

Change Request Form

CR ref:

Change Request form

To be completed by change request owner

CR No.	C-007	Change Title:	Enable SAP Joule for SuccessFactors	
Change Type:	<input checked="" type="checkbox"/> New Requirement = yes <input type="checkbox"/> Adaptation <input type="checkbox"/> Bug fix <input type="checkbox"/> Other (specify):			
Priority	<input type="checkbox"/> High = Yes <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low	Reason for Change:	<input checked="" type="checkbox"/> Business process improvement == Yes <input type="checkbox"/> Regulatory requirement <input type="checkbox"/> Other (specify):	
Raised by:	Praff M		Date raised:	19/09/2025
Status:	<input checked="" type="checkbox"/> Under review <input type="checkbox"/> Approved		Date required by:	EC Go Live

Area(s) impacted:
SAP SuccessFactors

Full description of requested change:
<p>This change request proposes the enablement of SAP Joule, an AI-powered digital assistant embedded within the SAP SuccessFactors suite, designed to enhance HR processes and employee experience through intelligent automation and real-time insights.</p> <p>SAP Joule leverages advanced AI technologies including machine learning, natural language processing, and embedded analytics to support HR teams and employees by automating routine tasks, providing actionable recommendations, and delivering predictive analytics. This empowers HR and business users to make faster, more informed decisions and focus on high-value activities.</p> <p>The implementation of SAP Joule will contribute to:</p> <ul style="list-style-type: none"> Improved productivity by automating transactional HR processes such as feedback requests, time off approvals, and information retrieval without navigating away from main workflows.

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- Enhanced employee engagement by providing quick, conversational access to HR policies, personalized insights, and tailored guidance within SuccessFactors.
- Better decision-making capabilities through contextual, AI-driven recommendations for talent management, performance reviews, and workforce planning.
- Seamless integration with core modules such as Employee Central, Recruiting, and Performance Management, ensuring consistency and compliance in data handling.
- Potential cost savings by reducing manual effort and accelerating HR operations.

Enabling SAP Joule aligns with Col's digital transformation goals and strategic focus on leveraging AI to drive business agility and workforce empowerment. This change will also ensure Col remains current with SAP's innovation roadmap, leveraging embedded AI capabilities for future scalability and competitive advantage.

Assigned for impact assessment to:

HCL

Details of any proposed alternative scenarios:

COL will rely on existing standard SAP SuccessFactors functionalities without AI-driven insights and automation from Joule.

Reasons for requested change including benefits and disadvantages:

Reasons for Requesting SAP Joule Enablement

- To leverage artificial intelligence and machine learning capabilities embedded within SAP SF.
- To improve HR operational efficiency by automating routine and transactional tasks.
- To enhance employee experience by providing conversational AI assistance and real-time insights.
- To enable smarter decision-making with predictive analytics and AI-driven recommendations.
- To align with SAP's roadmap for intelligent enterprise HR solutions, ensuring future-proofing.
- To reduce manual workload and free HR staff to focus on strategic initiatives.
- To improve data usage and compliance through integrated SAP cloud security features.
- To accelerate digital transformation of HR processes consistent with COL's strategic goals

Benefits of Enabling SAP Joule

- Increased Productivity -Automation of repetitive tasks saves time for HR and employees
- Enhanced User Experience-Intuitive AI-driven conversational interface for easier system use
- Data-Driven Decision Making-Real-time insights and predictive analytics improve decisions
- Improved Employee Engagement-Personalized guidance and timely recommendations boost satisfaction
- Seamless Integration-Native integration with SuccessFactors modules ensures data consistency

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- Future Scalability-Access to evolving SAP AI innovations for continuous improvement

Disadvantages or Challenges

- Implementation Complexity-Initial setup and configuration effort required
 - Data Privacy Concerns-AI features require appropriate handling of personal and sensitive data
 - Training and Change Management-Employees and HR need training for adopting new AI capabilities
 - Licensing and Cost-Potential additional licensing fees may apply
 - Dependence on SAP Cloud-Requires stable cloud infrastructure and ongoing SAP support
 - Possible Resistance to Change-Users may have initial reluctance to rely on AI-driven processes
- approximately 20 to 25 queries per month from leavers,

FYI – Approval route

Days	Approval route
XX days plus	
Less than XX days	

Impact assessment form

To be completed by impact assessment owner

CR No.	[Subject]	CR Title:	Enable SAP Joule for SuccessFactors		
Assessment owner	Praff M	Date of impact assessment:	14/03/21	Complexity:	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low
Functional:	<input type="checkbox"/> Yes		Interface:	<input type="checkbox"/> Yes	

Outline of solution proposal

The proposed solution entails enabling SAP Joule, the embedded AI-powered digital assistant, within the existing SAP SuccessFactors environment at COL to enhance HR operations through intelligent automation, real-time insights, and improved user experience.

