

## 1. “Design Thinking” Story telling

Here is my story:

Employee appraisal is an integral part of all the companies. It is often done Half-yearly or Annually. Managers usually do this appraisal and evaluation process for all his direct reports. This is an extra job responsibility for the managers besides their tons of business related responsibilities. Not only that, collecting performance feedback, target achievement details, Org. contributions for all his direct reports is a time consuming task and keeping those information available at one place during the appraisal process is another big challenge.

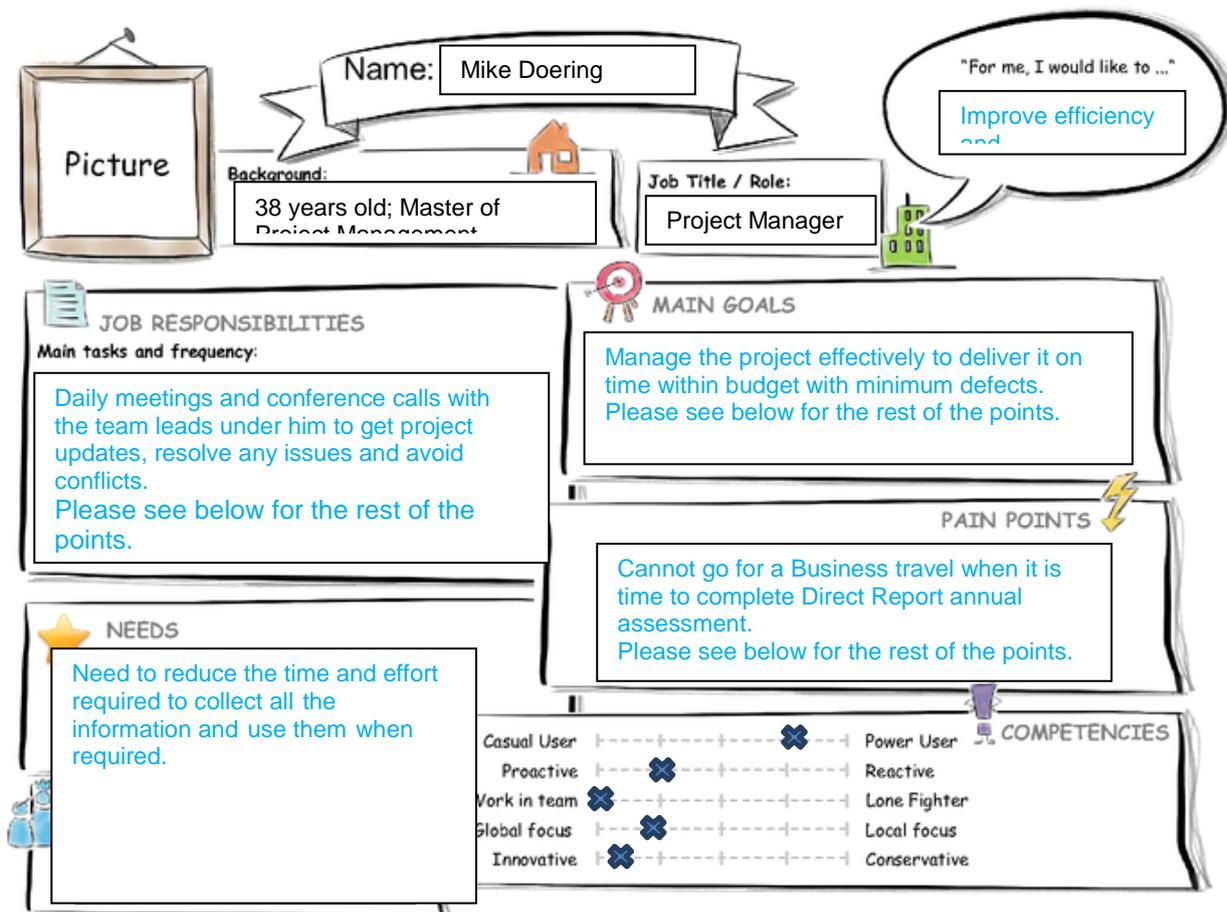
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This Fiori Appraisal app will enable the managers to complete the appraisal process easily on the go and anytime from anywhere. The apps will show all his direct reports on a master list and the details section will show the Performance feedback, Target achieved, Org. Contribution and other relevant details for them. Managers can review all the feedback for all his direct reports, can provide his feedback and overall rating for his direct reports. Along with that managers can recommend for promotion for his direct reports who had an outstanding performance throughout the year.

