SAP Identity and Access Management

SAP Identity and Access Management is a simple role-based application which has two apps "My Requests" ("Requestor") and "Work Inbox" ("Approver"). The "Requestor" app allows Employees to request access to specific roles or profiles to perform their daily job in the SAP Systems. The "Approver" app is used to approve access request. The approver can grant roles and profiles using this module. As an extension of this App, the approver can maintain substitutes in order to delegate the approval task to his/her team members. Market STP of this App are
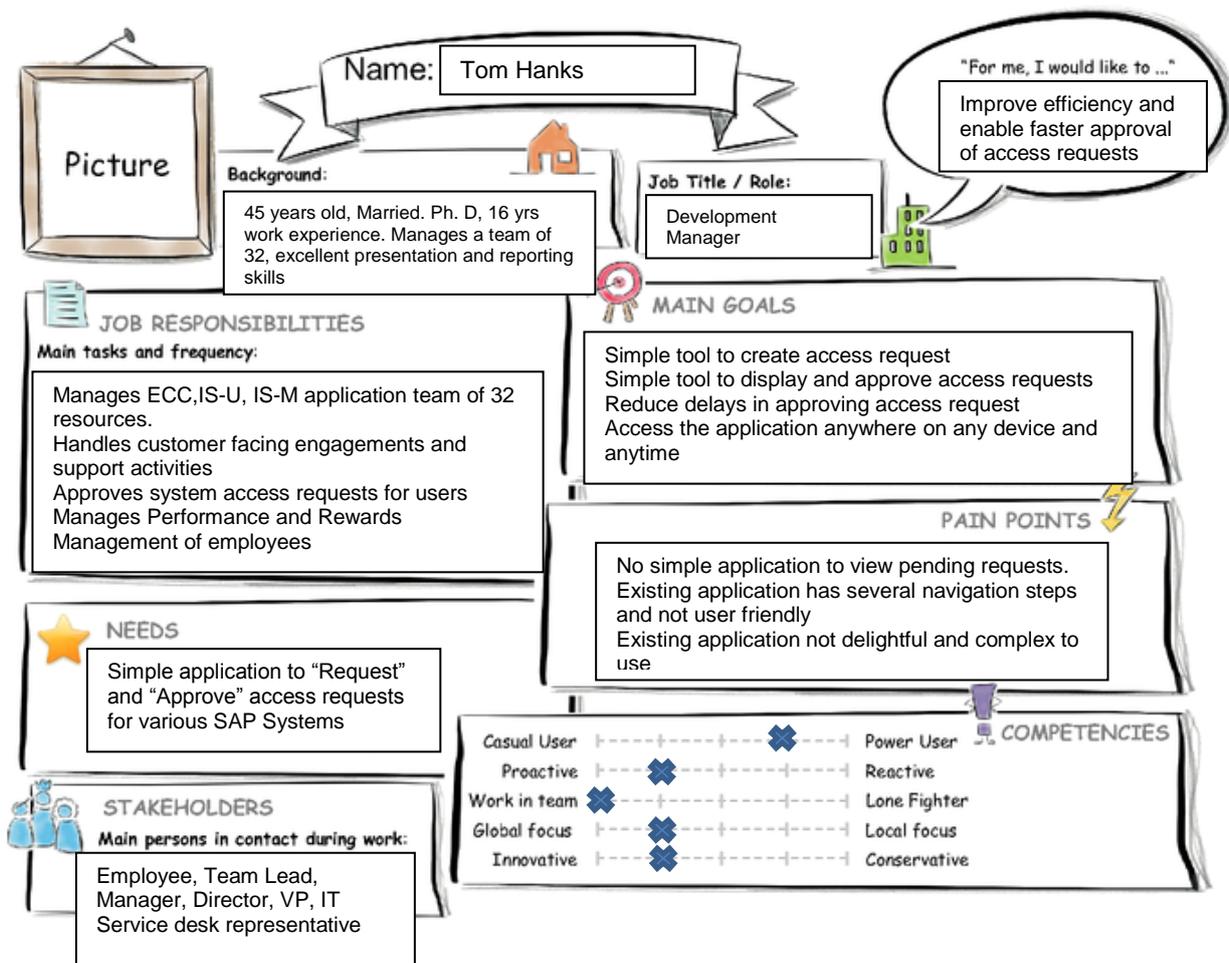
- Segmentation: Software Companies
- Targeting: Business Software, IT, Professional services
- Positioning: Simple, Role Based, Intuitive, Coherent, Delightful

Steve Smith is an SAP employee who needs access to specific role/profile in an SAP system. From the Fiori Launchpad, Steve chooses the "Requestor" app and creates an access request for a specific role/profile in a particular system. If Steve already has the access then appropriate information message is displayed to Steve. If access does not exist then Steve will be able to submit the request. Once submitted, Steve can track the status of his request.

