SAP Litmos

SAP Litmos solutions Road Map

March 2021

PUBLIC

THE BEST RUN **SAP**

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All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

For all recent and planned innovations, potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms.

About **SAP road maps**

Companies today are planning their digital journeys – transforming business models, reengineering business processes, and reimagining work.

SAP road maps highlight innovations that may help you plan and implement your digital journey. They span products relevant to lines of business in your industry and explain how our innovations may add value to your business.

In our road maps, you can learn about our innovations along four different timelines:

1. **Recent innovations** for our products that have been launched in the past weeks or months and can already be purchased

2. **Planned innovations** for our products that are intended to be launched in the short term or midterm

3. **Product direction**, providing a long-term perspective on high-level development plans for innovations for our solutions – inspired by your requirements

4. **Product vision**, providing a high-level and long-term business perspective on innovations for our products

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- SAP Litmos solutions – Training in the Now

02 **Topic road map**

- Recent innovations
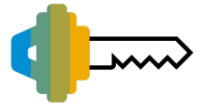- Planned innovations

SAP Litmos solutions

Training in the Now

SAP Litmos solutions combine a powerful LMS, **SAP Litmos Training**, with a robust course library, **SAP Litmos Training Content**. It enables targeted learning, boosts employee experience and loyalty, and protects the brand by keeping the organization compliant.
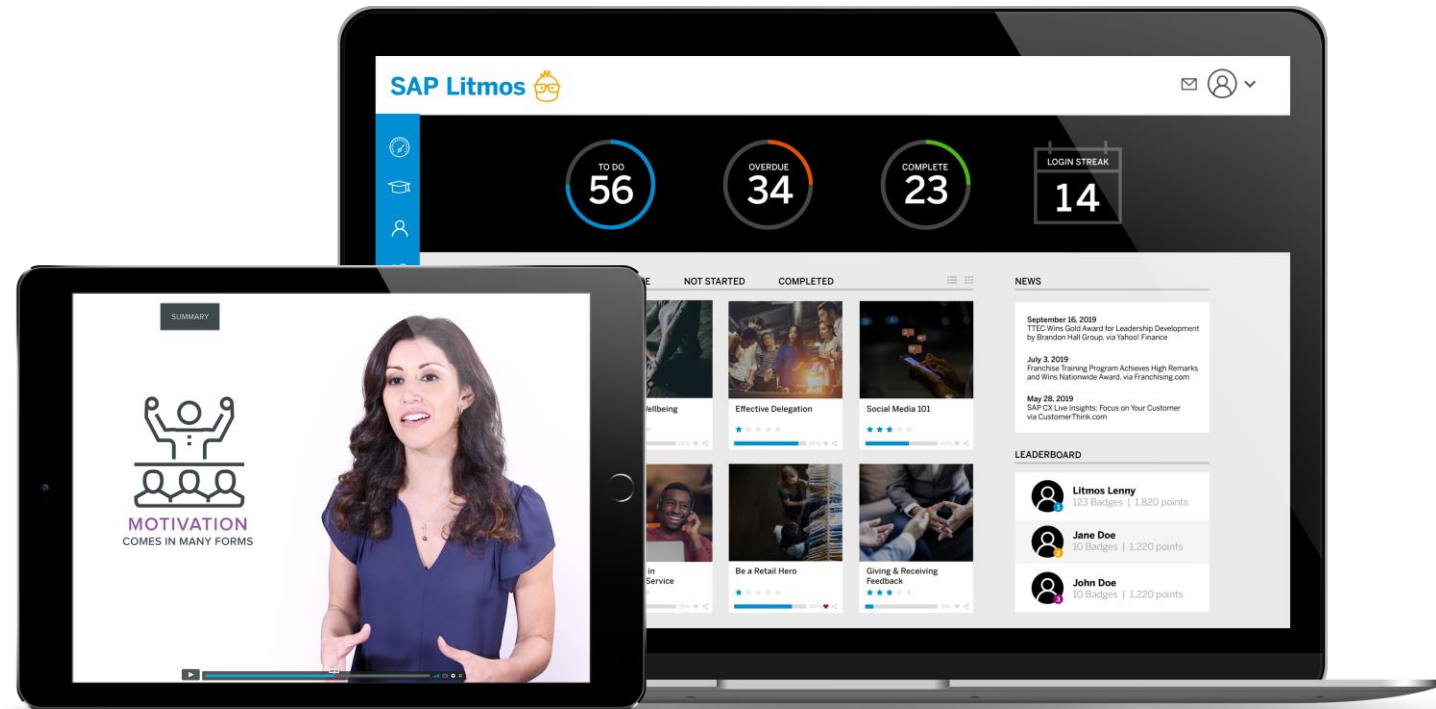
SAP Litmos Training

