SAP SuccessFactors

PUBLIC
Document Version: 1H 2025 – 2025-04-04

Using Center of Capabilities

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Content

1 Change History

Learn about changes to the documentation for Center of Capabilities.

1H 2022

Type of Change	Description	More Info
April 08, 2022		
Changed	Updated information on rating history types.	Configuring the Proficiency Rating Scale and Enabling Capabilities Portfolio [page 22]

2H 2021

Type of Change	Description	More Info
February 18, 2022		
Changed	Added a note on managing skills.	Creating a Capabilities Library Structure [page 11]
October 29, 2021		
Changed	Updated the prerequisites.	Viewing the Capabilities Portfolio [page 27]
October 08, 2021		
Changed	Restructured the guide.	
Changed	Added information about Capabilities Portfolio.	Center of Capabilities [page 5]
New	Added new topic about including translated names and descriptions for Capabilities Library entities.	Adding Translations for Capabilities Library Entities [page 20]
New	Added new topic about configuring the proficiency rating scale and enabling Capabilities Portfolio.	Configuring the Proficiency Rating Scale and Enabling Capabilities Portfolio [page 22]
New	Added topic about viewing the details of Capabilities Library.	Viewing the Capabilities Portfolio [page 27]

1H 2021

Type of Change	Description	More Info
June 04, 2021		
Changed	Added a note about fetching competency IDs from Job Description Manager.	Creating a Competency [page 17]
May 07, 2021		
Changed	Edited steps for role-based permissions.	Setting Up Security for Competency Object [page 9]
April 16, 2021		
New	Added topic about competencies and behaviors.	Competencies and Behaviors [page 16]
April 09, 2021		
New	This is the first version of this guide.	

2 Center of Capabilities

Center of Capabilities is a framework that helps you capture capabilities, such as competencies, skills, work styles, work values, and other organization-defined attributes that enable people achieve desired outcomes.

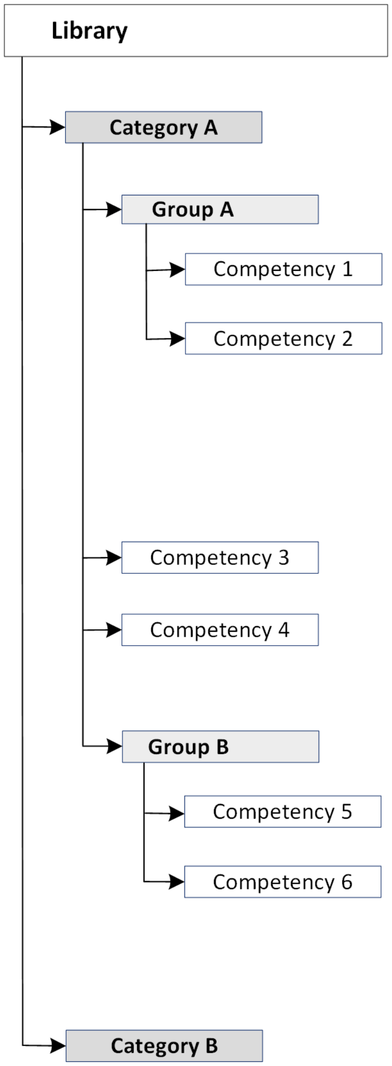
> **Note**
>
> Center of Capabilities is automatically enabled if you've enabled Job Profile Builder, and also competencies created in Job Description Manager are successfully migrated to Job Profile Builder.

Center of Capabilities consists of two major components, which are Capabilities Library and Capabilities Portfolio.

Capabilities Library

Center of Capabilities provides a centralized repository known as Capabilities Library to store capabilities. The Capabilities Library follows a hierarchical structure to help you organize capabilities into broad areas and subdivide similar and related capabilities under different categories and groups. This hierarchy consists of containers known as Libraries at the top level, followed by Categories, and then Groups at the third level. Depending on how you want to classify the capabilities in a Category, you can create capabilities under Groups, or add them directly under the Category.

The following diagram illustrates the hierarchical structure of a Capabilities Library.



> **Note**
>
> Currently, the supported type of capability is competency.

> **Example**
>
> The following are examples of the structure of a Capabilities Library.
>
> *Library: Financial Management* > *Category: Budget Planning and Control* > *Competency: Analytical Thinking*
>
> *Library: Component Assembly* > *Category: Metal Joining Methods* > *Group: Advanced Welding Techniques* > *Competency: High Precision Welding*

Capabilities Portfolio

Capabilities Portfolio is a repository to store the assignment and assessments of role-specific and people-specific capabilities of each employee in your organization. Based on the assignment derived from a job role, the Capabilities Portfolio helps you view the unique capabilities of a person.

A user’s Capabilities Portfolio displays the capabilities that are associated with their job roles. The Capabilities Portfolio also displays the assigned and the job role-related expected proficiency levels for each capability. The proficiency levels can be imported to the Capabilities Portfolio from SAP SuccessFactors Performance & Goals.

