

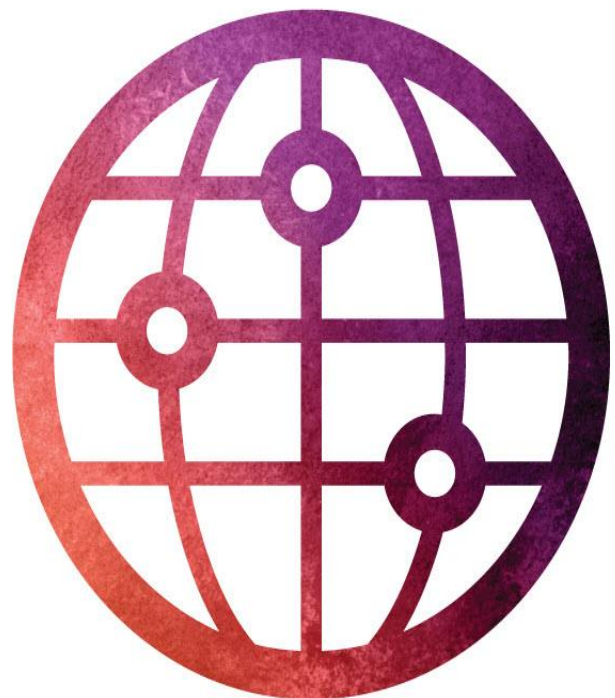
alight



# Employee Central to hrX Exchange

Integration Guide Global Assignment

Version 3.2



## Document Control

<b>Document ID</b>	SCPI Implementation Guide Global Assignment
<b>Document Owner</b>	Product Cloud Integration Team
<b>Distribution</b>	NGA Enterprise Products Community
<b>Issue Date</b>	<b>July 2020</b>
<b>Last Saved Date</b>	<b>July 2020</b>
<b>File Name</b>	EC-hrX Exchange Global Assignment Implementation Guide.docx

## Version Control

Version	Description	Release Date
1.0	<b>Initial</b>	June 2019
2.0	<b>2<sup>nd</sup> version</b>	August 2019
3.0	<b>3<sup>rd</sup> version</b>	January 2019
3.1	<b>4<sup>th</sup> version</b>	March 2020
3.2	<b>5<sup>th</sup> version</b>	July 2020

## Summary of Changes

Version 1.0 Item No	Change Description	Chapter/Selection
1.0	New document.	All document
2.0	Introduce upload of business rule and integration center definition	All document
3.0	Update branding and changes related to hrX Exchange release (13 and 14)	All document
3.1	Clarifications	All document
3.2	Update on business configuration and parameters	Section 3.1.2 Section 3.2.1

## Introduction

This implementation guide enables the configuration needed in both Employee Central and SCPI (SAP Cloud Platform Integration) for the integration of Global Assignments to hrX Exchange.

## Related documents

All related documents can be found in [NGA Help Center](#).

## Copyright and Trademarks

The contents of this document and all associated computer programs and documentation are copyrights and may not be reproduced without the written permission of NorthgateArinso UK Limited. Some sections may refer to statutory regulations or requirements. This document is not a substitute for official forms of notification or information, nor is it a definitive statement of the law or intended to form a binding contract.

© 2020 NGA Human Resources, an Alight Company. All rights reserved.

# Table of Contents

<b>1 Introduction</b>	<b>5</b>
<b>2 Integration Overview</b>	<b>6</b>
2.1 Supported scenarios in Employee Central	6
2.2 Unsupported scenarios	6
2.3 Prerequisites and Considerations	7
2.3.1 Employee Central	7
2.3.2 SAP Cloud Platform Integration	7
2.4 Technical Process Flow	8
2.5 EC portlets Home and Host assignment	9
2.6 Employee identifiers in Employee Central vs. hrX Exchange	10
<b>3 Configuration</b>	<b>11</b>
3.1 Employee Central Configuration	11
3.1.1 Configuration of the business rules	11
3.1.2 Manage Business Configuration	13
3.1.3 Integration Center	13
3.1.4 Intelligent Service Center	15
3.2 Configuration of the Global Assignment package in SCPI	17
3.2.1 Packaged Integration – SF EC Global Assignment via ISC to NGA HR hrX Exchange	18
3.2.2 Packaged Integration – SF EC Global Assignment to NGA HR hrX Exchange	19
<b>4 Troubleshooting</b>	<b>22</b>
4.1 Problem 1: Start or end of global assignment did not trigger notification to NGA	22
4.2 Problem 2: Execution in Integration Center failed for Start or End of global assignment	24
<b>5 References</b>	<b>25</b>

# 1 Introduction

The **Global Assignment** feature of SuccessFactors Employee Central enables organizations to assign employees to expatriate assignments as they move to multiple geographical locations around the globe while staying with the same organization. It also allows organizations to permanently transfer employees to other countries while maintaining both home and host master data during the assignment periods.