A workflow will be triggered and an email will be sent to Steve's manager Tom who can click the link to process the request or Tom can choose the "Approver" App from Fiori Launchpad ("My Home") to view pending Work Item requests and approve the request.

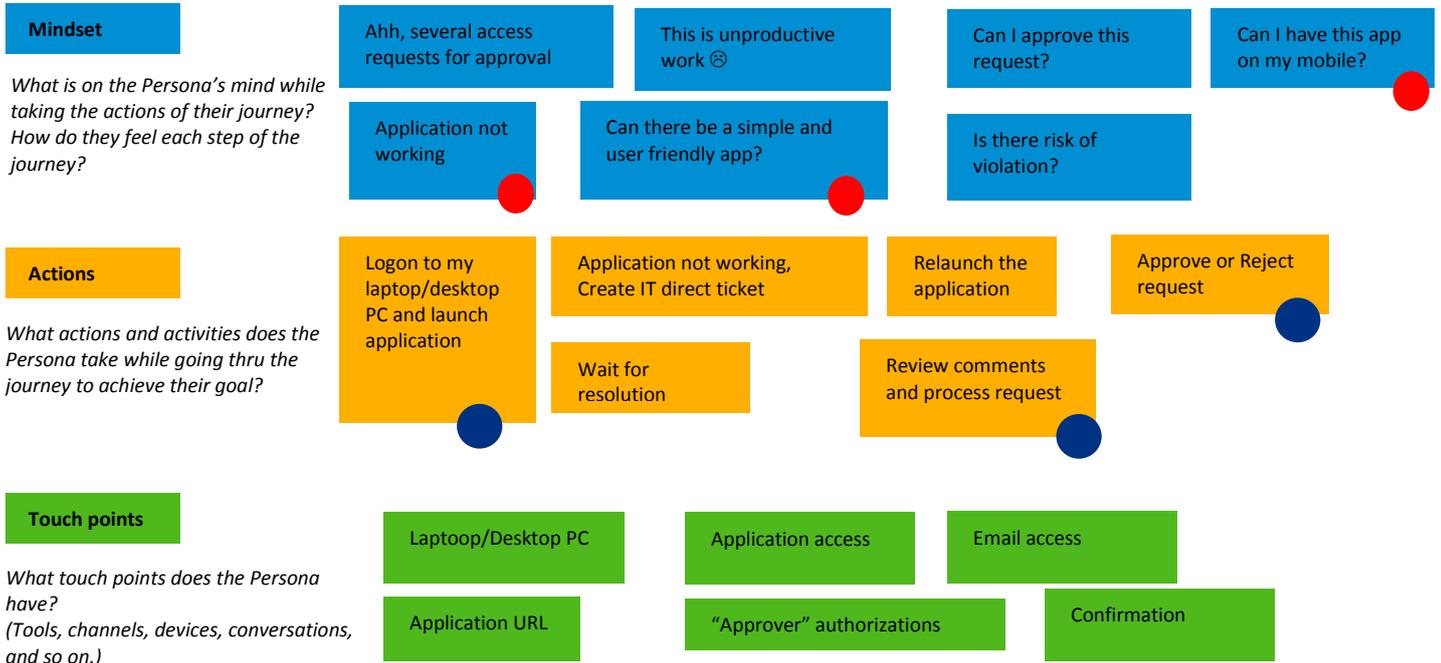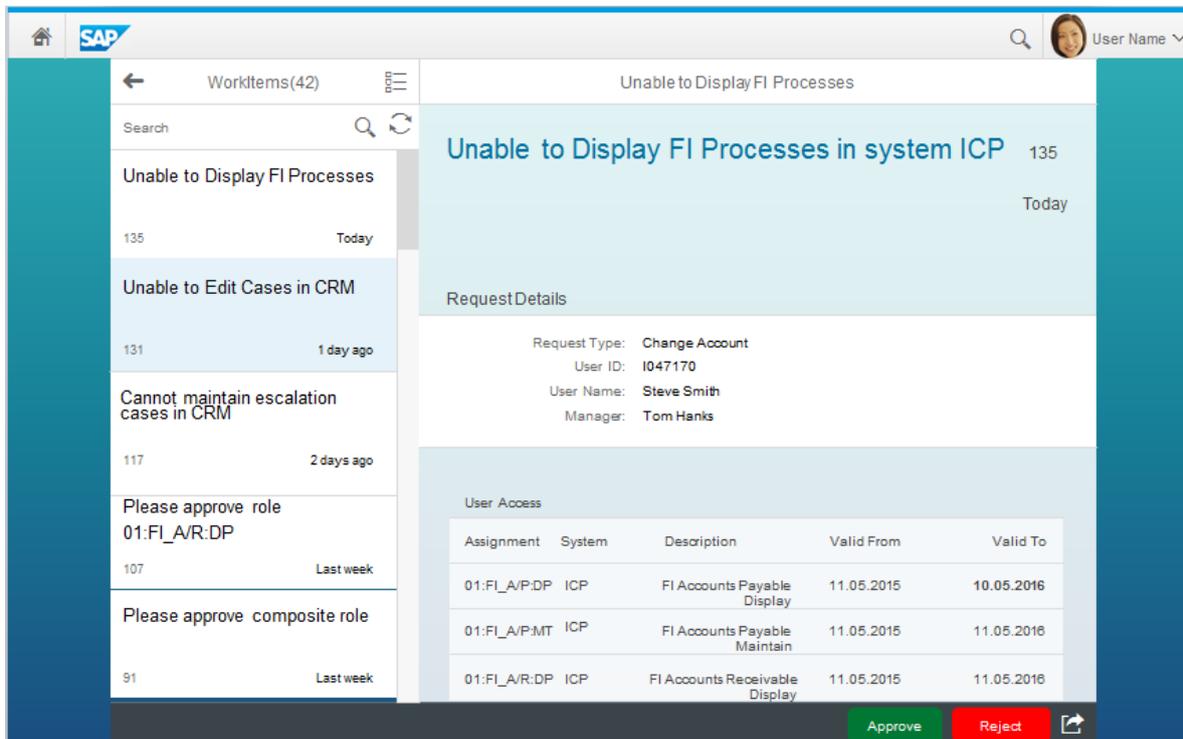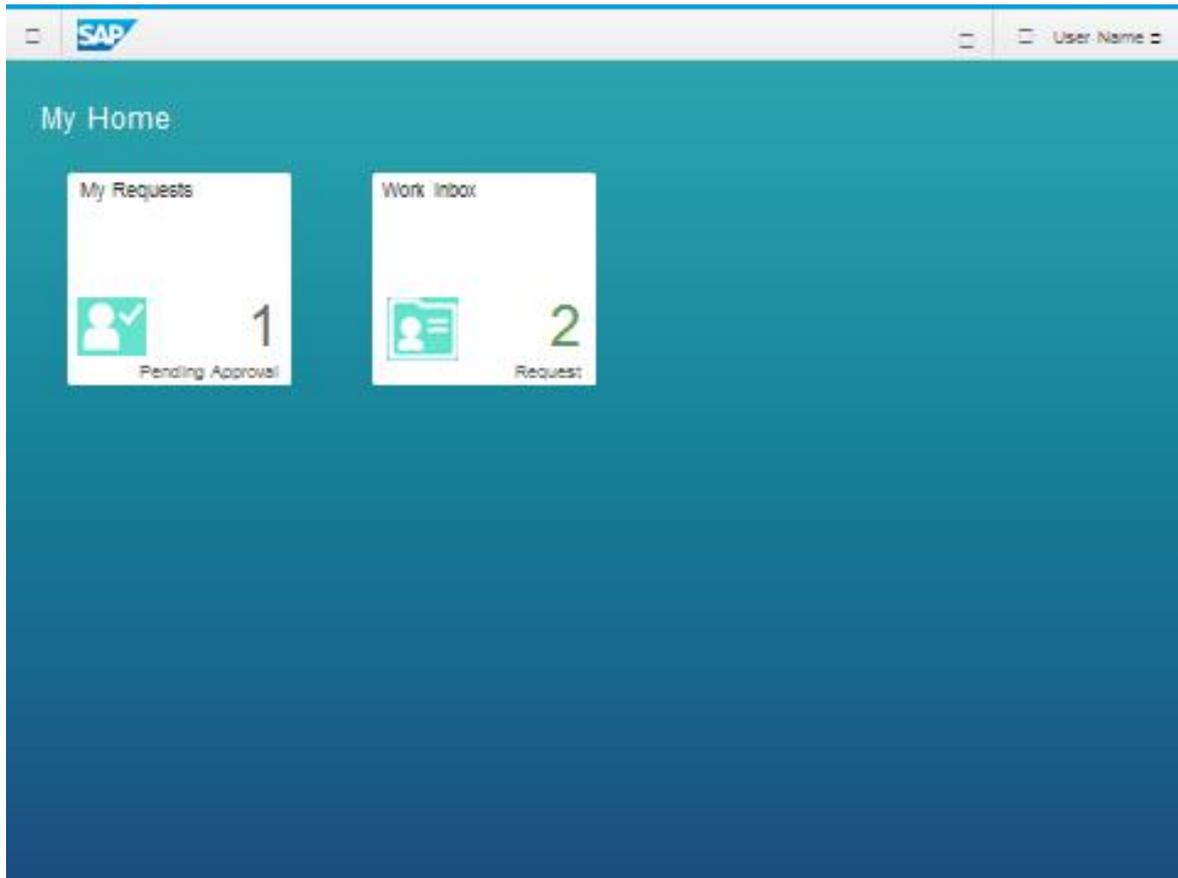The "Approver" Module of the App is described in more detail

