



SAP Technology

## Getting Started with Private SAP® Learning Rooms



Run Simple

# Table of Contents

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**4 Prerequisites for Customer-Specific  
SAP Learning Rooms**

---

**5 Important Roles in Customer-Specific  
SAP Learning Rooms**

---

**6 Setup and Go-Live of  
Customer-Specific Learning Rooms**

---

**7 SAP Learning Room  
Template and Elements**

Organizations can create private SAP® Learning Rooms for employees to engage in a **personalized, customized, interactive learning experience**. Drawing on the flexibility and functionality of SAP Learning Hub, private SAP Learning Rooms accommodate your company's specific educational needs while enabling collaboration and networking among learners and subject-matter experts.

Customer-specific SAP Learning Rooms on SAP Learning Hub combine preselected learning content with collaboration capabilities, so room members enjoy a personalized, interactive learning experience. Customer-specific SAP Learning Rooms are private, accessible only for room members, and not open to other SAP Learning Hub users. Customers using the private cloud version of SAP Learning Hub are in charge of moderating and administering their private SAP Learning Rooms.

As a subscriber to the private cloud version of SAP Learning Hub, you can change and adapt the structure of your customer-specific SAP Learning Rooms, integrate learning content from your SAP Learning Hub, and upload additional content.

Private SAP Learning Rooms support the following interactive social learning scenarios. You can:

- Provide a preselected learning map and learning path for employees
- Leverage collaboration and networking among employees on SAP Learning Hub
- Enable employees to ask questions of experts and moderators
- Help employees learn about SAP by equipping them with the foundations of SAP and selected SAP hot topics

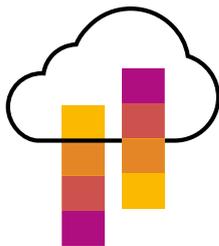
# Prerequisites for Customer-Specific SAP Learning Rooms

## ADOPT THE PRIVATE CLOUD VERSION OF SAP LEARNING HUB

SAP Learning Hub is available both in the public and private cloud. Private, customer-specific SAP Learning Rooms require a subscription to the private cloud version of SAP Learning Hub.

## CHOOSE A QUALIFIED MODERATOR AND ADMINISTRATOR

It's important to moderate and administer your private, customer-specific SAP Learning Rooms. Key qualifications for a moderator-administrator include an employee or consultant with communication and social media skills.



As a subscriber to the private cloud version of SAP Learning Hub, you can change and adapt the structure of your customer-specific SAP Learning Rooms, integrate learning content from your SAP Learning Hub, and upload additional content.

# Important Roles in Customer-Specific SAP Learning Rooms

## **Delivery Manager for SAP Learning Hub**

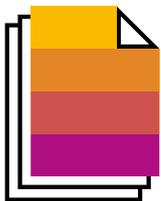
The SAP Learning Hub delivery manager is an SAP expert who configures, sets up, and customizes the private cloud version of SAP Learning Hub for the customer. The delivery manager also helps you define the details of your customer-specific SAP Learning Room.

## **Administrator for SAP Learning Room**

The SAP Learning Room administrator is an SAP expert who sets up the customer-specific SAP Learning Room and hands it over to the customer. The administrator also monitors the room and can support the customer after the go-live.

## **Moderator and Administrator for Customer SAP Learning Room**

Customers should identify their own SAP Learning Room moderator and administrator, who are responsible for moderating and running the customer-specific SAP Learning Room. The moderator and administrator can be two different people, and they have full administration rights.



In addition to being able to modify the elements, your customer-specific SAP Learning Room can include one learning map with up to 30 learning assets from the SAP Learning Hub course catalog.

# Setup and Go-Live of Customer-Specific Learning Rooms

The following steps detail the process of setting up and going live with your SAP Learning Room.

1. Specify customer-specific SAP Learning Rooms and roles.

As an SAP Learning Hub customer, you specify the customer-specific SAP Learning Room together with the SAP Learning Hub delivery manager responsible for setting up the private cloud version of SAP Learning Hub. The SAP Learning Hub delivery manager uses a dedicated request form. The customer nominates a moderator and administrator for the SAP Learning Room.