NGA has developed a solution for the integration of global assignments from Employee Central to hrX Exchange. It's built on a new future proof foundation which is the basis for future changes in hrX Exchange release 12.0. By using the Employee Central functionality for event driven integrations, add and end global assignment events are replicated near-real time to hrX Exchange. Another benefit is that the data mapping and conversion now happens on NGA side instead of the SAP middleware and this simplifies the integration and troubleshooting.

## 2 Integration Overview

### 2.1 Supported scenarios in Employee Central

1. Start of global assignment
2. End of global assignment
3. Support end of global assignment automatically when this is enabled in the Global Assignment Configuration
4. Changes to portlets of employees who are on global assignment
5. Supported multiple assignments (more than 2 employment info records)

### 2.2 Unsupported scenarios

Following scenarios related to Global Assignments are not supported:

1. Rescind or delete of global assignment.  
Workaround: Raise a ticket to NGA via hrX Assist for this process
2. Edit of global assignment  
Workaround: Raise a ticket to NGA via hrX Assist for this process
3. Updates to records of past global assignments  
Workaround: Raise a ticket to NGA via hrX Assist for this exceptional process  
Point to Consider: Any changes to past global assignments (shared and dedicated portlets) are ignored by the integration.
4. This is a known limitation of the package integration in which the compound employee API returns only the last changed record. So in case of multiple job info changes on the same day, only the last record change is sent to Exchange. In global assignment, though the event is sent to Exchange immediately this limitation is still possible when GA event is parked for approval and changes are performed prior to approval.  
Workaround: Ensure that succeeding changes after add/end global events are performed when the event has been interface to Exchange.

## 2.3 Prerequisites and Considerations

### 2.3.1 Employee Central

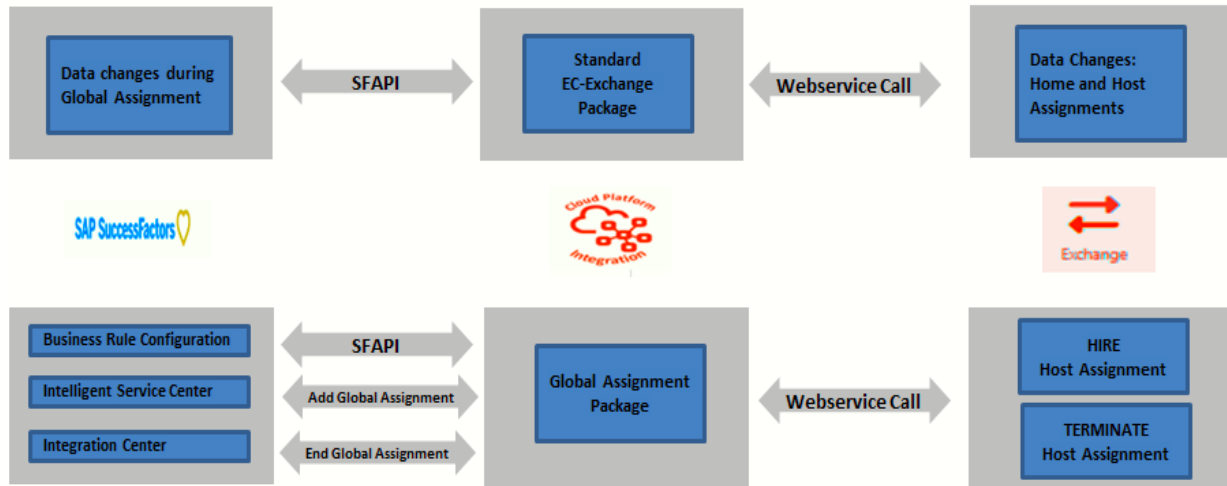
- Intelligent Service Center, Integration Center and Global Assignments should be activated and enabled.
- The consultant must be familiar with configurations related to Global Assignment, has experience in Intelligent Service Center, and Integration Center and troubleshooting integrations. Please check with your SuccessFactors Employee Central functional team for support.
- Dormant (external code D) is used as the recommended employee status for an employee that is away on global assignment.
- Event reasons for add global assignment (for standard event GA) and end global assignment (for standard event EGA) are maintained.
- Event reasons (for standard event AGA or Away Global Assignment and BGA or Back from Global Assignment) for updating the home job info record are maintained.
- An employee can only have one global assignment at a time.
- A global assignment and concurrent employment cannot be applied to the same employee at the same time.

### 2.3.2 SAP Cloud Platform Integration

- The client must have an existing operational production and test SCPI tenants for integration with NGA.
- The consultant performing the configuration steps must be familiar with SCPI and execution and monitoring of packaged installations.