Anyone, Anywhere,

Key Capabilities

- Simple integration & quick deployment

- Fast user onboarding

- Epic engagement & adoption

- Easy course creation & off-the-shelf content

- Rapid automation & embedded AI

- Robust analytics & reporting

- Bulletproof security & quick scalability

SAP Litmos Training Content

1600+ video based courses
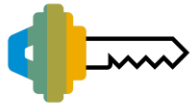
Key Capabilities

- Personal development
- Health & wellbeing
- Marketing
- Customer service
- Finance skills
- Communication & social skills
- Human resources

- Leadership & management
- Project management
- Policy & compliance
- Retail
- Sales mastery
- Conflict management
- Care certificate

- I.T. Skills
- Food Hygiene
- Housing
- FCA compliance
- Toolbox talks
- Health & safety

SAP Litmos Training Content

Product road map overview – Key innovations

V2102 Recent innovations Q1/2021	V2105 Recent innovations Q2/2021	V2108 Planned Q3/2021[1]	V2111 Future Q4/2021[1]

SAP Litmos Training Content

- Brexit – What it Means for My Business
- Interview Skills Remastered
- Driving Changes in Hospitality
- Customer First Thinking
- Focusing on Customer Experience
- Californian COVID Safety at Work
- Cognitive Functions Suite
- Sustainability Suite
- Prospecting
- Updates: Health and Safety (U.S.)
- Update: Transgender Protection in the Workplace (U.S.)
- Healthcare updates: HIPAA

SAP Litmos Training Content

- Effective Interviewing Series
- Best Email Practices
- Leadership Skills – improving teams and individuals
- Project Management Skills
- Sexual Harassment Prevention, for U.S. states (+ Spanish translations)
  - District of Columbia
  - Connecticut
  - Delaware
  - Illinois
  - Maine
- Antitrust (U.S.)
- Healthcare Refresh
- ANZ Compliance – new topics
- Updates: GDPR post-Brexit

SAP Litmos Training Content

- Culture Series
  - Workplace Bulling
  - Anti-discrimination
  - Fraud
  - Whistleblowing
  - Conflicts of Interest
- Mentoring Series
- Creativity in Business Collection
- Women's Health at Work
- Sustaining a Winning Culture
- Listening
- Communication Skills
- Trade Sanctions
- Updates: Information Security and Data Privacy Collection
- Health Care Updates
  - Patient Safety
  - Advance Directives for End of Life Decision Making
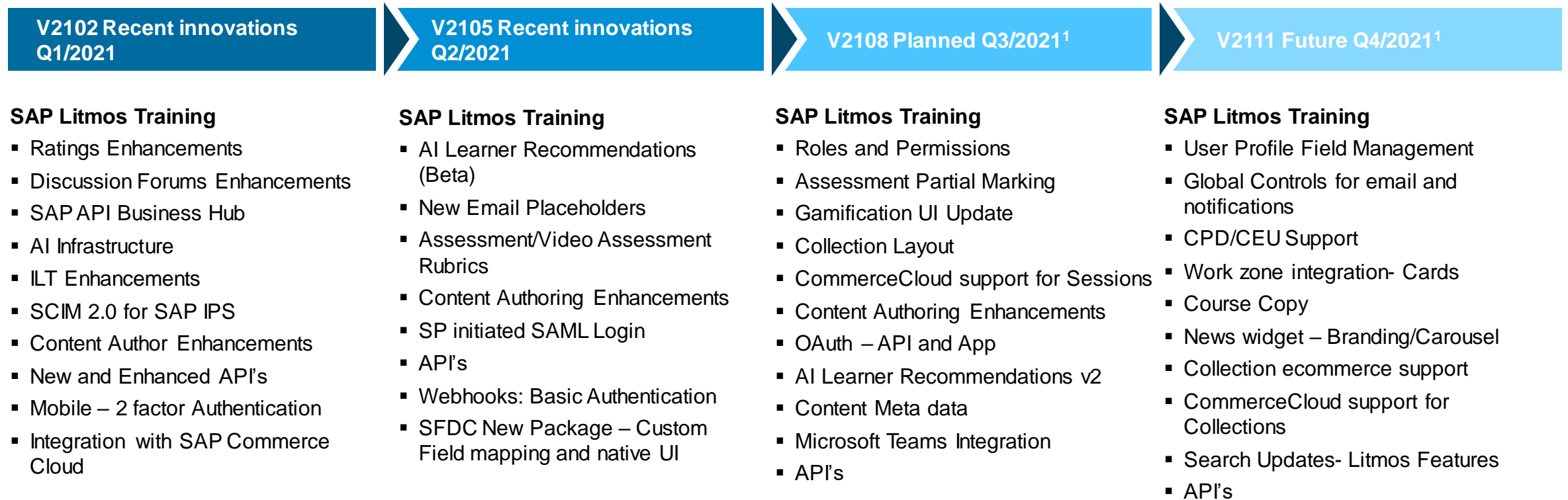
SAP Litmos Training Content

