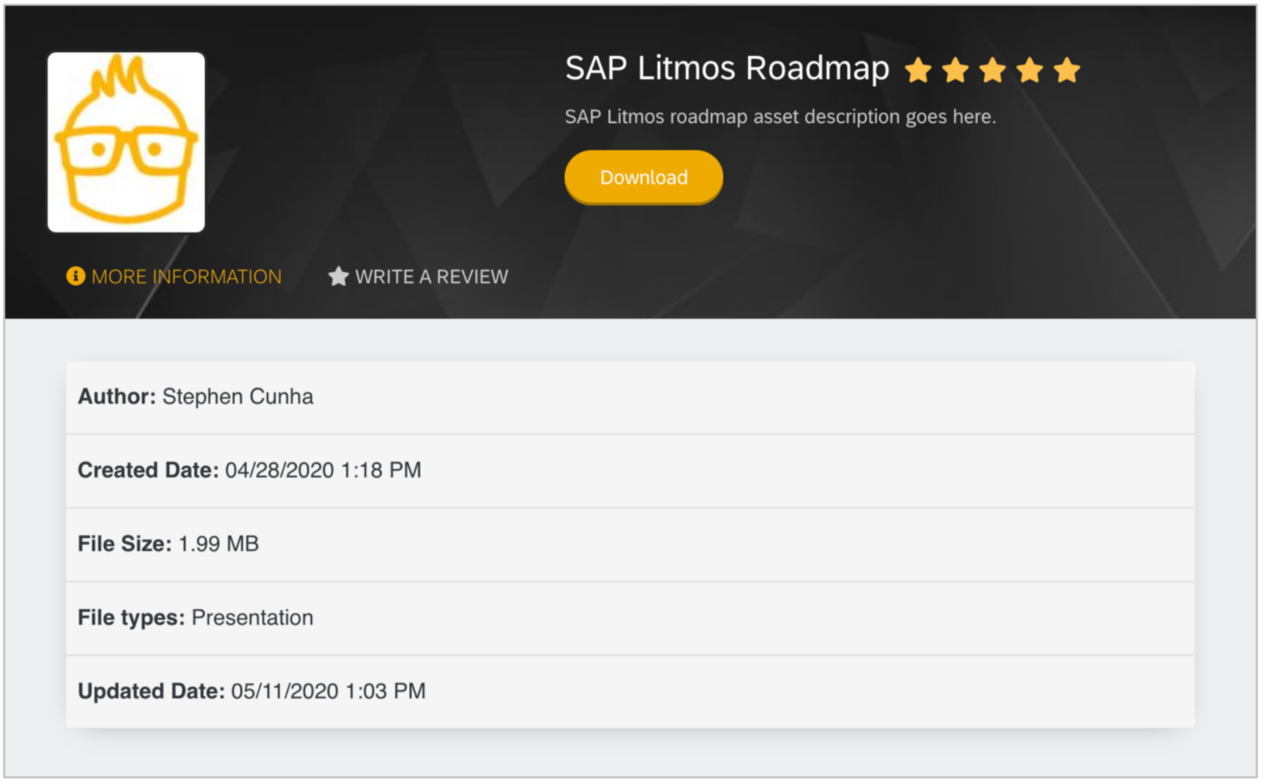


How do Learners find Assets and what can Learners do with Assets?

Learners who are granted access to view Assets can search and find Assets in the Content Library. Learners can use the Global Search and Filter to locate the Asset, or the Asset-specific library can be accessed directly.

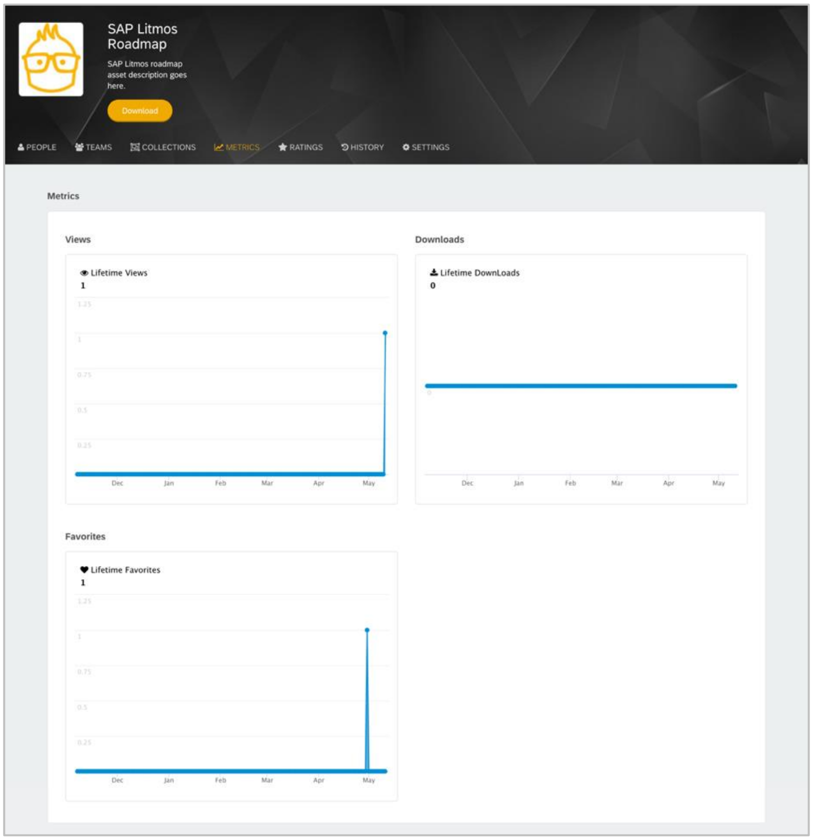


Once the Asset is located, the Learner can click into the Asset to view the Asset information, download the Asset, or write a review and rate the Asset.



What data is available with assets?

There aren't any required activities for Learners to complete on Assets, so there won't be results or progress to report. For now, Assets offer "metrics" that Administrators can view for each Asset individually. These metrics can be viewed on the Asset Metrics page. The page contains charts with figures for total views, total downloads, and total favorites. All the metrics are aggregate figures.



How would an Admin go about deploying an Asset as a Module, or even an Additional Reference Material?

Administrators may need to convert an Asset to a Module to require Learners to view that content as a part of a formal training course. To do this, an Administrator would download the Asset content and then upload it as a Module. Assets and Modules accept the same file types, so the transition of the content type in that flow will be seamless. The same is true for Additional Reference Materials.

Learner Content Upload

Learner-created content allows Learners to share their own knowledge and expertise with other members of their organization. Learners can create and share documents, presentations, videos, or audio files that they have found valuable. Leveraging the knowledge held within an organization allows all members of the business to benefit from the experience of others and to easily disseminate this throughout the business.

Learner-created content allows Learners to create their own informal learning items. These uploaded items go through an approval process and can then be managed as an Asset. Learners will be able to create additional content types in future releases.

The ability for Learners to upload content can be controlled via Account Settings > Features > Assets > Enable Learner Content Creation.

How will they be used?

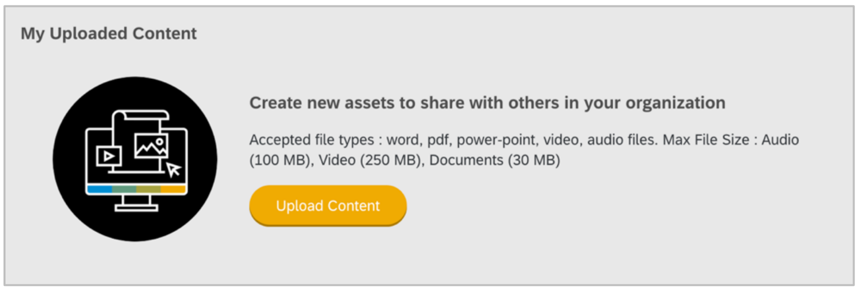
Administrators can grant access to People and Teams or include the Asset in one or more Collections. Assets can be downloaded by Learners for use outside of the learning environment.

What files are supported with Learner Content Upload?

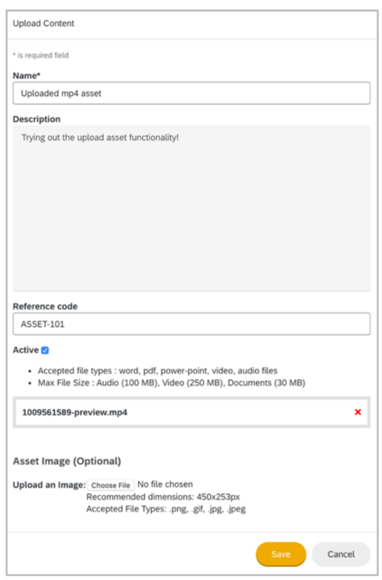
Learners can upload MS Word, PDF, MS PowerPoint, video, and audio files to create content.

How will Learners find and use the Learner Content Upload?

Learners can upload content via the Content Library. The updated Content Library will display the new My Uploaded Content section ready for Learners to start creating their own content.