## 2.4 Technical Process Flow

The event driven flow is visualized below and shows that a business rule triggers an event for Add Global Assignment and End Global Assignment. The event is picked up by the Intelligent Service Center with source flow defined in Integration Center. The configured integration from the Integration Center then makes a web service call to the NGA SCPI Global Assignment iflow. This iflow then sends the employee's global assignment records over to hrX Exchange.





### Results in hrX Exchange

Event in Employee Central	hrX Exchange
Global Assignment Start	<ul style="list-style-type: none"> <li>Employee hired in the host country with hire reason = event reason for standard GA event and Alternate Descriptions GA Status = Host</li> <li>Data change for home assignment (Alternate Descriptions GA Status = Home)</li> <li>Data change for home assignment (Alternate Descriptions Workconditionreason = event reason for standard AGA event)</li> </ul>
Global Assignment End	<ul style="list-style-type: none"> <li>Employee terminated in host country with termination reason = event reason for EGA event</li> <li>Data change for home assignment (Alternate Descriptions Workconditionreason = event reason for standard BGA event)</li> </ul>

## 2.5 EC portlets Home and Host assignment

Subsequent changes to the home or host assignment are picked up by the standard integration, **Packaged Integration SuccessFactors Employee Central to NGA HR**, every X minutes.

In Employee Central, changes can be made on portlets linked to employment: home  or host  and portlets linked to the person. Changes to portlets linked to the employment are routed to the corresponding home or host employment in Exchange. An example is a salary change in the compensation portlet. Changes to portlets linked to the person are routed to both home and host employments. Example is an update to the e-mail address or personal information portlet.

Portlet	Separate record	Example of content	Remarks
Address	Yes	Address, state, city, country	Global assignment has a dedicated address type, <b>host country</b> . This is important for countries where this is required due to tax or payroll reasons. Host country address can only be maintained once the employee is on global assignment.
National ID and Work Permit	No	SSN for US	National ID and Work Permit records are interface to hrX Exchange to the country of either home or host.
Personal Information	No	Employee name, marital status	Changes either from home or host assignments from EC are interface to both the home and host records in hrX Exchange.
Biographical information	No	Date of birth, Person ID	Changes either from home or host assignments from EC are interface to both the home and host records in hrX Exchange.
Communication	No	E-mail address	Changes either from home or host assignments from EC are interface to both the home and host records in hrX Exchange.
Dependents	No	Name of spouse	Not supported by the standard package integration.
Employment Information	Yes	User ID, is HostAssignment	Determine if the employment is home or host assignment.
Job Information	Yes	Cost center, company code, event, FTE, position	Child node of Employment Information. Changes either from home or host assignments from EC are interface to its corresponding home or host record in hrX Exchange.

Compensation	Yes	Pay group, salary, recurring pay elements	Child node of Employment Information. Changes either from home or host assignments from EC are interface to its corresponding home or host record in hrX Exchange.
Payment (bank) Information	Yes	Bank account	Child node of Employment Information. Changes either from home or host assignments from EC are interface to its corresponding home or host record in hrX Exchange.
Alternate Cost Distribution	Yes	Cost Center, Percentage	Child node of Employment Information. Changes either from home or host assignments from EC are interface to its corresponding home or host record in hrX Exchange.

## 2.6 Employee identifiers in Employee Central vs. hrX Exchange

In Employee Central, the process of adding global assignment means creating another employment record to an existing person. In hrX Exchange, however, the host record needs to be created via a new hire action.

Employee Central	hrX Exchange
External Person ID	Person ID
User ID	Employee ID

The User ID field in Employee Central allows us to identify the various employment and this value is uniquely generated by Employee Central for each employment. The combination of Person ID & Employee ID is unique.

## 3 Configuration

It is possible to deviate from the configuration steps below e.g. aligning naming convention in line with existing policies.

### 3.1 Employee Central Configuration

This section describes the configuration steps in Employee Central, Intelligent Service Center, and Integration Center to set-up the Global Assignment integration.

#### 3.1.1 Configuration of the business rules

Required business rules for NGA’s global assignment have been exported and made available in this guide so that it can be conveniently imported to a target SuccessFactors instance of a customer. This would reduce the numerous manual actions in the past which can lead to errors and at the same time ensures ease, fast, and reliable implementation.

**Procedure:**



NGA\_BusinessRules\_GA.csv

1. Download NGA Business Rule for GA (.csv)
2. Navigate to the Admin Center. In the Tools search field, type Import and Export Data.