2. Set up your customer-specific SAP Learning Room(s).

SAP sets up the customer-specific SAP Learning Room based on specifications you – the customer – provide.

3. Hand over the customer-specific SAP Learning Room.

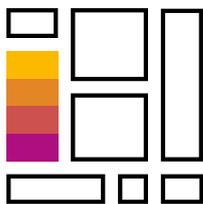
The delivery manager for SAP Learning Hub hands over the customer-specific SAP Learning Room to the customer. SAP provides a 30-minute enablement session for the customer moderator and customer administrator of the SAP Learning Room.

4. Finalize the SAP Learning Room.

The customer moderator and customer administrator finalize the SAP Learning Room by uploading content such as documents, videos, and descriptions and finalizing the structure for forums and folders.

5. Go live with the private, customer-specific SAP Learning Room.

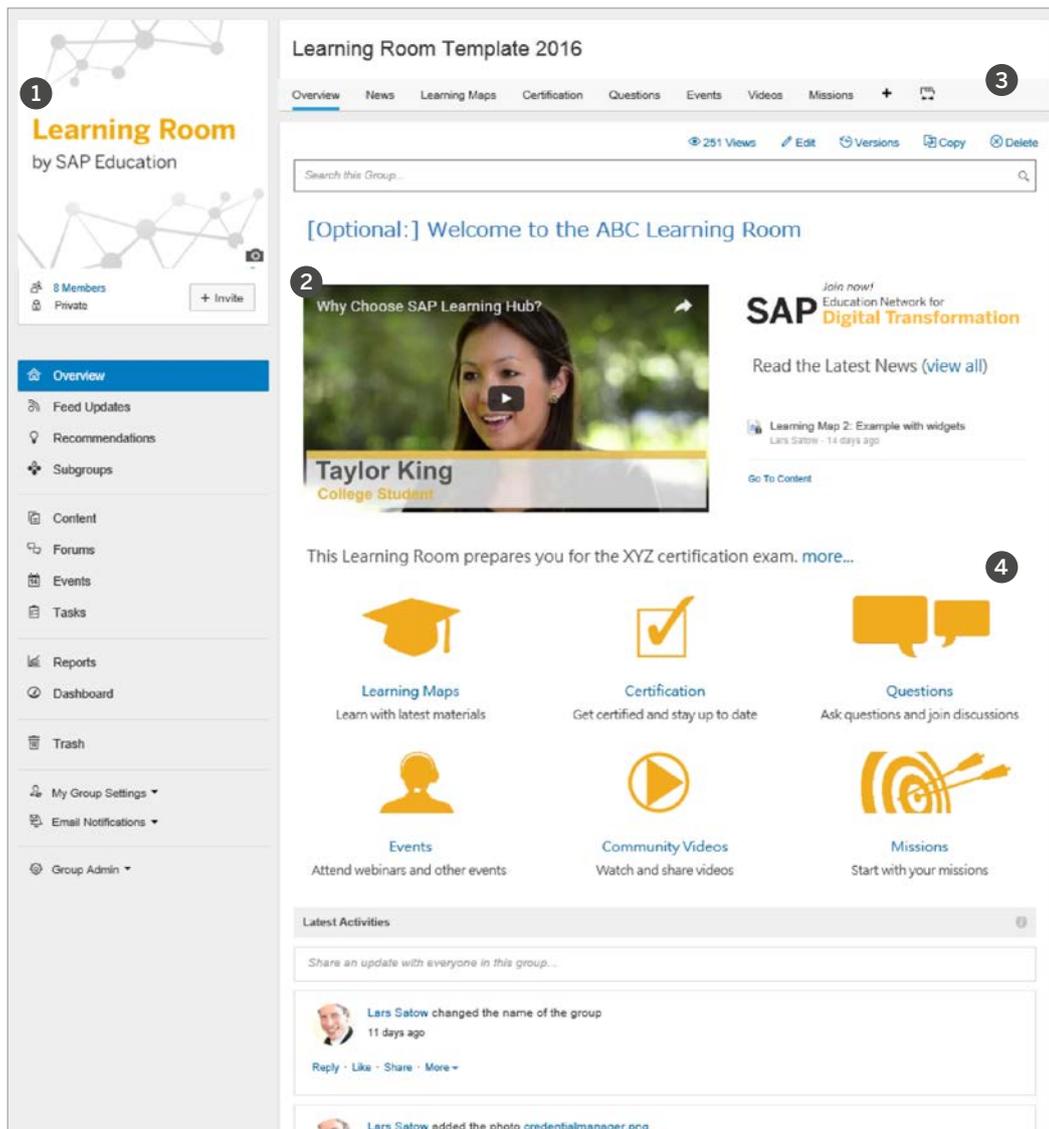
SAP sets the SAP Learning Room “live” and makes it available on the private cloud version of SAP Learning Hub.



