

Product Highlights

Saba Cloud

Update 40





Saba Cloud Update 40

With Update 40, Saba continues its commitment to creating organizations that work, learn, and grow together with:

ONGOING PERFORMANCE

We believe that the future of performance management will be ongoing, driving a culture of teams working better together, leveraging these 5 core elements:

1. A focus on developing great managers
2. Setting and tracking goals that drive outcomes
3. Feedback and recognition
4. Development plans that focus on continuous improvement
5. Regular performance conversations that tie the all of these elements together

HIGH-IMPACT LEARNING

Create learning experiences that give employees what they want, and talent leaders what they need, to drive business success and measure the outcome that learning is having on organizational and individual performance. You need to know that the high-impact tools you are investing in is driving success, helping your people learn together and perform better.

REAL-TIME FEEDBACK & ENGAGEMENT

Employee perception and sentiment shifts all the time. Most organizations only run engagement surveys every 1 to 3 years, and that means there is a gap in the information they collect. Why not spend the same energy asking employees for regular feedback with quick, easy-to-answer surveys? After all, you can't solve a problem you don't know about. Armed with meaningful data about employee engagement, you can make better decisions at every level. Saba Pulse gives:

- **HR Pros** insight into the hot spots that require attention and direction for what action to take to improve organizational outcomes and the evidence needed to prove that your initiatives are working.
- **Managers and Employees** a voice to in what their experience is and should be within your organization and what they need to thrive.
- **C-Level Executives** the opportunity to build a culture of trust with the people who keep your organization going and the confidence that you're making productive, evidence-based decisions.



WHAT'S NEW IN UPDATE 40?

Employees are looking to take control of their learning and development like never before and Saba Cloud Update 40 includes many new and innovative ways, big and small, to help them do that. This document highlights just a few of them, including:

- A refreshed, revamped Check-ins feature that bring employees and managers together for meaningful, ongoing performance conversations that will drive results.
- A new Discover portlet for your home page that brings together new, personalized learning opportunities for users to discover.
- Collections of bookmarked resources that can be organized into do-it-yourself curriculum.

Get to know some of this release's most exciting features here. Many of the new features in this release were ideas and suggestions from you! You can find further information on this release as well as customer training sessions on the [Saba Cloud U40 page](#) in the Saba Customer Community.

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1) Learning

MICROLEARNING

In Update 39 we introduced microlearning, enabling users to follow topics that interested them and receive weekly digests full of relevant content that they could consume in under 10 minutes. Microlearning makes it easy for users to pack a little bit of learning into their busy schedules, but maintaining a rich, fresh library of engaging content can be a real challenge for administrators.

Saba's approach to microcontent has included user-generated content from the beginning to both tap the expertise in your organization, leverage the informal resources that your proactive learners have added to your Saba Cloud instance, and to ease the burden on administrators to constantly create new material. We have continued to build on this feature in U40 to make it even easier for your users to contribute and find microcontent.

Identify Shared Links as Microcontent

User-contributed links can now be added to your library of microcontent so that you can build out a rich, fresh collection of content for users to access or review in their personalized microdigests. Since it is not possible for Saba Cloud to scan links and determine their length, we have added a Microlearning checkbox for users to select when they share their links, either from the activity stream, or from the Saba Discovery Bookmarklet, marking the content as micro.

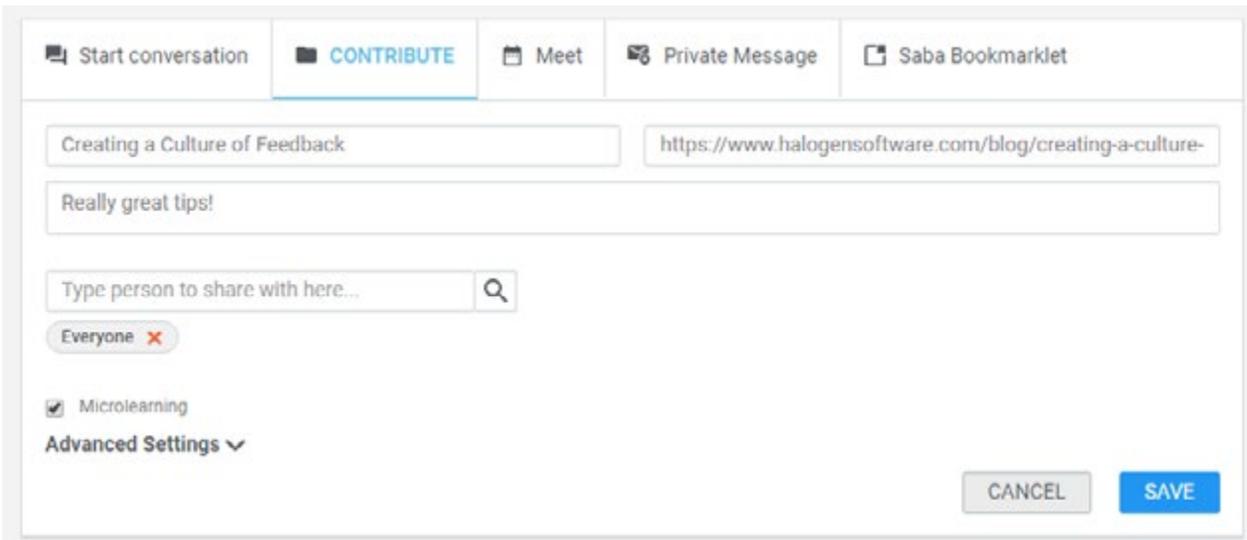


Figure 1: By default, the Microlearning flag is enabled when users share a link, but it can be cleared if the content is not micro.

Add to Collection

Create Collection

Becoming a Better Manager

Add Tags

Management, Manager Resource

Microlearning

Save

Figure 2: The Microlearning flag is also available from the Saba Discovery bookmarklet.

Identifiable Microlearning

Users can filter social resources (such as files and links) by microlearning to surface only those items that are identified as micro. Additionally, microlearning resources can be identified by a small clock icon in the search results.

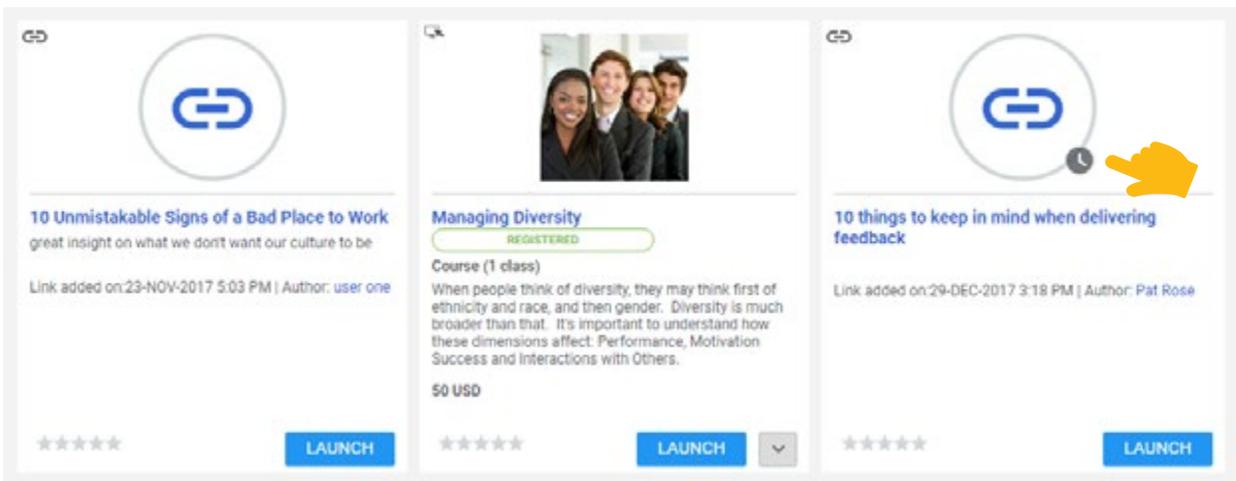


Figure 3: The small clock icon on social resources and courses show users what content they can consume quickly.

2) Performance

ONGOING PERFORMANCE WITH ONE-ON-ONE MEETINGS

Ongoing performance management has never been easier! With the fresh perspective from our new colleagues from Halogen, Saba has shaken up our Check-in feature to make one-on-one (1:1) meetings easy for both manager and employee. The new Check-in feature pulls in proven ideas from Halogen, integrating them and building on them in Saba Cloud to truly facilitate meaningful conversations between managers and their teams.

When Check-ins were first introduced they were a collection of notes organized under categories that provided a convenient way to track work-related activities by an individual or a group. While they could serve as a reference for 1:1 meetings between managers and employees, they were more task-oriented than conversation-oriented.

Workboards

The new and improved Check-ins feature required some retrofitting of the existing feature that has resulted in a new name, Workboards, as well as some really great new features that make Notes even more useful for tracking both activity and performance.

Workboards, so named because it is home to the collection of current work activities being tracked by the user, their manager, and their extended team, refers to the collection of Notes. Users can access their Workboard from the My Plan page by clicking on the Workboard button in the upper-right.

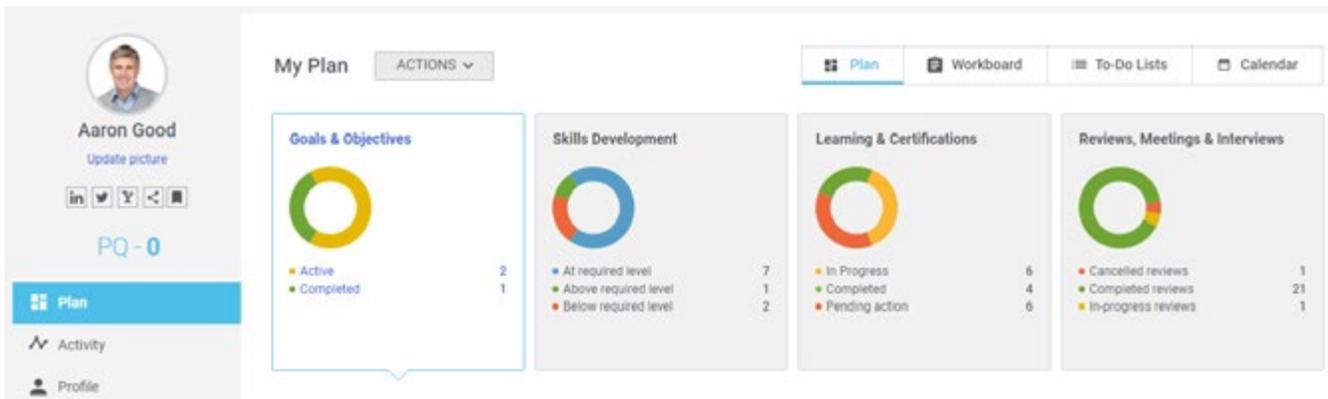


Figure 4: Workboards are accessed from the user's plan by selecting the Workboard icon in the upper right.

As before, users can add notes in one of the up to five categories and notes can be associated with skills and goals. Notes can be added on the Workboard or via email and moved from one category to another.