3. **\* Select the action to perform**

4. Choose CSV and set **\* Select Generic Object**

5. Upload the csv file from step 1 in **\* File**  NGA\_Busines...les\_GA.csv

6. Keep other field inputs as is and click

7. After Import, navigate to **Monitor Job**. Look for the job related to the recent import.

Back to: Admin Center  
Monitor Jobs

Job Name	Job Description	Job Type	Job Status
Rule_MDFImport_northgateIP4_2019-08-22		MDF Data Import	Completed

Items per page 25

Items per page 25 Page 1 of 100

Submission Time	Completion Time	Job Details	Download Status
2019-08-22 03:58:...	2019-08-22 03:58:...	Total:2/Processed:2, Pa...	Download Status

- Click **Download Status** displaying in csv file the status of the import.

A1		Company: northgateIP4				
	A	B	C	D	E	F
1	Company: northgateIP4					
2	Total Records: 2					
3	Number of failed records: 0					
4	The Import was successfully completed.					

- Navigate to Configure Business Rules and search for the newly imported rules for GA:

Admin Center / Business Rules Admin

\*As Of Date: August 22, 2019 Scenario: Last Modified By:

Base Object:

Business Rules (2)				
<input type="checkbox"/>	Rule Name	Rule ID	Scenario	Base Object
<input type="checkbox"/>	NGA_Add_GA	NGA_Add_GA	Basic (_basic)	jobInfo
<input type="checkbox"/>	NGA_End_GA	NGA_End_GA	Basic (_basic)	jobInfo

- Open NGA\_Add\_GA. Ensure that event value is set to Away on Global Assignment.

**Job Information.Event Reason.Event** is equal to **Away on Global Assignment (25712)**

If not then edit the IF expression and select the correct event as the code varies among EC instances. Once done click **Save**.

- Open NGA\_End\_GA. Ensure that event value is set to Back from Global Assignment.

**Job Information.Event Reason.Event** is equal to **Back from Global Assignment (25713)**

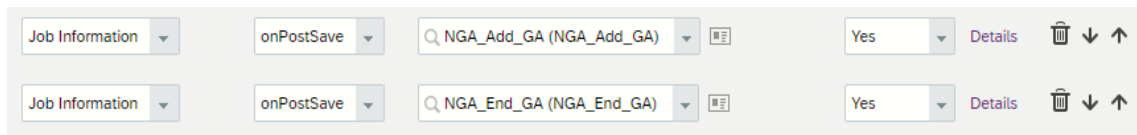
If not then edit the IF expression and select the correct event as the code varies among EC instances. Once done click **Save**.

*Note: if you modify the business rules, make sure there is no country restriction.*

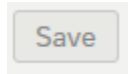
### 3.1.2 Manage Business Configuration

**Procedure:**

1. Navigate to the Admin Center.
2. In the Tools search field, type *Manage Business Configuration*.
3. Click jobInfo left section of the screen.
4. Create the following trigger rules with base object = Job Information; Event Type = onPostSave and rule = newly created rules for GA.



- 5.



### 3.1.3 Integration Center

Required integrations for NGA’s global assignment have been exported from Integration Center through export Integration Definition and made available in this guide so that it can be conveniently imported to a target SuccessFactors instance of a customer. This would reduce the numerous manual actions and effort in the past especially the demanding steps on calculated URI which can lead to errors. This ensures ease, fast, and reliable implementation.

**Procedure:**

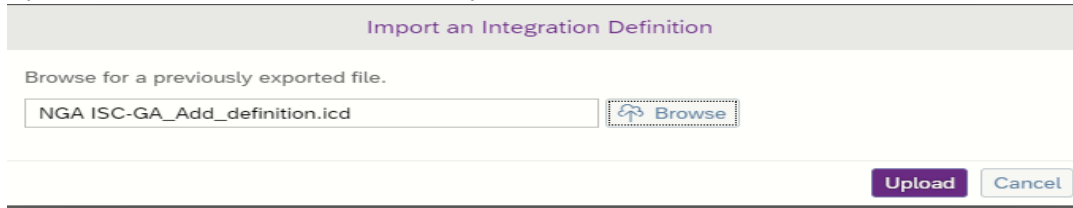
1. Download NGA Integration Center Definition for Add and End GA (.icd)




2. Navigate to the Admin Center.
3. In the Tools search field, type **Integration Center**. Click **My Integrations**.

4.  and select 

5. Upload the .icd file for Add GA from step 1

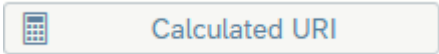




6. Screen is automatically redirected to  .

7. Go to  . The **Destination Settings** contain the parameters for calling the SCPI components which in turn fetch the employee records in real-time from SuccessFactors Employee Central. The Rest API URL consists of the SCPI endpoint for the client and the published package. See supplementary details in [Section 3.2](#).