Customization is possible while setting up the room or later by the moderator and administrator of the room.

# SAP Learning Room Template and Elements

The customer-specific SAP Learning Room is based on SAP's standard SAP Learning Room template. It includes the following elements: title, description, objectives, welcome video, and logo. As the customer, you can change and adapt these elements. See Figure 1.



- 1 Logo
- 2 Video
- 3 Learning room title and navigation
- 4 Launchpad and elements

Figure 1: Customer-Specific SAP Learning Room Elements

In addition to being able to modify the elements, your customer-specific SAP Learning Room can include one learning map with up to 30 learning assets from the SAP Learning Hub course catalog. See Figure 2.

Additional elements include:

- Collaboration space, composed of discussion forums, ideas, questions, and answers
- Information session space, including a calendar to schedule and organize events (information sessions, Webinars, workshops) along with a registration list
- Content section, with folders for uploading and structuring further materials

- 1 Learning map title and objectives
- 2 Learning content
- 3 Webinars and events
- 4 Discussion forums

Figure 2: Learning Map Includes Up to 30 Learning Assets from SAP Learning Hub

## CUSTOMIZATION POSSIBILITIES FOR SAP LEARNING ROOMS

Customization is possible while setting up the room or later by the moderator and administrator of the room. The delivery manager, moderator, or administrator can customize the following elements:

- **Title** – Choose any title for your SAP Learning Room; SAP adds the customer name
- **Description** – Choose any description for your customer-specific SAP Learning Room
- **Objectives** – You define the learning objectives for your private SAP Learning Room
- **Welcome video** – Embed a video, such as from YouTube or other streaming platforms, or upload a video (mp4) to your SAP Learning Rooms
- **Logos** – Upload any logo
- **Learning map** – You may specify a learning map with up to 30 learning assets from SAP Learning Hub; only SAP can create and change the learning map
- **Collaboration space** – You may use the SAP Jam™ collaboration platform to change the collaboration space
- **Information session (events) space** – Use SAP Jam to change the information session space
- **Content section** – You can create folders to upload and structure content
- **Additional pages** – You can create new pages for your SAP Learning Rooms
- **Reports** – Use the reporting dashboard to analyze activities and usage in your customer-specific SAP Learning Room, and download data as needed
- **Dashboard** – SAP Learning Room administrators can access the dashboard that displays details for various activities within a group or subgroup, from the previous 4 weeks to the previous 12 months

## REGISTRATION OF LEARNERS

After going live, the customer's SAP Learning Room is available in the catalog of the private version of SAP Learning Hub. Learners can join with the following steps:

1. Go to *Learning Content*.
2. Browse or search for the SAP Learning Room.
3. Assign themselves to the SAP Learning Room. After assignment, learners have to wait about one hour to get an invitation to the SAP Learning Room.
4. Accept the invitation. The SAP Learning Room is now visible under *Learning Rooms*.