- Revised Translation Suite: "Leading Learning"
- Millennial Leadership suite
- Create Value in Negotiations
- Tackling Time
- Remain Focussed on Solutions, Not Barriers
- Healthcare refresh
- Habits of Highly Effective People Episodes
- Bloomberg New Releases

1. This is the current state of planning and may be changed by SAP at any time without notice.
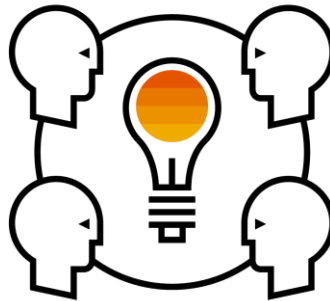
SAP Litmos Training

Product road map overview – Key innovations

V2102 Recent innovations Q1/2021

SAP Litmos Training

- Ratings Enhancements
- Discussion Forums Enhancements
- SAP API Business Hub
- AI Infrastructure
- ILT Enhancements
- SCIM 2.0 for SAP IPS
- Content Author Enhancements
- New and Enhanced API's
- Mobile – 2 factor Authentication
- Integration with SAP Commerce Cloud

V2105 Recent innovations Q2/2021

SAP Litmos Training

- AI Learner Recommendations (Beta)
- New Email Placeholders
- Assessment/Video Assessment Rubrics
- Content Authoring Enhancements
- SP initiated SAML Login
- API's
- Webhooks: Basic Authentication
- SFDC New Package – Custom Field mapping and native UI

V2108 Planned Q3/2021[1]

SAP Litmos Training

- Roles and Permissions
- Assessment Partial Marking
- Gamification UI Update
- Collection Layout
- CommerceCloud support for Sessions
- Content Authoring Enhancements
- OAuth – API and App
- AI Learner Recommendations v2
- Content Meta data
- Microsoft Teams Integration
- API's

V2111 Future Q4/2021[1]

SAP Litmos Training

- User Profile Field Management
- Global Controls for email and notifications
- CPD/CEU Support
- Work zone integration- Cards
- Course Copy
- News widget – Branding/Carousel
- Collection ecommerce support
- CommerceCloud support for Collections
- Search Updates- Litmos Features
- API's

1. This is the current state of planning and may be changed by SAP at any time without notice.

SAP Litmos Training
Recent Innovations Q1 2021

SAP Litmos Training
Ratings Enhancements

Key Capabilities

Updated view of ratings

Admins can respond to ratings submitted by learners.

New notification for ratings submissions

SAP Litmos Training
Discussion Forums Enhancements

Key Capabilities

Upload files of different types such as Word, Power Point, Images
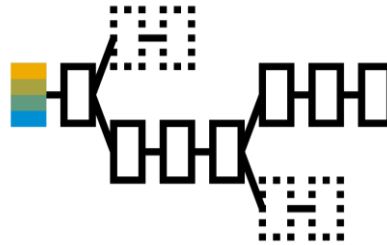
New WYSIWYG editor for posts

Updated Discussions UI

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SAP Litmos Training
SAP API Business Hub

Key Capabilities

The [SAP API Business Hub](#) is a web app hosted by SAP to discover, explore, and test SAP product APIs (application programming interfaces) that are used build extensions or process integrations.
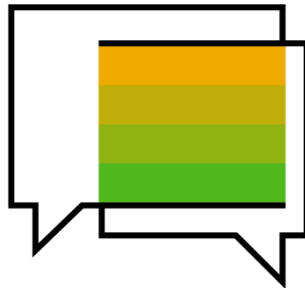
- Simple API discovery & exploration
- Community collaboration
- Sandbox API testing
- Streamlined development

All API's which are called by SAP Cloud Platform Integration Suite "iFlows" must be published to SAP API Business Hub.