- **REST API URL:** `https://host/http/GlobalAssignmentEx/*?`  
Where
  - `host` is the URL of your SCPI landing page e.g. the hostname is p0461-iflmap.hcisbp.eu1.hana.ondemand.com
  - `/http` (constant)
  - `/GlobalAssignmentEx/` will depend on the parameter input for address in sender connection for the GA iflow in CPI
  - The `/*` at the end will allow you to define more parameters should there be a need to
- **Authentication:**
  - Authentication Type: Basic Authentication
  - The user name and password should be the CPI tenant system user (S-user or P-user) with access to the SCPI tenant to execute applications. Recommendation is to create a new technical user (P-user) or use existing ones that are configure as generic user for integrations with CPI. Check this [blog](#) for guidance on creating technical user.
  - Authorization to `ESBMessaging.send` is required. If the user is not authorized then the executions will fail with error 403. The authentication can be tested by opening the “REST API URL” in a browser and provide the credentials.

- **Calculated URI**

- Click 
- Check  Calculation Trace . Navigate using  Check parameter values are calculated correctly. Screenshot of correct result of calculated URI:

Calculation Trace

Record 3 (seqNumber:1,startDate:2010-01-01T00:00:00.000Z,userid:9039)  
 Field Value = [value:PersonID=] Concatenate/Append [Text to Append value:9039 path:employmentNav/personIdExternal] Concatenate/Append [Text to Append value:&SnapshotDate=] Concatenate/Append [Text to Append value:30T07:25:50.000Z path:lastModifiedDateTime] ==> PersonID=9039&SnapshotDate=2010-01-01&ModDate=2016-05-30T07:25:50.000Z

8. Click to save the integration

9. Go to (Review and Run). Click to test the integration.  
 a. Check Last Run Time

Last Run Time: **Wed Jul 17 2019 12:37:15 GMT+0800 (Singapore Standard Time)** by clicking on refresh button. Once the execution completes successfully a green check is displayed. Click the link to render the Execution Manager which displays the event details :

**Wed Jul 17 2019 12:37:15 GMT+0800 (Singapore Standard Time)**

**Execution Manager**  
 Back to Admin Center

Integration Center Event Details

Scheduled Job

Middleware Integrations

Process Instance Name: NGA GA Start - Version 15 Process Instance ID: 158190

Event Name	Event Description	Event Type	Created Date
endJob	End execution of job [jobExe...	END	Wed Jul 17 2019 12:37:48 G...
Raw data Log	Attached is raw data output ...	INFO	Wed Jul 17 2019 12:37:20 G...
Integration Process Info	Calling REST destination UR...	INFO	Wed Jul 17 2019 12:37:19 G...
Page 1	1 records processed in 00 ml...	INFO	Wed Jul 17 2019 12:37:19 G...
Raw data Log	Attached is raw data output ...	INFO	Wed Jul 17 2019 12:37:18 G...
Query	mainEntityName : EmpJob, e...	INFO	Wed Jul 17 2019 12:37:16 G...
startJob	Start execution of job [jobExe...	START	Wed Jul 17 2019 12:37:15 G...

10. Repeat steps 1-9 for End Global Assignment Integration Center Definition.

### 3.1.4 Intelligent Service Center

This section describes how to configure events for Add Global Assignment and End Global Assignment in Intelligent Service Center (ISC).

**Procedure:**

1. Navigate to the Admin Center.
2. In the Tools search field, type *Intelligent Service Center*.
3. Search for 'global'.

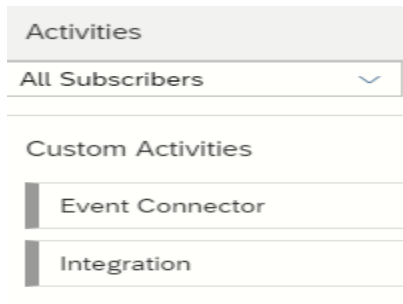
Back to Admin Center

### Intelligent Services Center

All Events Sort by: Events Raised Past 7 days

Event	Publisher	Events Raised
<b>End Global Assignment</b> This event is raised after a global assignment is ended for a worker as of the effective start date.	Employee Central	0
<b>Add Global Assignment</b> This event is raised after a new global assignment is created for a worker as of the effective start date.	Employee Central	0

4. Click Add Global Assignment.
5. Remove existing publishing rule linked to standard rule for Add GA.
6. In the left menu click Flow 1 and . Rename the flow e.g. IC\_Add\_GA.
7. In the right menu under Activities -> Custom Activities click Integration.



8. Select the integration for Add GA created in Integration Center under My Integrations and click Add Integration


9. Set timing to TIMING  
When event is published

10. Save the flow 
 Actions  
 Save Flow

11. Repeat steps 1-10 for End Global Assignment event in ISC.

## 3.2 Configuration of the Global Assignment package in SCPI

There are new Artifacts for Global Assignment introduced together with the standard package. These artifacts (integration flows) are included once customer upgrades to the latest version of the package.



