

# Submission – SAP Change Request Approval Fiori App

## 1. Story

The SAP ERP Change Management business process requires all change requests be approved by specific key business stakeholders before IT start implementing the changes. IT manages the change process using custom SAPGUI applications which include many features that make the change implementation process very efficient. Some of the approvers are occasional SAP users and so find the change review and approval/rejection activities difficult to complete due to all the available functionality.

The custom SAP application is a classic “one tool to accommodate all actions and users” approach!

The change approvers desire an application that highlights that they have requests awaiting their approval. It should also provide them only the information they need to be able to approve, reject or request more information. It must have a simple, intuitive user interface that is available for them to use on a mixture of devices.

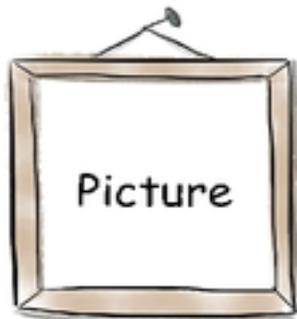
## 2. Persona

Robert is a Plant Manager and a key stakeholder who needs to approve approx. 10 change requests each week. Many of these change requests are small, low cost, maintenance type activities that should take a very short amount of time for Robert to review and approve.

Robert spends in excess of 2 hours a week finding, reviewing and approving or rejecting change requests using his PC and SAPGUI for Windows.

Robert would like to have all the information he needs to make his decision available within a simple, easy to use application. He would also like to be able to complete this activity using his mobile device during his long commute but needs the same data as is available when using the app on his PC.





Name: Robert Gufr

Background:

50 years old, married. Very long commute.

Job Title / Role:

Plant Manager (UK)

"For me, I would like to ..." Focus on the providing customers what they need when they need it and complete simple administrative tasks as efficiently as possible.



JOB RESPONSIBILITIES

Main tasks and frequency:

- Oversee daily production activities of the UK facility.
- Manage Supply Chain problems and risks.
- Decide priority of any manufacturing "challenges".
- Forecast weekly revenue output.
- Approve SAP ERP change requests that affect manufacturing.



MAIN GOALS

- Ensure customers receive the correct specification of product on the correct date.
- To improve the Plants health and safety standards.
- Reduce inventory.



PAIN POINTS

- The SAPGUI screens are complex with too many features I don't need.
- The SAP team regularly improve processes and screens so it's difficult to keep current for occasional users.
- Not all of the approval processes I need to complete use the same tools.
- I need to be able to quickly review & approve requests, even when offsite.



NEEDS

- I need to be able to make decisions quickly.
- I need to ensure I don't spend more than is in my budget.
- I need SAP data presented to me in a consistent format.



STAKEHOLDERS

Main persons in contact during work:

CFO, CIO, CTO, Production Controllers, QA, Logistics Managers.