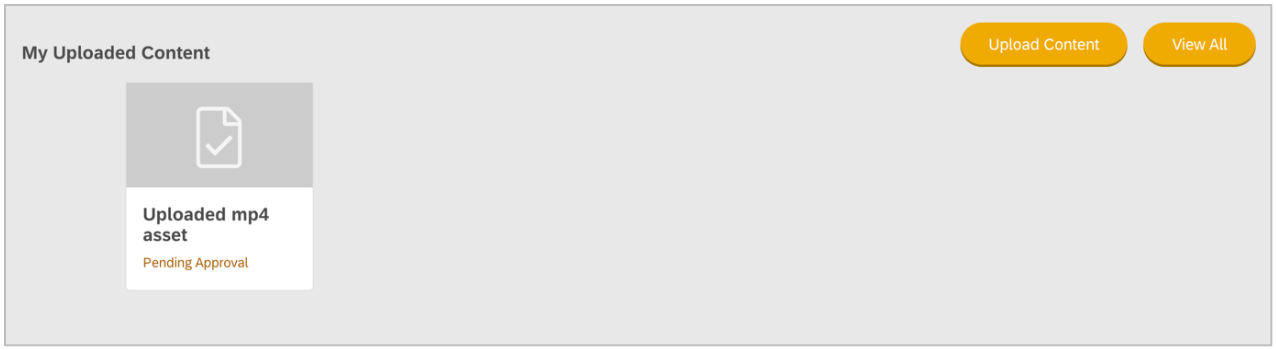


Click the Upload Content button to add new content.



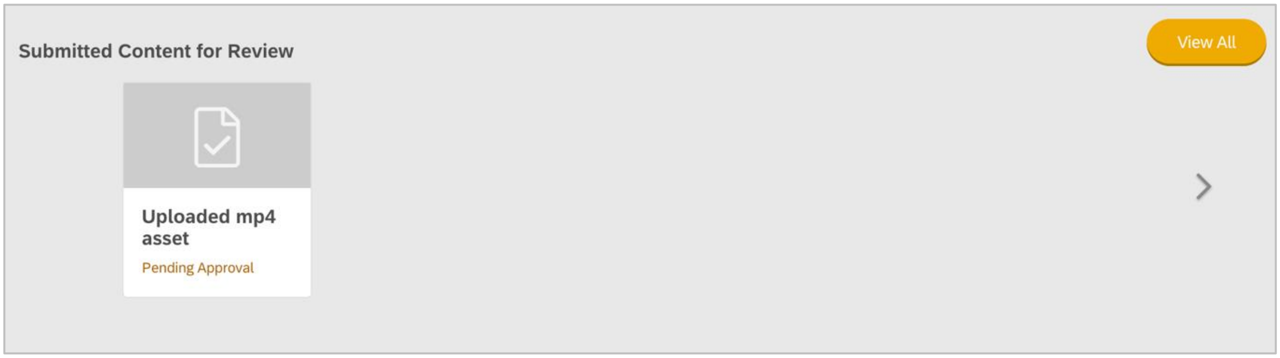
Complete the form and upload your content file. Click save to submit the content for Administrator approval. Once the content has been submitted successfully, the specified Administrators will receive an email notification to let them know Learner-created content has been submitted for approval.

The content will now display in the Content Library as Pending Approval while it is being reviewed.

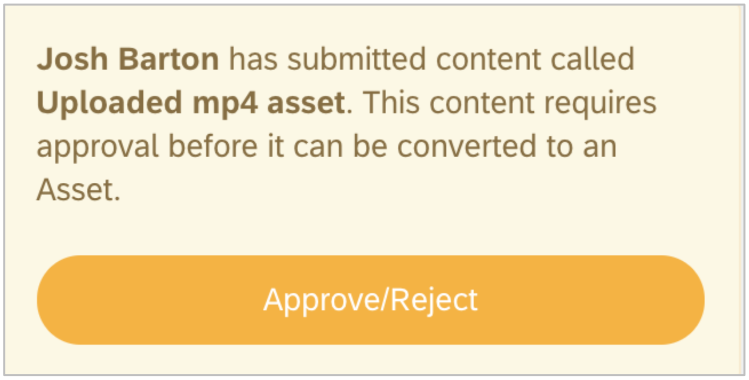


Who oversees review of the content submission once a Learner has submitted it?

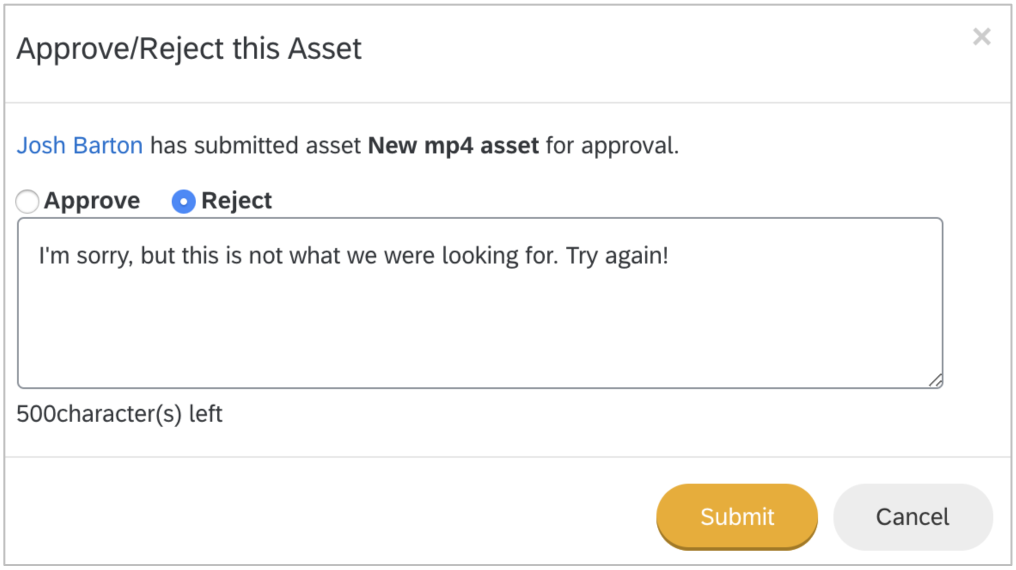
Once the content has been submitted, any Account owner or Administrator can review it. Submitted content can be accessed via the Content menu. Select any item with a Pending Approval status to review and approve or reject the content. Submitted Learner-created content is an Asset.



The Asset can now be downloaded, and the Administrator can choose to approve or reject the Asset. Select the Approve/Reject button to continue.



If the Asset is approved, the Administrator selects Approve and Submit.



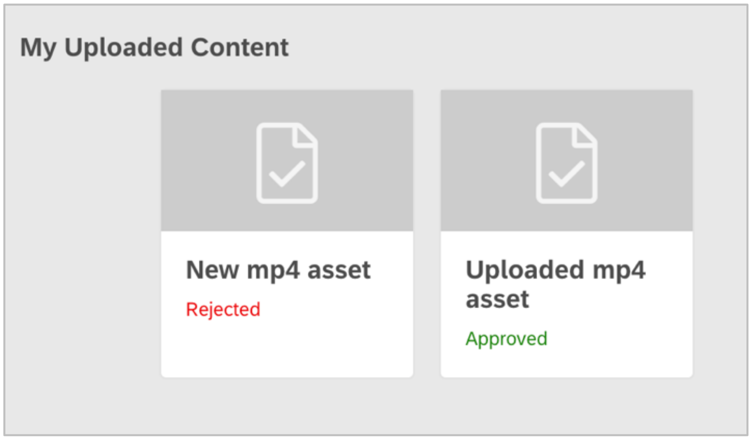
If the Asset is rejected, the Administrator selects Reject and can provide the Learner with a reason for the rejection.

Once a Learner creates a Learner Content Upload, how will they be notified of the submission status?