Capabilities Portfolio provides better visibility into the unique set of capabilities of the employees in your organization. Employees can use the Capabilities Portfolio to:

- View capabilities assigned to them based on their roles.
- View current and historical proficiency ratings recorded in Performance forms.
- Access SAP SuccessFactors Opportunity Marketplace to find opportunities to increase their portfolio of capabilities.

Related Information

Enabling Job Profile Builder in Provisioning

3 Permissions Required for Using Center of Capabilities

You can create the capabilities library structure and manage capabilities by using the *Manage Center of Capabilities* tool or the *Manage Data* tool only after you set up the appropriate role-based permissions.

Permissions for Center of Capabilities

Permission Name	Permission Location	Description
Capability Library Structure	Manage Center of Capabilities	Allows users to view, create, edit, import, and export libraries, categories, and groups.
Competencies	Manage Center of Capabilities	Allows users to view, create, edit, import, and export competencies.
Portfolio Settings and Proficiency Rating Scale	Manage Center of Capabilities	Allows users to configure the proficiency rating scale and enable Capabilities Portfolio.

> Note
>
> You cannot access the Capabilities Library, Capabilities Portfolio, and the Portfolio Settings, when you are logged in as a proxy user.

Related Information

Using Role-Based Permissions

4 Setting Up Security for Competency Object

You can set up security and visibility for the target role-based permissions for the *Competency* object using the Metadata Framework Configure Object Definitions tool.

Context

By setting up security, you can restrict which users can view, edit, or import and export data in the *Competency* object.

> ⓘ Note
>
> Setting up security for the competency object is an optional action.

Procedure

1. Go to *Admin Center* > *Configure Object Definitions*.
2. Go to *Search* > *Object Definition* > *Competency*.
3. Go to *Take Action* > *Make Correction*.
4. Go to the *Security* section and perform the following steps to complete the form:
   a. Choose *Yes* for the *Secured* field.
   b. Choose the appropriate *Permission Category*.
   c. Leave the *RBP Subject User* field blank.
   d. Choose *No* for the *CREATE Respects Target Criteria* field.
5. Choose *Save* to finish.

Next Steps

For the permission category you configured as secured, set up one or more of the following object-level permissions for competencies:

- View
- Edit
- Import/Export

Related Information

Enabling Security for Objects

5 Creating a Capabilities Library Structure

Creating a library structure helps you organize capabilities, such as competencies under different libraries, categories, and groups.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Capability Library Structure* role-based permission.

Procedure

1. Go to *Admin Center* and choose *Company Settings* > *Manage Center of Capabilities* under the *Company Processes & Cycles* section.
2. Create one or more libraries.
3. Create one or more categories under the appropriate libraries.
4. **Optional:** Create groups under categories.
5. Depending on your requirement, create competencies nested under groups or nested directly under categories.

> Note
>
> Currently, skills are not supported in Center of Capabilities. However, you can manage capabilities of type skill by configuring Capabilities Libraries with the appropriate skill names and descriptions. You can also import skills into these libraries using MDF import. For more information, refer to SAP note 3111453.

Results

The library structure appears on the *Capabilities Library* page.

Related Information

Creating a Library [page 12]
Creating a Category [page 13]
Creating a Group [page 14]
Creating a Competency [page 17]

5.1 Creating a Library

Create a library so that you can add different categories and groups to organize similar types of competencies together.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Capability Library Structure* role-based permission.

Procedure

1. Go to *Admin Center* and choose *Company Settings* > *Manage Center of Capabilities* under the *Company Processes & Cycles* section.
2. Choose *Add Library*.
3. Enter a name and a description for the library.

   The maximum number of characters allowed for the description of a library is 4000.
4. Choose a status for the library.
   - *Active* to mark the library as active.
   - *Inactive* to mark the library as inactive.
5. Enter a unique value as an identifier for the library in the *External Code* textbox.
6. Click *Add*.

   The library is added to the *Capabilities Library* page.

Next Steps

- Add categories, groups, and competencies associated with the library.
- If necessary, edit, delete, or change the status of libraries.

> Note
>
> You can't delete libraries if they contain a nested level of categories, groups, and competencies. Similarly, you can't change the status of a library to *Inactive* if it contains categories, groups, and competencies in the *Active* status.

Related Information

Creating a Category [page 13]
Creating a Group [page 14]
Creating a Competency [page 17]
Adding Translations for Capabilities Library Entities [page 20]

5.2 Creating a Category

When you create a library structure, you need to create a category so that you can add groups and competencies in a library.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Capability Library Structure* role-based permission.
- Create a library under which you want to add a new category.

Context

> Note
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Procedure

1. Go to *Admin Center* and choose *Company Settings* > *Manage Center of Capabilities* under the *Company Processes & Cycles* section.
2. Click the row for the library in which you want to add a category.
3. Choose *Add Category*.
4. Enter a name and a description for the category.

   The maximum number of characters allowed for the description of a category is 4000.
5. Choose a status for the category.
   - *Active* to mark the category as active.

- *Inactive* to mark the category as inactive.

6. Click *Add*.

   The category appears on the *Categories* page.

Next Steps

- Add groups and competencies associated with the library.
- If necessary, edit, delete, or change the status of categories.