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## 2. Persona using a template

### Persona with text boxes and competency check marks



**Name:**  
Mike Doering.

**“For me, I would to...”:**  
Improve efficiency and effectiveness in the project and people management.

**Background:**

38 years old; Master of Project Management; Manage ABC SAP implementation project; Have 25 direct reports under him. Very good interpersonal and people management skill.

**Job Title / Role:**

- Project Manager – ABC SAP implementation Project

**Job Responsibilities (Main tasks and frequency):**

- Managing the project implementation progress and delivery timelines on a daily basis.

- Daily meetings and conference calls with the team leads under him to get project updates, resolve any issues and avoid conflicts.
- Weekly meetings with stakeholders to update them about project status and progress.
- Approve timesheets, overtime and expenses for his direct reports on a weekly basis.
- Complete the performance assessment twice a year for his direct reports and plan their growth and promotion within the company.

### **Main Goals:**

- Manage the project effectively to deliver it on time within budget with minimum defects.
- Find out opportunities for new business area and generate more revenue.
- Better manage the career and skill growth for his direct reports.
- Should have all the updates, performance and feedback for his direct reports readily available to him in a single click.

### **Needs:**

- Need to reduce the time and effort required to collect all the information and use them when required.
- To better utilize the travel time and doing something productive, it is needed to have the business processes like time sheet approval, vendor invoice approval and Performance assessment and rating for his direct reports to be mobile device enabled so that can be accessed and completed anytime and anywhere.

### **Pain Points:**

- Information is scattered and not available readily.
- Need to stay back at office after hours to complete all the activities beyond the daily project management due to lack of access of things on the mobile devices.
- Cannot go for a Business travel when it is time to complete Direct Report annual assessment.
- All the timesheet approval, vendor invoice approvals are on hold while he is travelling.