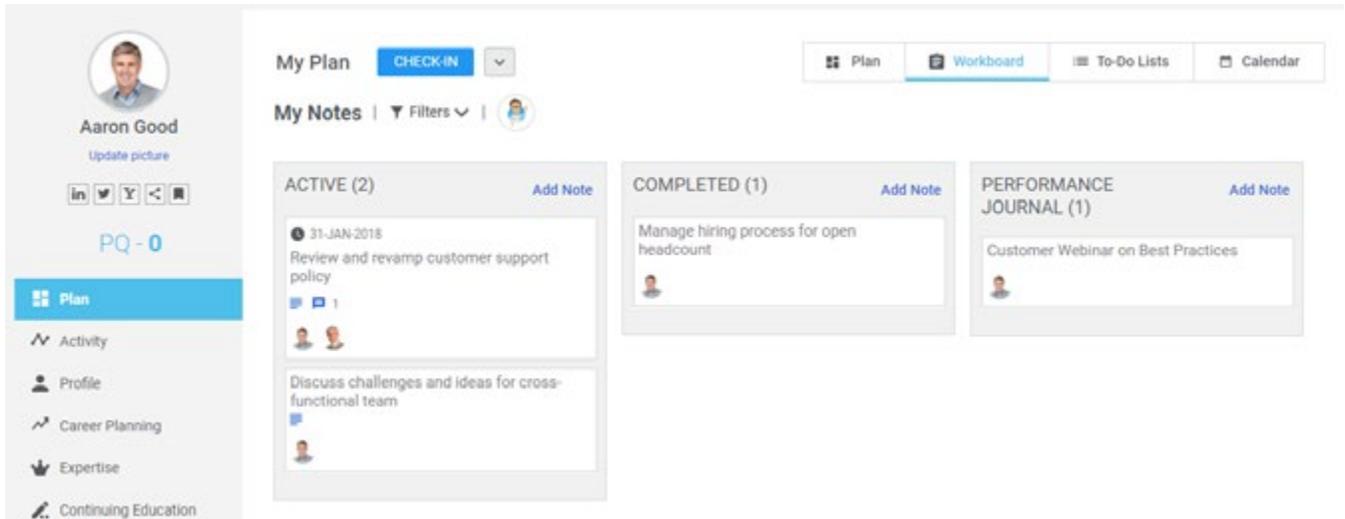


Figure 5: Notes can be grouped by categories.

Notes are now more fully embedded in the performance flow to make it easier to manage and measure the professional growth that occurs with projects and day-to-day activity. For example, when a note is associated with a goal, users can see their notes from their goal on their plan, as well as from the Workboard.

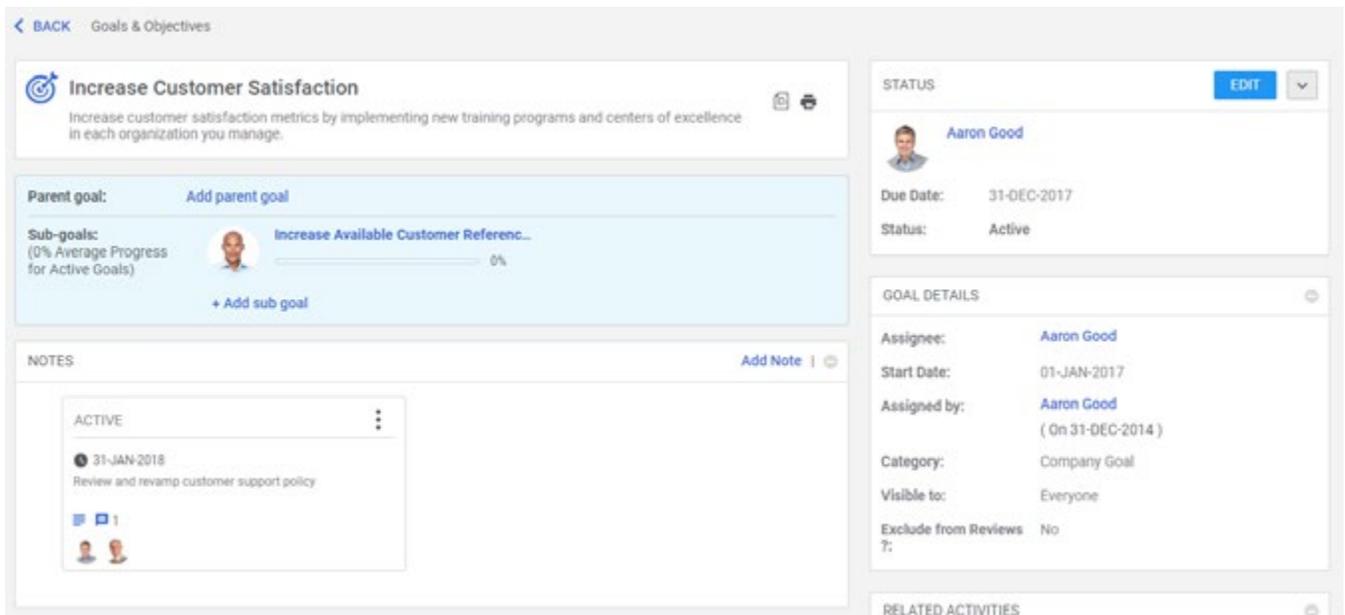


Figure 6: Notes associated with goals or skills the notes can be seen from the skill or goal object, making it clear which work activities are taking place in support of the goals or skill development.

When a note is moved to the category that administrators have designated as 'Completed', the user is prompted to update the status of the goal associated with the Note, further connecting the actual development activity with the higher-level development plan. Notes in the Completed categories are made unavailable for further editing, creating a fixed record of activity.

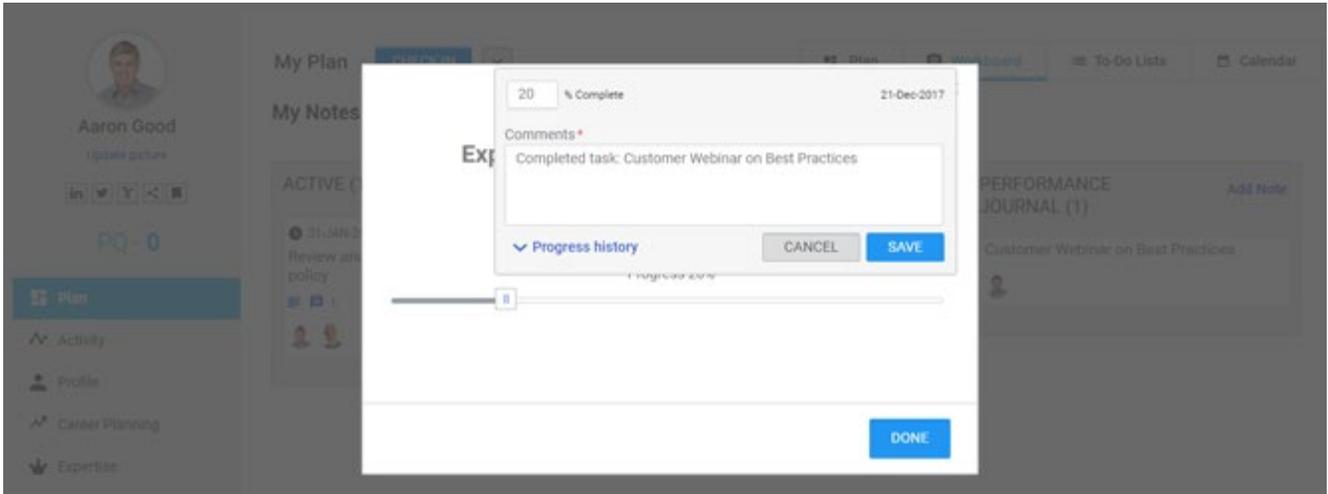


Figure 7: When you complete a note that is associated with a goal, you are prompted to update the Goal progress.

Check-ins

Done well, a single 1:1 meeting can enhance the quality of an employees work for up to two weeks. They are an opportunity for feedback, coaching, and to strengthen the working relationship between employee and manager. But all too often meetings are skipped because “there’s nothing to talk about” or, if they are held, important topics are missed because the attendees aren’t prepared with a list of topics.

Enter Saba Cloud’s new Check-ins feature. The new and improved Check-in feature generates an agenda from the Workboard for the next 1:1 meeting between manager and employee that includes Goals, Impressions, Notes, and Skills, as well as a suggested conversation starter to get the ball rolling. The result is a productive structure that supports managers and employees so that they can engage in ongoing performance conversations about the professional development and work that is happening or needs to happen in an organized and trackable way.

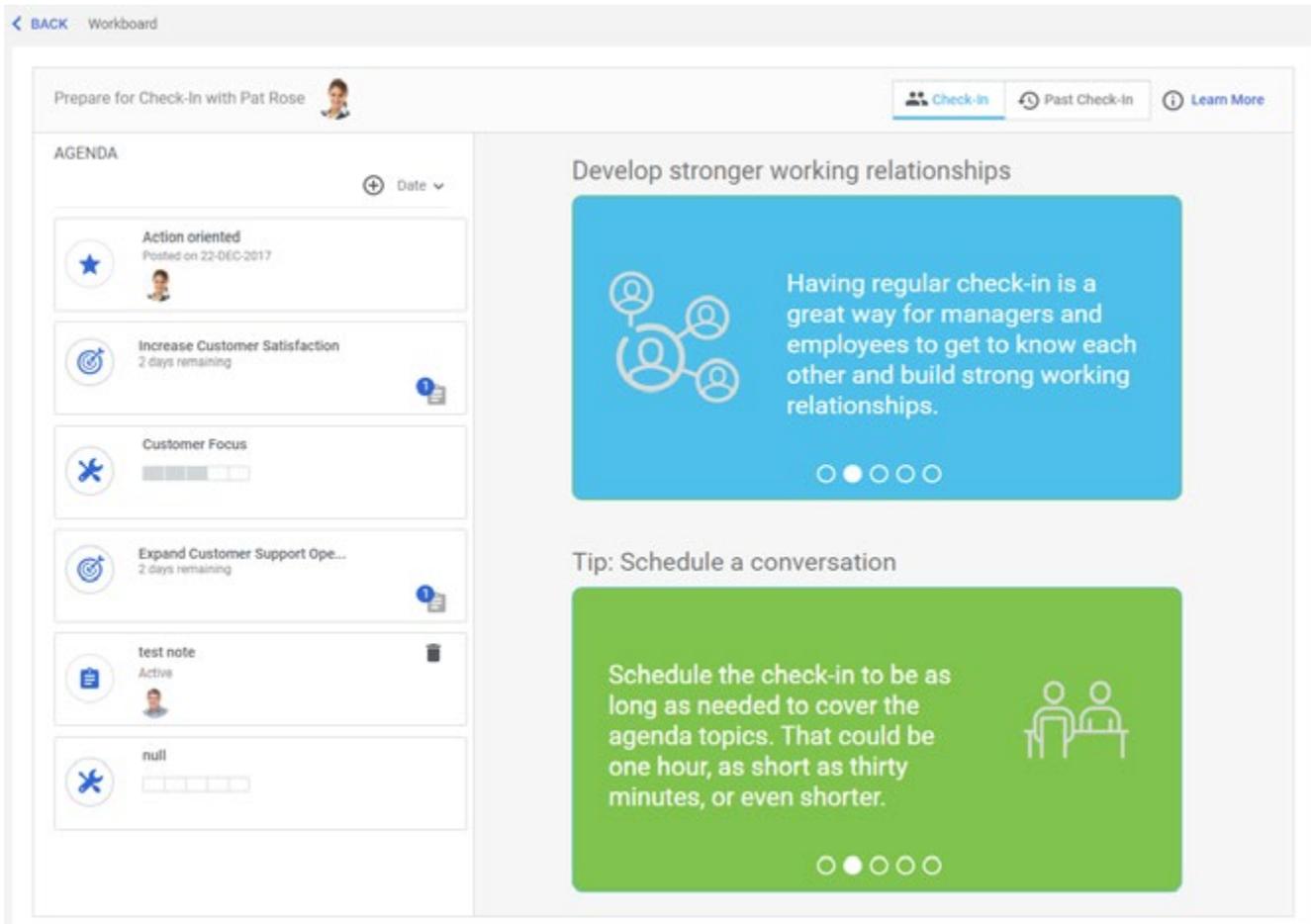


Figure 8: The Agenda shows what topics are scheduled for the next 1:1 meeting so that employee and manager can prepare.

