SAP Fiori Application
Manage employee assets/tools/access

Story

Employment process looks like a simple one, but also requires participation of several persons and has several aspects. One of them is to prepare a working place for a coming employee. Who is responsible for that? In many companies first line manager is a person, who requests all necessary things for the subordinates.

Let's consider an example when a new team member comes to a SAP department of any company. What he/she needs to start work? Of course a badge, a computer, a corporate e-mail account, an access to SAP systems, MS-Office license. Sometimes companies provides a mobile phone, corporate credit card and so on for their employees.

If the process is not automated then the first line manager of a new worker should write 3-5 or even more e-mails to different peoples to request all necessary staff. It could take several days. During that time a new employee doesn't bring any value to the company. The quicker an employee gets the necessary access and tools for a job, the quicker he/she starts to bring value.
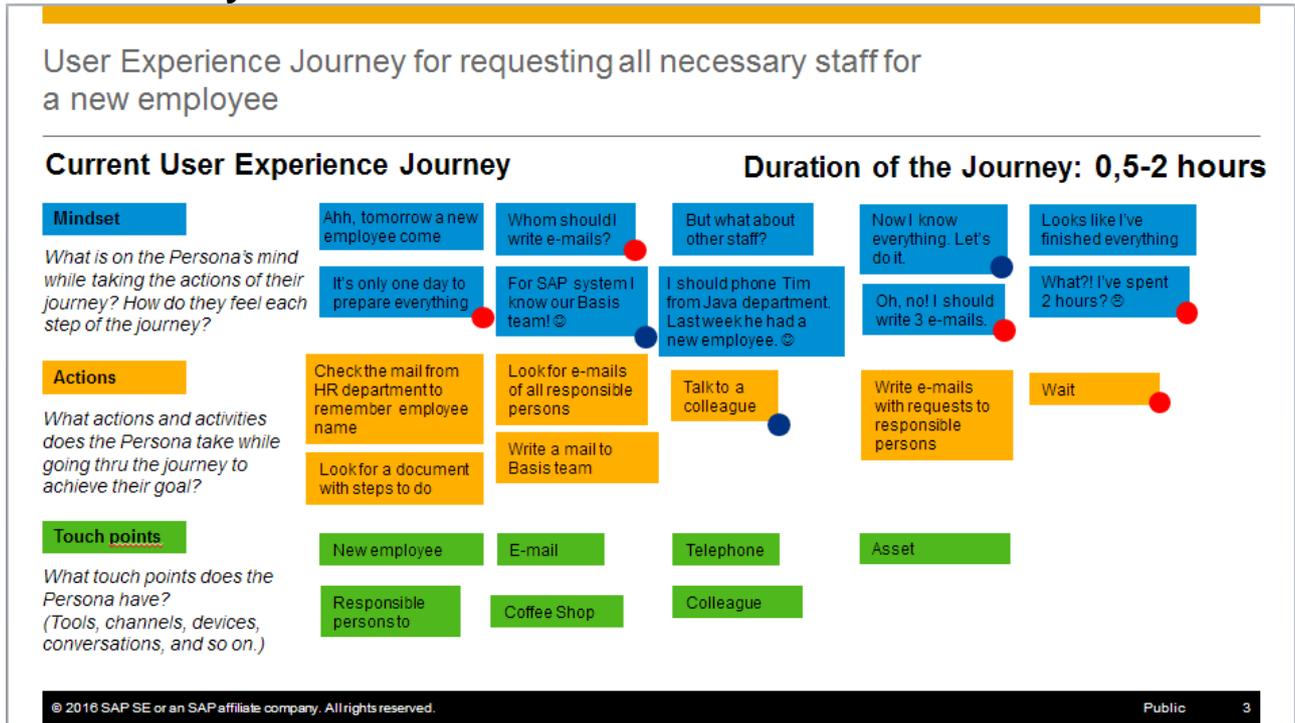
To automate and simplify the process of providing assets/access to a worker I would like to provide an entry point (SAP Fiori application) for a first line manager to create requests of "necessary things" for subordinates. Also with this application a person can track if the requested staff provided or not.

Moreover during the work it could be a situation, when an employee needs additional access. For such cases the application also suits.

One more advantage of such an application is a wide area of applying. It is suitable for any type of office employees, which are nowadays a very large group of workers and presented in almost any company.

Also the application is only a starting point to automate the process, but getting the statistic of such requests it is possible to analyze demand for software licenses

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Persona

Name: Erika Mustermann

Picture

Background:
43 years old; Married; Magister of computer science; Manages team of 10 SAP consultants

Job Title / Role:
First line manager

"For me, I would like to ..."
manage my team easier and better and provide comfort environment for them

JOB RESPONSIBILITIES
Main tasks and frequency:
Provide all necessary assets/tools/access for subordinates and externals

MAIN GOALS
Make it quicker to subordinates bring value
Find a simpler way to communicate with other departments regarding ordinary tasks

PAIN POINTS
Who is responsible for access or tool?
It takes too much time to start working for a new employee
How to request a new software license for my team?