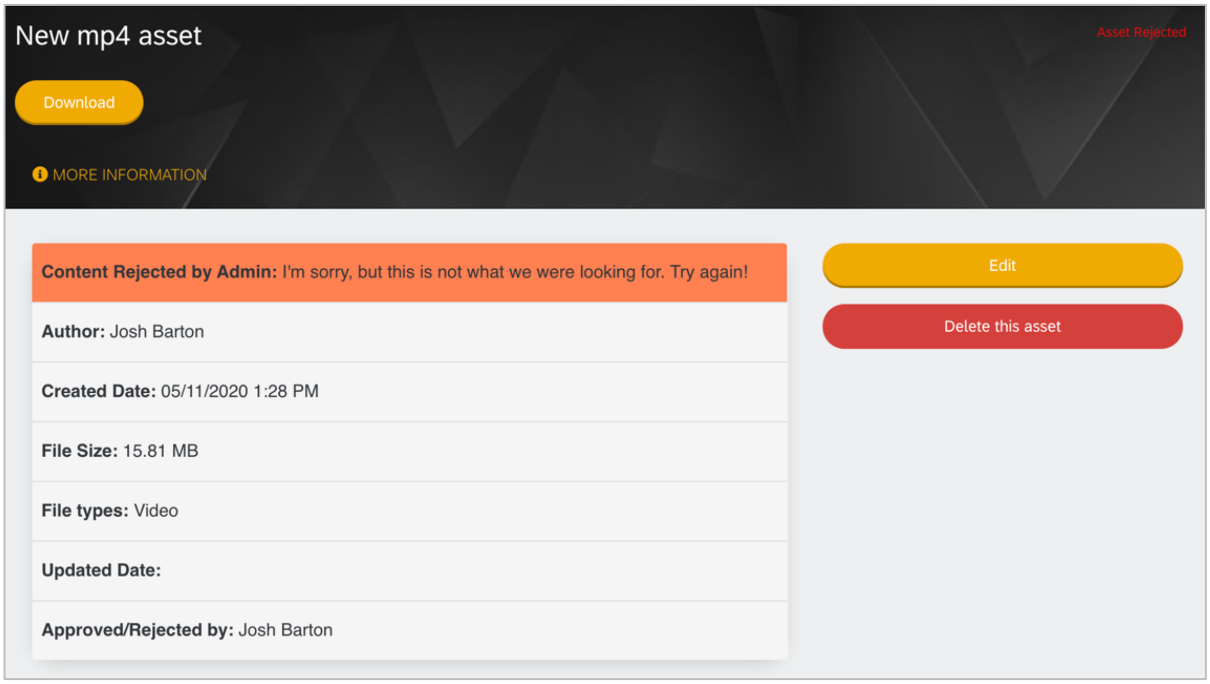
If the Learner Content is approved, the Learner will receive a Learner Content Approved email. If the Administrator has determined that Learner Content is not appropriate or needs alterations, the Learner will receive a Learner Content Rejected email detailing the issues noted by the Administrator regarding the rejection.

What happens to the rejected content submissions? Can a Learner resubmit a rejected content submission? Does the learner keep a record of all previously submitted content that was uploaded?

Rejected content can be edited and resubmitted by the learner from the Content Library > My Uploaded Content.



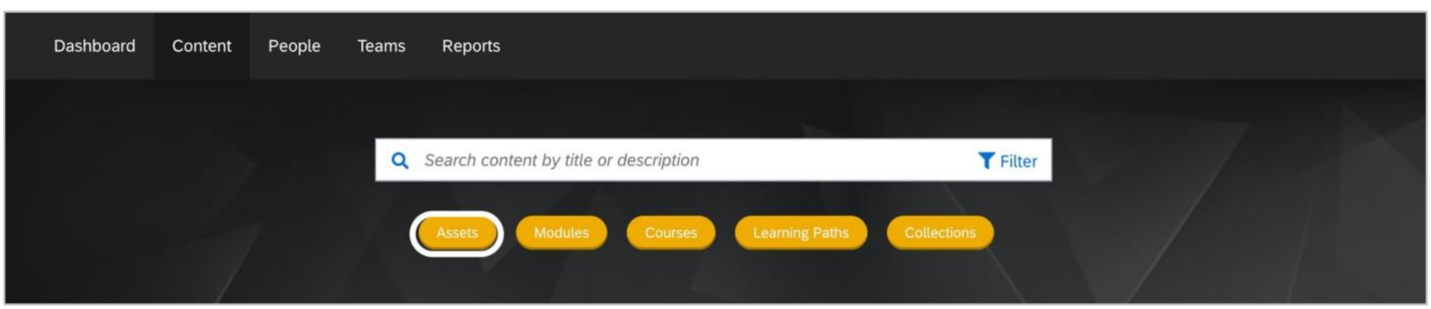
If a Learner chooses, they can edit and resubmit the Asset. Otherwise, the Asset can be deleted from here.



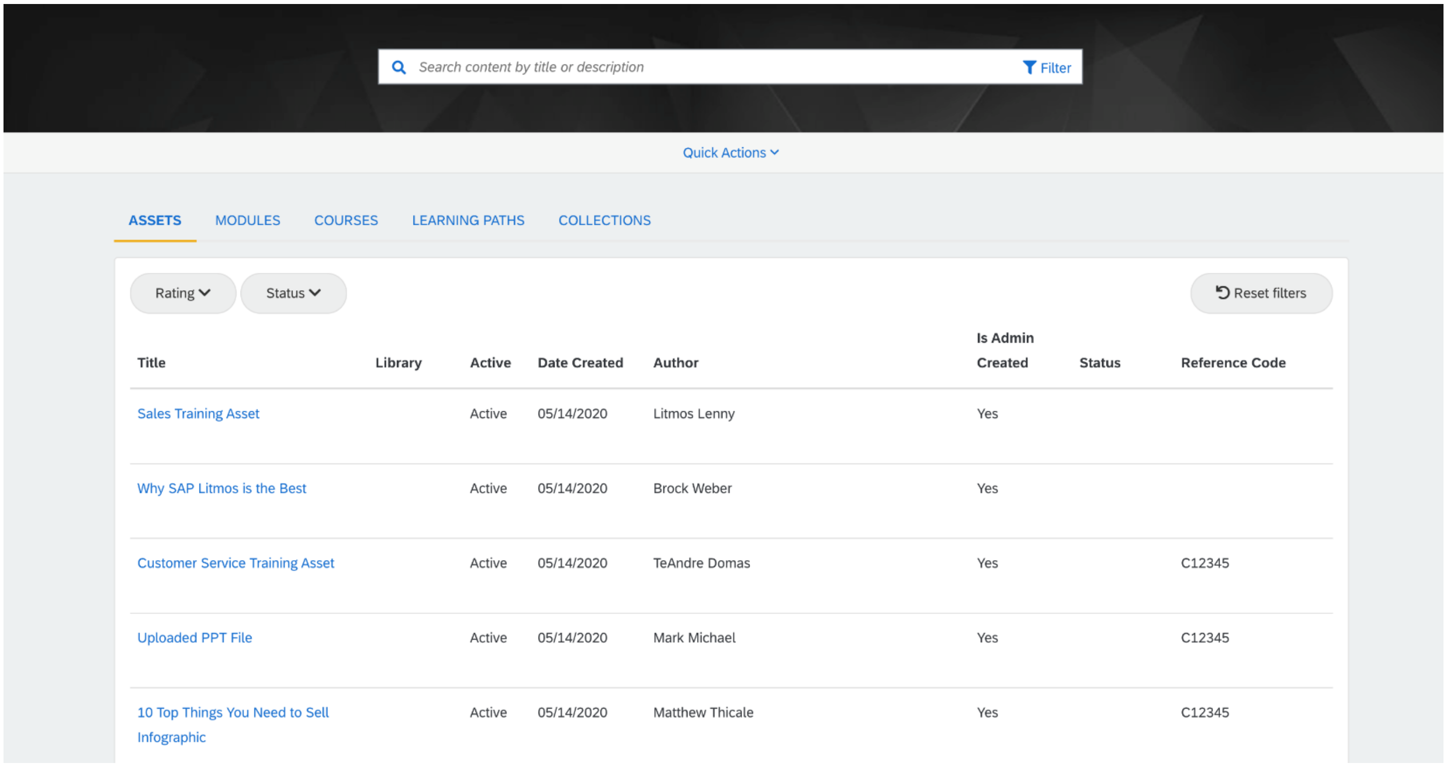
If the Asset remains in a Rejected state for 50 days, the Learner will receive a series of reminder emails (after 50 and 55 days of inaction) asking the Learner to review their submitted content. If no action is taken, the Asset will be automatically purged after 60 days.

Where can the content be found by an Admin and in what form is it?
Who is the author of content once it has been approved?

Administrators can access Learner-created content as Assets via the Content Menu. Select Assets to display a list of all assets available in your organization.



From here, select an individual asset to edit, share or manage as detailed above.



Compliance 2.0

What new options are available with compliance settings on courses?

SAP Litmos Training is now offering three different options for managing compliance courses in your organization. The existing compliance based on Completion Date remains and new options for compliance based on the course Assigned Date and a Set End Date are being introduced.

Assigned Date-based compliance courses will calculate a next Compliant Until Date based on the date the course was assigned to the learner. Set End Date allows administrators to calculate annually rolling compliance based on a specific date.

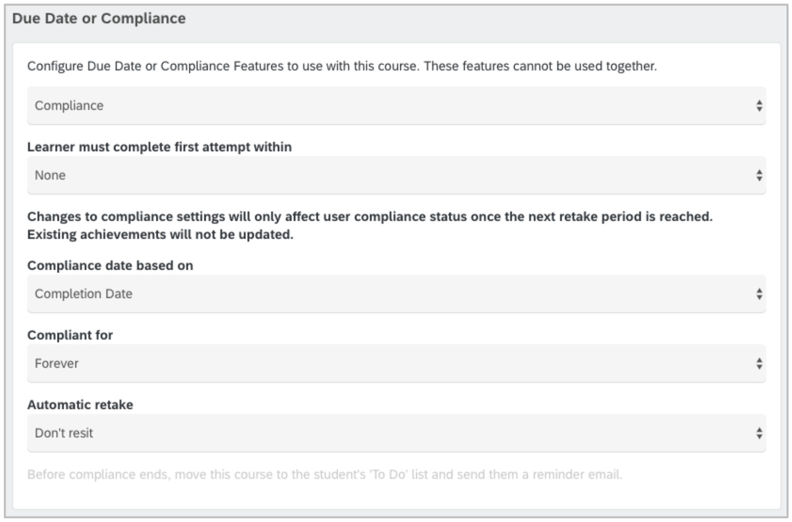
Due dates have also been incorporated into the Compliance settings to clarify when due dates are being used alone versus when there is a due date set for an initial attempt on a compliance course.

How will they be used?

Compliance Retake can be based on Completion Date, Assigned Date or a Set End Date.

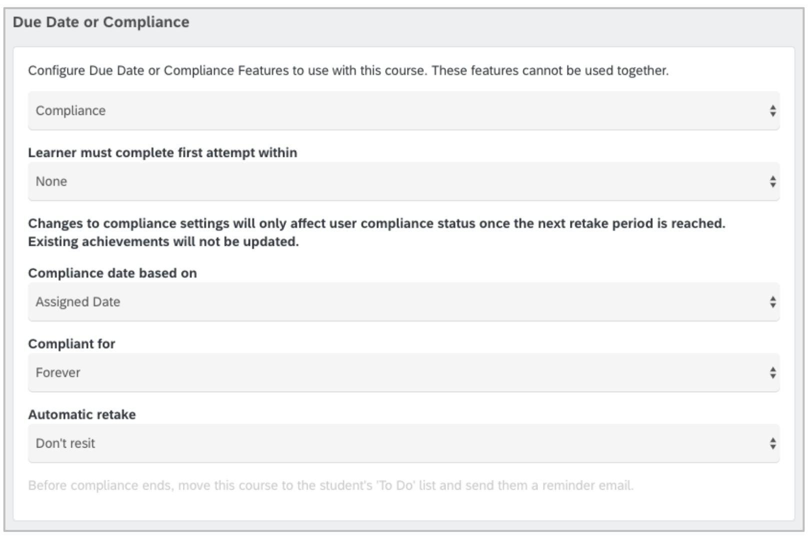
Completion Date

This compliance configuration is based on when a learner completes a course and rolls forward for each user based on the Compliant for Days setting and retake period set in the course at the time each period of compliance is completed.



Assigned Date

Compliance based on Assigned Date sets the Compliant Until Date based on the first time a Learner is assigned the compliance course and rolls forward for each user based on the Compliant for days and retake period set in the course at the time each period of compliance is completed.

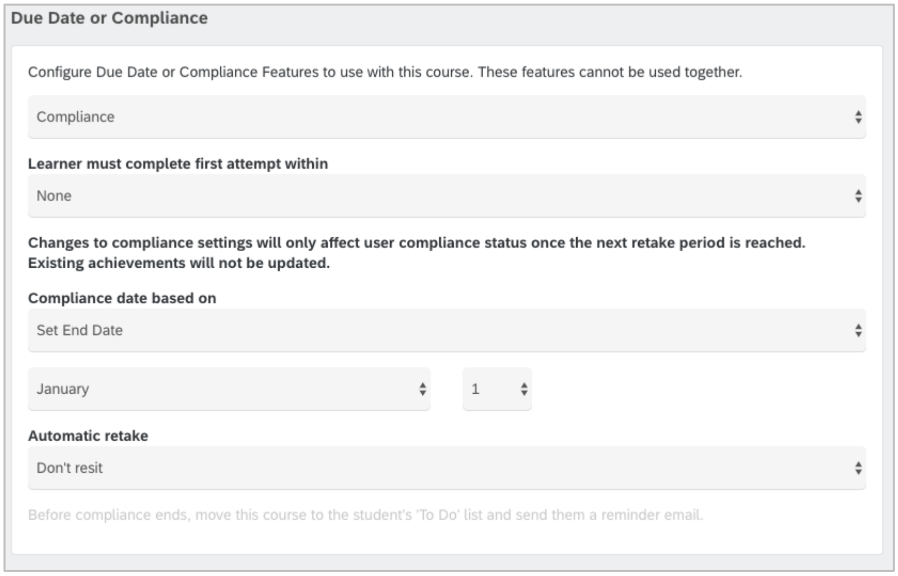


This compliance method is well suited for courses where you may want to assign all Learners on the same date and roll compliance forward from there. It also has the flexibility to roll for shorter periods such as 180 days and means all Compliant Until Dates will be aligned for Learners assigned on the same date. This can make compliance reporting simpler for Administrators.

Set End Date

Compliance based on Set End Date is unique. It sets Compliant Until Date based on the day and month selected and rolls forward for each user annually. For example, Learners can be asked to complete their compliance course annually by October 1.

This compliance method is ideal for organizations who want all Learners to have the same compliance period for a specific course. It makes compliance easy and straightforward to manage, as all Learners, regardless of when they are initially assigned to the course, will be compliant until a specific date each year. Learners all move into the same compliance cycle as soon as they first attempt a course when this configuration is used.



This makes reporting on these compliance courses simple as all Learners are due on the same date each year.

Detailed examples of different compliance scenarios will be provided in the Litmos help documentation to assist Administrators in deciding what compliance options will work best for their organization.

What is the business value?

The new compliance options will offer Administrators more choice and flexibility in how they want to manage compliance related courses within their organization. Changes to the Learner view will improve the clarity for Learners, making it easier for them to see their current compliance status and know when it is time to retake their compliance courses.

Are there any generic changes to the compliance behavior and logic in the system?

All Compliant Until Dates will be calculated (where Compliant Until Date is used) based on the last achievement a learner had for that course rather than the last result. This has been consistently applied across SAP Litmos Training, including in the reporting functionality.

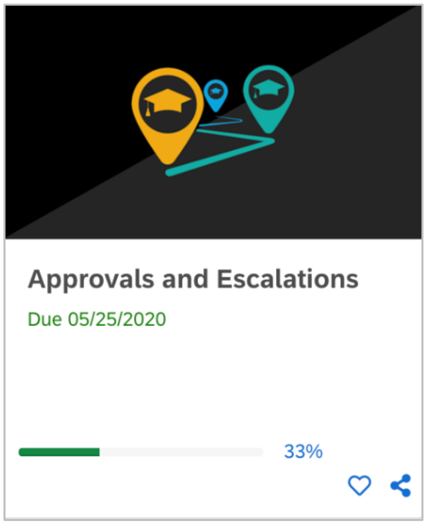
Resetting Compliance behavior has also been updated to only affect user compliance status once the next retake period is reached. Existing achievements will not be updated. This means that Learners will update the new compliance settings when they retake the course as determined by the Automatic Retake value. (A bulk update option to update compliance for a selected group of users will be made available in a future release).

How will these new options and generic changes affect my user experience?

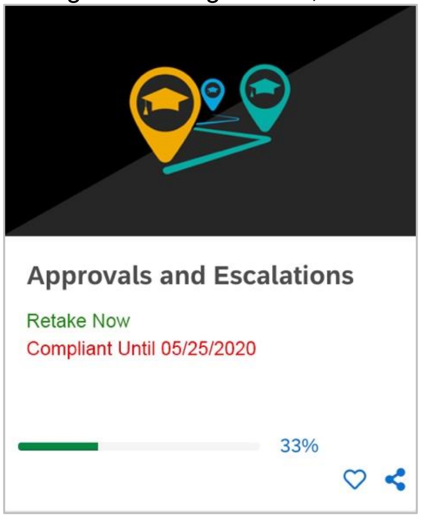
The user interface has been updated to accommodate these new options and Administrators will now need to select between a Due Date Only course or a Compliance course (which may or may not include a due date for the first attempt of the course).

There are also new updates to the Learner view, with clearer labelling on the Course tiles to make it easier for Learners to see their current compliance status and know when it is time to retake their compliance courses.

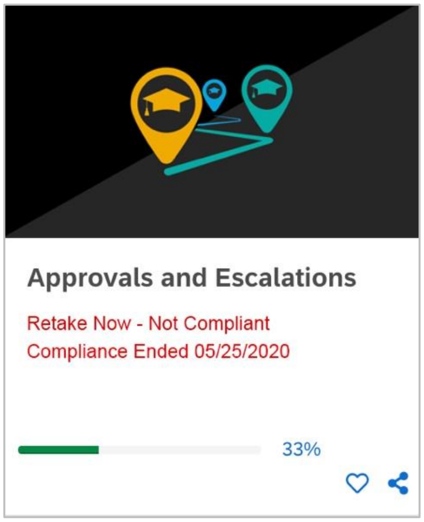
Where a Learner has a due date or initial compliance due date set, this will be clearly indicated with the date (this will change to indicate when overdue).



When a Learner has moved into the retake period and they are required to complete the course again, the course will move back into ‘To Do’, the Completion percentage will change to 0%, and the Course tile message will update.



When the Learner is no longer compliant, the tile will update again to indicate this.



How will these new options and changes affect my completion reports and compliance reports?