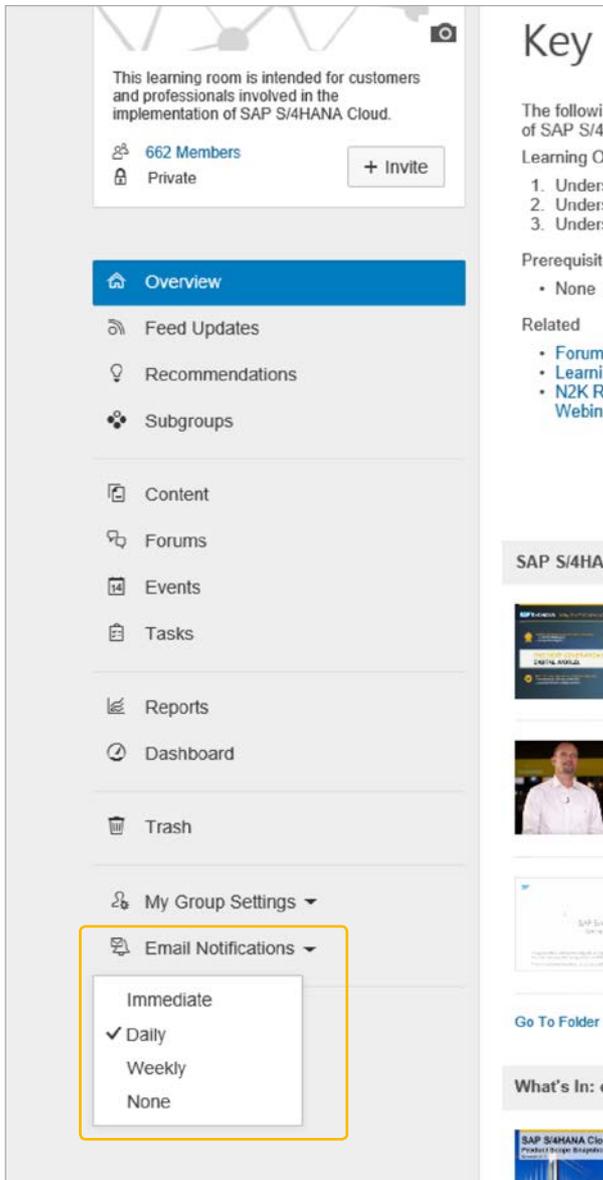


Figure 3: Subscribe to E-Mail Notifications

## MODERATION AND ADMINISTRATION BASICS

SAP invites customer moderators and customer administrators to the customer-specific SAP Learning Room, where they have full administration rights. The following describes some basic moderation tasks.

### Subscribe to E-Mail Notifications

As a first step, the moderator should subscribe to e-mail notifications for updates about important events in your SAP Learning Room. To do this:

1. Join your customer-specific SAP Learning Room.
2. Choose *Email Notifications* to subscribe. See Figure 3.

## Invite Learners

To register for the SAP Learning Room, learners should go to *Learning Content* and browse the catalog. The system will send out an invitation automatically about one hour after registration.

## Contact Learners

1. Join your customer-specific SAP Learning Room and choose *Feed Updates*.
2. To notify a member of your SAP Learning Room, enter a message into the status field and the member's user name (@name). See Figure 4.