SAP Litmos Training
ILT Enhancements

Key Capabilities
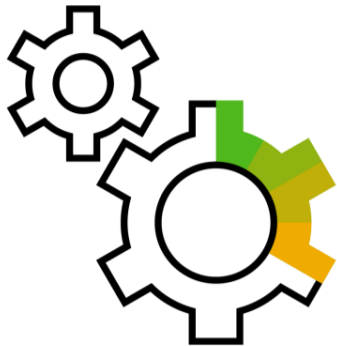
Instructor Approval Flow:
Approve ILT sessions via
instructor page

Conflict checking and
reporting updates

ILT waitlist enhancements

SAP Litmos Training
SCIM 2.0 for SAP IPS

Key Capabilities

Automates identity lifecycle processes. Automatically provision users and groups to SAP Litmos Training using SAP Identity Provisioning Service (IPS). IPS is integrated with SSO and governance micro-services.

- Provision and deprovision user identities to SAP Litmos Training.

- Set provisioning schedule frequency based on corporate requirements.

- Perform policy-based authorization management.

SAP Litmos Training
Content Author Enhancements

Key Capabilities

New question types: Click to match and True/False
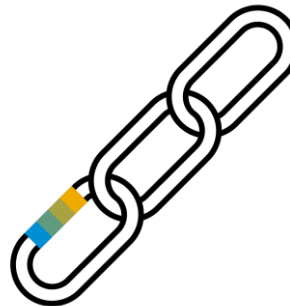
Link Button: Link to module pages/URLs
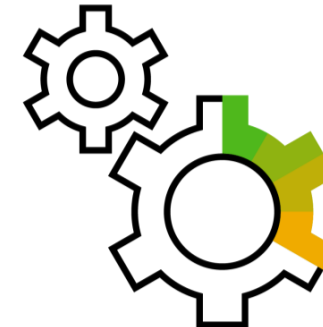
New Quiz Option- Resit incorrect questions only

SAP Litmos Training
New and Enhanced API's

Key Capabilities

New API's will be available for customers and partners to view on the Litmos Help Desk & the SAP API Business Hub.
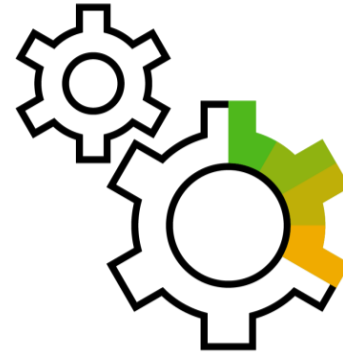
New API's:

- Add content into Collections.
- New API's to delete records.
- New details API's.

SAP Litmos Training
Mobile App – 2 factor Authentication

Key Capabilities

Two factor Authentication on native mobile app : Email based

Two factor Authentication on native mobile app : Mobile and Google Authenticator based

SAP Litmos Training
Integration with SAP CommerceCloud
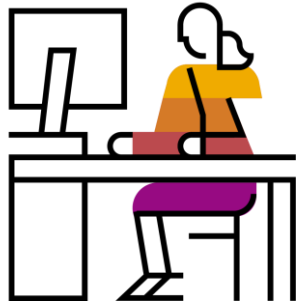
Key Capabilities

Integration:
Establish connection between Litmos and Commerce Cloud Instance including catalog Litmos will sync with

Course Push:
Courses flagged as wanting to sell in Litmos, pushed to Commerce Cloud instance as products on an hourly basis
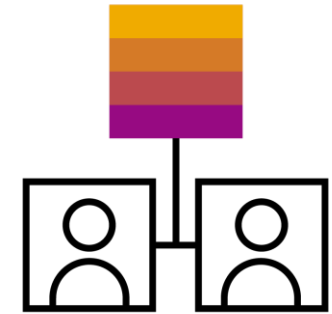
Order Pull:
Confirmed Commerce Cloud orders will be pulled at a set timeframe, assigning the purchaser to the Litmos courses purchased

SAP Litmos Training
Planned Innovations Q2 2021

SAP Litmos Training
AI Learner Recommendations (Beta)

Key Capabilities

Recommend content to learners using advanced AI technology.

Recommends content to learners based on their unique history, adapting and changing with the learner's behavior.

SAP Litmos Training
New Placeholders for emails

Key Capabilities
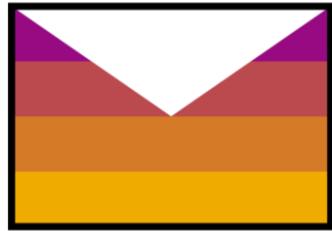
Extend use of email placeholders to work in email subject lines

- Deep links for courses within the due date reminder emails.

- Course custom fields for use within course related email templates.

SAP Litmos Training
Assessment / Video Assessment Rubrics

Key Capabilities

Upload Marking Guides or Rubrics for free text or video assessment questions

View Marking Guides when Reviewing learner responses

Supports Admins marking learners with timely information

SAP Litmos Training
Content Author Enhancements

Key Capabilities
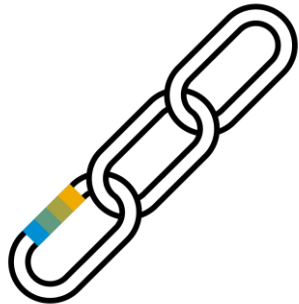
Embed video within Content Author modules:

Vimeo, YouTube or custom embeds

New Question Types:

- Fill In the Blank
- Sequence

Inserting/editing tables in text

Grid Reveal

- Content is revealed on click

SAP Litmos Training
Webhooks: Basic Authentication

Key Capabilities
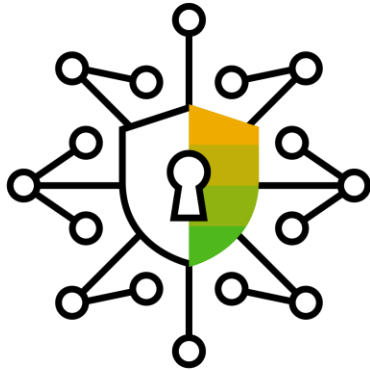
We current support SHA-256 signing secret keys that can be used to pass webhook event data to HTTPS destinations.
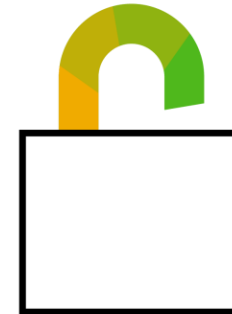
We will now support Basic Authentication (username / password) to be passed with the webhook event data. Customers can ensure the event data is passed to a secure HTTPS destination. This is typically used for testing and easy integration.

SAP Litmos Training
New and Enhanced API's

Key Capabilities
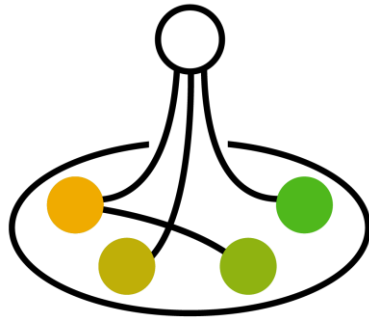
New API's are being introduced to ensure the system is more extensible and flexible for application integrations.
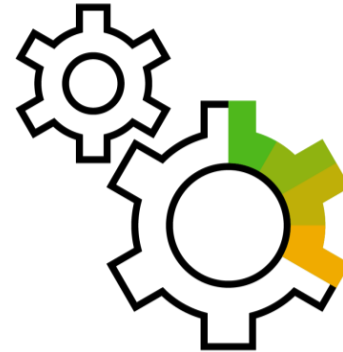
A few exciting API's include:

- API to register a list of users to a session
- API to import/update/fetch AICC modules
- API to fetch a list of users who received an error in a user bulk import

SAP Litmos Training
SP initiated SAML Login

Key Capabilities

Service Provider Initiated Login is a SAML SSO flow. This flow enables organizations to redirect users from SAP Litmos to an identity provider for authentication.