Compliance reports have been updated to use the achievements records instead of the results records. This will mean that all your existing reports, including both quick reports and reporting engine reports will continue to provide you with compliance data.

What are any best practices for compliance? Should I be updating compliance courses regularly?

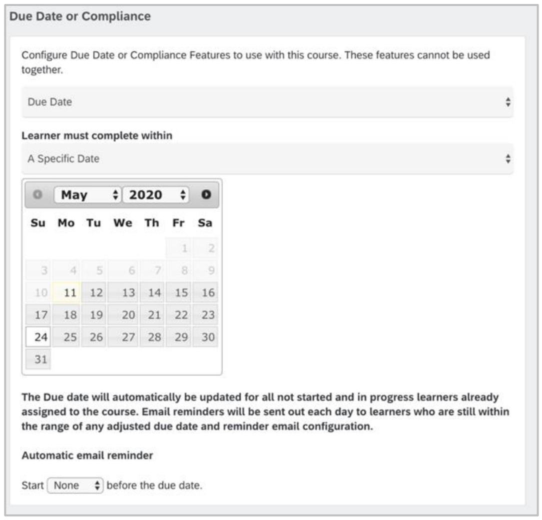
It is not ideal to continually update compliance settings on a course. It can be confusing for Learners to have inconsistent compliance settings both between courses and when settings are updated multiple times for an existing course. Changing individual Compliant Until Dates can make Learners get out of sync with their peers and create confusion with future compliance reports.

Learners find compliance simpler to understand where there is consistency with the requirements to remain compliant in their organization. It is also easier for Administrators to be able to convey compliance expectations to Learners where settings are consistent.

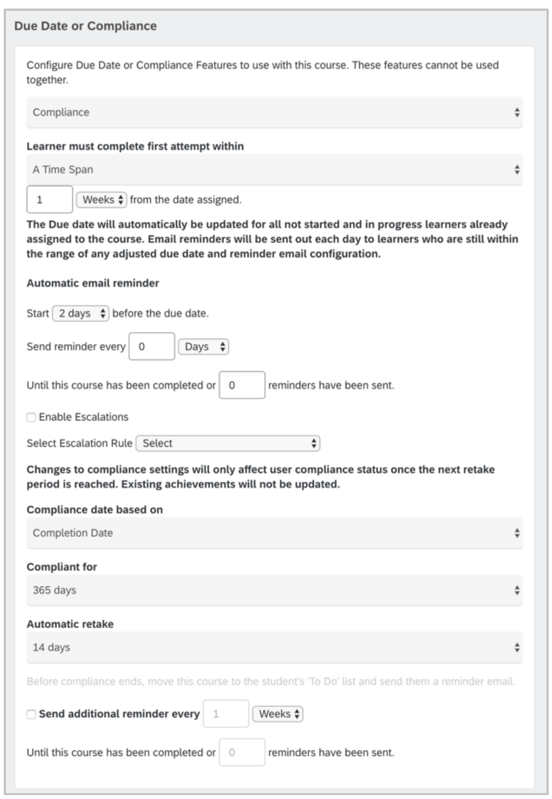
What will happen with my existing Courses with Due Date and Compliance settings?

All existing compliance and due date settings will be migrated as part of the release process. As the current compliance configurations are based on completion date, the courses will move into the Completion Date option. No settings for Compliant for days, Automatic Retake or Reminder emails will be changed. (Only the new compliance option — Completion Date will be added).

Due dates, when used alone, will be moved into the new due date settings. (Options here match existing functionality).



Courses where due dates and compliance are both enabled together will be configured as a Compliance course and set with a due date for the first attempt. This is the same as what is achieved by setting Compliance and Due Dates up together currently.



Auto-Recalculation

What does auto-recalculate of results mean and why is this change being made?

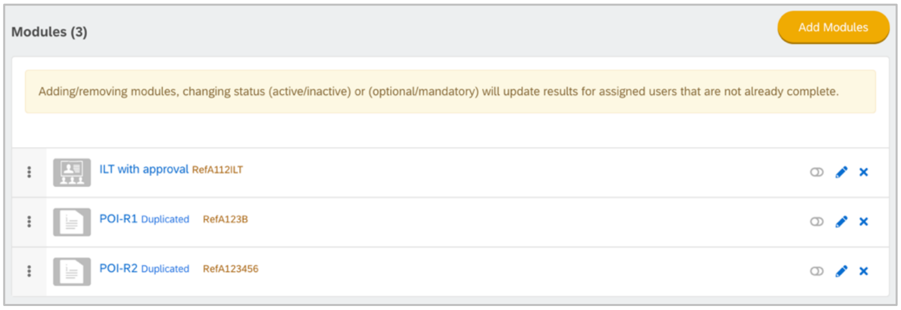
A Learner's Completion percentages will be automatically recalculated when content is modified or updated by the Admin. Auto-recalculation will only affect Learners that are in-progress or have not started on the content and does not affect users that have already completed the content.

This change ensures that all Learners that are in-progress always reflect the most recent and accurate completion percentage across all content.

What are the events that trigger auto-recalculation?

- The following events will trigger auto-recalculation of results on Courses and Learning Paths.
- Adding a new content object – adding module to a course or course to a Learning Path
- Removing content – removing a module from a course or course from a Learning Path
- Any change to content status – Active or Inactive
- Any change to content's required status – Mandatory or Optional

A warning message is placed on the content tab within courses and learning path to warn Admins of the auto-recalculate action.



Will the option to manually recalculate be still available?

Option to manually "recalculate" users' completion percentages upon updating content, courses and learning paths will no longer be available.

Will the existing 'Recalculate' option on courses and learning paths be automatically triggered after this update?

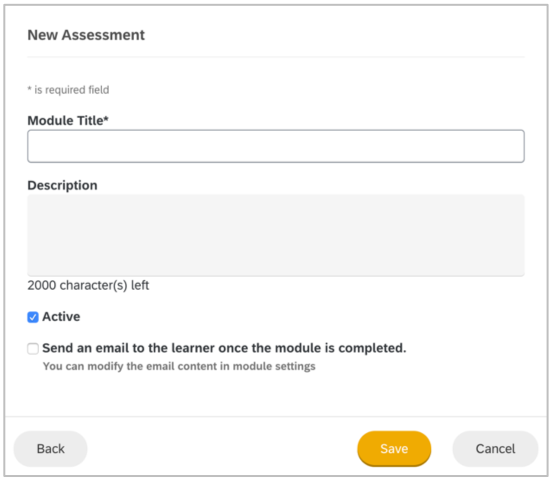
No. The existing 'recalculate' option will be grandfathered in and will have to be manually triggered; e.g. 'Recalculate' option on a Course or Learning Path from past changes will continue to be available. The Admin can choose to manually recalculate user's results on these Courses and Learning Paths or trigger recalculation by further editing the same content. These actions would only recalculate results for in-progress and incomplete users and will not alter the results of the completed users.

Would updating an existing module trigger auto- recalculation?

Updates such as replacing a file or adding a new assessment question or modifying module settings will not trigger auto-recalculation. These changes will be automatically available for users who are in-progress or have not started on the content.

What other functions will not be available?

The checkbox “Change affects up to date status....” option on Module settings will no longer be available. Instead, in the Admin View, a warning message will be displayed on the content tab within the Course and Learning Path to alert the Admin that any update to the content will trigger an auto-recalculate action.



All existing ’Updated’ and ‘Course updated’ labels will remain on those courses until further action is taken on that content.

How are Learners affected by removing the checkbox from the module setting?

Since completed users’ completion percentage will no longer be affected by changes made to the content, Learners will no longer see the ‘Course updated’ or ‘Updated’ label on completed content.

For content that had the setting enabled from the past and already shows the updated label, those will continue to show until some action is taken on that content. The existing labels will be grandfathered in.

What is the business value?

This change ensures that Learner progress is accurate across all Courses and Learning Paths when incomplete. This allows admins to make required changes to content without affecting completed users’ completion percentages. The change also eliminates confusion and misleading users when the changes made to content are non-critical and minor in nature.

How does this affect Learners’ completion results and the Learner experience?

These changes will not affect Learners who have already earned an achievement by completing the Course or Learning Path. The completion percentage for Learners who have already completed the training will remain unaltered at 100%. Only Learners that are Incomplete or Not Started will be recalculated.

If a course has compliance enabled and the Learner is reassigned to the updated course by the retake trigger or manually reassigned to the content, the completion percentage will be updated to reflect the current course updates.

Closed Captioning for Video Modules

What are closed captions?

Closed captions allow text to display over the top of a video while the video plays. The text that displays will be configured to display at exact segments of the video. This must be done by producing a text transcript file, which will be uploaded into SAP Litmos Training with the video so that the text can overlay the top of the video by a Learner who chooses to use the [cc] button for closed captions. Once a Learner clicks the [cc] icon, a list of languages will appear depending on which languages offer closed caption transcripts for that video module.