Both employees and managers can review the agenda, add updates and additional details to the items that are pulled in, and choose to add ad-hoc items for discussion. Saba Cloud also provides a selection of conversation starters to prompt the manager to start a conversation so that the exchange is also meaningful and strategic and not just task- or status-oriented. Administrators can add additional topics to keep the selection fresh or to reflect company initiatives.

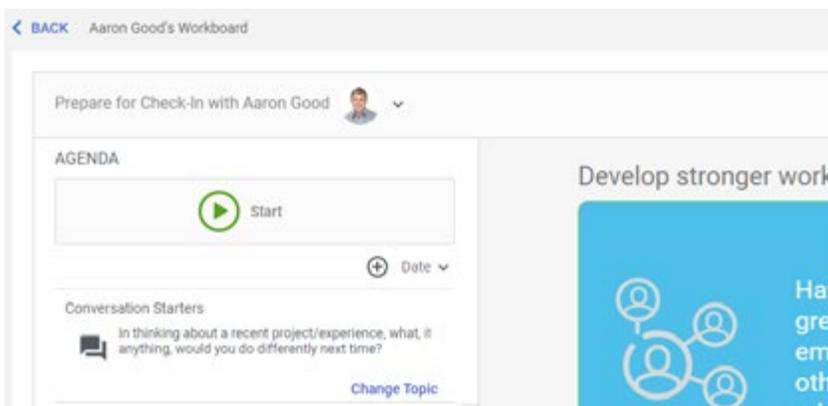


Figure 9: The Manager view of the agenda includes the conversation starter. Managers can use the provided one or choose something else.

When manager and employee get together, the manager can start the check-in, moving through each topic and taking the opportunity to add notes and status updates, indicate if the item should be revisited, at the next check-in, or in a selected period of time, or not at all.

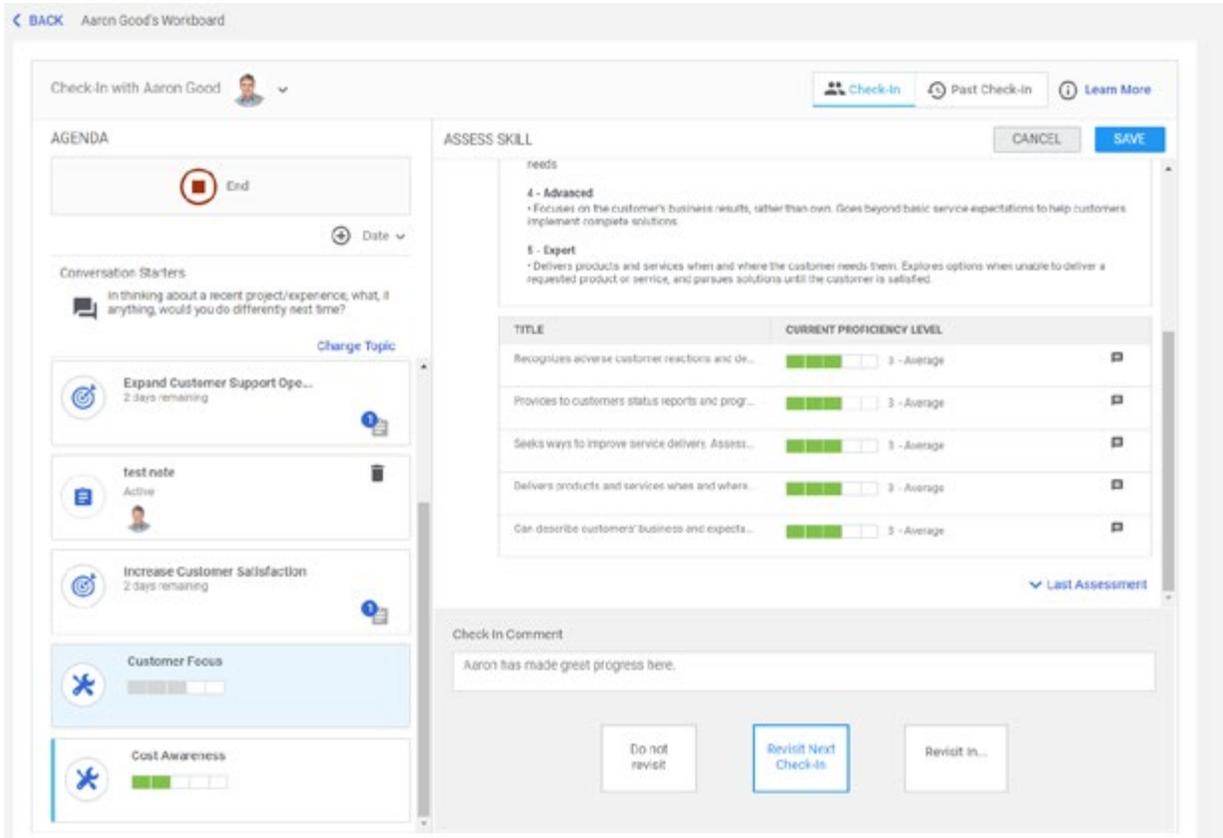


Figure 10: Managers can update the goals, skills, and notes directly from the agenda and indicate when the topic should next be revisited.

When the 1:1 meeting is over, the manager can stop the meeting, review what was covered, when it will be revisited, and enter a summary.

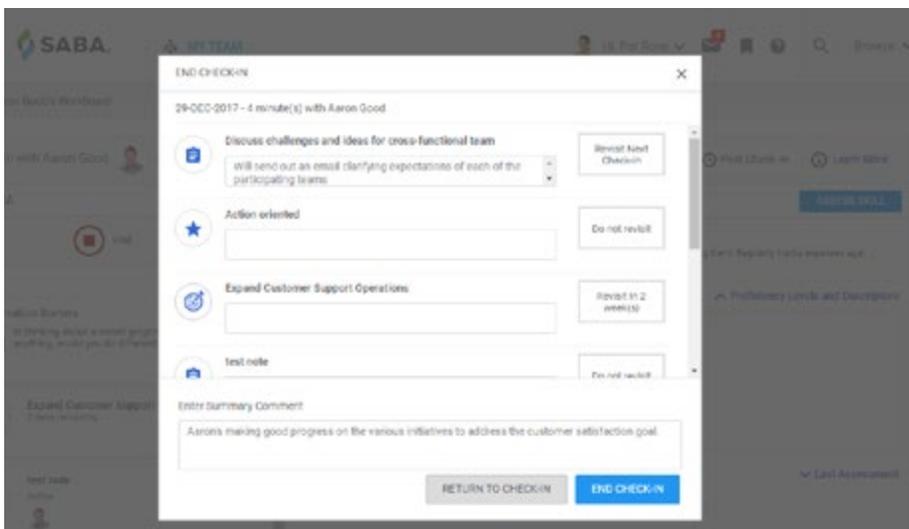


Figure 11: Managers are prompted to summarize the meetings when the meeting is over.

The agenda is saved as a record of the meeting, along with the meeting duration, for the records of both parties. When the agenda is generated for the next 1:1 meeting it will pull in anything new and those items that are scheduled to be revisited.

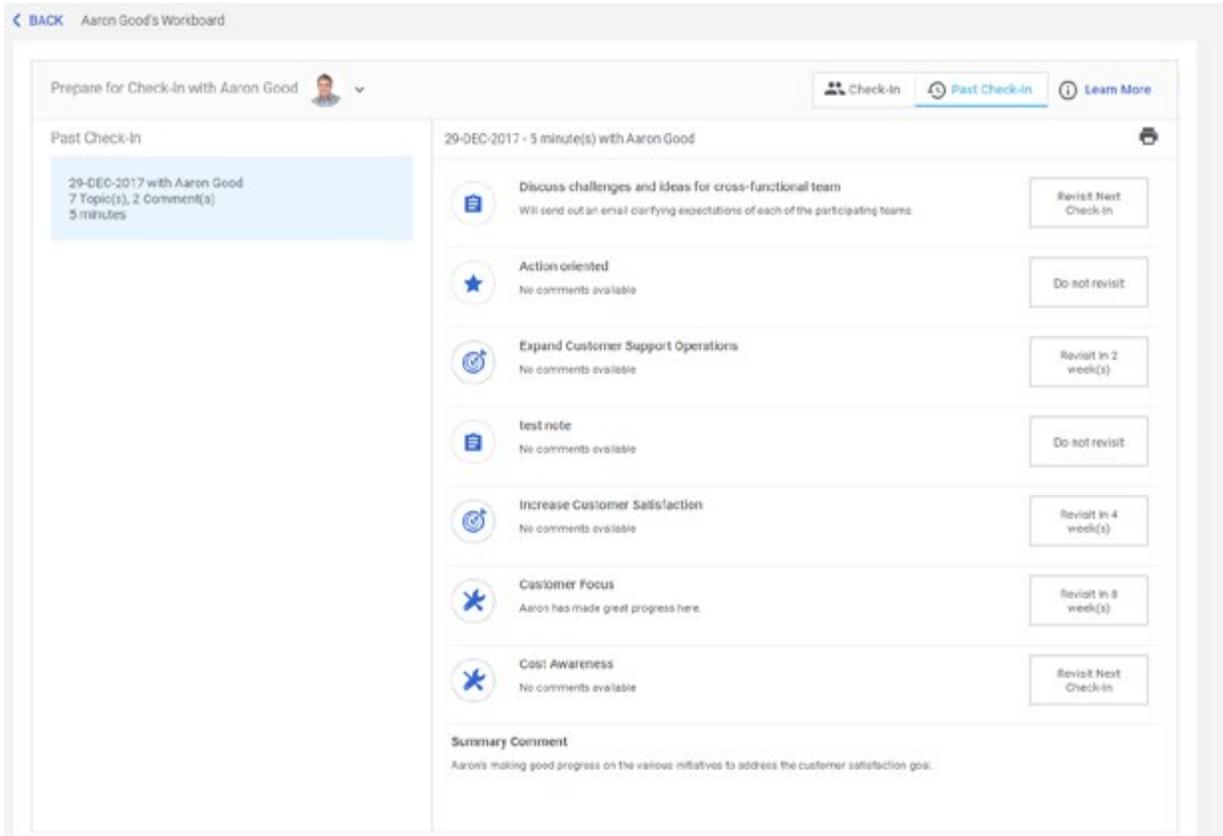


Figure 12: Managers and employees can review all of their previous agendas and summary statements whenever they need to.

Check-ins will provide valuable structure and support for your managers and encourage them to take the time for these important and valuable feedback sessions.

3) Collaboration

VISUAL AND SEQUENCED COLLECTIONS

Sharing resources such as links, files, and videos outside of formal course offerings is a fantastic way to get information out in front of users and available for them when they need it. Often those resources can collectively be used to educate people about a new policy or skill, or just form a useful bundle of reference material.