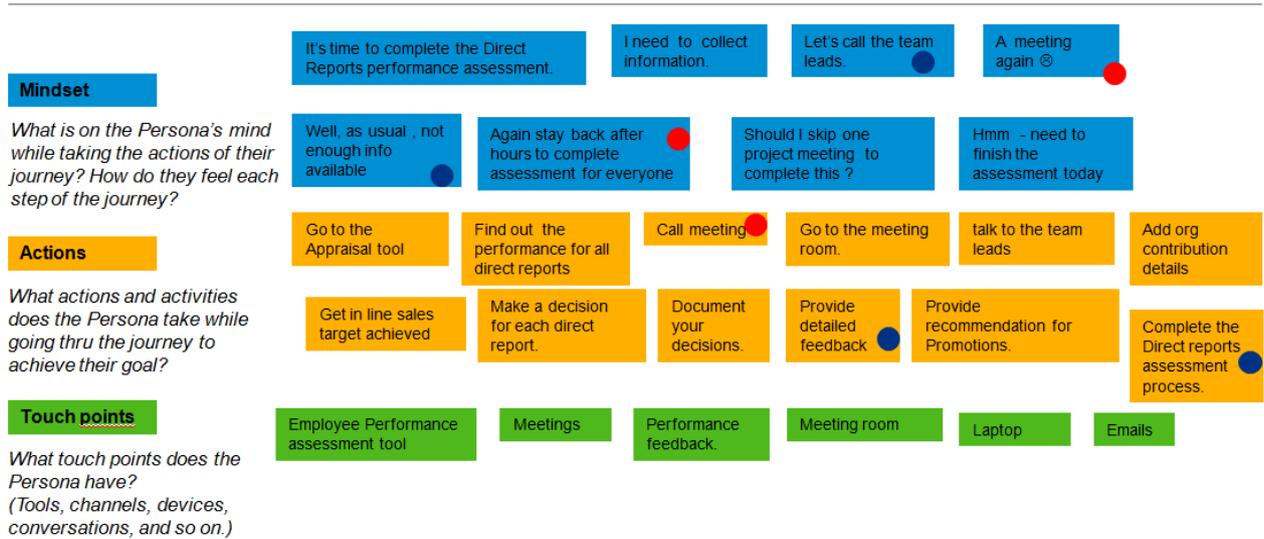
### **Stakeholders:**

- Account Manager
- Business Finance
- CIO

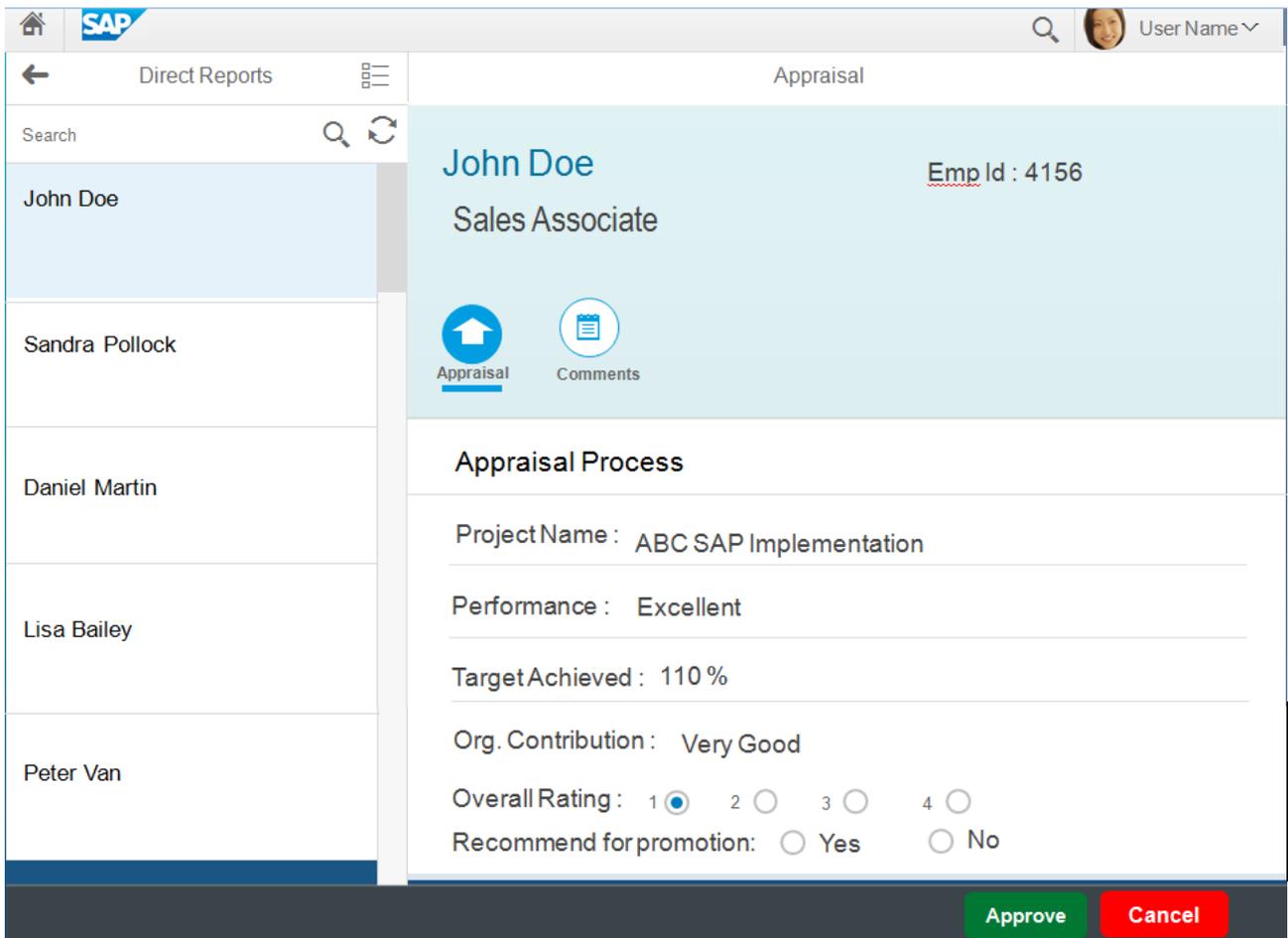
### **Competencies:**

- Please see above in the template.