Once the user is authenticated at the identity provider, the user is redirected back to Litmos for seamless single-sign on.
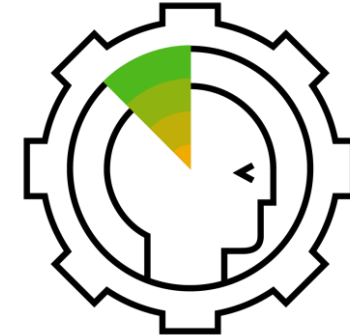
This differs from the standard flow, called Identity Provider Initiated Login

SAP Litmos Training
SFDC New Managed Package

Key Capabilities
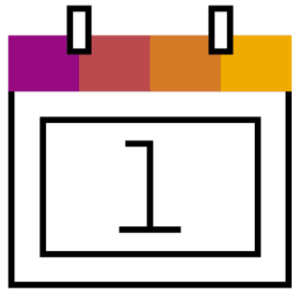
Custom Field Mapping

Map user record and contact record fields to Litmos user record fields. These fields will be updated on user record creation and user record updates.

Litmos Assign

These field values can be used with Litmos Assignment Engine rules or queried in the Litmos Reporting Engine Reports.

Reporting

These field values can be displayed on the user records that are queried by the Quick Reports and the Reporting Engine Reports.

SAP Litmos Training
Planned Innovations Q3 2021

SAP Litmos Training
Roles and Permissions

Key Capabilities

Add option to selected features to open them up to Administrators as well as Account owners.

- Extend Roles and permissions
- Create new roles
- Select permissions for new role

SAP Litmos Training
Assessment Partial Marking

Key Capabilities

Support partial marking for free text questions
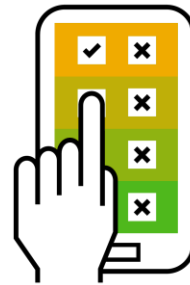
A free text question can be given a mark up to the total weighted value for that question.

So for example, a question may have a weighted value of 5 and a learner can be given a mark of 3.

SAP Litmos Training
Gamification UI Update

Key Capabilities
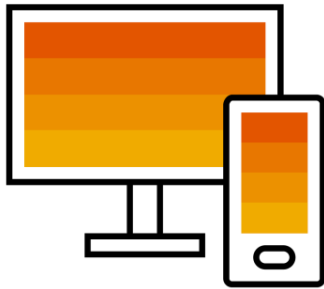
New Learner UI for Badges
and Points Earned

View Levels Earned

Updated Leaderboard

SAP Litmos Training
Collections – Layout Enhancements

Key Capabilities

Ability to extend or modify the look of the Collections detail section for the Student View

This would include a page that allows for HTML to be included

Provides a vast amount of flexibility in this area.

SAP Litmos Training
Sync ILT / vILT with SAP CommerceCloud

Key Capabilities
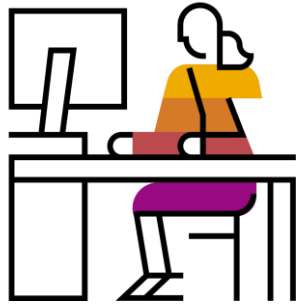
Integration:
Update connection between Litmos and Commerce Cloud Instance to sync ILT and vILT sessions

Session Push:
Courses with sessions flagged as wanting to sell in Litmos, pushed to Commerce Cloud instance as products on an hourly basis
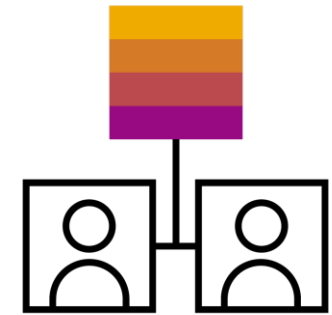
Order Pull:
Confirmed Commerce Cloud orders will be pulled at a set timeframe, assigning the purchaser to the Litmos sessions purchased

SAP Litmos Training
Content Author Enhancements

Key Capabilities

New question types including:

- Drag and drop

- Hotspot

- Flip Cards

New template functionality will allow content authors to create and save templates for reuse across modules.

SAP Litmos Training
OAuth – API and App

Key Capabilities
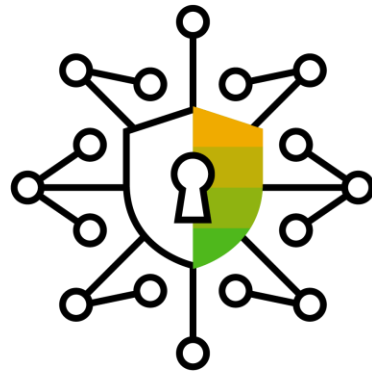
Litmos APIs will have new authentication which adheres to Oauth 2.0 protocol
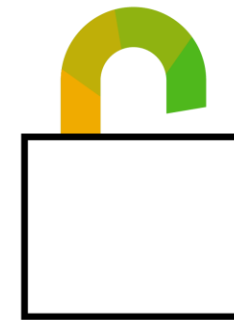
Requires the following for access to client resources:

