

SAP Fiori UX Design and Build Challenge - Submission Transcript

Welcome to my SAP Fiori UX Design and Build Challenge

MY STORY.

(00:08) Segmentation. - Identifying the industry the app could be used for.

Within my organisation we have a scenario where a department went off on their own and bought Health & Safety Quality Risk and Compliance software without consulting the IT department. Part of the justification for the purchase was that they wanted to meet compliance requirements and minimize risk within their workforce, and package they bought included a training module which they hoped to implement on their understanding that the existing corporate system, SAP, was unable to meet their needs in recording training and issuing reminders for expired qualifications.

Contrary to this opinion we were able to demonstrate that SAP met all their requirements and more over had the ability to provide bespoke reports, furthermore, that from a strategic point of view the corporate training data was held on SAP as a single point of truth.

As the software had already been bought the department still wanted to proceed with a costly implementation of interfacing with SAP and exporting existing training and organisational structural data, their justification being that they felt SAP was not very user friendly and the screens looked dated and too busy for the end users.

Could the new user experience of Fiori and Personas provide the solution?

(01:30) Targeting – Identifying the group of customers the app will serve specifically.

As a proof of concept for using SAP's new UX we identified the affected key users and their interactions in terms of touch points and use cases.

(01:48) Positioning – How the app could be optimised to appeal to the target audience.

We then looked at how the different use cases could be addressed using the SAP offerings, in this case we have determined how FIORI and PERSONAS could be best placed to deliver improvement to the user.

For the purpose of this assignment we will be focusing on the tasks of the manager

(02:12) PERSONA FOR A MANAGER

Examining the Persona of a typical manager in the department we identified that they had a large portfolio of tasks, of which the workforce was just one area, so improving the administration involved with this would free up time to deal with operational issues. The main pain points seemed to be the ability to get the right information, at the right time from the right system for the right employees, without relying on somebody else to produce it.

(02:47) THE USER EXPERIENCE JOURNEY

The current User journey could potentially take 1-2 days and sometimes longer depending on resource availability.

In the example the manager needs to look at training records for her staff, the red dots represent pain points, whereas the blue dots represent a satisfactory outcome. The manager finds that the full records are stored in a number of places, so she is not sure which system to use. She can take the action of logging on and gathering information from other areas with touch points in the corporate System (SAP), or in a spreadsheet or a local database.

When she does use the system she might not be overly familiar with it through lack of use or training so she may need help, she can get help from the training material or she may find that she still needs help and needs to contact her Human Resource representative. Often the standard reports do not provide all the information she needs so she moves on to asking IT to generate a solution through dataset merges or a bespoke ABAP report. Hopefully after not too long a delay she finds herself reviewing the report and acting on the findings.

The Fiori solution aims to improve the pain of this user experience journey.

(04:09) THE MOCK UP

In setting up a prototype for this problem I looked at a launch screen for the user and navigation through a few of the identified use cases.

Using the SAP Fiori prototyping kit, power point and a few hyperlinks, you can give the user an idea of how things could look.

Here I've mocked up a Launchpad with two active tiles, one for approving training requests and you can back out to the Launchpad, and another here that will be the focus of my challenge design, managing expired training which identifies employee with expired training and the associated contact and training details for that employee, including a link to the employees training record

(4:53) APP PROTOTYPE

At this point I have created two basic components that would be the basis for a final solution using the SAP Fiori Master Detail Application template and the SAP Fiori Full Screen Application template.

Running the project with the basic mock data we get a screen that identifies the employee in the master view along with the qualification and its status.

In the detailed view the employee contact details are stored and a tab to a rather bare training record screen. Ideally we would like to see a screen similar to the table component seen here from which you could drilldown into further item details.

(05:35) THE END

Thank you for reviewing this submission and good luck with your own.