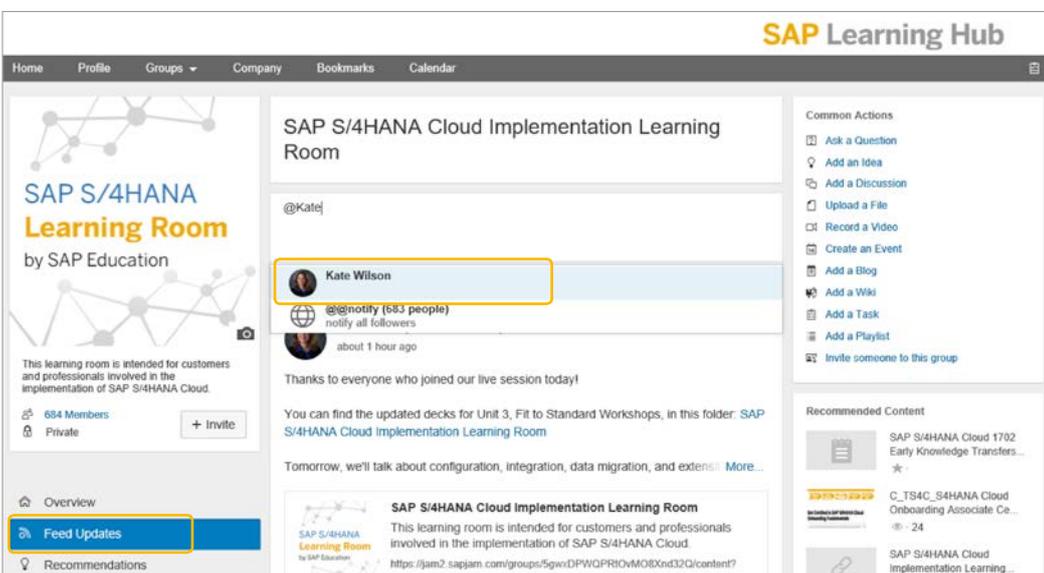


Figure 4: Contact Other Learners

## Start a Discussion

1. Go to *Forums* (see Figure 5).
2. Choose *Add > Discussion*.

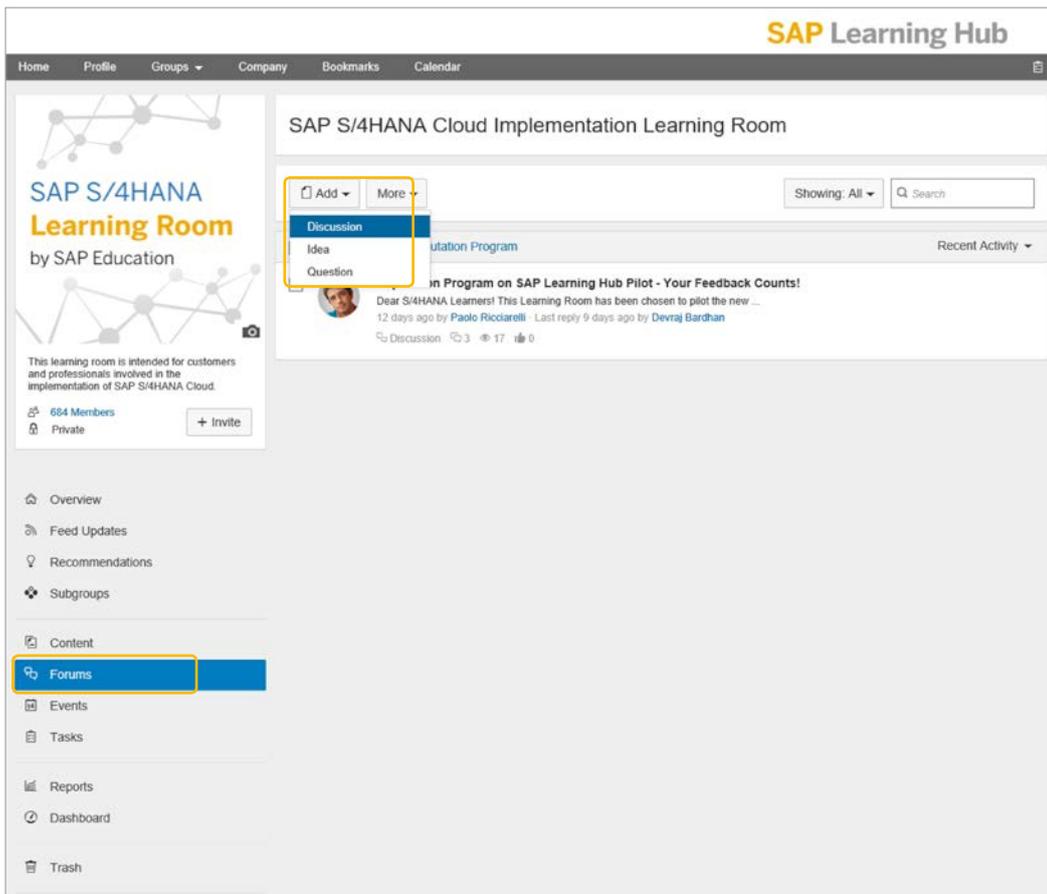


Figure 5: Start a Discussion

## Use Polls or Other Decision-Making Tools

In the *Content* section, you can create and access polls and other decision-making tools. For example, to create a poll, you would do the following:

1. Go to the *Content* section and select a folder.
2. Choose *Create* to create a document.
3. Choose *Create > Decision-Making Tools* on the next screen (Figure 6).
4. Choose *Poll*.