Saba has taken the existing bookmark folders feature and made it over into visual Collections boards to make it as easy as can be for anyone in your organization to build a collection of resources, both formal and informal, organize it into a DIY curriculum, and share it with those that they think would benefit from it.

The transformation into collections started in the last release with a name change of bookmark folders to Collections.

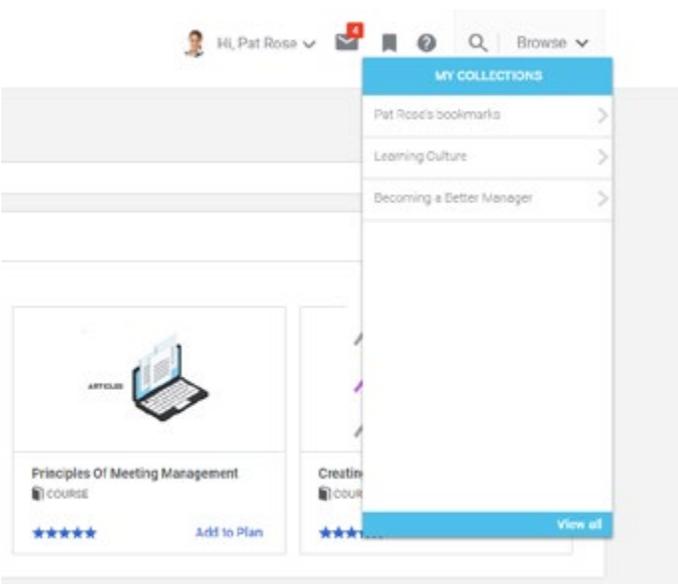


Figure 13: My Bookmark folders have been renamed to My Collections

When users choose to bookmark an item, they can add it to their default collection of bookmarks or create a new collection. Prior to this release, these items would be displayed in a list of links but with U40 the Collections now display as visually engaging boards with thumbnail images of the resources. But even better, the collection owner can drag the resources into order, creating a logical flow of resources – in essence, a curriculum.

Collections can consist of:

- Links
- Files
- Meetings & recordings
- Issues
- Ideas
- Pages
- Blogs
- Courses

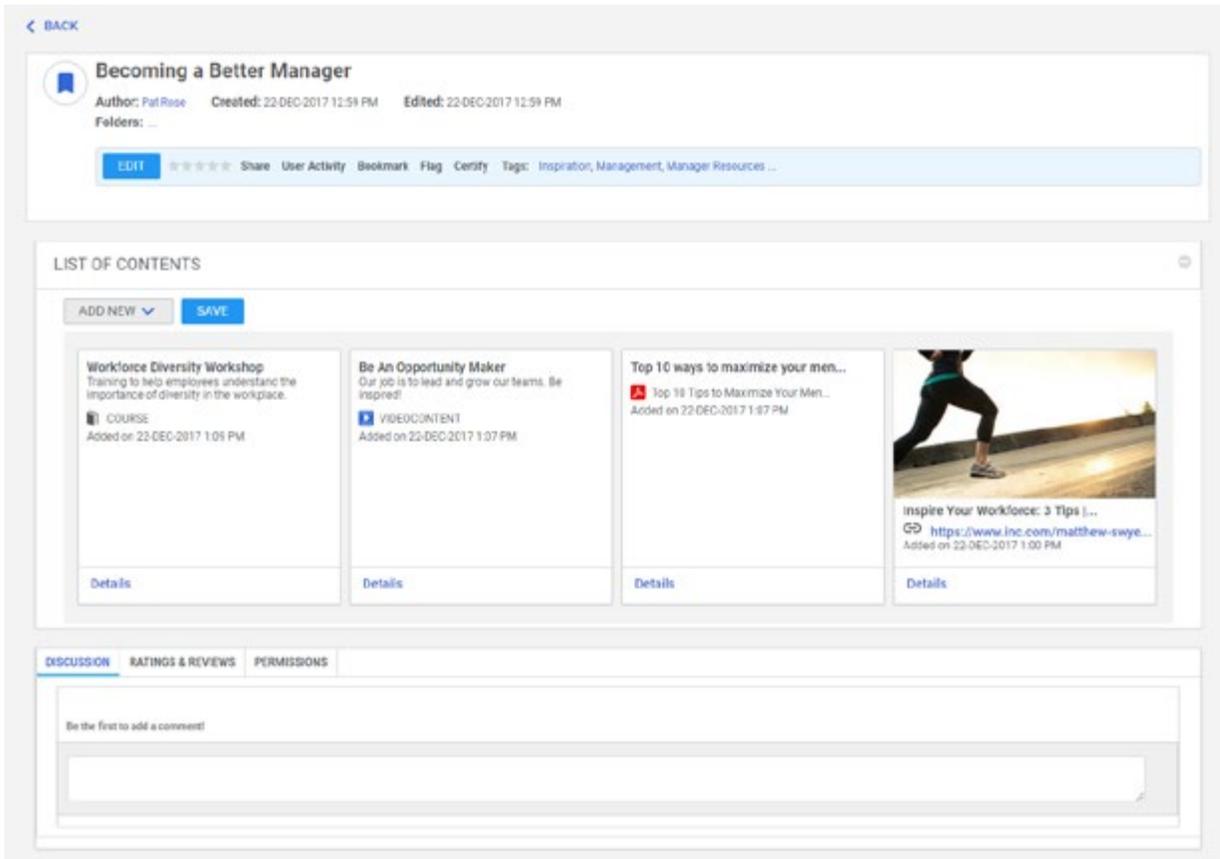


Figure 14: Collections display the bookmarked items visually and in the order chosen by the collection owner.

Collections can then be shared with individuals and groups and will be returned in the search for those users that have had the collection shared with them, making them just as easy to find as resources and courses.

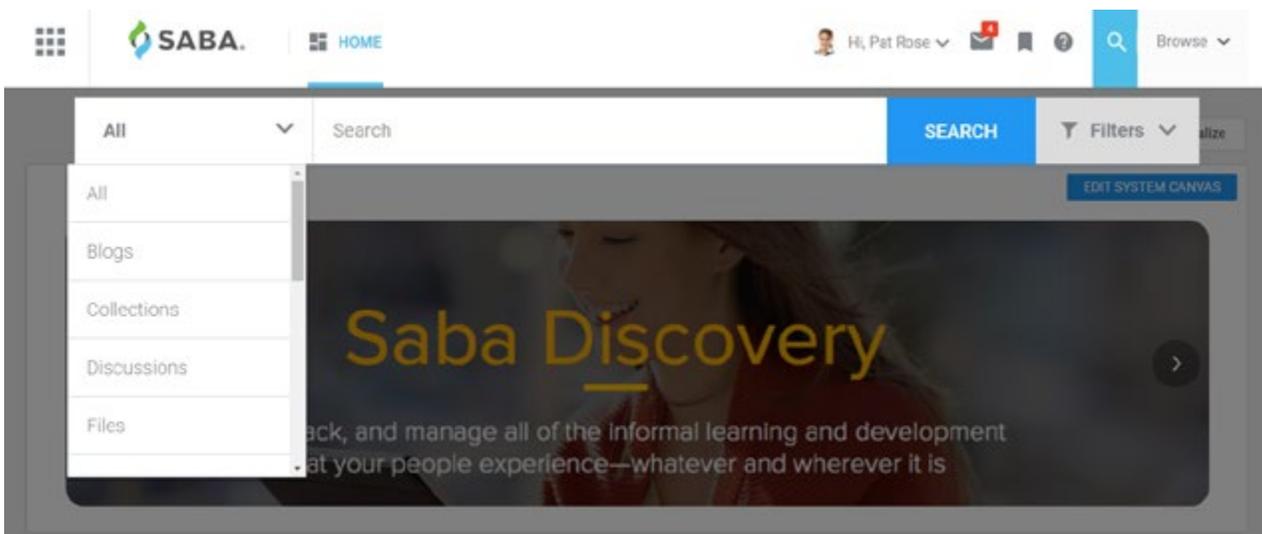


Figure 15: Users can search for publicly shared collections.

Make it Even Better with Saba Discovery

If you are a Saba Discovery customer, you can:

- Add to Collections (and create new Collections on the fly) directly from the browser using the Bookmarklet.

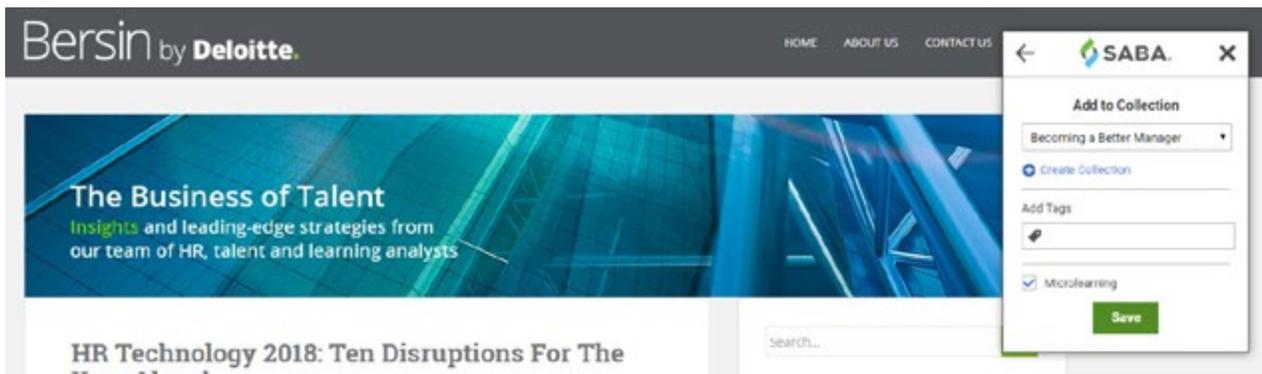


Figure 16. Add links to collections from the bookmarklet.

- Review user activity on the collections pages to see the top ten resources and the number of times they've been accessed, and who are your top ten users.

See [View User Activity for Tin Can, Social Resources, and Collections](#)

EXTENDED CONTROL OF GROUP LEVEL NOTIFICATIONS ★ Requested by You!

Groups provide a really flexible way to make resources available to users and can serve many purposes, from general information for the entire organization, to specific user-groups that will collaborate and share, to course-based groups that are driven by an instructor.

The group owner can currently select which notifications are active for that particular group from the Manage Notifications page but these settings are applied to the entire group. Because group uses can vary, the notifications for a group may need to vary as well. Group owners can now choose which notifications to enable for a group and, further, can extend control to users so that they can choose which notifications to receive. For example, the owner can set up the default Member role to enable them to opt out of just the group digest notification.