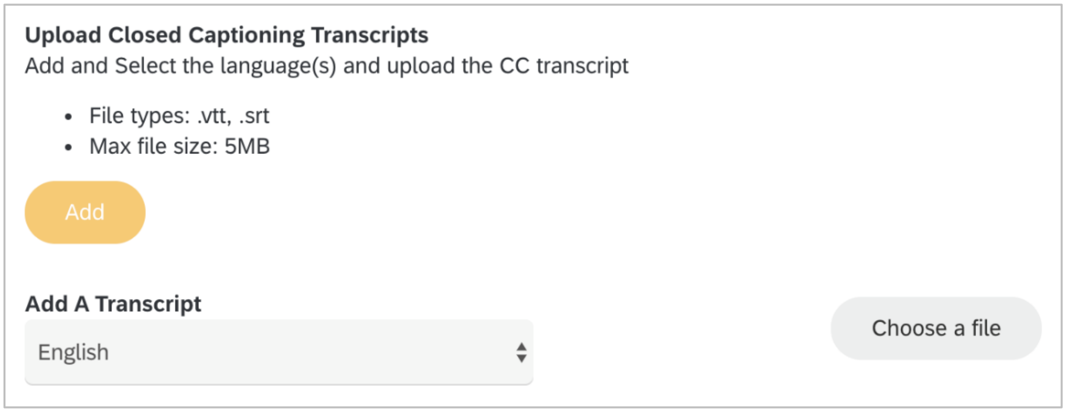
Closed captioning is useful for organizations that may want to use a single video for multiple languages. Once an Administrator uploads one or more text transcripts (one for each language), a Learner can choose to have the video display text over top of the video for translation purposes. Closed captioning is also useful for organizations who may want to assist Learners that are hearing impaired or may need assistance overcoming visual learning disabilities.

What files are used for closed captioning? What files and file sizes will Litmos support?

The two types of files that will be supported as closed caption transcripts are SRT and WebVTT files. The transcript file size can be up to 5 MB.

Where do I upload closed captioning files with a video module?
How do I align a language to a transcript file?

Once a video has been uploaded as a Module in a Course, an Administrator can click into edit module settings to upload closed captioning transcripts for the video; multiple transcripts can be added to that video by adding one file at a time.



One transcript is allowed per language for each video module.

How do I test the closed captions once the transcripts are uploaded?

Closed captions can be previewed as Admin previewing the course or as Admin previewing the video module from the module settings.

Are closed captions supported on the native mobile apps and will closed captions work with offline videos?

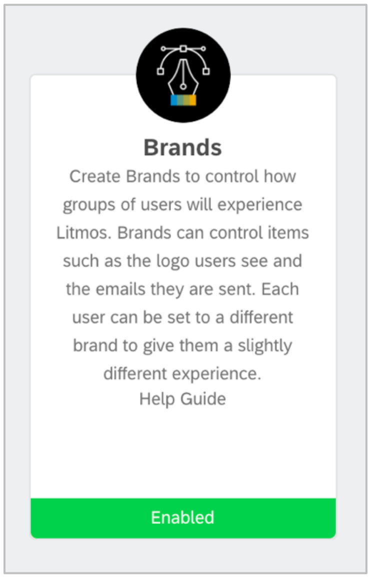
Closed caption transcripts will be supported for videos on the mobile apps and for offline videos that have transcripts.

- *Important Note:*
  - Copying the module as an Administrator will not copy the transcripts.
  - Up to five languages will display in the closed caption list that appears after clicking the [cc] button; the learner must scroll to view more languages in the list.
  - Closed captions are not supported with 360 immersive videos.

Brand Themes

What are Brands and how do I use the Brand themes?

The Brands feature is designed to give organizations a way to customize the UI appearance and email templates for various groups of people (Admins and Learners organized into groups referred to as "Brands"). Brands are most often created for groups of customer or partner Learners that may be accessing the learning environment (as they may enforce strict brand guidelines or set high marks for brand integrity). Brands are also very useful for grouping people of the same language for localization and translation purposes.

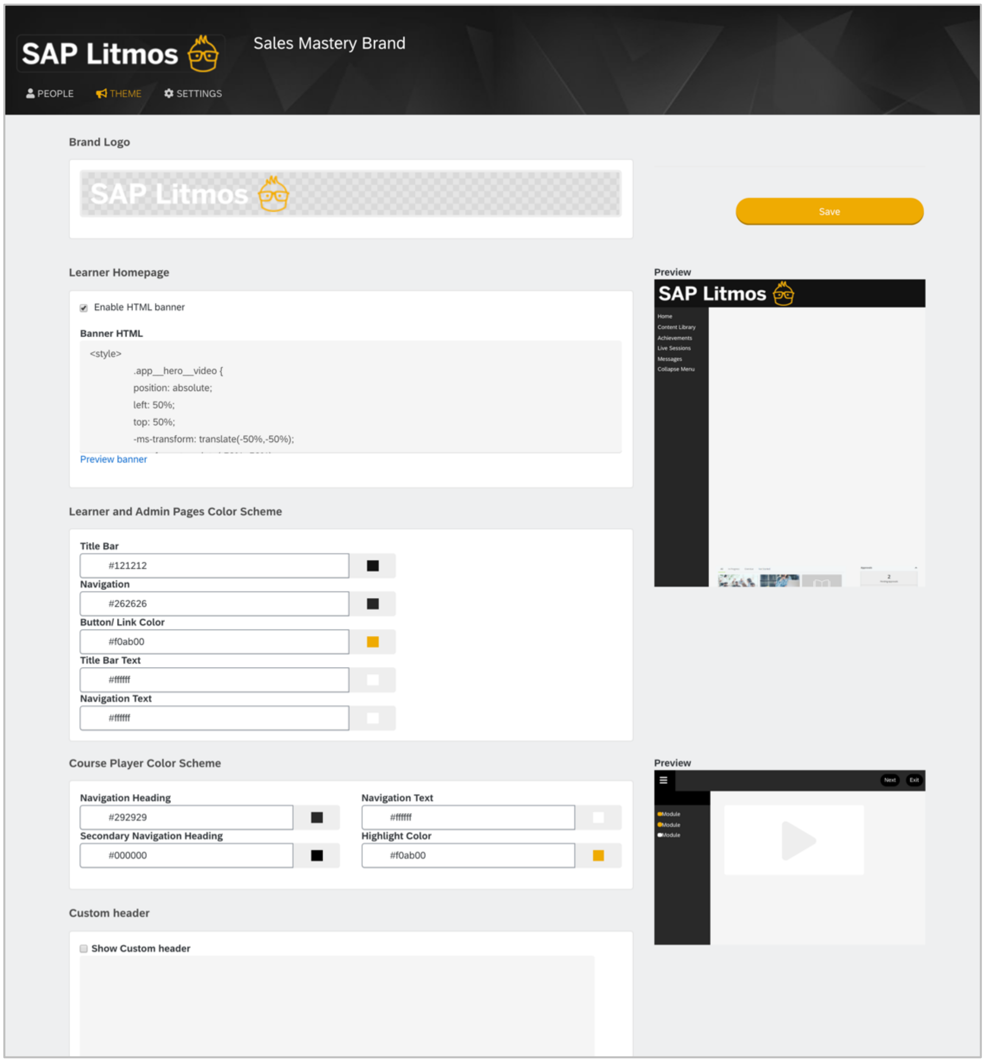


By introducing Brand "themes", most of the end-to-end user experience can be customized for each brand.

The following theme customizations can now be applied on each Brand:

- Logo
- Learner Homepage HTML Banner
- Learner and Admin Pages Color Scheme
- Course Player Color Scheme
- Custom Header
- Custom Footer
- Custom CSS
- Custom JavaScript

Features



What is only available to customize for an Account theme and not a Brand theme?

- Tile image selection for courses
- Widgets
- Login color scheme
- Mobile app home screen icon

How will custom Brands look after the product update?

Each Brand that already exists will continue to inherit the Account Theme settings until they are updated by an Account Owner.

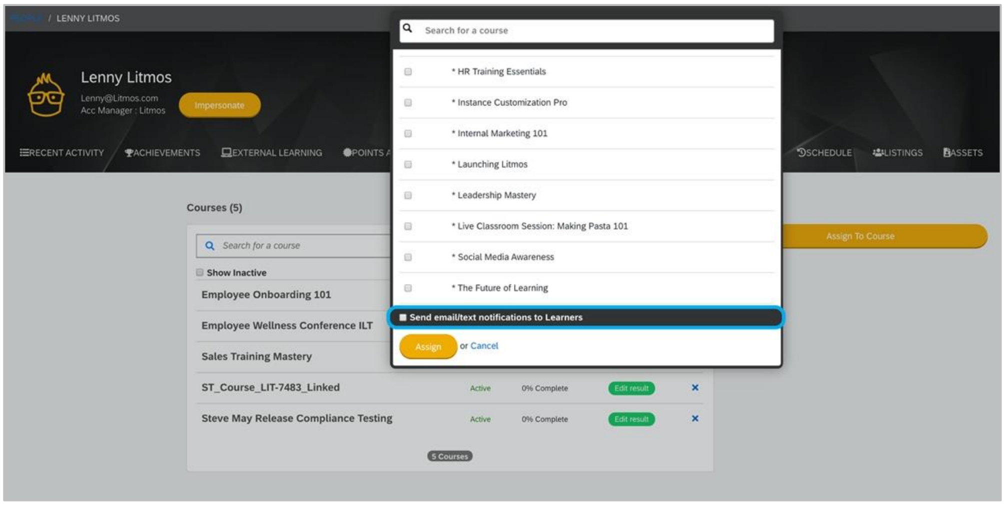
Will the Brand UI display when an Admin impersonates a Learner?