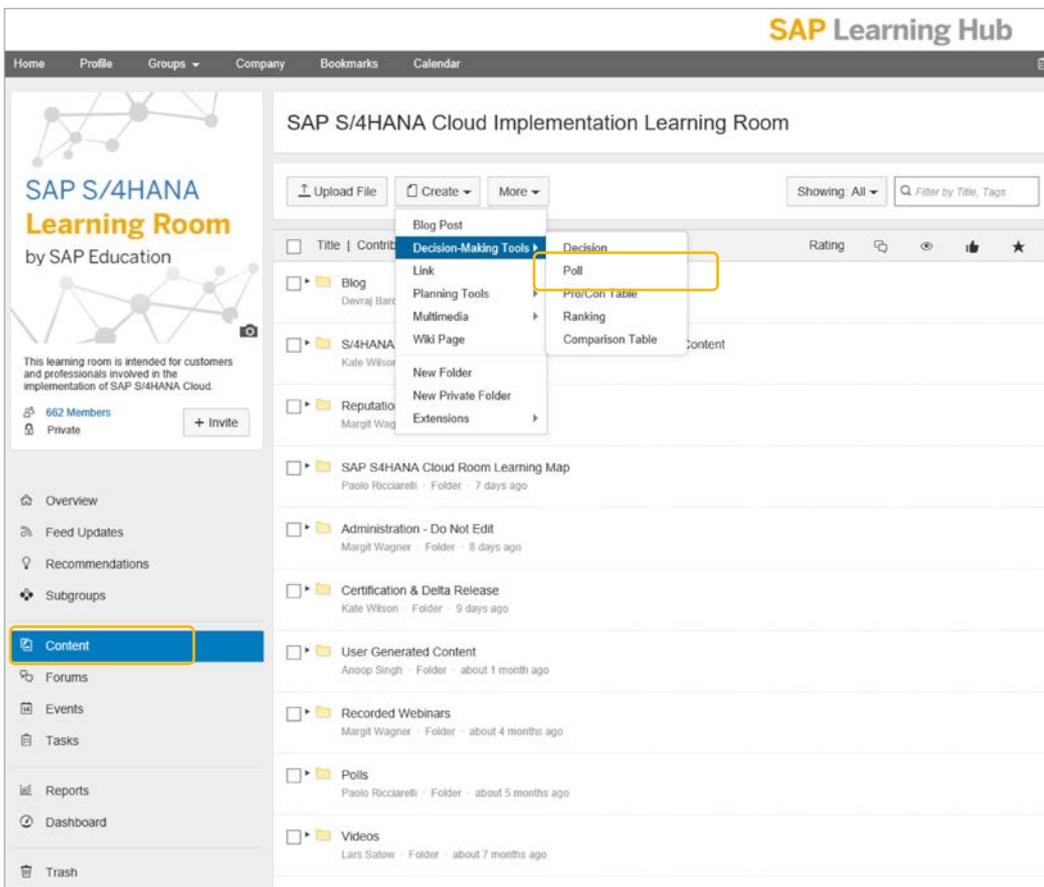


Figure 6: Create Decision-Making Tools

## Create Wiki Pages

You can create additional pages, which any member of your SAP Learning Room can change.

1. Choose *Content* to navigate to the folders of the customer-specific SAP Learning Room.
2. Select a folder where you want to create a Wiki page.
3. Choose *Create > Wiki Page* (see Figure 7).