### SAP SuccessFactors Employee Central Integration with Third-Party Payroll Vendor - NGA HR

Overview **Artifacts (21)** Documents (3) Tags Comments

---

<input type="checkbox"/>	<a href="#">Packaged Integration - SF EC Global Assignment to NGA HR hrX Exchange</a> Transfer global assignment records (Start and End) on demand from SuccessFactors Employee Central to NGA hrX Exchange Unmodified	Integration Flow
<input type="checkbox"/>	<a href="#">Packaged Integration - SF EC Global Assignment via ISC to NGA HR hrX Exchange</a> Transfer global assignment records (Start and End) real time from SuccessFactors Employee Central to NGA hrX Exchange through Intelligent Service Center Unmodified	Integration Flow

- Integration Flow **Packaged Integration – SF EC Global Assignment via ISC to NGA HR hrX Exchange** is triggered via Intelligent Service Center to send global assignment records to hrX Exchange in real time. This is the iflow called by the configurations in Intelligent Service Center and Integration Center mentioned in previous section.
- Integration Flow **Packaged Integration – SF EC Global Assignment to NGA HR hrX Exchange** is used for Adhoc run. This package is to be utilized only in cases when Intelligent Service Center or Integration Center fails to trigger the iflow automatically or whenever there is an issue with the GA iflow itself.
- The standard package, **Package Integration - SF EC to NGA HR hrX Exchange**, was also adjusted to ensure that corresponding changes during global assignment correctly flows to Exchange for either the home or host record for dedicated portlets and for both records for shared portlets.

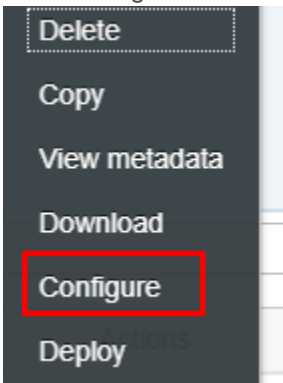
### 3.2.1 Packaged Integration – SF EC Global Assignment via ISC to NGA HR hrX Exchange

**Procedure:**

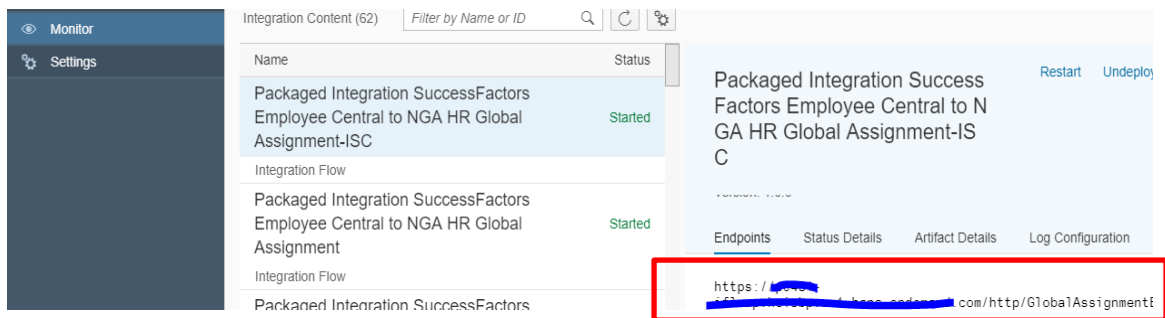
1. Go to the iflow and click Action.

<a href="#">Packaged Integration SuccessFactors Employee Central to NGA HR Global Assignment</a> Transfers Global Assignment from SAP SuccessFactors Employee Central to NGA HR hrX Exchange. Created	Integration Flow	1.0.0	
<a href="#">Packaged Integration - SF EC Global Assignment via ISC to NGA HR hrX Exchange</a> Transfer global assignment records (Start and End) real time from SuccessFactors Employee Central to NGA hrX Exchange through Intelligent Service Center. Created	Integration Flow	1.0.1	

2. Click Configure.



3. Go to Sender Tab. **Sender Tab** is the configuration of external call endpoint. The endpoint will be generated after deploying the Artifact. From CPI tenant main page go to Monitor -> Manage Integration Content. Find the integration content for GA through ISC. The Endpoint value will be use as input to the REST API URL in Integration Center.



By default the address parameter is set to /GlobalAssignmentEx/\*.

Sender	Receiver	More
<b>Connection</b>		
Sender:	<input type="text" value="Sender"/>	
Adapter Type:	<input type="text" value="HTTPS"/>	
Address:	<input type="text" value="/GlobalAssignment/*"/>	

- Go to **Receiver**. Receiver Tab, like the standard package, contains the configuration of SF Instance, hrX Exchange web service and Mail Adapter. Use hrX Exchange web service endpoint provided by NGA customer project team.
- Go to **More** tab. Supply the value for the following parameters. These parameters are similar to the existing parameters of the standard package.