> ⓘ Note
>
> You can't delete categories if they contain groups and competencies. Similarly, you can't change the status of a category to *Inactive* if it contains groups and competencies in the *Active* status.

Related Information

Creating a Library [page 12]
Creating a Group [page 14]
Creating a Competency [page 17]
Adding Translations for Capabilities Library Entities [page 20]

5.3 Creating a Group

Create groups inside a category if you need to further subcategorize competencies with similar characteristics.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Capability Library Structure* role-based permission.
- Create a category under which you want to add a new group.

> ⓘ Note
>
> A group is an optional level in the Capabilities Library structure hierarchy. You can add competencies directly under categories without creating groups.

Context

> ⓘ Note
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Procedure

1. Go to *Admin Center* and choose ▶ *Company Settings* ▶ *Manage Center of Capabilities* ◀ under the *Company Processes & Cycles* section.
2. Click the row for the library with which you want to associate the group.
3. Click the row for the category in which you want to add the group.
4. Under *Category Items*, choose *Groups* and then choose *Add*.
5. Enter a name and a description for the group.

   The maximum number of characters allowed for the description of a group is 4000.
6. Choose a status for the group.
   - *Active* to mark the group as active.
   - *Inactive* to mark the group as inactive.
7. Enter a unique value as an identifier for the group in the *External Code* textbox.
8. Click *Add*.

   The group is added to the category.

Next Steps

- Add competencies in the group.
- If necessary, edit, delete, or change the status of groups.

  > ⓘ Note
  >
  > You can't delete groups if they contain competencies. Similarly, you can't change the status of a group to *Inactive* if it contains competencies in the *Active* status.

Related Information

Creating a Category [page 13]
Creating a Competency [page 17]
Adding Translations for Capabilities Library Entities [page 20]

5.4 Competencies and Behaviors

A competency is an individual's ability to perform a job that includes a set of defined behaviors.

Competencies and behaviors provide structure guidelines that enable identification, evaluation, and development of behaviors for individual employees.

> **Example**
>
> Examples of competencies:
>
> - Demonstrates self-insight and awareness
> - Planning and organizing
> - Optimizes group performance given multiple competing demands

> **Note**
>
> Competencies can also have associated Writing Assistant and Coaching Advisor content. You create this content from *Admin Center* > *Manage Writing Assistant and Coaching Advisor*.

You can define a set of behaviors that help to measure a competency. Behaviors help to assess if an individual possesses particular qualities that are required by employers and are used as benchmarks.

> **Example**
>
> Examples of behaviors:
>
> - Thoroughly examines work for errors and omissions.
> - Ensures that project deliverables and services meet all requirements and expectations. Creates channels to receive positive and negative feedback about work quality.

Related Information

Adding Writing Assistant and Coaching Advisor Content from the UI

5.5 Creating a Competency

You can create competencies individually from the user interface and associate them with categories or groups in a library.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Competencies* role-based permission.
- Ensure that you have configured the proficiency rating scale to include proficiency levels for competencies.
- You must have created a library and a category for the competency you want to create. If you need to add the competency under a group, ensure that you've also created a group.

Context

> ⓘ Note
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Procedure

1. Go to *Admin Center* and choose *Company Settings* > *Manage Center of Capabilities* under the *Company Processes & Cycles* section.
2. On the left pane, choose *Competencies* and then choose *Add*.
3. Enter a unique name for the competency.

   You can't create competencies with the same name within a category or a group, or in groups that are associated with the same category.
4. Choose the appropriate *Library* and *Category* in which you want to add the competency.
5. **Optional:** If you want to nest the competency under a group, choose the appropriate group from the *Group* dropdown.

   A category or a group can't have competencies with the same names.
6. Enter a description for the competency.

   The maximum number of bytes allowed for the description of a competency is 4000.

   > ⓘ Note
   >
   > Bytes are not the same as characters. For instance, if you enter **abc**, that is counted as three characters. Since the content follows HTML formatting, the entered data is actually stored as: <p>abc</p>, which is

more than three characters. In addition to HTML formatting, here are use cases that can add additional characters to the byte limit of your content:

- Using bold, italics, underline, bullets
- Line breaks, coloring, and images
- Special characters
- Languages that do not use English alphabets, such as Russian that uses double byte characters

7. Choose a status for the competency.
   - *Active* to mark the competency as active.
   - *Inactive* to mark the competency as inactive.
8. Choose *Yes* next to the *Core* field to mark the competency as a core competency.
9. Click *Add*.

   The competency appears on the *Competencies* page.

   > ⓘ Note
   >
   > The *Competencies* page also lists competencies that were previously created in Job Description Manager and later migrated to Center of Capabilities.

Next Steps

- Assign behaviors to the competency.
- If necessary, edit, delete, or change the status of competencies.

  > ⓘ Note
  >
  > The names of the proficiency rating levels aren't editable. However, you can edit the descriptions of the rating levels displayed in the *Proficiency Level Descriptions* tab. The changes to the descriptions are applicable only for the competency you edit and does not proliferate to other competencies in the system.
- Each competency displayed on the *Competencies* page has a corresponding ID assigned in Job Description Manager. To view the IDs, select the appropriate competencies and click *Get Competency ID*. The competency IDs appear under the *Competency ID* column.