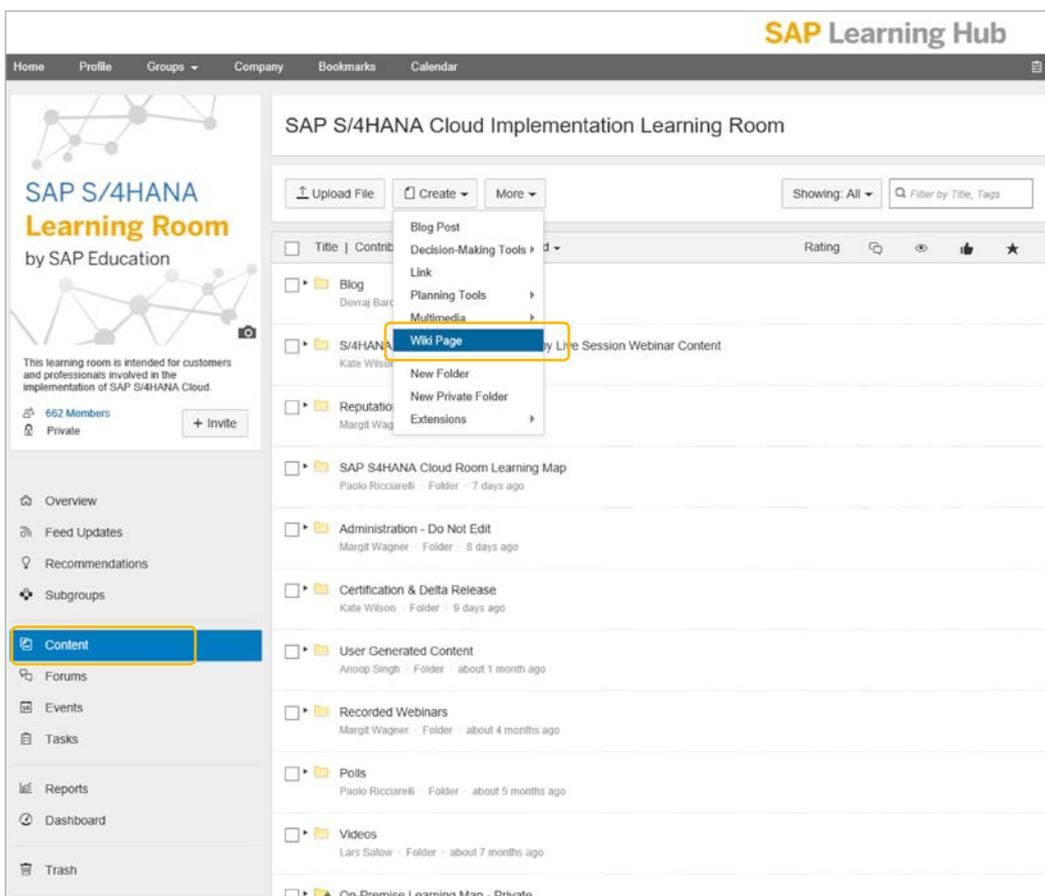


Figure 7: Create a Wiki Page

## IMPROVE LEARNING RESULTS WITH SAP LEARNING ROOMS

The following list identifies best practices for moderators of customer-specific SAP Learning Rooms:

- Define learning objectives and publish them on the overview page together with a description of the room.
- Select learning materials from SAP Learning Hub and build up the learning map together with the SAP Learning Room administrator.
- Use videos (recorded with the embedded tool) to explain how to use the room.
- Introduce yourself as a moderator of the room in blog posts. Ensure that you are a featured member on the overview page.
- Schedule short information sessions or Webinars every month to explain the purpose and objective of the room and point to where learners should start with the learning materials. Use the event calendar to organize events.
- Welcome new members.
- Share new and interesting content every day in the room feed.
- Start a collaboration with discussions and polls.
- Create a Wiki page with exercises and examples.
- Encourage participants to ask questions and submit ideas in the collaboration space.

## HELP AND SUPPORT

Every customer-specific SAP Learning Room has an assigned SAP administrator. During handover, you receive the name of the SAP administrator. In case you have technical questions, please contact your SAP administrator.

Contact the SAP administrator for your SAP Learning Room if links don't work, you want to change the structure of the SAP Learning Room, or you have a question about SAP Jam and how to use it.

Contact the SAP Learning Hub support and operations team through the e-mail address [e-learning@sap.com](mailto:e-learning@sap.com).

## LEARN MORE

For more information, please visit <https://training.sap.com/learning/article/learn-more-sap-learning-hub-and-learning-rooms>.

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