Type:	<input type="text" value="All Parameters"/>
BusinessUnit:	<input type="text"/>
Company:	<input type="text"/>
ComponentId:	<input type="text" value="&lt;Company ID of the Employee Central Instance&gt;"/>
Cost Center - External Obj...:	<input type="text"/>
EmployeeClass:	<input type="text"/>
GCC:	<input type="text" value="&lt;Global Customer Code&gt;"/>
IsEmailEnabled:	<input type="text" value="&lt;Enter 1 to enable mail else 0&gt;"/>
Location:	<input type="text"/>
Package Version:	<input type="text" value="&lt;Enter 1 for Old Package and 2 for New Package the GA belong&gt;"/>
Pay Components - Number:	<input type="text" value="&lt;Enter 1 if the Employee Central system has Pay Components of type N...&gt;"/>



- Package version parameter is introduced for Exchange transformation to distinguish if the customer is using the old or new package. This is relevant so that transformation is able to determine if the LCC configuration resides in SCPI or in Exchange.

- Once the setup is done, click **Save** and **Deploy**.

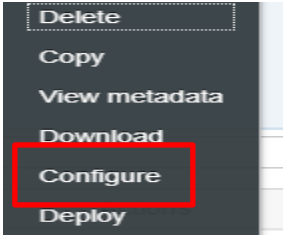
### 3.2.2 Packaged Integration – SF EC Global Assignment to NGA HR hrX Exchange

#### Procedure:

- Go to the iflow and click Action.

<a href="#">Packaged Integration SuccessFactors Employee Central to NGA HR Global Assignment</a> Transfers Global Assignment from SAP SuccessFactors Employee Central to NGA HR hrX Exchange. Created	Integration Flow	1.0.0	
<a href="#">Packaged Integration - SF EC Global Assignment via ISC to NGA HR hrX Exchange</a> Transfer global assignment records (Start and End) real time from SuccessFactors Employee Central to NGA hrX Exchange through Intelligent Service Center. Created	Integration Flow	1.0.1	

2. Click on Configure.



3. Go to **Receiver**. Receiver Tab like the standard package contains the configuration of SF Instance, hrX Exchange web service and Mail Adapter. Use hrX Exchange web service endpoint provided by NGA customer project team.

<b>Receiver</b>	More
Receiver:	<input type="text" value="CompoundEmployee"/>
Adapter Type:	<input type="text" value="SuccessFactors"/>
<b>Processing</b>	
Address:	<input type="text" value="https://&lt;SFAPI end point url&gt;"/>
Credential Name:	<input type="text" value="&lt;SuccessFactors EC Credentials&gt;"/>

4. Go to **More** tab. Supply the value for the following parameters. These parameters are similar to the existing parameters of the standard package except for the following:

Configure "Packaged Integration - SF EC Global Assignment to NGA HR hrX Exchange"	
BusinessUnit:	<input type="text"/>
Company:	<input type="text"/>
ComponentId:	<input type="text" value="&lt;Company ID of the Employee Central Instance&gt;"/>
Cost Center - External Object ...	<input type="text" value="&lt;Enter 1 to send the Cost Center's External Object ID to PEX or 0 fo..."/>
EmployeeClass:	<input type="text"/>
GCC:	<input type="text" value="&lt;Global Customer Code&gt;"/>
IsEmailEnabled:	<input type="text" value="&lt;Enter 1 to enable mail else 0&gt;"/>
LastModifiedOn:	<input type="text" value="&lt;YYYY-MM-DDTHH:MM:SS:ssZ for_example 2014-11-04T05:01:2..."/>
Location:	<input type="text"/>
Pay Components - Number:	<input type="text" value="&lt;Enter 1 if the Employee Central system has Pay Components of ty..."/>
PersonIdExternal:	<input type="text"/>
Snapshot Date:	<input type="text" value="&lt;YYYY-MM-DD for_example 2014-11-04&gt;"/>

- a. PersonIDExternal: PersonID in SF EC of the employee for global assignment start and end