### 3. User Experience Journey.



### 4. Mock-up of SAP FIORI App



← Direct Reports  Appraisal

Search  

John Doe	4156
Sandra Pollock	
Daniel Martin	
Lisa Bailey	
Peter Van	

**John Doe** Emp Id : 4156  
Sales Associate

 Appraisal  Comments

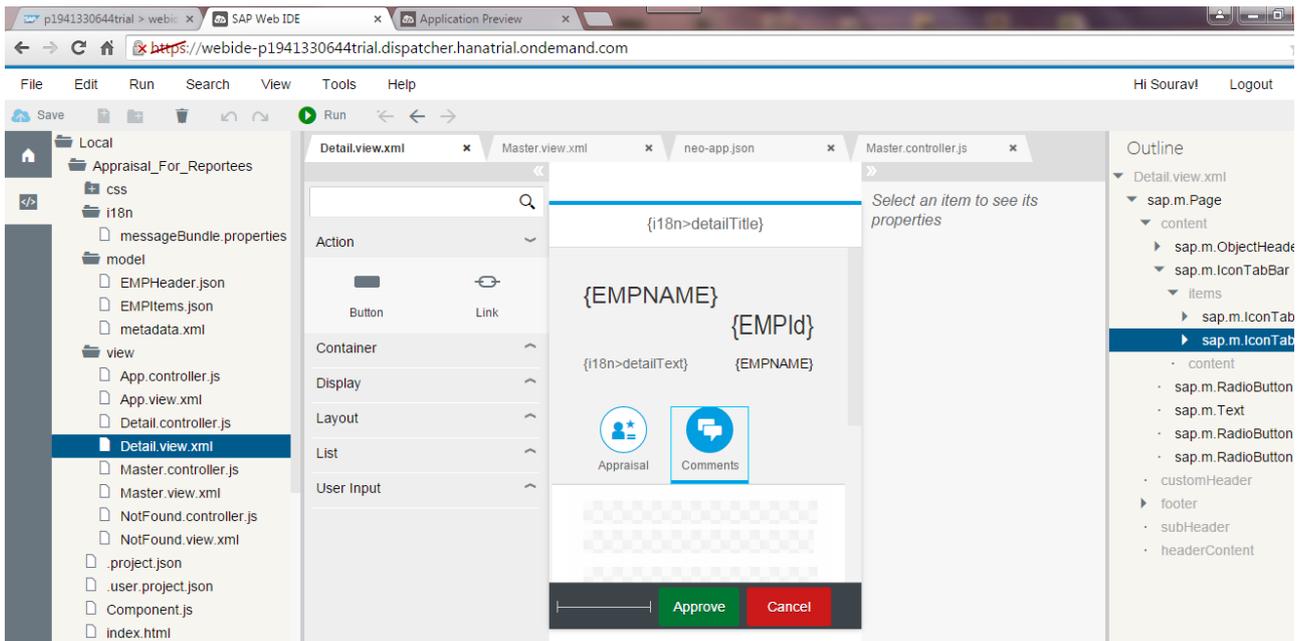
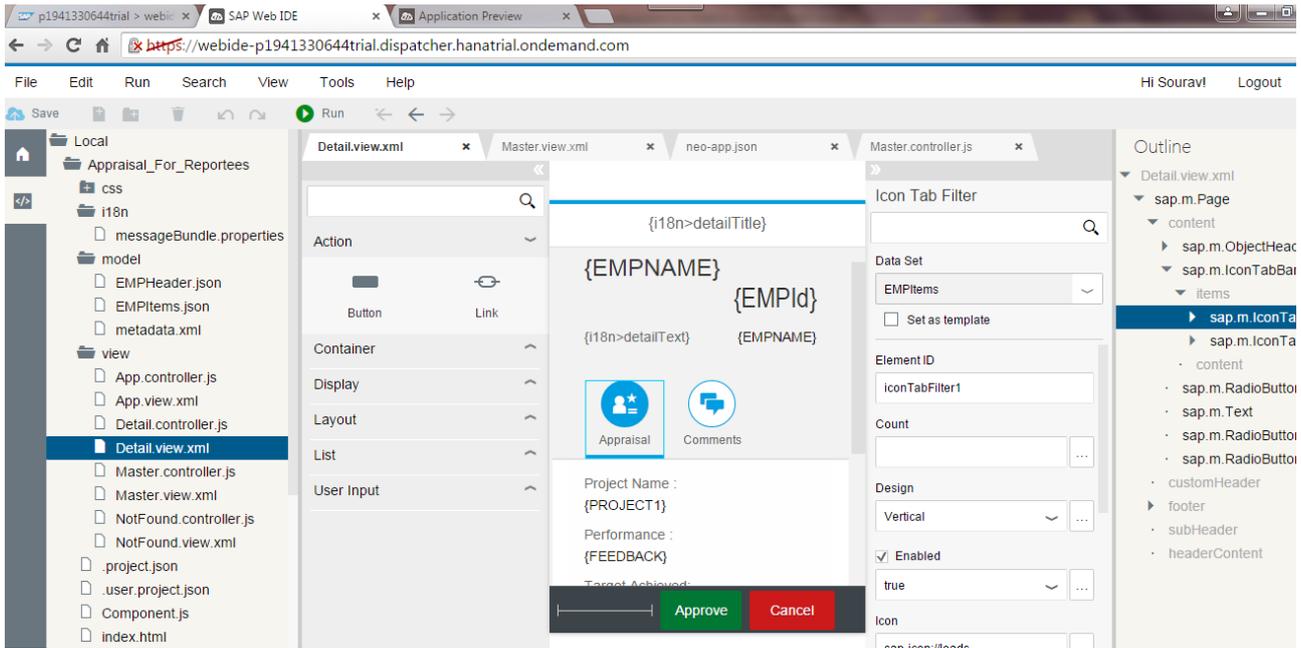
**Appraisal Process**

Manager's Comments :

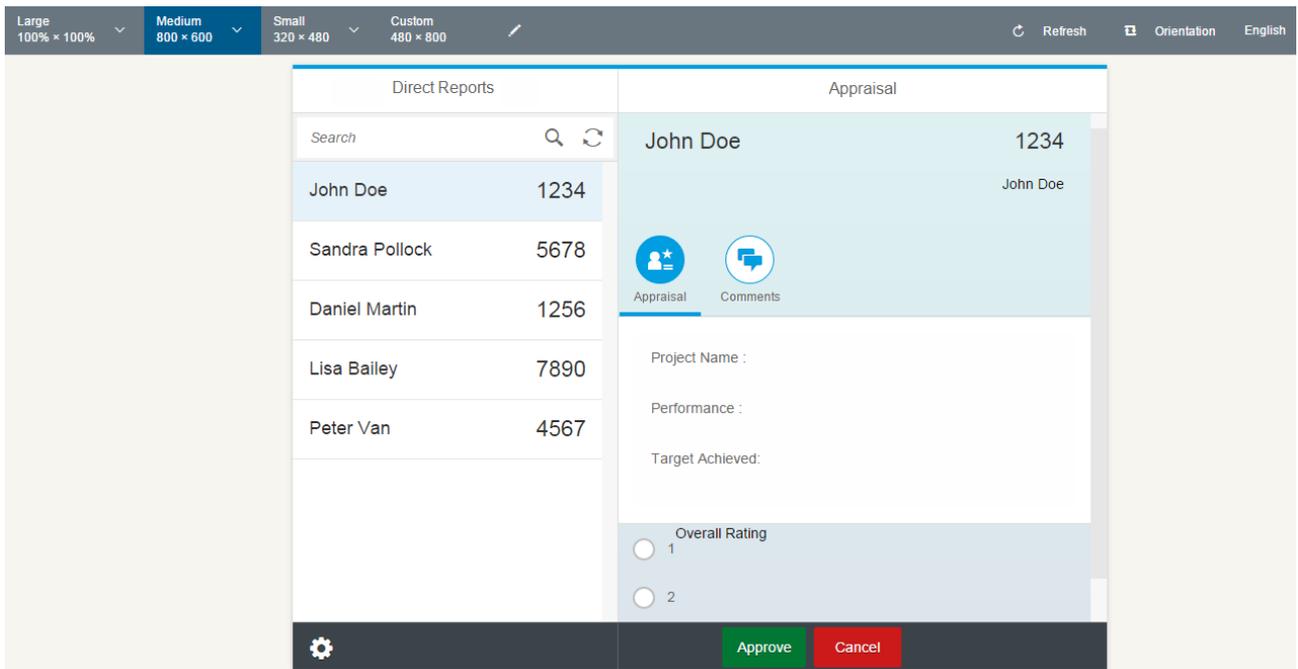
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## 5. Screenshot of actual app from WebIDE.



# App preview from WebIDE



## Second icon tab filter.