Key components of the solution include:

- **Technical Enablement:** Activate SAP Joule features compatible with COL's SuccessFactors modules such as Employee Central, Recruiting, and Performance Management on the existing cloud platform. Ensure that system versions meet SAP Joule prerequisites.
- **Configuration and Integration:** Configure necessary permissions, roles, and data source integrations to enable Joule's seamless access to relevant HR data for accurate insights while ensuring compliance with data privacy regulations such as GDPR.
- **Testing and Validation:** Conduct thorough testing including functional, user acceptance, and privacy compliance testing to verify Joule's AI features work as intended and data protection standards are met.
- **Change Management:** Develop and deliver training and communication campaigns to familiarize HR teams and employees with Joule's functionalities, benefits, and usage guidelines to encourage adoption.
- **Support and Monitoring:** Establish hypercare support post-go-live for monitoring AI performance, addressing issues, and continuous tuning of the assistant for optimal user experience.

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Areas of impact (include impact on other modules):

Here are the key areas of impact and reasons related to enabling SAP Joule for SuccessFactors at COL:

Module / Area	Impact Description	Reasons / Notes
Employee Central (EC)	Joule uses core employee data to provide contextual AI insights and assist with HR transactions.	Accurate and complete master data is critical for Joule's AI-driven recommendations and automation.
Recruiting Management (RCM)	Enables AI-powered candidate shortlisting, interview scheduling assistance, and recruiter productivity tools.	Integration helps automate recruiting tasks and improve hiring decision quality with AI analytics.
Performance & Goals	Provides predictive insights on performance trends, coaching suggestions, and goal management automation.	Joule's analytics improve performance review objectivity and employee development plans.
Learning Management System (LMS)	May provide personalized learning recommendations and nudges to employees and managers.	Enhances employee skills development aligned with organizational goals via AI-driven suggestions.
Security and Compliance	Requires updates to data access permissions and privacy controls related to AI data usage.	Ensures compliance with GDPR, data privacy laws, and internal policies when processing employee data.
User Experience / UI	Introduction of conversational AI and embedded insights changes how users interact with SuccessFactors.	User training and change management needed to maximize adoption and comfort with Joule's new interfaces.
System Performance	Potential minor performance overhead due to AI data processing and analytics.	Infrastructure may require monitoring to ensure response times and system availability stay optimal.

Reasons for Impact

- **Data Dependency:** Joule relies heavily on accurate, timely employee and HR data across modules to generate meaningful AI insights.
- **Process Integration:** AI automation touches multiple HR processes, causing indirect impacts on workflows and approval chains.
- **User Change:** Employees and HR staff will interact differently with SuccessFactors via AI conversational features and embedded recommendations.
- **Compliance Requirements:** Handling of sensitive employee data for AI purposes elevates the need for strict compliance and security reviews.
- **Technical Changes:** Configuration of roles, permissions, and enablement settings affect cross-module access and data flows.

Impact Management Plan for Enabling SAP Joule

Training Plan

- **Audience:** HR Administrators, Managers, Employees, IT Support
- **Content:**
 - Overview of SAP Joule capabilities and benefits.
 - Hands-on training on using Joule features (conversational AI, recommendations).
 - Data privacy and security awareness related to AI.
 - Troubleshooting common issues and support contacts.
- **Delivery Methods:** Virtual instructor-led sessions, e-learning modules, user guides, and FAQs.
- **Timing:** Align training sessions before go-live and provide follow-up refresher courses.

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Areas of impact (include impact on other modules):

Communication Plan

- Objectives:
 - Create awareness of the new AI assistant and its benefits.
 - Set expectations on changes in workflows and user experience.
 - Promote adoption and encourage feedback.
- Channels:
 - Email newsletters.
 - Intranet announcements.
 - HR town halls and webinars.
 - Quick reference guides and tip sheets.
- Timeline: Begin communication at least 4 weeks before go-live, with ongoing updates post-implementation.