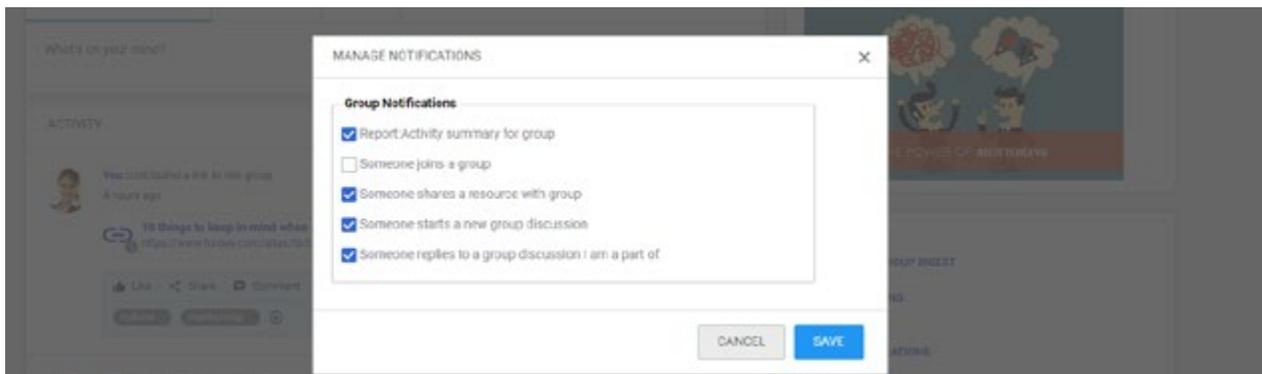


Figure 17: Group Owners can select which notifications are available to members of the group.

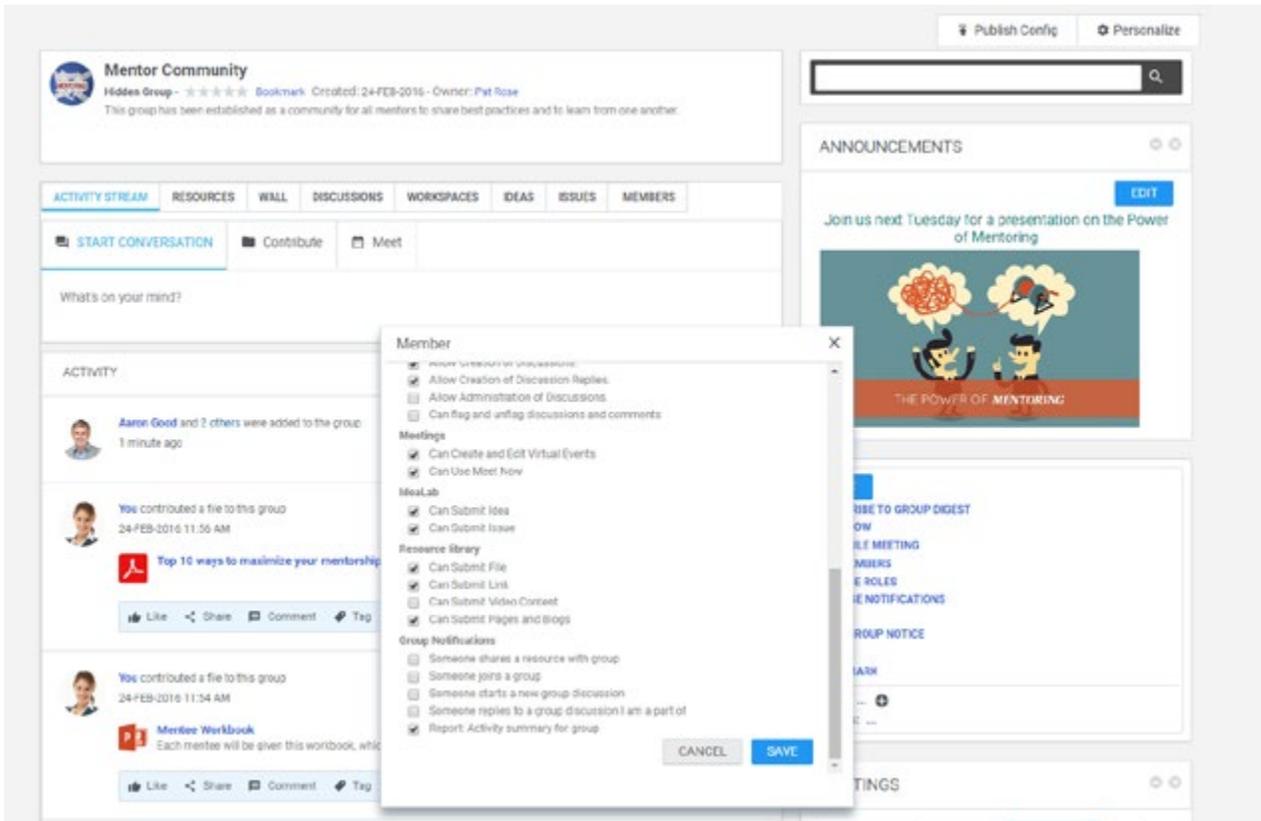


Figure 18: Group owners can enable roles to opt in or out of select group notifications, so group owners could choose to deactivate all notifications while group members can only manage one notification.

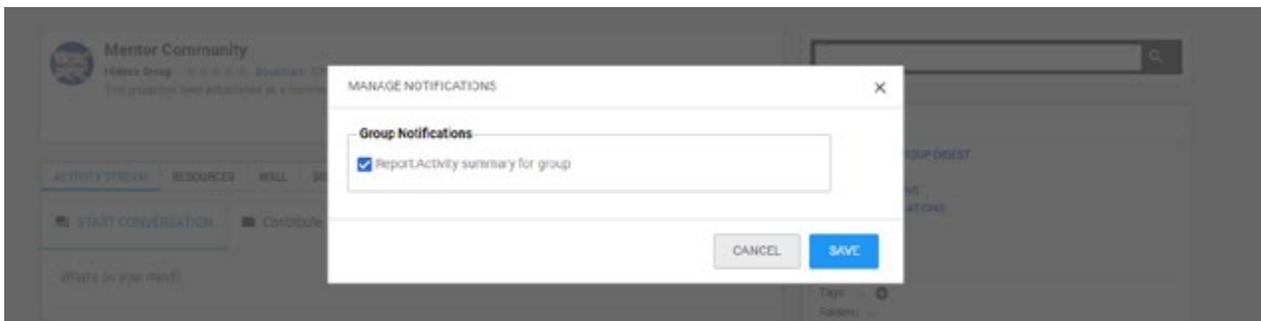


Figure 19: Group members can manage their group notifications, depending on the configurations made by the group owner.

4) Recruiting

CUSTOM CANDIDATE WORKFLOW ★ Requested by You!

Beta Product – This feature is in its beta release. Please share your feedback with us via the enhancement request process so that we can make it even better!

Until now, the candidate management process (the steps through which recruiters and hiring team move job candidates) has been static. For high-volume hiring scenarios there were too many steps and for specialized industries or jobs, steps were missing. Recognizing that the candidate process is not a one-size-fits-all workflow, we have added an option to create custom workflows that can be associated with job requisition templates so that the right workflow is put in place for the needs of the job being filled.

Recruiting administrators can now create new candidate management workflows, using the system workflow as a template. Some workflows might involve fewer steps due to the volume or nature of the hiring process, while other workflows might have custom steps, such as an assessment or group interview, that uniquely suit that role. Administrators can add, remove, and reorder steps as needed. Additionally, you can choose which system actions occur at which steps, such as generate an offer or invite for an assessment.

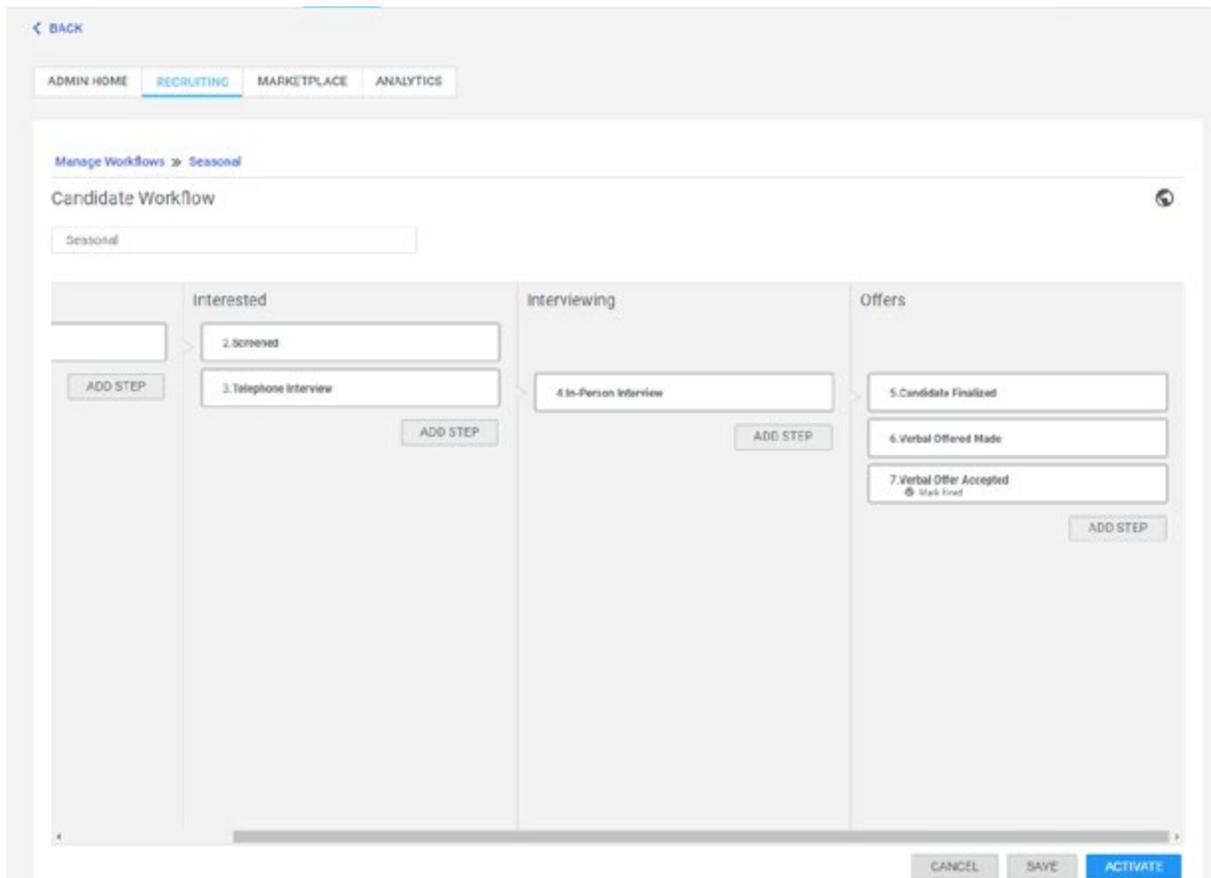


Figure 20: Create new candidate workflows with as few or as many steps as needed.

Administrators can then associate the workflow with a requisition template or requisition so that the candidates applying to the job postings will be managed using the selected workflow.

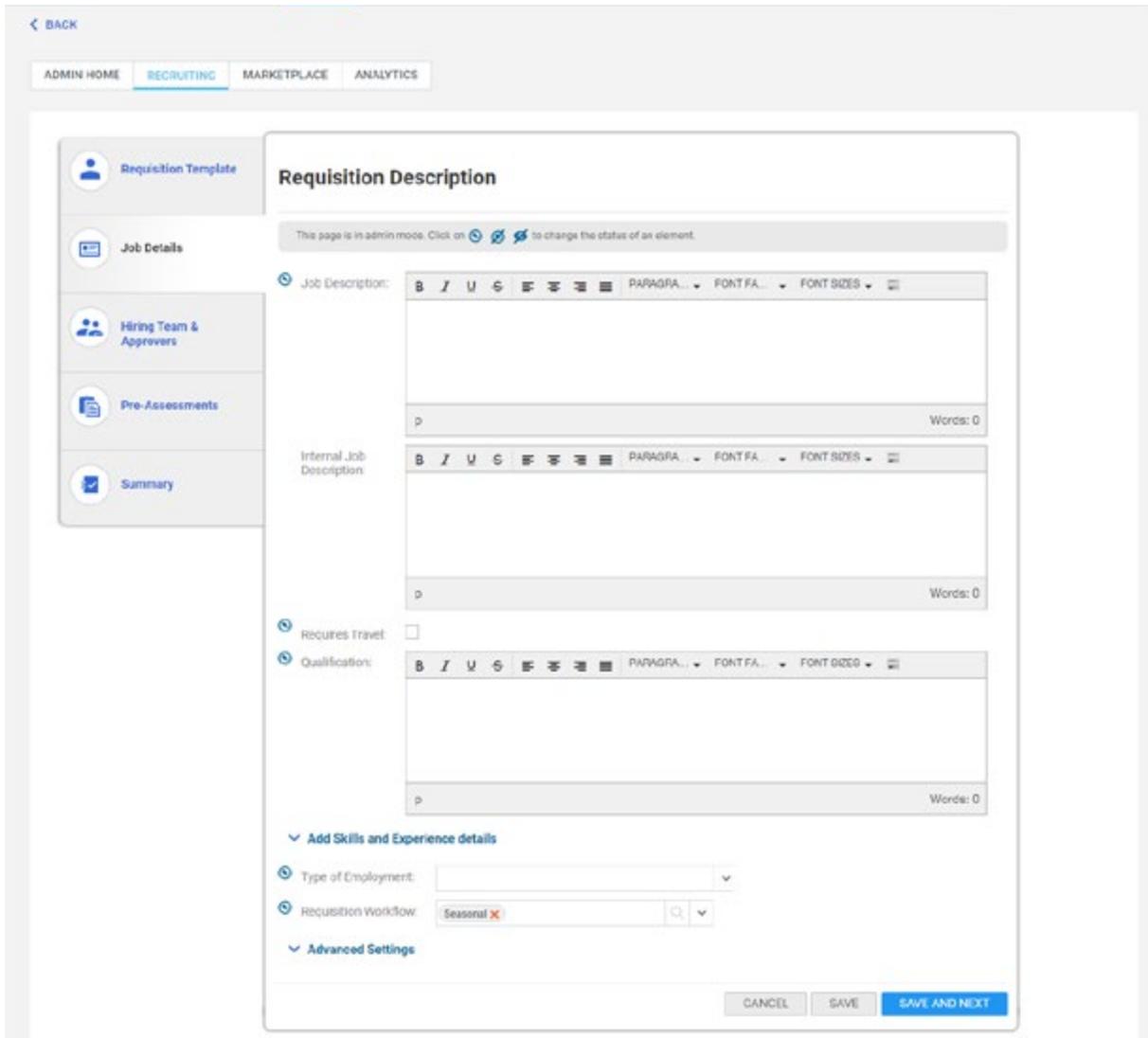


Figure 21: Associate the appropriate workflows with requisition templates or requisitions to ensure that the candidates are managed using the correct flow.

As candidates start to apply for the role, the hiring manager and recruiter will be able to manage the candidates and move them through the process using the new, relevant workflow. Members of the hiring team can also filter candidates based on which step they are at using the new Workflow Step filter.

The screenshot displays the Saba Cloud recruitment interface for a job titled "Seasonal Customer Service Support". The job details include: APPROVED ON: 23-DEC-2017, LOCATION: Chicago, LAST UPDATED: 23-DEC-2017, HIRING MANAGER: Pat Rose, STATUS: Active, and JOB POSTED: Internal and External. The number of hires is 2.

The interface shows a search filter dropdown menu with the following options:

- Telephone InternL. (selected)
- Offer Sent
- Reference Check
- Screened
- Screening Pending
- Telephone Interview (checked)

The candidate list below the filter shows three candidates:

CANDIDATE	STATUS	JOB APPLIED	SUBMITTED ON	ACTIONS
Raj Dhalwal	Interested- Telephone Interview	Seasonal Customer Service Support	23-DEC-2017	ACTIONS
Connie Wu	Interested- Telephone Interview	Seasonal Customer Service Support	23-DEC-2017	ACTIONS
Fiona Randell	Interested- Telephone Interview	Seasonal Customer Service Support	23-DEC-2017	ACTIONS

On the right side of the interface, there are several summary cards:

- CANDIDATE SOURCES:** A bar chart showing the distribution of candidate sources: Employee Referral (66.67%), Other (33.33%), Internal Jobboard (Published) (0%), and Career Site (Published) (0%).
- HIRING RECOMMENDATIONS:** Two buttons: "Recommended for Hiring" (0) and "Not Recommended for Hiring" (0).
- UPCOMING INTERVIEWS:** No upcoming interviews.
- PAST INTERVIEWS:** No past interviews.
- INTERNAL PEOPLE WITH SIMILAR SKILLS:** No internal candidates meet this requirement.

Figure 22: Filter candidates by which step they are at in the process.

Hiring teams can manage candidates individually or in bulk, making it easy to manage high volume requisitions. Users with permission to do so can even choose to skip steps in the workflow, moving a candidate ahead as needed.

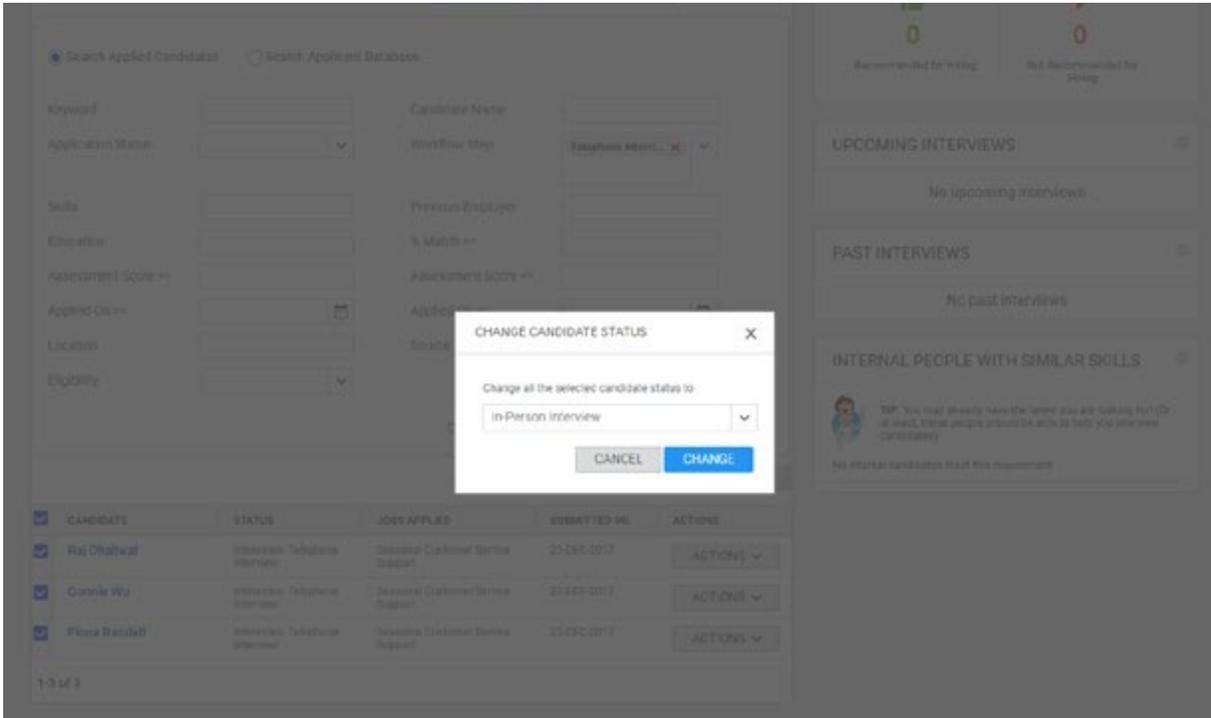


Figure 23: Manage multiple candidates at once to save time and simplify the process.

Create the candidate management processes that works for you and your hiring teams and reflects your workplace reality.

5) Platform

ULTIPRO CONNECTOR

Ultipro is a best of breed HRIS used by many Saba customers to manage their employee and contractor information and Saba is thrilled to add an Ultipro connector to the Saba Marketplace.

The new Ultipro connector enables you to set up regular data imports for the foundation tables Location, Job Type, Organization, and Person. The connector then enables you to map the Ultipro data fields to the corresponding Saba Cloud fields and schedule the imports as needed.

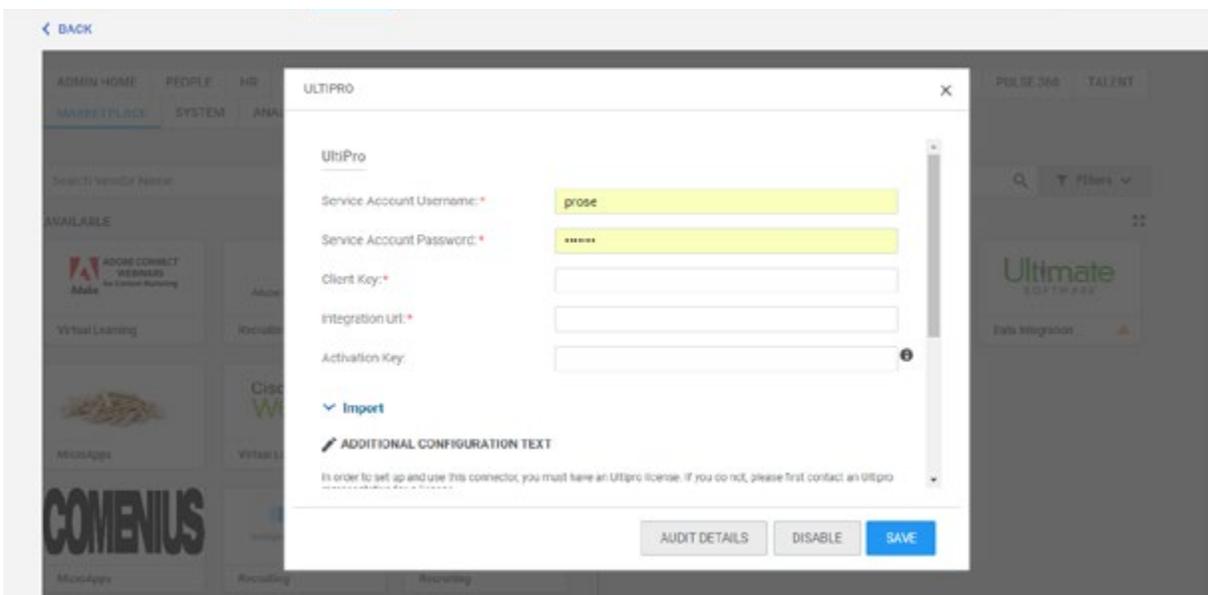


Figure 24: Set up the Ultipro connector from the Marketplace.

Schedule the import to run as needed to keep your foundation data up to date. Try the Ultipro connector for free for 30 days. No activation key is required for the trial period.

6) Mobile

VISUAL INDICATORS FOR MOBILE-COMPATIBLE CONTENT

More and more users are choosing to consume learning content on their mobile device. The Mobile-device Compatibility flag ensured that only mobile-compatible content was available to users on the mobile app but there was nothing to distinguish for to web-client users which content was mobile compatible and which wasn't.