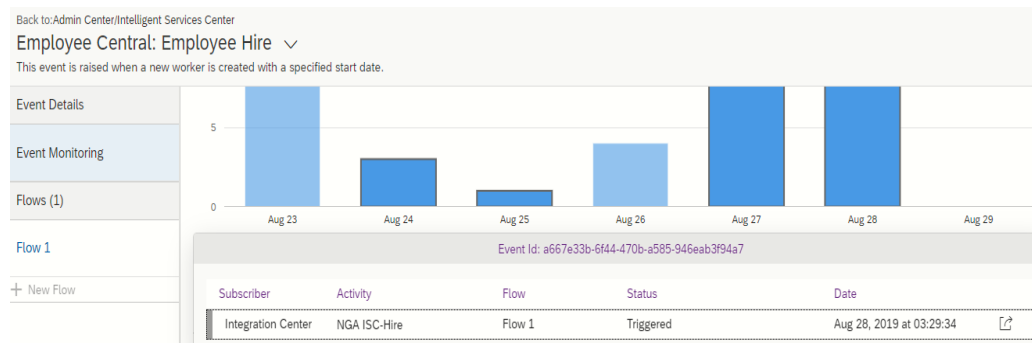
- 
- b. Snapshot Date:
    - i. Start Date of start of Global Assignment to hire the person in hrX Exchange
    - ii. Start Date of the end of Global Assignment to terminate the host record in hrX Exchange
  - c. LastModifiedOn: Provide a time stamp value in the format yyyy-mm-ddThh:mm:ss.sssZ (for example, 2015-01-01T00:00:00.000Z) capturing the transaction date and time when for start or end of global assignment
5. Once the setup is done, click **Save** and **Deploy**.

## 4 Troubleshooting

### 4.1 Problem 1: Start or end of global assignment did not trigger notification to NGA

#### Procedure:

1. Check in Intelligent Service Center that the event was triggered.
  - a. Go to Admin Center Navigate to the Admin Center.
  - b. In the Tools search field, type *Intelligent Service Center*.
  - c. Select the event.
  - d. Click Event Monitoring and navigate to the applicable date and time. If there are events triggered for the specified date and time select the corresponding event to see if the flow was triggered. See screenshot below.



- e. Click [Show Details](#). Another screen is generated showing the Execution Manager and the details of the event. See sample screen below:

**Execution Manager**  
Back to Admin Center

Integration Center Event Details

Scheduled Job

Middleware Integrations

Process Instance Name: NGA ISC-Hire - Version 5  
Process Instance ID: 52f2f185-5b71-4195-b60d-d30d815c73ba-608cc2dc-da9d-4932-8a9e-730993e81607

Event Name	Event Description	Event Type	Created Date
Event	Event ended	END	Wed Aug 28 2019 20:56:09 GMT+0800 (Si...
Integration Center Info	1 Records processing completed in 00 hrs ...	INFO	Wed Aug 28 2019 20:56:09 GMT+0800 (Si...
Integration Process Info	Calling REST destination URL https://p046...	INFO	Wed Aug 28 2019 20:55:58 GMT+0800 (Si...
Page 1	1 records processed in 00 mins 00 secs 00...	INFO	Wed Aug 28 2019 20:55:58 GMT+0800 (Si...
Event	Event started	START	Wed Aug 28 2019 20:55:58 GMT+0800 (Si...

2. If there are no events triggered in ISC, confirm that the business rules are correctly set.
  - a. Ensure to remove published rule with standard event for GA.
  - b. Recommendation is to use Business Rule Execution Log as that will give detailed information on the decision-making process during the execution.
    - i. Go to Business Rule Execution Log.
    - ii. Click **Create New** Rule Trace and populate the required fields:

**Rule Trace:**

\* Code

\* Name

\* Start Date

\* End Date

Log

\* Login User

Rules to be Logged (If Empty, All Rules Will be Logged)

- iii. Click **Save**
- iv. Once done with the execution of Add or End GA. Go to Business Rule Execution Log. Set Search to Rule Trace and select the trace you created. This will enable the log to be downloaded for tracing and analysis:

### Rule Trace: 0814\_Trace (0814\_Trace)

\* Code 0814\_Trace

\* Name 0814\_Trace

\* Start Date 08/14/2019

\* End Date 08/15/2019

Log



Download



Delete

## 4.2 Problem 2: Execution in Integration Center failed for Start or End of global assignment

### Procedure:

1. Perform validation steps in [4.1](#) to view the event details in Execution Manager in Integration Center.
2. Based on the error, check if the error is related to credentials.
3. Perform manual execution (Run Test) via Integration Center.

## 5 References

Refer to the following published documents available in SAP Help Portal for SuccessFactors Employee Central:

[Managing Employment in Employee Central](#)

[Implementing and Configuring Global Assignments in Employee Central](#)

[Integration Center](#)

[Intelligent Service Center](#)



---

**NGA Human Resources** is a global leader in helping organizations transform their business-critical HR operations to deliver more effective and efficient people-critical services. We help our clients become better employers through smarter, more streamlined business processes — to save money, manage employee life cycles, and support globally connected, agile organizations. This is how NGA makes HR work.

What sets us apart is **The NGA Advantage**. It's a combination of deep HR experience and insight, advanced technology platforms and applications and a global portfolio of flexible service delivery options.

[www.ngahr.com](http://www.ngahr.com)