Persona

Name: Tom Hanks

Picture

Background:
45 years old, Married. Ph. D, 16 yrs work experience. Manages a team of 32, excellent presentation and reporting skills

Job Title / Role:
Development Manager

"For me, I would like to ..."
Improve efficiency and enable faster approval of access requests

JOB RESPONSIBILITIES
Main tasks and frequency:

Manages ECC,IS-U, IS-M application team of 32 resources.
Handles customer facing engagements and support activities
Approves system access requests for users
Manages Performance and Rewards
Management of employees

MAIN GOALS

Simple tool to create access request
Simple tool to display and approve access requests
Reduce delays in approving access request
Access the application anywhere on any device and anytime

PAIN POINTS

No simple application to view pending requests.
Existing application has several navigation steps and not user friendly
Existing application not delightful and complex to use

NEEDS

Simple application to "Request" and "Approve" access requests for various SAP Systems

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:

Employee, Team Lead, Manager, Director, VP, IT Service desk representative

User Experience Journey

Current User Experience Journey

Duration of the Journey: 10 min

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, several access requests for approval | This is unproductive work ☹ | Can I approve this request? | Can I have this app on my mobile? |
| Application not working | Can there be a simple and user friendly app? | Is there risk of violation? | |

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

| Logon to my laptop/desktop PC and launch application | Application not working, Create IT direct ticket | Relaunch the application | Approve or Reject request |
| | Wait for resolution | Review comments and process request | |

Touch points

What touch points does the Persona have?
(Tools, channels, devices, conversations, and so on.)

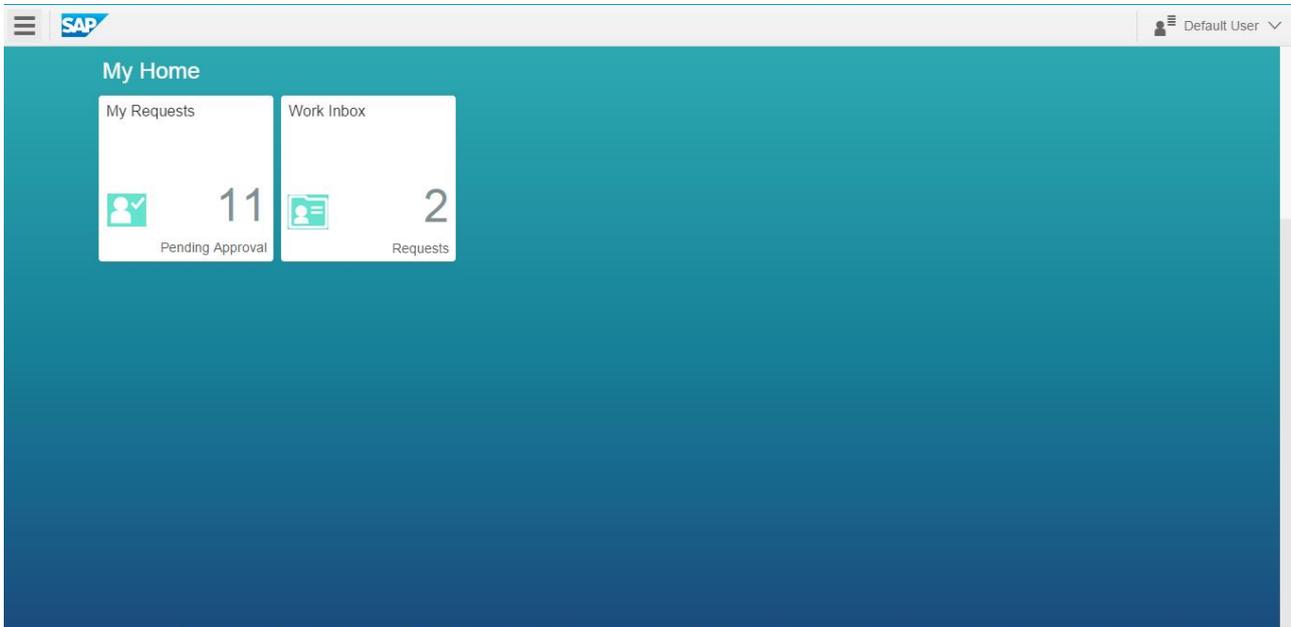| Laptoop/Desktop PC | Application access | Email access |
| Application URL | "Approver" authorizations | Confirmation |