We have now added visual indicators to class content that will display on the web-client to indicate if it is mobile-compatible and, if it is, with which devices (for example, iPhone and iPad or just iPhone.)

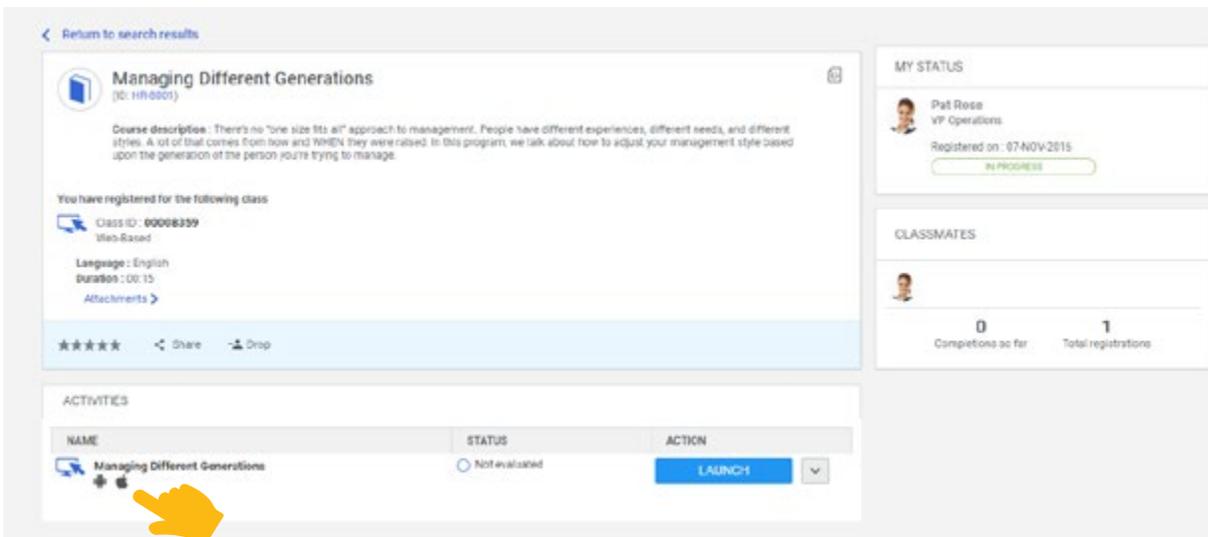


Figure 25: Users can see from the web client which content items are mobile compatible.

Now users can tell from their desktop which content needs to be completed at their desk and which can be taken on the road with them.

7) Testing and Assessments

STRICT TIME LIMIT FOR TESTS ★ Requested by You!

For certain tests, you are allowed to take your time to get the passing grade, starting and restarting as needed, but other tests require a strict time limit. Previously, it was possible to pause the test timer when a test was exited and restart it when it was relaunched, which did not provide enough rigor for some tests.

Saba has added a new property to Tests called **Strict Time Limit** that, when selected, starts the clock and doesn't stop it until the test is submitted by the test-taker. The button can be found on the Test Properties page and you can set both the time limit and the Timeout Warning point so that users are not surprised when their test time comes to an end.

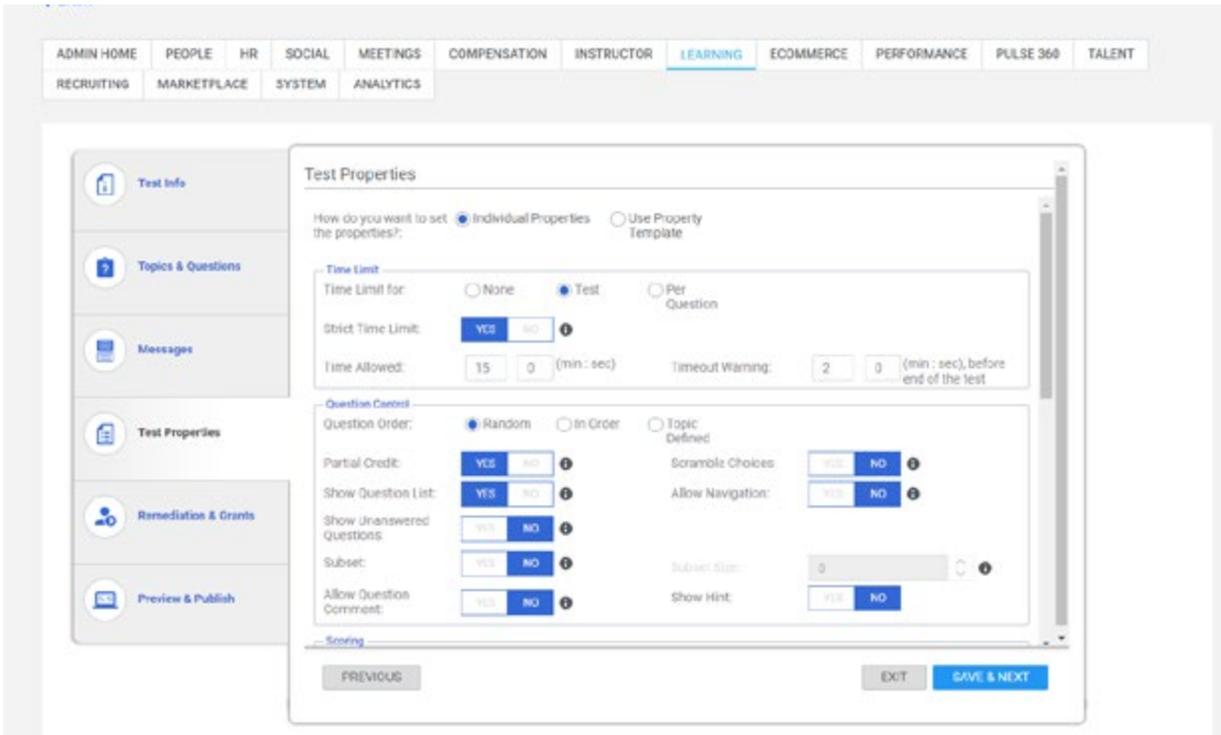


Figure 26: Set strict time limits on tests to start the clock and force users to finish within the set window of time.

8) Foundation

DISCOVER PORTLET

With so much great content getting added to your Saba Cloud instance, it can be overwhelming for users to find things that are relevant to them. While the search feature is comprehensive and easy to use, you still need to have a sense of what you are looking for. It is much easier get a list of personalized, curated list of suggestions in front of users for them to choose from.

The Discover portlet is a consumer-grade portlet that will feel very familiar to your users, presenting them with new items to discover that are relevant to them and their interests.

The portlet displays content in five bands:

- Bite-sized content (social microcontent)
- Saved for Later (content that the user saved from the bookmarklet to their Saved for Later collection. This band will only display for Saba Discovery customers.)
- Share With You (social content that has been shared with the user directly or with groups that the user belongs to)
- Topics You Are Following (social content and courses that have been tagged with tags that the user is following)
- Top-Rated (top rated courses)

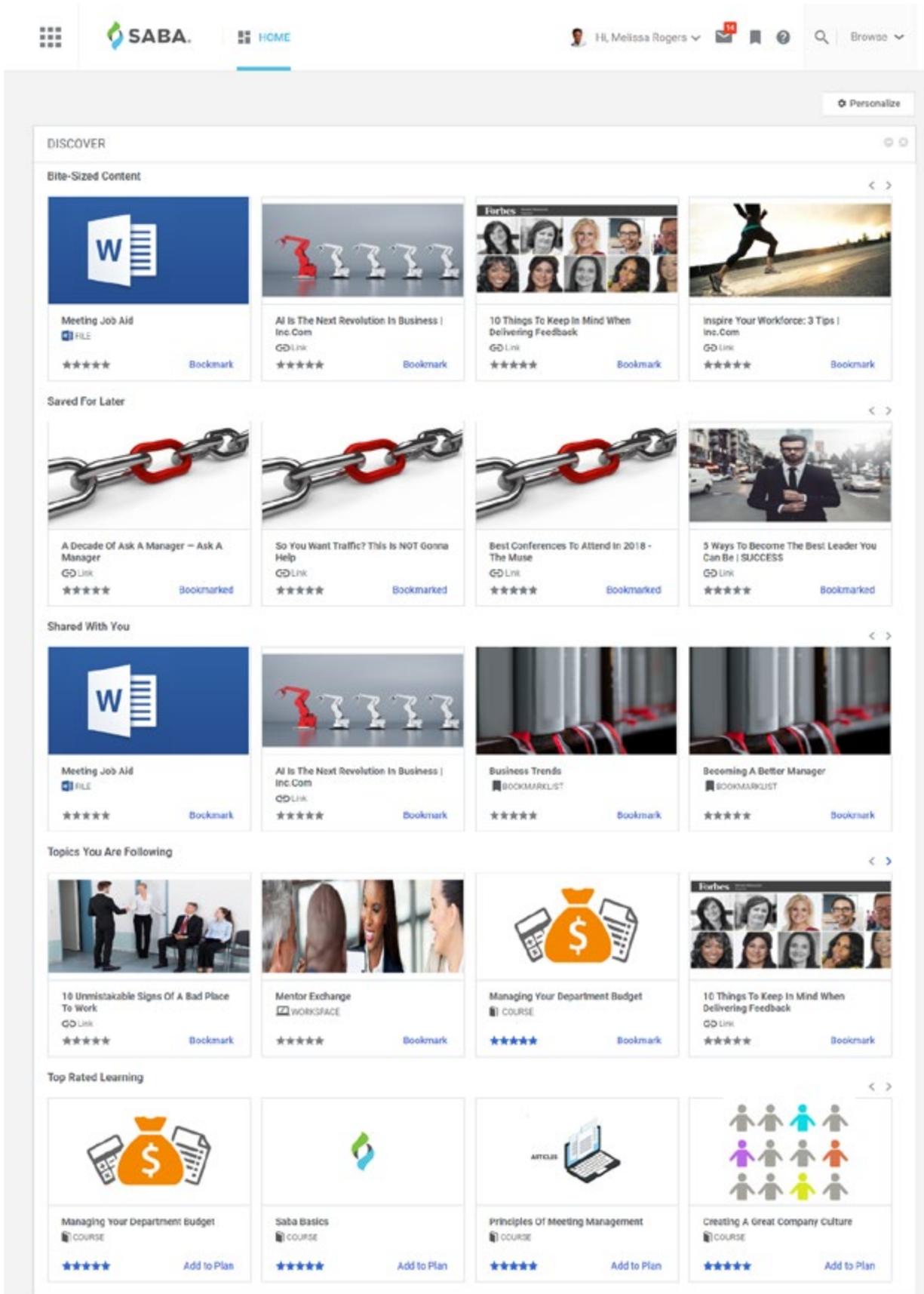


Figure 27: When users have new items to explore, Saba will display them in the discover portlet.

The bands only show when there are four or more items that have not yet been accessed by the user.