COMPETENCIES

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



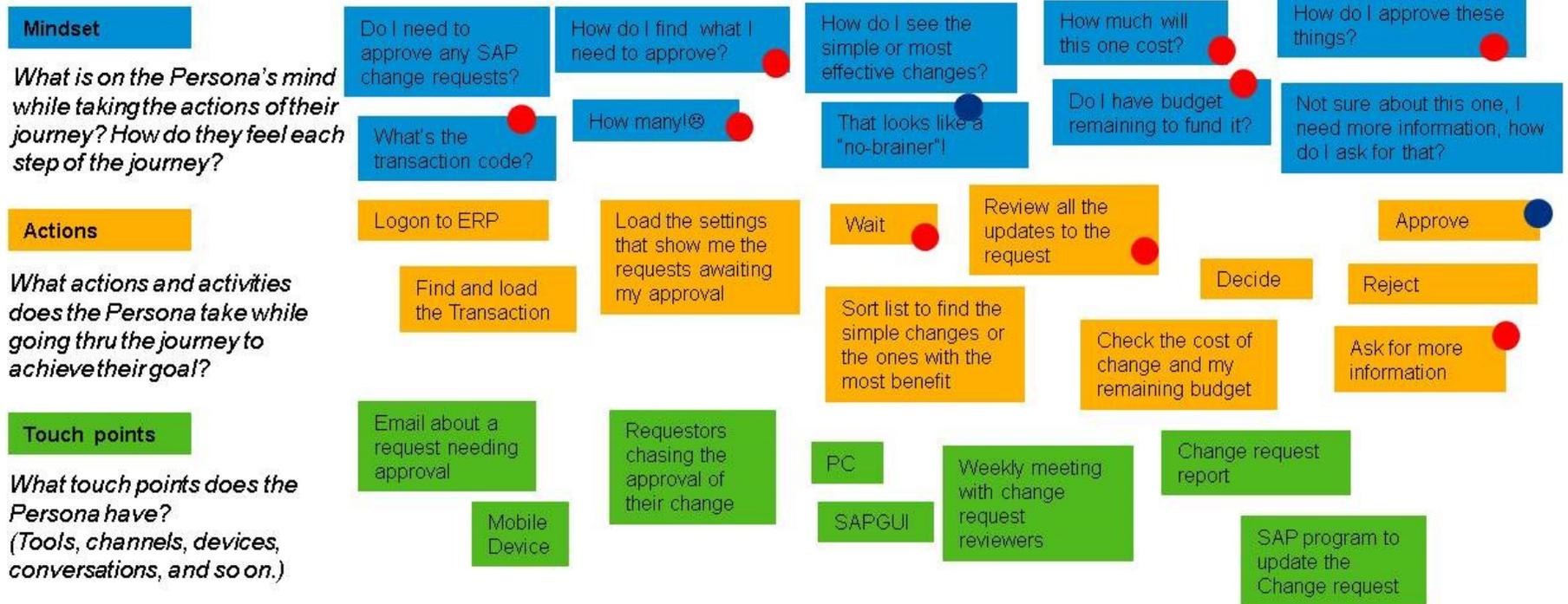
### 3. User Experience Journey

## Introduction to Design Thinking

### User Experience Journey

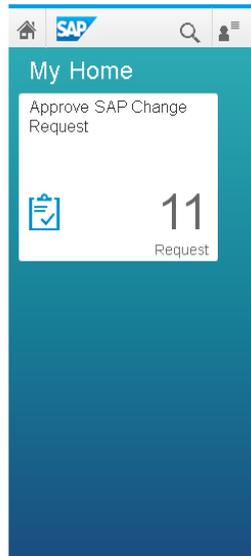
#### Current User Experience Journey

Duration of the Journey: 10 min

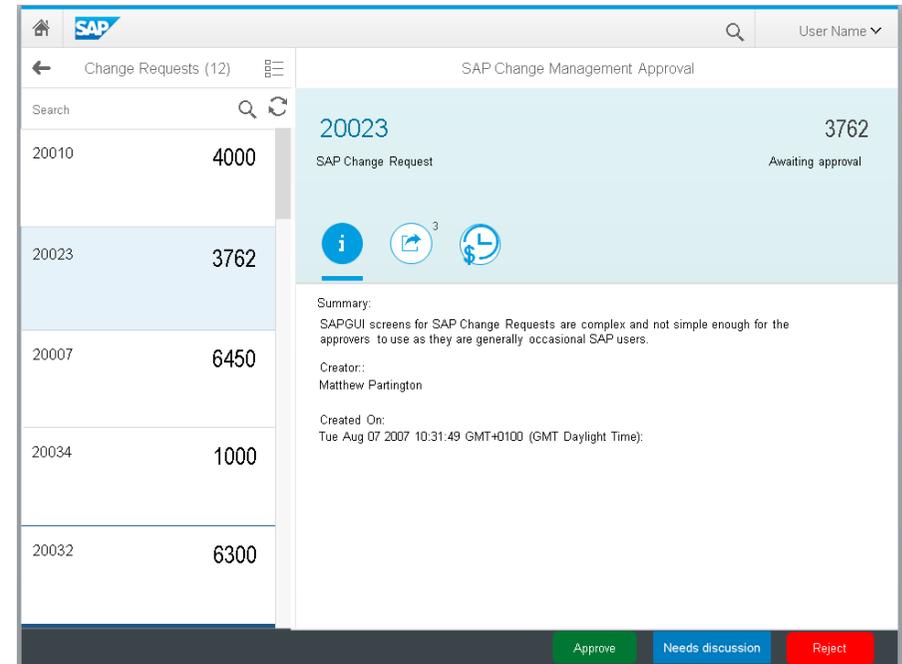


## 4. Mock up

Here is the application shown in the Fiori Launchpad. This is required so that the users can see how many requests they have awaiting approval and enable the application to be loaded easily.



Here is a screenshot of the mock application in the medium sized view to show how it would be experienced on a tablet.





### Screenshots of the application in action using Mock Data

The application displays SAP Change Management Approval data. The first screenshot shows a list of requests, and the subsequent three show details for request 20100.

Request ID	Estimated Cost
20100	4798.76
20102	5995.52
20103	6798.28
20104	7747.47
20105	3275.27
20106	6044.21
20107	9445.69
20108	4477.5

**Request 20100 Details:**

- Request ID:** 20100
- Estimated Cost:** 4798.76
- Status:** Awaiting approval
- ChangeType:** New Development
- Summary:** SAPGUI screens for SAP Change Requests are complex and not simple enough for the approvers to use as they are generally occasional SAP users.
- Creator:** Matthew Partington
- CreatedOn:** Tue Aug 07 2007 10:31:49 GMT+0100 (GMT Daylight Time)

Navigation options at the bottom of each detail view include: Approve, Needs discussion, and Reject.