- Client credentials

- Access token

- Refresh token

SAP Litmos Training
AI Learner Recommendations V2

Key Capabilities

Extension to the AI Recommendations feature will allow learner filtering of recommendations and recommendation preferences.
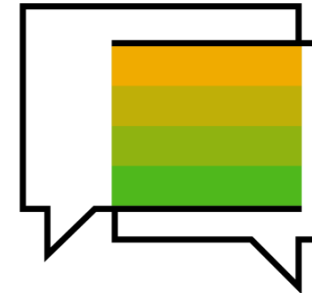
Boosting and promotion of content to learners, particularly for new courses will enable Administrators to showcase content of their preference.

SAP Litmos Training
Microsoft Teams Integration

Key Capabilities

Instructors and Admins can connect their Teams user profile to their Litmos user profile for vILT session synchronization.
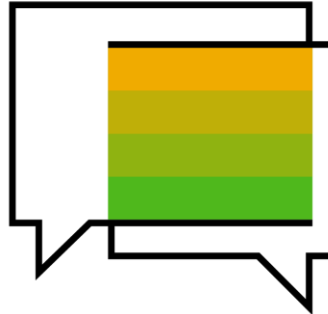
Instructors and Admins can create sessions and choose Microsoft Teams as the web-conference host.

Track participants from Team meetings into Litmos vILT sessions roll call.

SAP Litmos Training
New and Enhanced API's

Key Capabilities

New API's will be available for customers and partners to view on the Litmos Help Desk & the SAP API Business Hub.
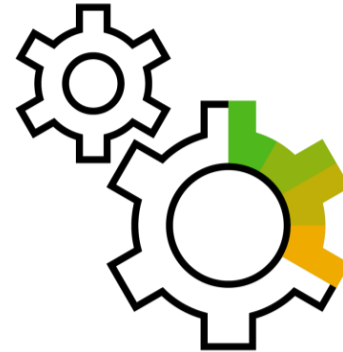
New API's:

- Add content into Collections.

- New API's to delete records.

- New details API's.

SAP Litmos Training
Planned Innovations Q4 2021

SAP Litmos Training
User Profile – Field Management

Key Capabilities

There is a growing demand for the Ability to manage (hide and/or disable) individual user profile fields by an Admin.
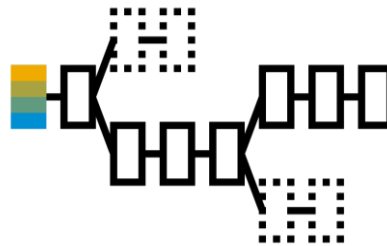
This is also seen as a security and privacy need.

- Manage default profile fields individually

- Manage the legacy custom fields individually

SAP Litmos Training
Global Controls for Email and Notifications

Key Capabilities
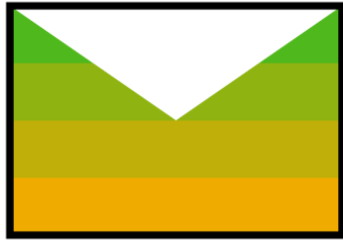
Courses and Email settings are at the course level. Doesn't allow for global defaults. This can be very tedious especially when email templates need to be changed for every course type.
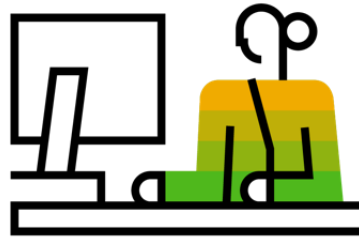
Ability to set global defaults and override at the course level

Also provides a global view as to what is set and what emails are scheduled to be sent

SAP Litmos Training
CPD/CEU Support

Key Capabilities

Learner Reporting on
CPD/CPE hours/points
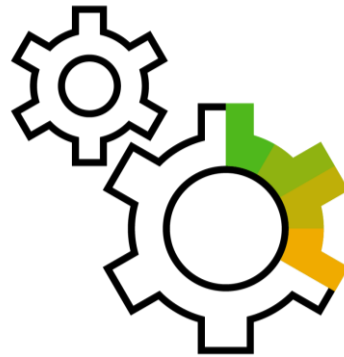
Configure CPD/CPE Periods
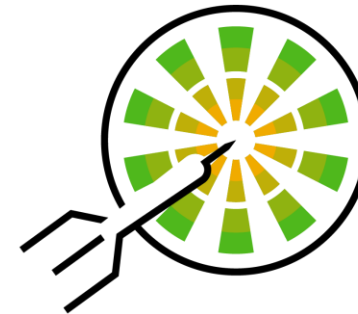
Setup Points and Categories for
Completed Courses/LPs/Modules