Related Information

Competencies and Behaviors [page 16]
Configuring the Proficiency Rating Scale and Enabling Capabilities Portfolio [page 22]
Creating a Library [page 12]
Creating a Category [page 13]
Creating a Group [page 14]
Adding a Behavior to a Competency [page 19]
Adding Translations for Capabilities Library Entities [page 20]

5.5.1 Adding a Behavior to a Competency

After you create a competency, you can add behaviors to the competency. A set of behaviors help to measure the competency.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Competencies* role-based permission.
- Create a competency for the behavior you want to define.

Context

> **Note**
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Procedure

1. Go to *Admin Center* and choose *Company Settings* > *Manage Center of Capabilities* under the *Company Processes & Cycles* section.
2. On the left pane, choose *Competencies* and then choose the name of the competency to which you want to add a behavior.
3. In the *Competency Items* section, choose *Add*.
4. Enter a unique name for the behavior.
5. Enter a description for the behavior.

   The maximum number of characters allowed for the description is 4000.
6. Choose a status for the behavior.
   - *Active* to mark the behavior as active.
   - *Inactive* to mark the behavior as inactive.
7. Click *Add* to add the behavior to the competency.

   The behavior appears in the *Competency Details* tab.

Next Steps

- Add more behaviors to the competency, if required.
- If necessary, edit, delete, or change the status of the behavior.

Related Information

Competencies and Behaviors [page 16]
Creating a Competency [page 17]
Adding Translations for Capabilities Library Entities [page 20]

5.6 Adding Translations for Capabilities Library Entities

In addition to your default language, you can add translations for the names and descriptions of the Capabilities Library entities, such as libraries, categories, groups, competencies, and behaviors. For competencies, you can also add translations for the descriptions for each proficiency level.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Capability Library Structure* role-based permission.
- You've created the entity (library, category, group, competency, or behavior).

Procedure

1. Choose the entity for which you want to add translated content for its name and description.
2. Choose *Edit*, and then choose *Translate*.
3. In the *Language Selections* dropdown, choose the required languages.
4. Enter the translated names and descriptions in the text boxes for the appropriate languages.
5. Choose *Save* to save the changes for the entity.

Related Information

Creating a Library [page 12]
Creating a Category [page 13]

Creating a Group [page 14]
Creating a Competency [page 17]

6 Configuring the Proficiency Rating Scale and Enabling Capabilities Portfolio

The first step in turning on the Capabilities Portfolio is to set up a proficiency rating scale. Use the *Capabilities Portfolio Settings* wizard to configure the proficiency rating scale and enable the Capabilities Portfolio.

Prerequisites

> → Remember
>
> Configuring the proficiency rating scale is a one-time activity. You can't change the settings after you finish the setup wizard.
>
> If you've also enabled SAP SuccessFactors Learning, competencies in Learning that originate from Job Description Manager will be automatically migrated to Center of Capabilities after you finish the setup wizard. During this process, the previous rating values will be replaced with new proficiency levels. Further, the names and descriptions of the rating levels for all competencies in Learning will be updated with new names and descriptions defined in the rating scale. It may be noted that you can't revert the changes triggered by the migration.

- Enable SAP SuccessFactors Performance & Goals.
- Enable the *Manage Center of Capabilities* > *Portfolio Settings and Proficiency Rating Scale* role-based permission.
- Ensure that competencies created in Job Description Manager are successfully migrated to Job Profile Builder.
- Plan your settings before you start the configuration wizard. We recommend that you complete the following tasks before you start the configuration wizard:
  - Plan the number of rating levels in the proficiency rating scale. You can configure three, four, or five levels in the rating scale.
  - Decide whether the lowest level in the rating scale must start with the numeric value 0 or 1. For example, if you choose 0 for the lowest level in a three-point scale, the rating levels start at 0 and end at 2.
  - Prepare the names and descriptions for each rating level if you prefer to edit the default names.
  - If necessary, include an additional option to allow users to skip rating a capability if the capability is too early to be evaluated. In the default setting, this option is named as *Too New to Rate*.
  - If you need to include the names and descriptions of the rating levels in multiple languages, prepare the translated content in the required languages.

    > ⓘ Note
    >
    > You can’t add or edit translations after you finish the setup wizard.

  - Decide whether the numeric values associated with the proficiency levels must also be displayed when capabilities and the corresponding proficiency ratings are displayed in the Capabilities Portfolio. For example, if the expected rating for a capability is Intermediate, along with the corresponding numeric value, the proficiency level is displayed as **2 – Intermediate**.

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

> → Remember
>
> As a customer, you don't have access to Provisioning. To complete tasks in Provisioning, contact your implementation partner or Account Executive. For any non-implementation tasks, contact Technical Support.

Procedure

1. Go to *Admin Center* and choose *Company Settings* > *Manage Center of Capabilities* under the *Company Processes & Cycles* section.