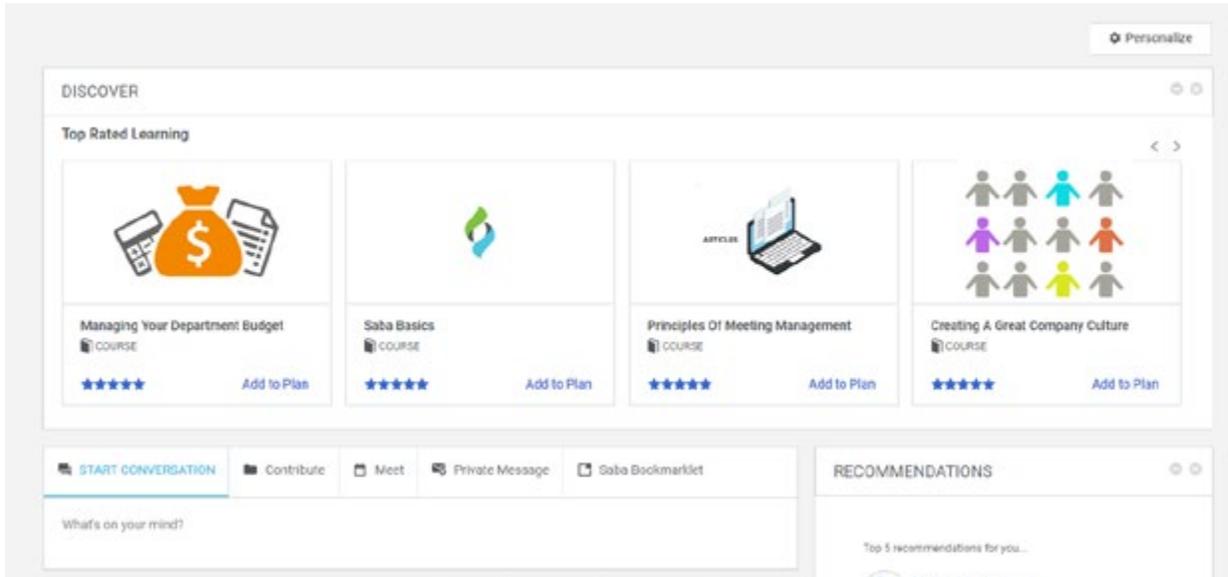


Figure 28: This user has been very active and only has a few items left to discover.

The Discover portlet gives users a personalized way to explore the valuable resources that are being made available to them, either by learning administrators or by their peers and thought leaders in a way that feels familiar and modern.

SKILLS LIBRARY

Building a skills (or competency) library can be daunting for even the most experienced HR professional. It can be hard to know where to start and what to include. With a lot of experienced insight from our new colleagues from Halogen, we have created a comprehensive Skills library.

When you enable the system-defined skills library (this setting is found under the Foundation > Skills service), you will gain access to the Saba Skills library. To enable the HR administrators to distinguish between the delivered Saba skills and your existing skills (and any that you create in the future) we have created Skills libraries. Saba Cloud's delivered skills will go in the Saba Skills library while your skills will be added to the Company Skills library. The Saba Skills can be enabled or disabled, but not edited.

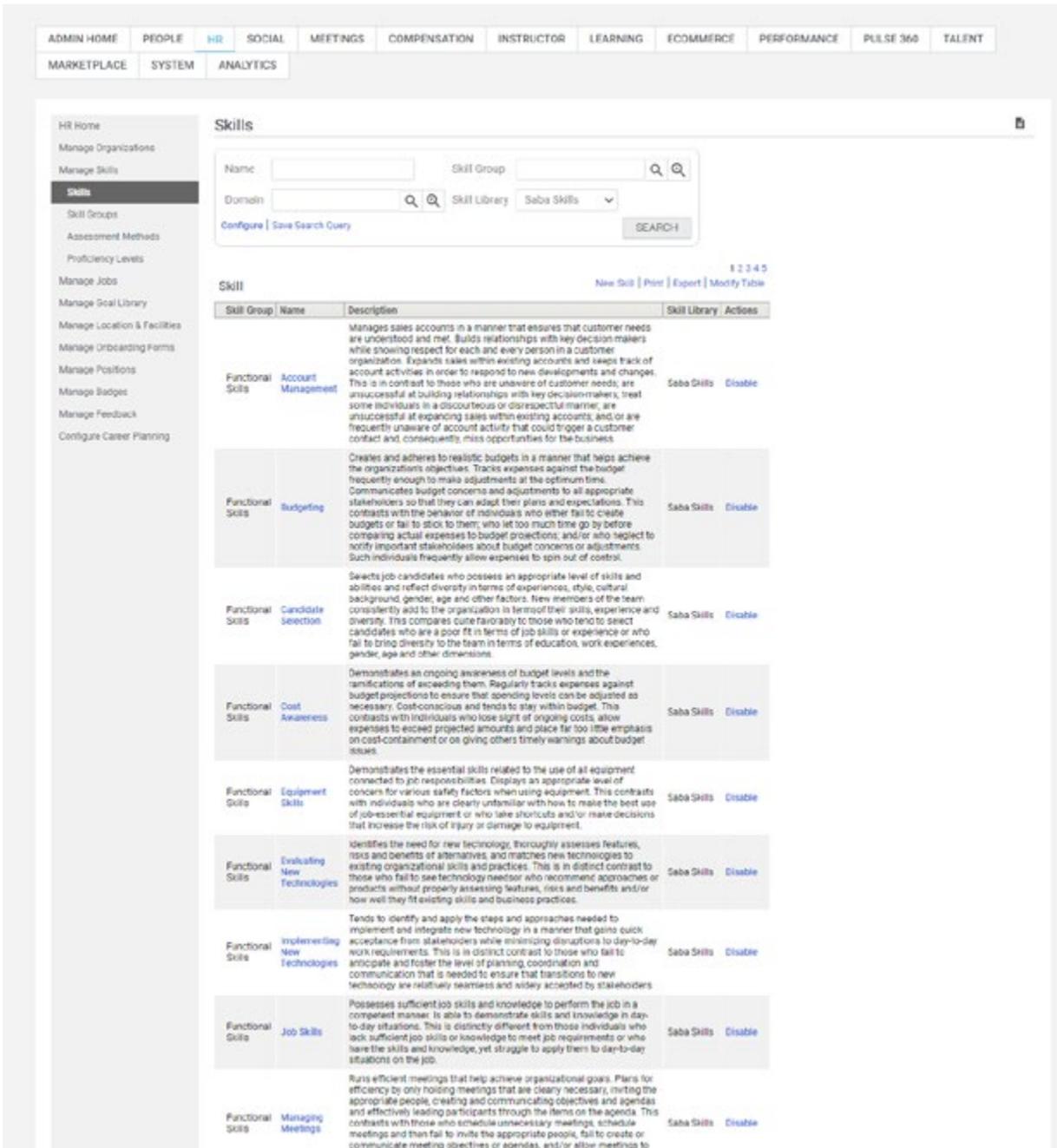


Figure 29: The Saba Skills Library adds over ninety new skills to your site, but they can be managed separately from your custom-created skills.

The ninety-two Saba Skills are broken out into seven skill groups:

- Operating Skills
- Functional Skills
- People Management
- Personal Attribute
- Personal Development
- Relationship Skills
- Strategic Skills

9) Saba Discovery

TAG RESOURCES FROM THE BOOKMARKLET

Saba Discovery introduced the Bookmarklet widget that enables users to share links back to their Saba Cloud instance with a quick click from their toolbar. Users could also choose to save to a Collection folder for themselves but further curating of the content with tags needed to be done from the resource entry.

Users can now add tags to a resources from the bookmarklet so that the saved resource is fully curated and ready for other users to find and leverage.



Figure 30: Tag resources as you add them using the bookmarklet so that they're immediately added to the microlearning flow

With the ability to tag links right when they're shared (and flag them as microcontent), users can easily contribute to your organization's microlibrary, bringing in fresh, relevant content that their peers will find useful.

VIEW USER ACTIVITY FOR TIN CAN, SOCIAL RESOURCES, AND COLLECTIONS

Saba Discovery tracks user activity on social resources and Tin Can content but these records are currently visible by the user on their Activity Stream or via an analytics report.

You can now view user activity for resources directly from the resource (File, Link, Video), content item in the content library, (for Tin Can content) or Collection (collection of resources, see [Visual and Sequenced Collections](#).) With informal content increasingly being used to drive learning and development, being able to see who has experienced the resource and how, and who has marked it complete, provides meaningful insight into the learning activity that is happening at your organization..

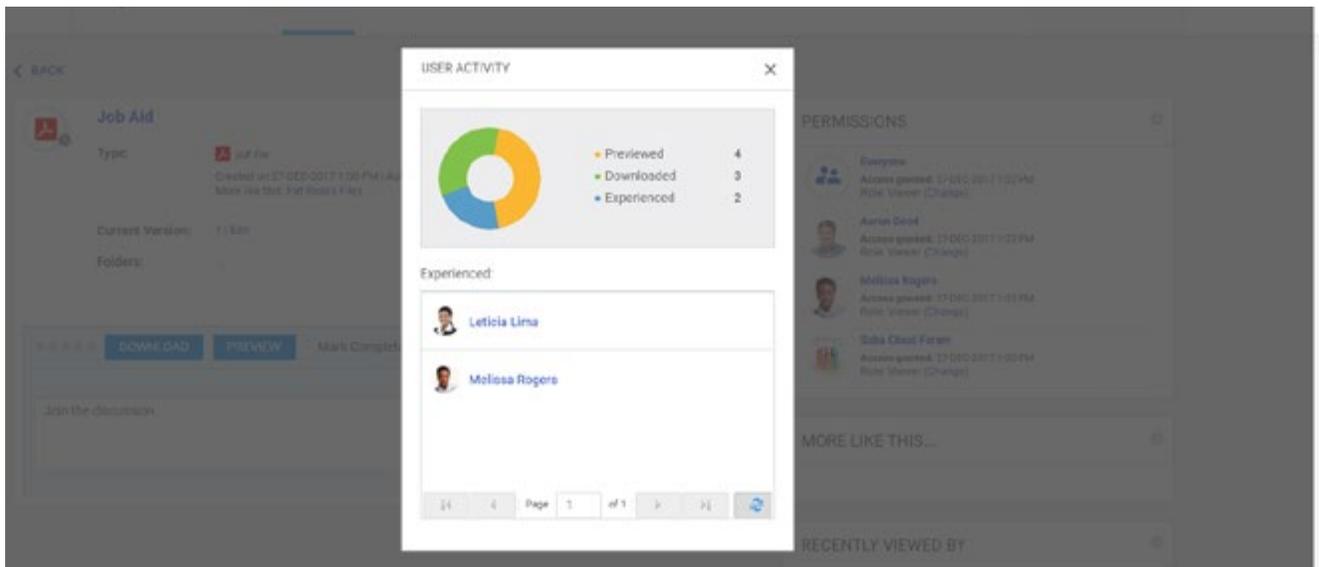


Figure 31: Review which users have experienced a resource, and how (completed, previewed, etc.) they have experienced it

This ability is especially helpful when accessed from the Collections view as it shows who the most active users are and which the most popular resource of the collection is. The summary images can be expanded to show the individual users



Figure 32: The User Activity summary report from a collection will show you which resources have been most accessed and who are your top users.

When you couple user activity reporting with informal resources and collections, it makes informal learning trackable and users accountable for leveraging the great material that you put out there for them. And it makes it easy for you to see who's using what so that you can choose to promote it or build on it.



Saba offers a radically different approach to talent management. Instead of starting with technology, we focus first on an organization's vision and culture. Once we understand their needs, we provide people-centric solutions around performance, learning and engagement that help them work, learn and grow together to build a thriving future for the organization. [Saba. United We Thrive.](#)

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