SAP Litmos Training
WorkZone - Cards

Key Capabilities

Create and publish new cards for
SAP WorkZone

Exposing unique Litmos data in
each card

SAP Litmos Training
Course Copy

Key Capabilities

Simple way to copy a course and it's components
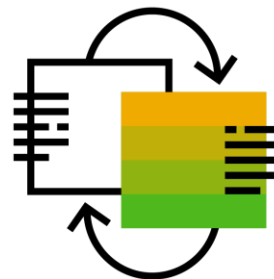
Copy the course as well as attached modules, boosts, Proficient instructors, Additional references, and settings

It will not copy People assignments, team assignments, noticeboard, ratings, and history

SAP Litmos Training
News- Brand Filtering and Carousel

Key Capabilities
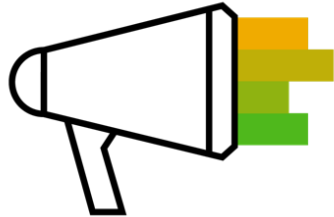
Connect branding to a News widget

Support multiple News widgets
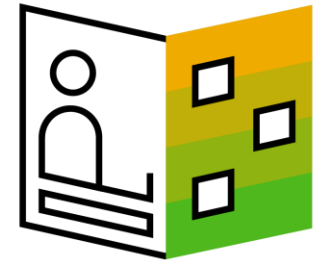
Provide a carousel display

SAP Litmos Training
Collections - eCommerce

Key Capabilities

Allow for a price and currency to be set for each Listing

Sync Collections/Listings to Shopify

Access control within Litmos

SAP Litmos Training
Sync Collections with SAP CommerceCloud
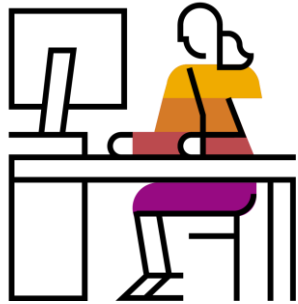
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Integration:
Establish connection between Litmos and Commerce Cloud Instance including catalog Litmos will sync with

Course Push:
Courses flagged as wanting to sell in Litmos, pushed to Commerce Cloud instance as products on an hourly basis
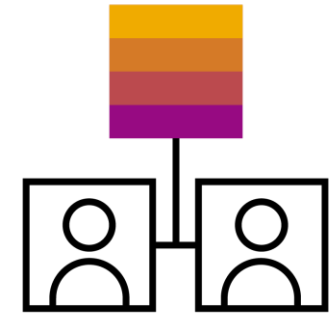
Order Pull:
Confirmed Commerce Cloud orders will be pulled at a set timeframe, assigning the purchaser to the Litmos Collection purchased

SAP Litmos Training
Search Updates- Litmos Features

Key Capabilities

Search and Alphabetize the lists where applicable

For Brands, Tags, and Topics in Feature
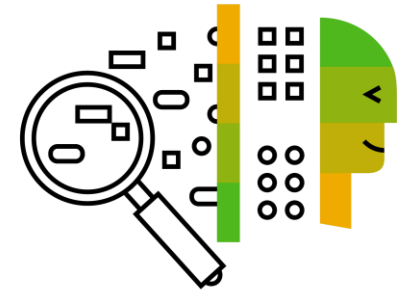
Ability to do basic search on Feature pages

SAP Litmos Training
New and Enhanced API's and Webhooks

Key Capabilities

- New Webhooks for Collections and Teams
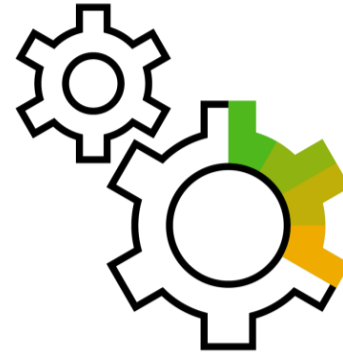
New API's:

- New API's to manage skills and competencies
- New API's for date range delta queries

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