   The *Capabilities Portfolio Settings* wizard appears.
2. Choose *Start* to go to the *Rating Scale* page.
3. Configure the proficiency rating scale.

Field	Description
Name	Enter a unique name for the proficiency rating scale.
Description	Add a description for the rating scale.
Number of levels in proficiency rating scale	Enter the number of rating levels you want in the proficiency rating scale. The minimum number of levels you can have in the rating scale is three and the maximum is five.
Lowest proficiency level value	Choose either 0 or 1 depending on the value you prefer for the lowest level in the rating scale. For example, if you choose 0 for a scale that has five rating levels, the proficiency levels start at Level 0 and end at Level 4. Similarly, if you choose 1, the proficiency levels start at Level 1 and end at Level 5.
Display numeric rating values with proficiency levels	Choose *On* if you prefer to view the corresponding numeric values along with the ratings assigned to capabilities, when the capabilities are displayed in the Capabilities Portfolio.

Field	Description
Include Too New to Rate option	Choose *Yes* if you want to include *Too New to Rate* as an additional option in the set of proficiency levels.

4. Click *Next* to go to the *Proficiency Levels* page.
5. Define each proficiency level in the rating scale.

Field	Description
Name	Starting from the lowest level, the default names for the proficiency levels are Beginner, Intermediate, Proficient, Expert, and Master. If required, edit the default names.
Description	Add a description for each proficiency level.

6. Click *Next* to go to the *Rating History* page.
7. Configure the rating history type.
   a. Assign the type of rating history to one or more forms.
   b. Choose the appropriate rating history type for capabilities.
      - *Performance*: If the capability is associated with a Performance form template, the capability is displayed in the Capabilities Portfolio, but it's marked as Unrated.
      - *Proficiency*: If the capability is associated with a Proficiency form template, the proficiency ratings for the capability are normalized based on the rating scale you configured. The capability along with its normalized ratings is displayed in the Capabilities Portfolio.
        If a capability is associated with forms of both Proficiency and Performance template types, the ratings in the Performance form template aren't considered. Instead, the latest assessed ratings from the Proficiency template are normalized and displayed in the Capabilities Portfolio.
      - *None*: If the rating history type is set to None, the capability is not displayed in the Capabilities Portfolio.
8. Click *Next* to go to the *Summary* page.
9. Review your settings before you finish the wizard.
   a. If necessary, choose *Edit* to make the required changes and review your settings again.

      > ⓘ Note
      >
      > You can't make changes to the proficiency rating scale after you confirm your settings.

   b. Click *Confirm* to save and confirm your settings.
      - The proficiency ratings data is normalized based on the number of levels you configured in the rating scale.
      - The competencies defined in the system display the proficiency levels and the related descriptions.

      > ⓘ Note
      >
      > After the proficiency rating scale is configured, you can edit a specific competency to update its proficiency level descriptions and the corresponding translations.

10. Click *Enable Capabilities Portfolio* to enable Capabilities Portfolio.

> ⓘ Note
>
> The updates can take up to 6 hours to appear in the Capabilities Portfolio.

Next Steps

- If necessary, edit the *Display numeric rating values with proficiency levels* option depending on whether you want the numerical values of the proficiency levels to be displayed along with the proficiency ratings for competencies.
- If necessary, disable Capabilities Portfolio.

> ⓘ Note
>
> After you disable Capabilities Portfolio, employees can't view the capabilities assigned to them in their Capabilities Portfolio.

Related Information

Normalization of Rating Levels [page 25]
Viewing the Capabilities Portfolio [page 27]
Creating a Competency [page 17]

6.1 Normalization of Rating Levels

Learn how proficiency levels associated with capabilities in Performance Management are normalized in Center of Capabilities.

After you finish the *Capabilities Portfolio Settings* wizard, the proficiency ratings assigned to capabilities in Performance Management are normalized to adjust the values measured on different scales. The normalization of proficiency level values is dependent on the following settings you configure in the proficiency rating scale in Center of Capabilities:

- The number of proficiency levels
- The numeric value (0 or 1) you've assigned to the lowest proficiency level

The normalization process applies to both assigned ratings and expected ratings that are displayed with the capabilities in the Capabilities Portfolio.

Lowest Value in Rating Scale Configured as 0

If the lowest level in the rating scale you configured starts with the value 0, the following normalization formula applies:

[(Rated Value – Low Value in Source Rating Scale) / (High Value in Source Rating Scale – Low Value in Source Rating Scale)] * (High Value in Configured Rating Scale)

Where:

- Rated Value = The proficiency rating assigned to an employee's capability using the source rating scale
- Low Value in Source Rating Scale = The lowest value in the source rating scale
- High Value in Source Rating Scale = The highest value in the source rating scale
- High Value in Configured Rating Scale = The highest value in the rating scale you configure using the setup wizard

To illustrate the usage of this formula, consider an example of a source rating scale that has five levels. Assume that you've configured a three-point rating scale. The following table provides the normalized ratings corresponding to each level in the source rating scale.