Compliance and Privacy Checklist

- Data Handling:
 - Verify employee data privacy impact assessment (DPIA) for using AI-driven features.
 - Confirm alignment with GDPR and local data protection laws.
 - Configure consent management where applicable for personal data processing.
- Security:
 - Review roles and authorization settings for AI data access.
 - Ensure secure integration points between SuccessFactors modules and Joule.
 - Review SAP cloud security updates related to AI services.
- Governance:
 - Define data retention and monitoring policies for AI-generated insights.
 - Establish audit and incident response procedures regarding AI usage.
 - Document compliance approvals from data protection officers.

This structured approach mitigates risks, drives user readiness, and ensures regulatory compliance when enabling SAP Joule.

Impact on budget:

[Specify additional costs, or state TBD]

Assessment of impact / technical clarification of the change request

Plan

This CR will be undertaken as a change to...

Functional cross over into other functional workstreams – Mark all areas affected

- ☐ ☐ HR
☐ System Admin
☐

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Assessment of impact / technical clarification of the change request	
Technical cross over into technical workstreams	<input type="checkbox"/> Interfaces <input type="checkbox"/> Data migration <input type="checkbox"/> Reporting <input type="checkbox"/> Other (please specify)
Data impact (enhancement)	<input type="checkbox"/> No
Testing	Yes as per plan
Documentation	Create <input type="checkbox"/> Configuration document <input type="checkbox"/> Unit test in Dev <input type="checkbox"/> Test evidence <input type="checkbox"/> Build documentation in PREV <input type="checkbox"/> Build documentation in PROD <input type="checkbox"/> JIRA/Config Reference

Acceptance criteria
<p>Acceptance Criteria for Enabling SAP Joule</p> <ol style="list-style-type: none"> 1. Technical Enablement <ol style="list-style-type: none"> a. SAP Joule features are successfully enabled and configured in the COL SuccessFactors production environment according to SAP specifications. b. All required permissions, roles, and data source connections are properly set up for Joule to function across relevant modules. 2. Functionality Testing <ol style="list-style-type: none"> a. All defined functional test cases for Joule capabilities (AI-driven recommendations, conversational features, automated actions) are executed with successful results. b. UAT signoff is obtained from HR and business users confirming that Joule features meet business needs and user expectations. 3. Support and Monitoring <ol style="list-style-type: none"> a. Hypercare support is established post go-live with issue resolution procedures. b. Monitoring tools for Joule's AI performance and system stability are actively used.

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Responsible Team/Owner

Responsible Team / Owner

- SAP SuccessFactors Solution Architect - HCL
Owns overall solution design, planning, and coordination of Joule enablement activities.
- SAP SuccessFactors Administration Team - HCL
Responsible for technical configuration, role and permission setup, and system readiness.
- IT Security and Compliance Team - COL
Ensures data privacy, security policies, and regulatory compliance related to AI data processing.
- Quality Assurance (QA) Team – HCL/COL
Leads testing, validation, and user acceptance testing activities.
- Change Management Team - COL
Drives communication, training, and user adoption programs.

Risk Assessment:

Risks, issues, assumptions, dependency specific to or impacted by this change request

The items identified here are specific to, or impacted by, the effective delivery of this change request.

Type	RAID ref	Narrative
Risk		
Issues		
Assumptions		
Dependency		

Timescales

Timescales are indicative until the IA has been approved, at which point it will be planned and resourced accordingly.

Approved change requests will be actioned within specific time windows as agreed with the Governance and Support team, provided full data, details and any clarification points have been provided between all parties within agreed documented timescales.

Any subsequent changes to the CR once the Impact Assessments have been created will be subject to revision and re-approval.

Changes to any CR once submitted will result in the CR being cancelled and will require an updated or new change request to be resubmitted through the Council governance and support process.

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Impact on timeline:

[Estimated Start Date]: 30/10/2025

[Estimated End Date]: 01/12/2025

Estimated Resourcing Implications			
List additional resources or skillsets required here:			
Resources	Days	Rate	Cost
CPI/Security	11	450	4950
	19	920	17480
Total	30		22430

Authorisation form

To be signed off by the Authority and Supplier authorisers

Signatures (to authorise change request)	
Signed on behalf of the authority:	Signed on behalf of the supplier:
Signature:	Signature:
Name:	Name:
Position:	Position:
Date:	Date:

Signatures (to authorise change request)	
We agree that the completed work is acceptable, and this change request is now closed	
Signed on behalf of the authority:	Signed on behalf of the supplier:
Signature:	Signature:
Name:	Name:
Position:	Position:
Date:	Date: