

SAP Fiori UX Design and Build Challenge

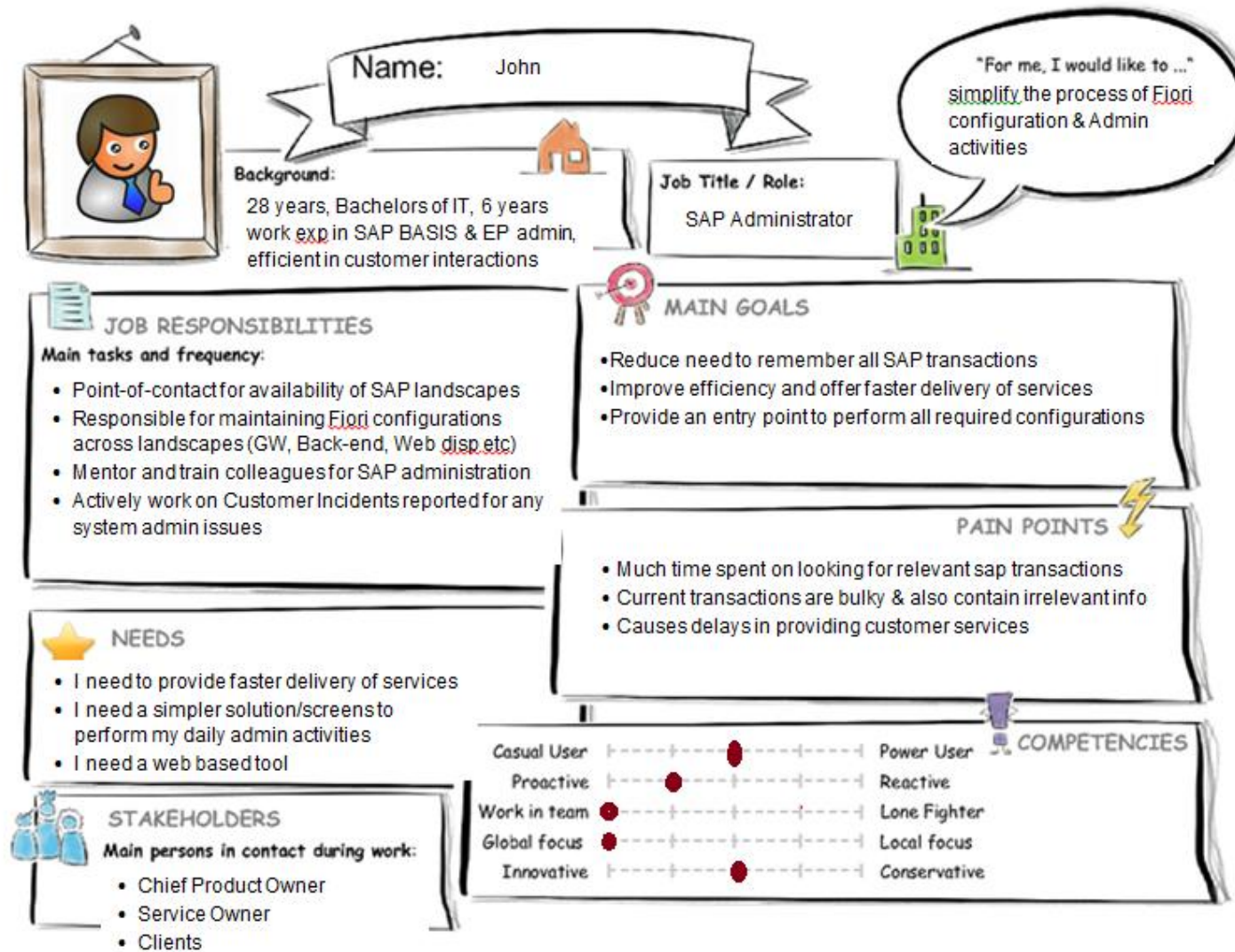
Design Thinking Methodology:

"Plethora of SAP Transactions to remember!, Wish had a central entry page that I could access to perform my activities", do these thoughts not run across our minds while performing daily IT operations involving SAP systems ? As a SAP BASIS Administrator, I often come across colleagues with such views. So why not ease their operations by designing a "Feasible & viable" solution, which is also "Desirable" to our SAP administrators and helps increase their efficiency.

During this exercise I intend to design Fiori Application(s) meant for various SAP Basis and Application administrators, who work extensively with a set of SAP transactions. More specifically I would like to narrow down to target colleagues involved in the configuration and setup of Fiori applications in their respective landscapes. They typically need to perform a set of tasks & configurations that can be triggered with corresponding Fiori applications – it would be a Role based app that should include a Fiori Group (and relevant tiles within).

Such an application would provide a 'Simple' starting point to the administrators without really being concerned about remembering all the required SAP transactions. A set of Fiori Groups and Catalogs that bring relevant information together [e.g. *RFC configurations (SM59), User & Role assignments (SU01), Service Maintenance (/IWFND/MAINT_SERVICE)* etc.], would be easy and delightful experience for the Fiori application consultants. I would position this with a 'How-Might-We' statement, *"How Might we help John by providing a simple and intuitive Fiori application so that he can perform all required Fiori configurations more efficiently"*.

Define Persona:



User Experience Journey:

Current User Experience Journey

Duration of the Journey: 4 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?

Lets start to maintain Fiori config

Ah, sap gui is updated now 😊

I don't remember all t-codes 😞

Configuration is now maintained

Oh, my SAP GUI is not responding 😞

Lets add and login to all systems

All scenarios working fine 😊

Actions

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

Locate SAP GUI to access the systems

Select list of systems to use

Search for information

Goto various SAP t-codes & perform required steps

Call helpdesk to re-install the software

Add all systems and login to these systems

Test the scenarios

Inform stakeholders

Touch points

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

SAP Gui, Config xls, Customer Ticket

Emails, xls sheets

Wiki, SCN, emails, Knowledge Base

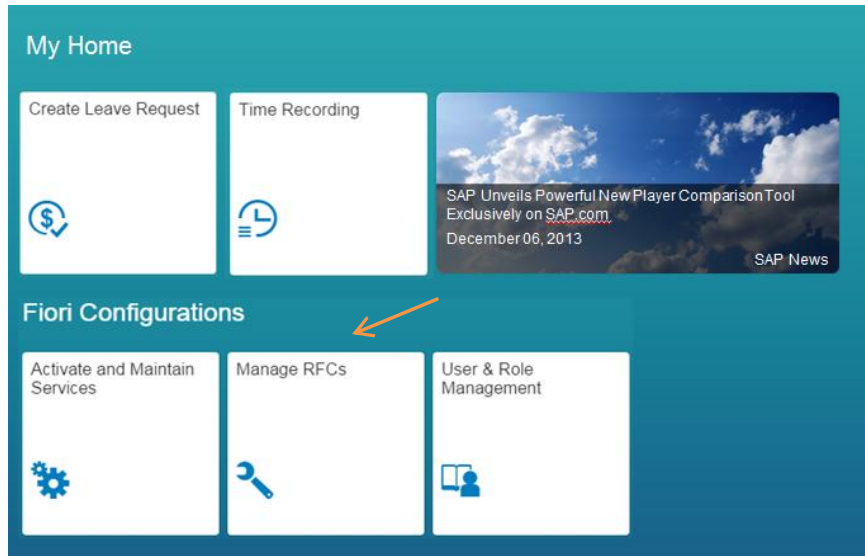
SAP systems

Hotline, emails, Support ticket

SAP Logon

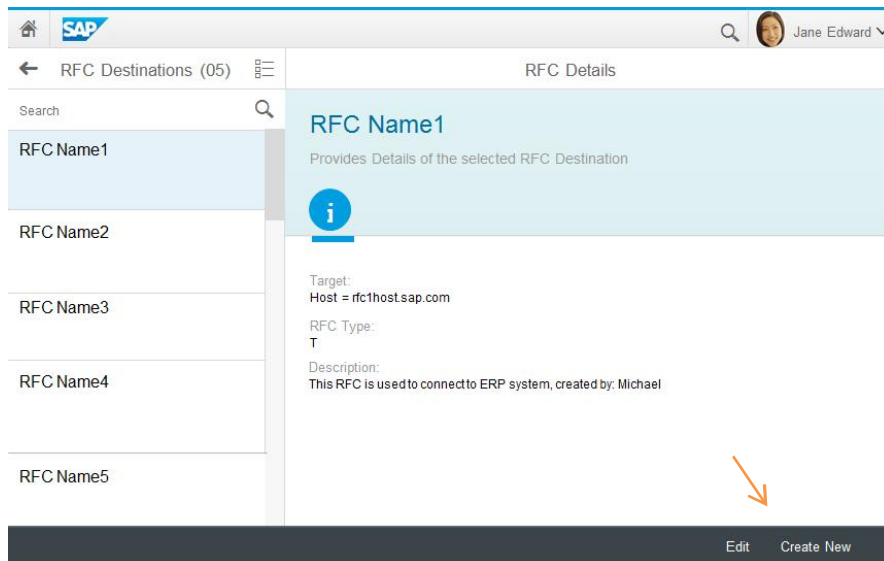
Phone, Ticketing tool, emails

Mock Up Screens:



Fiori Launchpad acts as a starting point to manage required configurations – relevant activities [Maintain Gateway services (*/iwfnd/maint_service*), RFC configuration (*SM59*), User Maintenance (*SU01*)] are maintained under the group “Fiori Configurations” (personalized by end user in Fiori Launchpad).

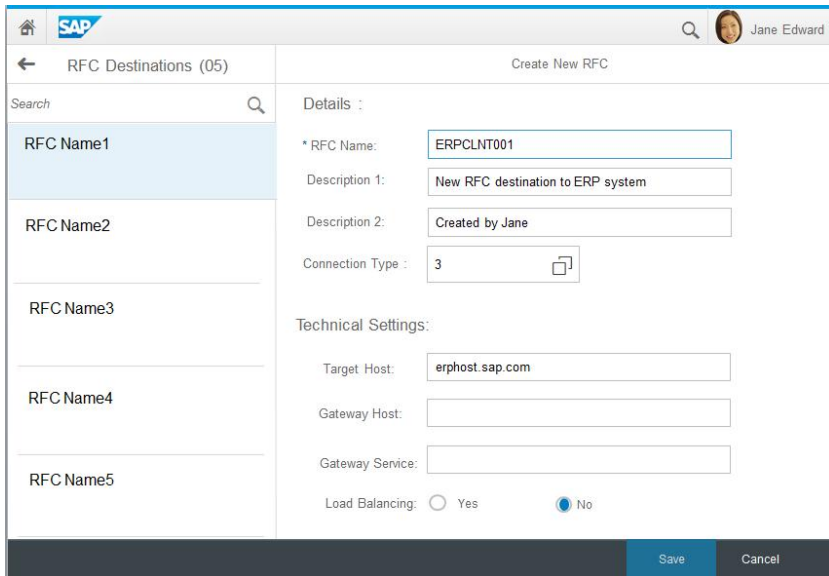
Once the end-user is assigned the relevant PFCG role, the group would be available in the Launchpad. Such a consolidated group would ensure that the end-user need not memorize related SAP Transaction codes.



End-user clicks on the ‘Manage RFCs’ tile on the Launchpad and is then redirected to the adjacent screen.

The application provides the user details of all existing RFC destinations (Master field) along with the information of the selected RFC (Details field).

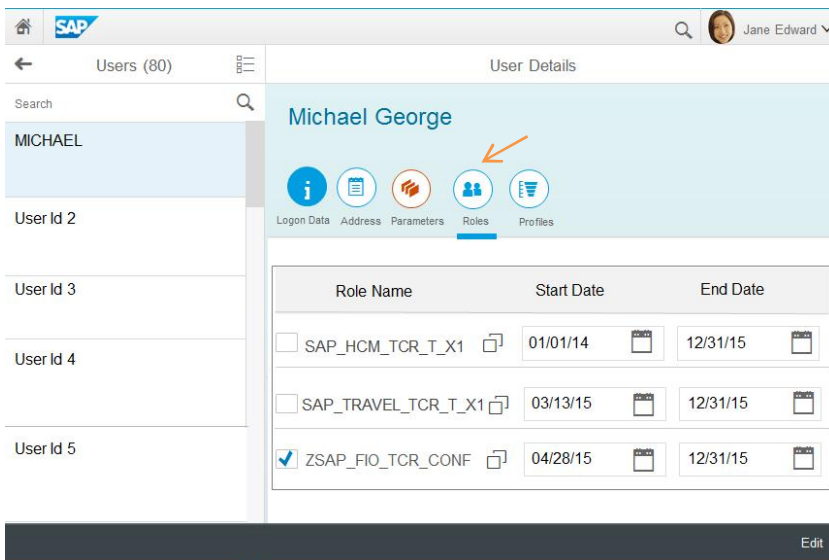
2 buttons – for Editing selected RFC and for Creating a new RFC destination are provided in the Footer.



In case the user clicks on the 'Create New' button, he/she is redirected to this screen.

The Details section is a Form template where the necessary information (RFC Name, Description, RFC Type, Target hostname etc) is entered. User can then 'Save' this destination or 'Cancel' and return to the previous screen.

This is designed using 'Master/Detail', 'Forms' & 'Button' templates provided in the Prototyping kit.



In case the end-user clicks "User & Role Management" tile from the Launchpad, the adjoining screen is opened.

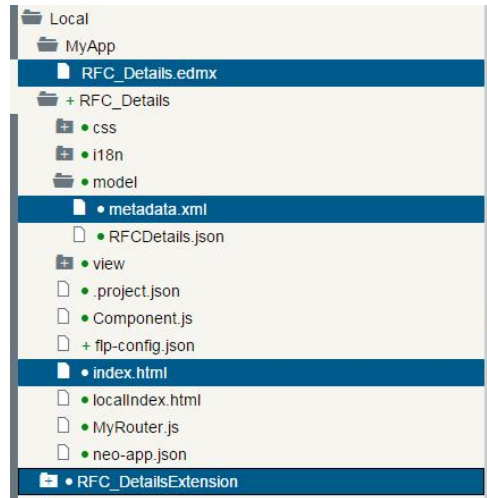
This is a Master-Detail layout, wherein it is possible to Edit user properties & also assign a Fiori related PFCG role (Technical, Business catalog) to the end user under the 'Roles' tab.

In this example PFCG role (*ZSAP_FIO_TCR_CONF*) would contain the above mentioned Fiori Group using which the end user would get access to the 3 tiles on his/her Fiori Launchpad.

This uses the various 'Icon Bars' & 'Table' template provided in the Prototyping kit.

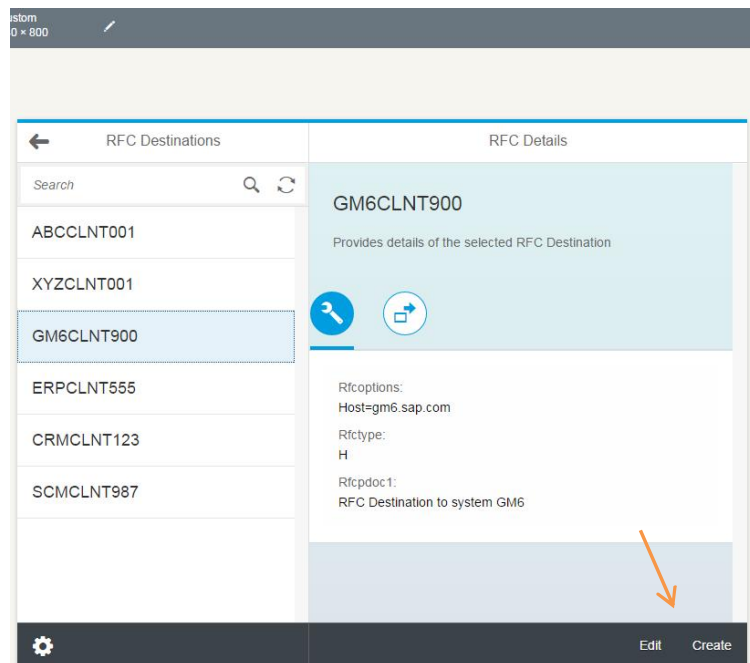
SAP Web IDE App:

This section provides details of the various steps performed using SAP Web IDE, appropriate screenshots are attached:



As a 1st step, a relevant 'edmx' file was created using the oData Modeling plugin. Some of the properties defined for the Entity 'RFC Details' are 'Rfcdest', 'Rfctype', 'Rfcdoc1', 'Rfcdoc2' (checked table RFCDES) for available properties.

A new project 'RFC_Details' with 'Fiori Master Detail Application' template was then created using the above edmx file.



Firstly the Mockdata was maintained (RFCDetails.json generated). Following enhancements were done to the generated screen:

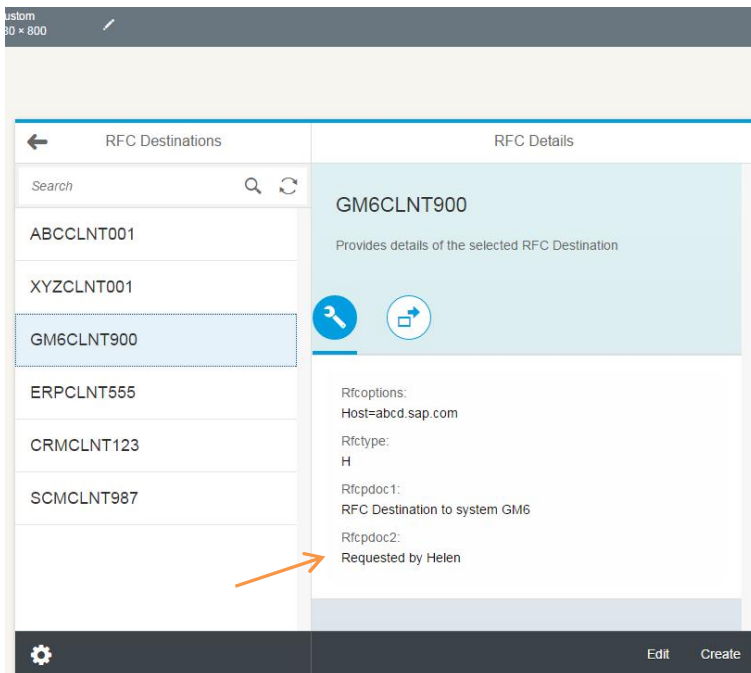
- Buttons 'Edit' and "Create' added (Detail.view.xml -> <footer> -> <Button>
- Back button in the Master header section (Master.view.xml -> 'showNavButton="true")
- Icon TabFilter changed to 'sap-icon://wrench'

Since by default only 3 attributes appear in the Detail section, attribute 'Rfcdoc2' does not appear. UI extensibility is required to fix this.



A new Extension Project is created for the existing project and an additional Extension using the '*Extensibility Pane with Mock Data*' option.

In order to also view the RFC properties maintained with "Rfcdoc2" attribute, Extension point '<core:ExtensionPoint name="extlconTabFilterForm1"/>' is then extended.



As visible in the adjoining screenshot, the Details section now also has an additional attribute field "Rfcdoc2" with the values as maintained in the Mock Data (screenshot metadata.xml -> Edit Mock Data below).

The Application was then also Deployed to the SAP Hana Cloud Platform & Registered to Fiori Launchpad (screenshot available in the previous Mock up screen section).

| Entity Sets | Mock Data | | | | |
|-------------|-------------------------------------|-------------------------------------|--------------------------|---------------------------|--------------------------|
| | Add Row | Delete Row | Generate Random Data | | |
| RFCDestSet | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ABCCCLNT001 | <input type="checkbox"/> | <input type="checkbox"/> | Host=abcd.sap.com | RFC Destination to system | Created by John |
| XYZCLNT001 | <input type="checkbox"/> | <input type="checkbox"/> | Host=xyz.sap.com | RFC Destination to system | Created by Jack |
| GM6CLNT900 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Host=gm6.sap.com | RFC Destination to system | Requested by Helen |
| ERPCLNT555 | <input type="checkbox"/> | <input type="checkbox"/> | Host=erp.sap.com | RFC Destination to system | Requested by Martina |
| CRMCLNT123 | <input type="checkbox"/> | <input type="checkbox"/> | Host=crm.sap.com | RFC Destination to system | Requested by Steffi |
| SCMCLNT987 | <input type="checkbox"/> | <input type="checkbox"/> | Host=scm.sap.com | RFC Destination to system | Requested by Albert |