Rated Value in 5-Point Source Rating Scale	Normalized Value in 3-Point Rating Scale (Lowest Scale Value: 0)
1	0
2	1
3	1
4	2
5	2

> ⓘ Note
>
> During normalization, numbers with decimal values greater than or equal to 0.5 are rounded up to the next higher whole number. For example, 2.5 is rounded up to 3 and 1.87 is rounded up to 2. Similarly, numbers with decimal values less than 0.5 are rounded down to the lower whole number. For example, 1.45 is rounded down to 1 and 2.32 is rounded down to 2.

Lowest Value in Rating Scale Configured as 1

If the lowest level in the rating scale you configured starts with the value 1, the following normalization formula applies:

[(Rated Value – Low Value in Source Rating Scale) / (High Value in Source Rating Scale – Low Value in Source Rating Scale)] * (High Value in Configured Rating Scale - 1) + 1

For example, consider a source rating scale that has five proficiency levels. Assume that you've configured a three-point rating scale. The following table provides the normalized ratings corresponding to each level in the source rating scale after you finish configuring the proficiency rating scale.

Rated Value in 5-Point Source Rating Scale	Normalized Value in 3-Point Rating Scale (Lowest Scale Value: 1)
1	1
2	2
3	2
4	3
5	3

Normalization of Expected Ratings

In Job Profile Builder, expected ratings for competencies are recorded in percentage. During the normalization process in Center of Capabilities, the expected ratings are recalculated based on the number of levels and the highest rating you've configured in the rating scale.

- If the lowest level in the rating scale you configured starts with the value 0, the normalized rating is calculated using the following formula:
  (Expected rating in percentage) * (High Value in Configured Rating Scale)
  For example, if the expected rating for a capability is 60% in the source rating scale, the normalized rating in a five-point scale starting with 0 as the lowest level is 60/100 * 4 = 2.4. After rounding down, the normalized expected rating is 2.
- If the lowest level in the rating scale you configured starts with the value 1, the normalized rating is calculated using the following formula:
  [(Expected rating in percentage) * (High Value in Configured Rating Scale -1)] + 1
  For example, if the expected rating for a capability is 80% in the source rating scale, the normalized rating in a five-point scale starting with 1 as the lowest level is 80/100 * 4 + 1 = 4.2. After rounding down, the expected rating is normalized to 4.

6.2 Viewing the Capabilities Portfolio

Employees can view the capabilities assigned to them in their Capabilities Portfolio. In addition, users, such as managers who have the necessary permissions can view the Capabilities Portfolio of other employees.

Prerequisites

- The proficiency rating scale is configured and Capabilities Portfolio is enabled.
- The View option for the following permissions is enabled:
  - *User Permissions* > *Capabilities Portfolio* > *Competencies and Skills Assignment*
  - *User Permissions* > *Capabilities Portfolio* > *Competencies and Skills Assignment.Mapped Assessments (Competencies and Skills Assessment)*

To allow users, such as managers to view the Capabilities Portfolio of other employees, grant permission roles to the appropriate set of users and specify the target population.

Context

The Capabilities Portfolio displays the capabilities assigned to an employee. Each capability includes the rated proficiency levels and the proficiency levels expected for the job role.

Procedure

1. Open the Capabilities Portfolio page.
    - To view your own Capabilities Portfolio, choose Capabilities Portfolio on the Home page.
    - To view another employee's Capabilities Portfolio, search for the employee on the Home page, hover over the employee's name, and then choose *Go To* > *Capabilities Portfolio*.
2. Choose the name of a capability to view its details.

    The ratings and other details of the capability appear.

    > **Note**
    >
    > In the details of a capability, *Source* refers to the source from where the capability is being referenced. Currently, this field displays only *By Role* as the source. This option appears for capabilities that are marked as required capabilities for an employee's role.
3. Choose *View All Proficiency Levels* to view the details of all proficiency levels available in the rating scale.
4. Choose *Proficiency Level History* to view the historical ratings for the capability.
5. Choose *Go to Opportunity Marketplace* to find opportunities matching your requirements.

Related Information

What Are Role-Based Permissions?
Configuring the Proficiency Rating Scale and Enabling Capabilities Portfolio [page 22]

7 Creating and Editing Capability Entities Using Export and Import Processes

You can create multiple libraries, categories, groups, and competencies and also perform mass changes to these entities by exporting and importing data by using the MDF *Import and Export Data* tool.

Procedure

1. Export capability entities to download data in CSV templates.
2. Add new entities or edit existing entities in the CSV templates.
3. Import the CSV templates.

Related Information

Exporting Libraries, Categories, and Groups [page 29]
Importing Libraries, Categories, and Groups [page 31]
Exporting Competencies [page 32]
Importing Competencies [page 33]

7.1 Exporting Libraries, Categories, and Groups

You can use the MDF *Import and Export Data* tool to download CSV file templates consisting of entities that include libraries, categories, and groups.

Procedure

1. Go to *Admin Center* > *Import and Export Data*.

   The *Import and Export Data* page appears.
2. In the *Select the action to perform* dropdown, choose *Export Data*.
3. Choose an entity from the *Select Generic Object* dropdown.
   - *CapabilityLibraryStructure* to export libraries.
   - *CapabilityCategory* to export categories.

- *CapabilityGroup* to export groups.

4. Choose *Yes* from the *Include dependencies* dropdown if you also want to download the associated entities.

   For example, library is an associated entity for category. Similarly, libraries and categories are associated entities for groups.
5. Choose *Yes* from the *Include Immutable IDs* dropdown if you want to export the Entity ID and Record ID of a library, category, or group.
6. Choose *Yes* from the *Include Inactive Records* dropdown if you want to export inactive entities.
7. Choose *No* from the *Exclude reference objects* dropdown if you want to export the reference objects.
8. Choose the appropriate option from the *Select all data records* dropdown to export records.
   - To export all the records, choose *Yes*.
   - To export specific records, choose *No* and select the appropriate records from the *Select objects* dropdown.
9. Choose *External Code* from the *Key Preference* dropdown.
10. Choose *Export*.

    An export job is triggered.
11. To verify that the export job completed successfully, go to *Admin Center* > *Monitor Job*.

    After the export job is complete, its status appears as *Completed*.
12. Locate your job and choose *Download Status* to download the CSV files in ZIP format.

    > → Tip
    >
    > On the *Monitor Jobs* page, the job name contains entity type, indicates whether it's an import or export action, and includes the date it ran. For example, a job name `<MDFZIPExport_CapabilityLibraryStructure_30/03/2021>` indicates that an export job for libraries had run on March 30, 2021.

    The export ZIP file contains the following CSV files:
    - Import sequence file
    - The CSV file for the exported entity
    - The associated CSV files for the parent entities

Next Steps

Edit the CSV template files to add or edit libraries, categories, and groups and import the files.

Related Information

Importing Libraries, Categories, and Groups [page 31]

7.2 Importing Libraries, Categories, and Groups

You can use the MDF *Import and Export Data* tool to create and edit multiple libraries, categories, and groups.

Prerequisites

- Enable the *Manage Center of Capabilities* > *Capability Library Structure* role-based permission.
- Export the CSV template files consisting of the details of the entities, such as libraries, categories, and groups. In addition, you must update the CSV files with the appropriate data.
- Ensure that libraries and categories defined as parent entities in the CSV templates exist in the system.

Procedure

1. Go to *Admin Center* > *Import and Export Data*.

   The *Import and Export Data* page appears.
2. In the *Select the action to perform* dropdown, choose *Import Data*.
3. Choose an entity from the *Select Generic Object* dropdown.
   - *CapabilityLibraryStructure* to import libraries.
   - *CapabilityCategory* to import categories.
   - *CapabilityGroup* to import groups.
4. Choose an appropriate option to import capability entities.

If you choose...	Perform these steps...
CSV File	1. Choose *CapabilityLibraryStructure* in the *Select Generic Object* dropdown. 2. Select *Choose File* and browse to the location in your system to upload the appropriate CSV file. 3. Choose *External Code* in the *Key Preference* dropdown. 4. Choose *Import*.
ZIP File	1. Select *Choose File* and browse to the location in your system and upload the appropriate ZIP file. 2. Choose *Import*.

   The entities are imported in the system.

5. To verify that the import action completed successfully, go to *Admin Center* > *Monitor Job*.
6. Locate your job and choose *Download Status* to download the results in a CSV file.

Next Steps

Verify that the status of the import job on the *Admin Center* > *Monitor Jobs* page appears as *Completed*.

> → Tip
>
> The job name contains the name of the capabilities entity as the content type, indicates whether it's an import or export action, and includes the date it ran. For example, a job name for a library can be `<MDFZIPImport_Import_CapabilityLibraryStructure_2021-03-30>`. This name indicates that an import job for libraries was run on March 30, 2021.

Choose *Download Status* to download the results in a CSV file. The CSV file includes the following information:

- Company instance name
- Total number of records
- Number of failed records
- Whether the job is successful or contains errors
- Error messages

Related Information

Exporting Libraries, Categories, and Groups [page 29]

7.3 Exporting Competencies

You can use the MDF *Import and Export Data* tool to download existing competencies in CSV file templates.

Context

> ⓘ Note
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Procedure

1. Go to *Admin Center* > *Import and Export Data*.

   The *Import and Export Data* page appears.

2. Choose *Export Data* from the *Select the action to perform* dropdown.
3. Choose *Competency* from the *Select Generic Object* dropdown.
4. Choose *External Code* from the *Key Preference* dropdown.
5. Choose *Export*.

   An export job is triggered.
6. To verify that the export action completed successfully, go to *Admin Center* > *Monitor Job*.

   After the export job is complete, its status appears as *Completed*.
7. Locate your job and choose *Download Status* to download the CSV files.

   > → Tip
   >
   > On the *Monitor Jobs* page, the job name contains competency as the entity type, indicates whether it's an import or export action, and includes the date it ran. For example, a job name `<CompetencyEntity_MDFImport_Import_2021-03-30>` indicates that an export job for competencies was run on March 30, 2021.

Next Steps

Edit the CSV template files to add or edit competencies and import the files.

Related Information

Importing Competencies [page 33]

7.4 Importing Competencies

You can use the MDF *Import and Export Data* tool to create and edit competencies and the associated behaviors.

Prerequisites

- Enable the following role-based permissions:
  - *Manage Center of Capabilities* > *Capability Library Structure*
  - *Manage Center of Capabilities* > *Competencies and Skills*
    Further, if target role-based permissions for the competency object are configured as secured, you must have the Insert, Correct, and Import/Export permissions for competencies.
- Export the CSV template files consisting of the details of competencies. In addition, you must enter data for competencies and the associated libraries, categories, and groups in the CSV templates.

- Ensure that the libraries, categories, and groups corresponding to the competencies defined in the template exist in the system.
- If you want to create new competencies and behaviors, ensure that the `<ExternalCode>` field is blank for the competencies and behaviors in the CSV template. The system adds auto-generated values as external codes after the competencies and behaviors are created.
- For importing competencies in a ZIP file, ensure that you enter the value for import order as 5 for the `<Competency>` CSV file in the import sequence CSV file. The following is the recommended import order of the CSV files:
  - 1 for `<CapabilityLibraryStructure>`
  - 2 for `<CapabilityCategory>`
  - 3 for `<CapabilityGroup>`
  - 4 for `<CompetencyType>`
  - 5 for `<Competency>`

  You can follow any import order for the CSV files remaining after the `<Competency>` file.

Context

> ⓘ Note
>
> This is an SAP SuccessFactors Business Beyond Bias feature. Use it to support processes that detect, prevent, or eliminate the influence of bias, helping you achieve your diversity and inclusion goals.

Procedure

1. Go to *Admin Center* > *Import and Export Data*.

   The *Import and Export Data* page appears.
2. In the *Select the action to perform* dropdown, choose *Import Data*.
3. Choose an appropriate option to import competencies.

If you choose...	Perform these steps...
CSV File	1. Choose *Competency* in the *Select Generic Object* drop-down. 2. Select *Choose File* and browse to the location in your system to upload the appropriate CSV file. 3. Choose *External Code* in the *Key Preference* dropdown. 4. Choose *Import*.
ZIP File	1. Select *Choose File* and browse to the location in your system and upload the appropriate ZIP file. 2. Choose *Import*.

   The competencies are imported in the system.

Next Steps

Verify that the status of the import job on the *Admin Center* > *Monitor Jobs* page appears as *Completed*.

→ Tip

The import job name contains competency content type, indicates whether it's an import or export action, and includes the date it ran. For example, a job name can be: <CompetencyEntity_MDFImport_Import_2021-03-30>.

Choose *Download Status* to download the results in a CSV file. The CSV file provides the following information:

- Company instance name
- Total number of records
- Number of failed records
- Whether the job is successful or contains errors
- Error messages

Related Information

Exporting Competencies [page 32]

8 Data Protection and Privacy

Learn how you can keep the personal data of your employees secure and private with SAP SuccessFactors.

Related Information

Centralized Data Protection and Privacy [page 36]
Data Retention Management [page 37]

8.1 Centralized Data Protection and Privacy

Data protection and privacy features work best when implemented suite-wide, and not product-by-product. For this reason, they're documented centrally.

The *Implementing and Managing Data Protection and Privacy* guide provides instructions for setting up and using data protection and privacy features throughout the SAP SuccessFactors HCM suite. Please refer to the central guide for details.

> ⓘ Note
>
> SAP SuccessFactors values data protection as essential and is fully committed to help customers complying with applicable regulations – including the requirements imposed by the General Data Protection Regulation (GDPR).
>
> By delivering features and functionalities that are designed to strengthen data protection and security, customers get valuable support in their compliance efforts. However, it remains each customer's responsibility to evaluate legal requirements and implement, configure, and use the features provided by SAP SuccessFactors in compliance with all applicable regulations.

Related Information

Implementing and Managing Data Protection and Privacy

8.2 Data Retention Management

Identify which data purge function in the *Data Retention Management* tool meets your data protection and privacy requirements.

The *Data Retention Management* tool supports two different data purge functions: the newer data retention time management (DRTM) function and legacy non-DRTM function.

→ Remember

We encourage all customers to stop using the legacy purge function and start using data retention time management (DRTM) instead. To get started using this and other data protection and privacy features, refer to the Data Protection and Privacy guide.

If you already use the legacy data purge function as part of your current business process and you are sure that it meets your company's data protection and privacy requirements, you can continue to use it, as long as you aware of the differences between the two.

ⓘ Note

If you are using the legacy data purge function, you can only purge a calibration session when there is at least one facilitator assigned to the session.

⚠ Restriction

Be aware that the legacy data purge function may not meet your data protection and privacy requirements. It doesn't cover the entire HCM suite and it doesn't permit you to configure retention times for different countries or legal entities.

In the longer term, we recommend that you also consider adopting the newer solution. In the meantime, to use legacy data purge, please refer to the guide here.

For information related to DRTM master data purge, see the **Related Information** section.

Related Information

DRTM Master Data Purge

3052056 - How to delete or permanent purge an inactive onboarding user

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