Yes.

Emails for Assignments

Assignment windows (opt-in to send emails and text notifications):

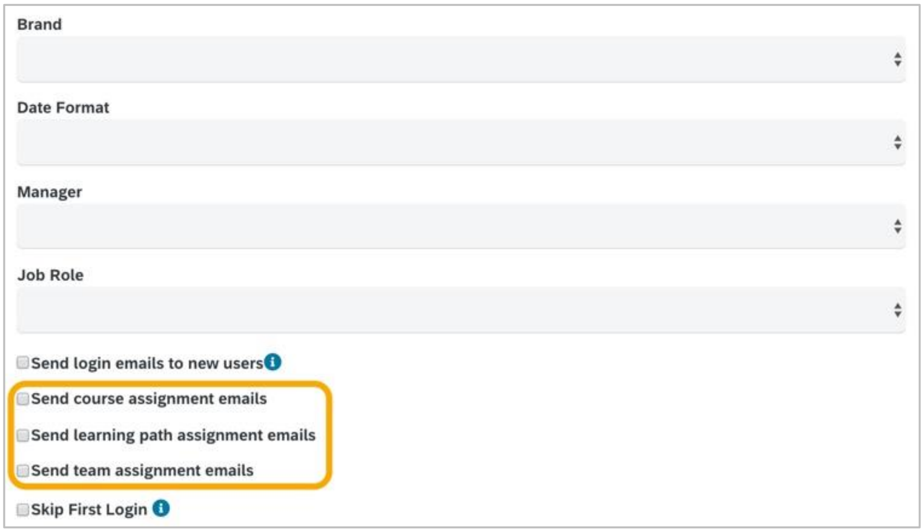
When performing an assignment as an Administrator, the send emails/text notifications checkbox option in the assignment window is now “opt-in”, so it is defaulted to unchecked. Admins must choose to send emails and text message notifications to Learners.



This change has been made to ensure that sending emails/text notifications to Learners is always intentional. This will help organizations limit the number of emails/texts that Learners receive by ensuring emails/texts are not sent by mistake.

People Bulk Import

New checkbox options for sending Course assignments, Learning Path assignments and Team assignments emails have been added to the People bulk import mapping page. Previously, “send login emails to new users” also invoked these emails so there was no control over preference.



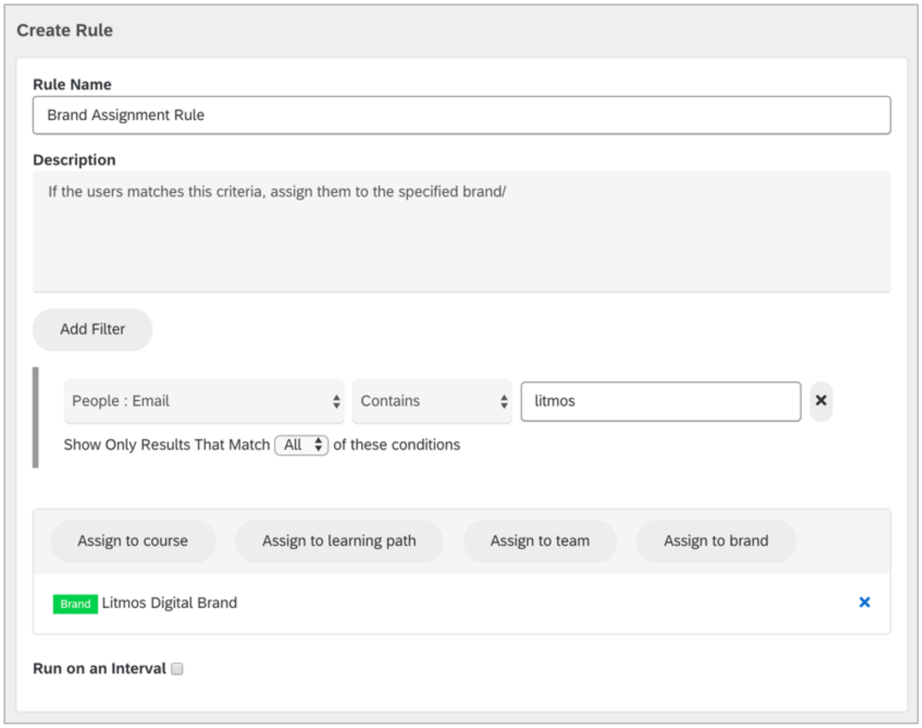
Also, please note the following expected behaviors for each of the email checkboxes:

- Send login emails to new users will send the “New user welcome message & login link” email to all new Learners and Learners who have never logged into Litmos. If a Learner has already logged into Litmos, the Learner will not receive this email.
- Send course assignment emails will send the “New course assigned” email to all Learners assigned to a course in the import, unless the Learner is already assigned to the course.
- Send learning path assignment emails will send the “New learning path assigned” email to all Learners assigned to a Learning Path in the import, unless the Learner is already assigned to the Learning Path.
- Send team assignment emails will send the “People assigned to team” email to all Learners assigned to a team in the import, unless the Learner is already assigned to the team.

Litmos Assign Engine

Assign Learners to Brands

The Litmos Assign rules feature now supports the ability to assign Learners to Brands.

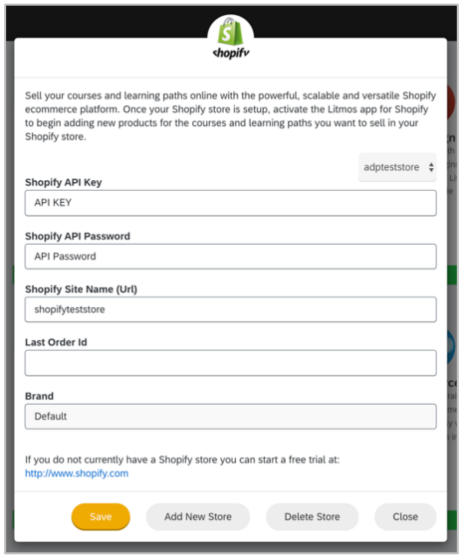


Now Learners can be assigned to Brands with assignment rules that leverage Learner profile fields or Course/Learning Path completions. Assignment rules may also be configured to automatically move Learners from one Brand to another (if there is a need to update Learner Brand assignments automatically).

Shopify Integration

Connect various stores and align Brands to stores

The Shopify integration now allows for up to 10 Shopify stores to be connected to the Litmos organization.

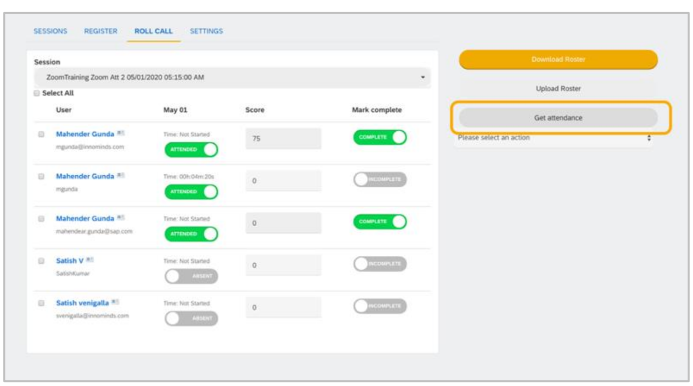


Each store that is connected can also be associated to one Brand in Litmos. This feature will ensure that a new Learner profile that is created from a Shopify store purchase will be assigned to Brand associated to the store. If the Learner profile already exists, the Learner Brand will not be updated by purchasing a Course or Learning Path from the store.

Zoom Integration

Sync Zoom Attendance into Session Roll Call

The Zoom integration now offers the ability for Administrators and Instructors to sync Zoom meeting participation into SAP Litmos Training for Leaners registered to Zoom sessions. To sync Zoom meeting participation, click the “get attendance” button that appears on the “roll call” page for a session within the ILT module. This button will fetch all the Learners who attended the Zoom meeting and update the “attended” switch and display the “time taken”. The score and completion must be granted by the Admin or Instructor to fulfill the live training requirement.