NEEDS
Need to reduce time when my team doesn't bring value
Need to know responsible for some processes (e.g. e-mail creation)

COMPETENCIES

Casual User	- - - - - - - - ✖ - - -	Power User
Proactive	- - - ✖ - - - - - - -	Reactive
Work in team	- - - - - - ✖ - - - -	Lone Fighter
Global focus	- - - - - - ✖ - - - -	Local focus
Innovative	- - - ✖ - - - - - - -	Conservative

STAKEHOLDERS
Main persons in contact during work:
Subordinates
Employee from other departments (IT, HR, FI)
Second line manager

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User Journey

User Experience Journey for requesting all necessary staff for a new employee

Current User Experience Journey

Duration of the Journey: 0,5-2 hours

Mindset					
What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?	Ahh, tomorrow a new employee come	Whom should I write e-mails?	But what about other staff?	Now I know everything. Let's do it.	Looks like I've finished everything
	It's only one day to prepare everything	For SAP system I know our Basis team! ☺	I should phone Tim from Java department. Last week he had a new employee. ☺	Oh, no! I should write 3 e-mails.	What?! I've spent 2 hours? ☹

Actions					
What actions and activities does the Persona take while going thru the journey to achieve their goal?	Check the mail from HR department to remember employee name	Look for e-mails of all responsible persons	Talk to a colleague	Write e-mails with requests to responsible persons	Wait
	Look for a document with steps to do	Write a mail to Basis team			

Touch points				
What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)	New employee	E-mail	Telephone	Asset
	Responsible persons to	Coffee Shop	Colleague	

Point of View

Erika is a team leader (first line manager) of a team of IT-specialists. She needs quickly supply her team with all necessary stuff (assets, access, etc.) so that she can concentrate on her main job and her team brings as much value as possible for a company.

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Mockup

Requests

Search 🔍

Request for a new employee
Michael Mustermann
No. 3500046   1 Day
22.03.2016   In Process

Request for access to SMP system
3 employees included
No. 3500034   2 Days
22.02.2016   Finished

Request for MS Office 365 licence
Abdusalam Chriti
No. 3500023   7 Days
16.02.2016   Finisched

Request for car leasing
Eveline Meiyer
No. 3500001   4 Days
02.01.2016   Canceled

Request

Request for a new employee
Michael Mustermann
No. 3500046   1 Day   In Process

| Info | My Team 1 | External 0 | Objects 4 | Process Hist... |

Request Header

Request Id: 350046
Short Description: Request for a new employee
Created at: 22.03.2016
Created by: Erika Mustermann
Planned Finish Date: 01.04.2016
Actual Finish Date:

+   Edit   Send   Cancel

Request

Request for a new employee
Michael Mustermann
No. 3500046   1 Day   In Process

| Info | My Team 1 | External 0 | Objects 4 | Process Hist... |

ABAP Department in IT Brunch

	Name	Position	Contact Data
☐	**Abdusalam Chriti** No. 8001	ABAP Consultant	a.chriti@your_company.com
☐	**Eveline Meyer** No. 8002	Senior ABAP Consultant	e.meyer@your_company.com
☐	**Michael Mustermann** No. 8003	Junior ABAP Consultant	not exist

+   Edit   Send   Cancel

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Request

Request for a new employee

Michael Mustermann

No. 3500046

1
Day
In Process

i Info	**👤** 1 My Team	**👥** 0 External	**📋** 4 Objects	Process Hist...

External Consultants

	Name	Position	Contact Data	Company
☐	**Bill McDermott**	CEO	b.mcdermott@sap.com	SAP SE
☐	**Ginni Rometty**	CEO	g.rometty@ibm.com	IBM Corp.

+ Edit Send Cancel

Request

Request for a new employee

Michael Mustermann

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1
Day
In Process

i Info	**👤** 1 My Team	**👥** 0 External	**📋** 4 Objects	Process Hist...

Asset

Laptop Lenovo Think Pad T450

Serial No.: 1234-5678

Additional Approver: Mathias Pogba

Responsible: Bill Gates

Status: Not Provided >

Access

Access to SAP system

User Id: MUSTERMI

System Ids: DEV, TST, PRD

Responsible: Basis Team

Status: Provided >

IT-Stuff

Corporate E-Mail

Id: m.mustermann@your_company.com

Responsible: Sergey Brin

Status: Provided >

HR-Stuff

Badge

Access to: Building 1, 3rd Floor

Responsible: Diana Gold

Status: Not Provided >

+ Edit Send Cancel

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Study

SAP Splash Study