Mock Up

Application prototype

The Manager (Approver) will have two apps in his Launchpad (based on the roles assigned). "My Requests" will display his own requests and "Work Inbox" will display pending access requests.

Once the Approver clicks and launches the app "Work Inbox", the next screen will show the available requests pending for his approval. The user can select a WorkItem request to see further request details and accesses requested. The user can either "Approve" or "Reject" the request by entering appropriate comments.
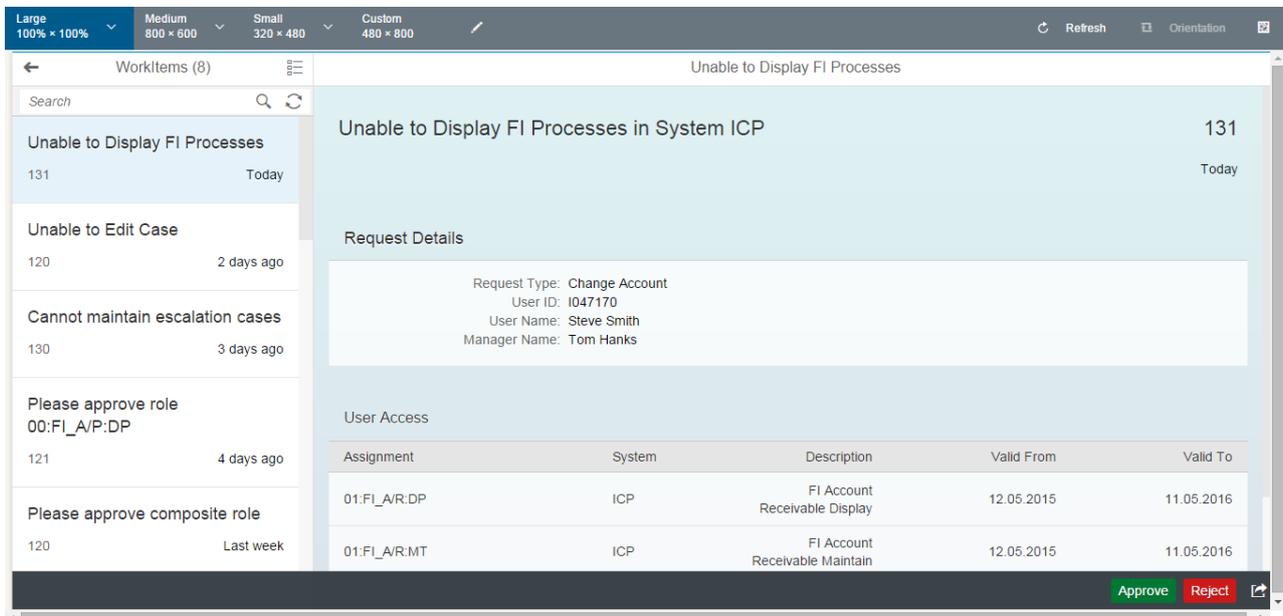
Possible extensions:
The Approver can forward or delegate this task to his team member and maintain substitutions in case he is out of office.