Salesforce Integration

Native Customizations will display in iFrame

The Salesforce integration has traditionally applied a blue and white color scheme to the UI when a Learner accesses SAP Litmos Training through the Salesforce Litmos Dashboard Visualforce page. This UI will be discontinued with this product update for several reasons:

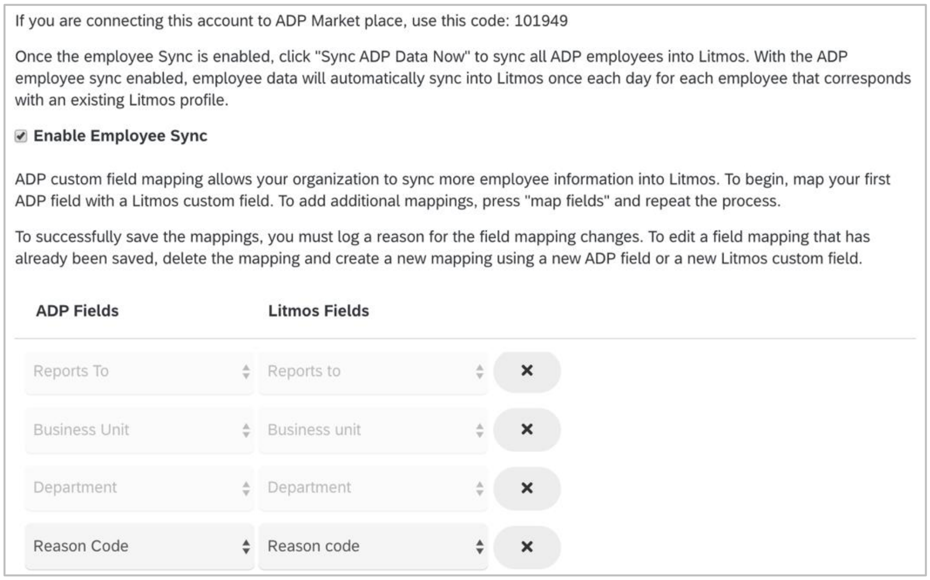
- This change will allow the Account Theme settings and any custom Brand Theme settings to display.
- Security is always evolving, and industry standards for 2020 are pushing consumers across browsers away from the use of iFrames to avoid sites that offer mixed content. SAP Litmos Training will be ceasing support for iFrames in 2020.

If your organization would like to continue using the Salesforce styling, please have an Account Owner apply this styling to the “CSS” editor within the Account Theme tab.

ADP Integration

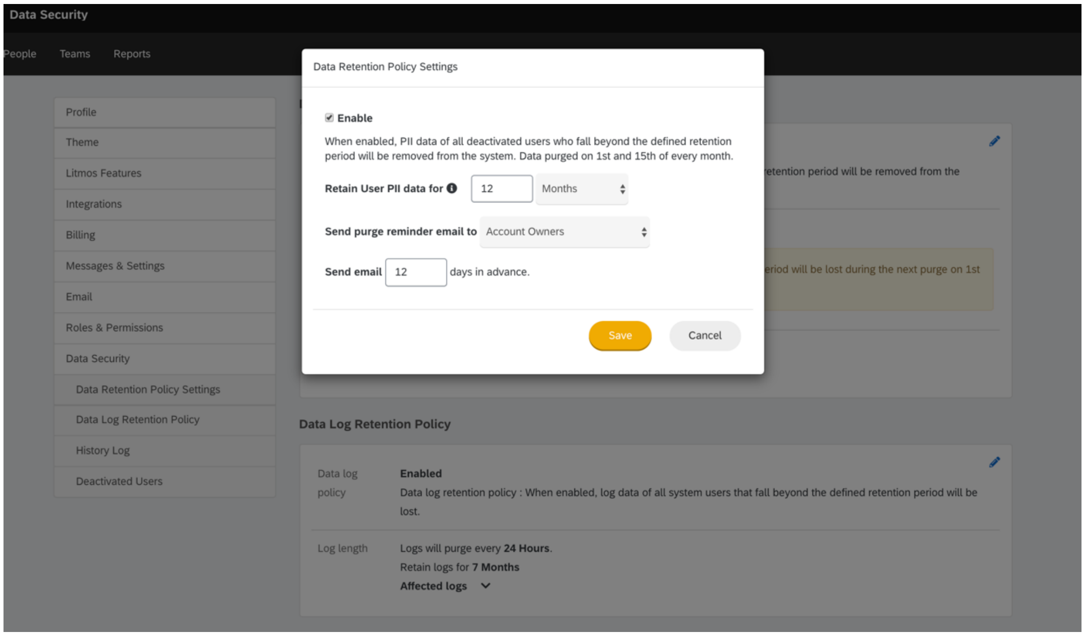
Sync Future Hires option no longer needed

The ADP integration’s employee sync will automatically sync employees with future hire dates into SAP Litmos Training as a generic function. ADP product management has enhanced the Worker Demographics API, so that employees with future hire dates are provided automatically, so there is no longer a need to offer the “sync future hires” checkbox option with the ADP integration.



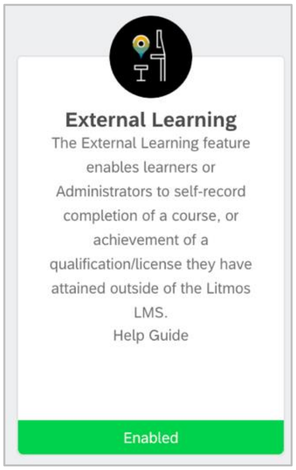
Data Retention Policy Settings Update

Account Owners can configure the Data Retention Policy Settings for a defined retention period as little as one month now. Previously, the lowest defined retention period allowed was six months. This change is being made to help organizations run data purges on inactive user records more frequently, which will aid in removing personal identifiable information faster.



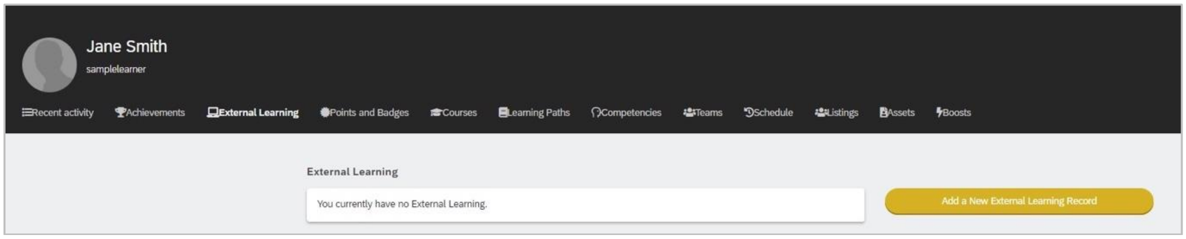
External Learning Enhancements

Account Owners are now able to control learner access to External Learning. The External Learning feature can be turned on or off via Account Settings > Features > External Learning.

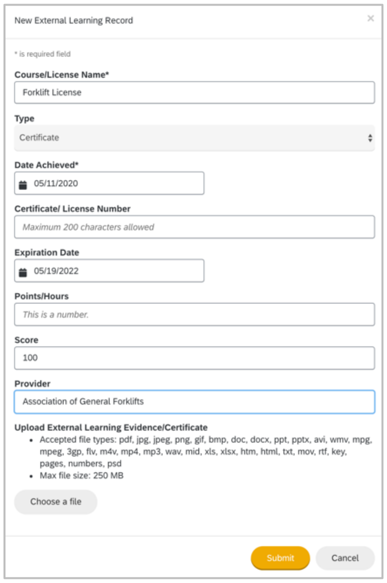


External Learning has been enhanced to allow Accounts Owners, Administrators and Team Admins/Team Leaders (with People access) the ability to add/edit External Learning entries on behalf of a learner.

After navigating to an individual Learner, select the External Learning tab to add a new entry or edit an existing one.



If adding a new external learning record, complete the details shown and submit.



Existing External Learning records can be edited and updated by clicking on the Course/License name.

Other Items

Inactive Learners were not being reset for compliance retake period

Previously, where a user was Inactive when their course became non-compliant, their results were not reset. This meant that if the user became active again, their compliance was no longer up to date.

Inactive users will now have their data reset in the same manner as active users for compliance but will not be sent reminder emails for compliance.

- Resetting results on a Module linked into various Courses did not reset the Module in all Courses where it was linked.
- Deleting multiple choice questions from an assessment module triggered the Course Updated tag to appear on course tile in Learner view.

Legacy Reports will be sunset as of August 15, 2020

The Legacy Reports will be sunset in August 2020 with our 2008 release. Most of the Legacy reporting abilities have been moved into the Reporting Engine for Account Owners and Administrators. The product team will continue to release new reports to the Reporting Engine for Team Administrators and Team Leaders as the Legacy Report sunset date approaches.

TLS1.2 will be deprecated in November 2020

Please ensure that all communications from your network to SAP Litmos Training comply with transport layer security 1.3 by mid-November with our 2011 release.

API Authentication: Oauth 2.0 to be released November 2020

SAP Litmos Training will be upgrading its API framework to support Oauth 2.0 access delegation with our 2011 release. The current API framework will be deprecated in the following year to provide clients with ample time to adopt and implement the Oauth access token model.

Apostrophes in Usernames and Emails

Support for apostrophes in usernames and email addresses has been reinstated to support customer requests. User creation and log-in via UI/ self-sign up, bulk import and API flows will support apostrophes in usernames and email addresses.

iFrames and Http domains to be sunset in November 2020

Http domains and iFrames pose security risks that will not be compliant with SAP security policies.

Payment Express, Freshdesk & ServiceNow will be sunset August 2020

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