1. Story

Across all industries and in all businesses there are some form of a technology platform that is used to manage the business, the activities, store information or used in the processes of the day-to-day business flows. This technology platform usually consists of systems built to process data, store information, manage machinery or simply provide assistance to the employees of the company.

In medium to large organizations there would typically be multiple systems running in parallel to support different functions. For example, there will be a system that holds the employee and organization information, another system for the financial information, and another system that generates statistics and reports on how well the company is progressing. All these systems need to be maintained to ensure they keep on functioning correctly and is available to the employees who need to use them.

Along with the systems there are also information that is relevant to every system’s purpose. For instance, the employee information system holds all the employee information such as their personal and banking information, where they work, what their job is and how their salary is comprised. On the other hand, the finance system is responsible for calculating the final salaries, making the payments, handling payments from customers, etc. In order for the finance information to pay the salaries, it needs to know who the employees are and how their salaries should be structured. This requires the employee information system to share its information with the finance system.

The interface monitoring app allows a systems support user, responsible for looking after the systems and the information sharing, to monitor and maintain all the systems in the company from a single location. Along with that, they can also monitor the information that is shared between the systems to ensure everything is functioning properly.

The appeal of this app lies in the centralized location where the support users can see an overview of all the systems and the information sharing across the company in one single location. Without an app such as this, the user will have to log onto every system separately, using multiple transactions to monitor and maintain the systems.
2. Persona

**Name:** John Stevens

**Background:** 30 Years old, Married, BSC in Computer Science. 2 Kids both in primary school, limited time during the day for work and social.

**Job Title / Role:** Basis and System Support Manager

**Main Goals:**
- Reduce inconsistencies between systems
- Ensure high availability and response times of landscape
- Reduce turnaround time on support queries
- Reduce system downtime

**Job Responsibilities**

- Maintain systems in landscape to ensure consistency
- Monitor and manage existing interfaces and connections between systems
- Manage support team and assist with escalation queries
- Ensure governance and company policies are enforced in the system security and maintenance processes on a day-to-day basis.

**Needs**
- Need a single point of contact for all systems and interfaces
- Need real-time, reliable statistics

**Stakeholders**
- Support Team
- Landscape Manager
- COO

**Pain Points**
- Multiple systems each with their own interfaces requires multiple points of monitoring and action
- No overview of all systems with relevant statistics
- Monitoring can be done in too many places (ALE, Web services, File transfers, etc.)

**Competencies**

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

“For me, I would like to...

Improve overall systems stability and efficiency to ensure a consistent and supportable landscape for my company.
3. User Experience Journey

User Experience Journey

Current User Experience Journey

**Mindset**

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

- Need to check the systems
- Wish I could check them all at once
- Finally logged on
- Interface looks okay; should I submit it for review by my team?
- Repeat entire process again

**Actions**

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

- Get computer ready and connected
- Log into System
- Check system statistics
- Check interface messages
- Submit interface via email for review by team
- Find next interface, repeat process
- Close system, find next system

- Open system logon pages
- Open interface transaction
- Open interface messages
- Open interface transaction

**Duration of the Journey:**

- System Logon Page
- Finance System
- SAP Interfaces
- Third Party Interfaces
- Support Team

Touch points

What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)
4. Mockup with Prototyping Kit

Main screen – Overview Tab

Main screen – Interfaces Tab
Sub screen – Interface Selection

- **Landscape Systems (13)**
  - **SAP FI PS1**
    - 150 Executions (0)
  - **SA Finance**
  - **SAP HR PS2**
    - 457 Executions (5)
    - **SA Human Resources**
  - **SAP HR PS3**
    - 15 Executions (15)
    - **SA Contractors**
  - **SAP HR QS1**
    - 113 Executions (1)
    - **US Human Resources**
  - **SAP BI BD0**
    - 320 Executions (0)
    - **US Business Intelligence**

- **Messages**
  - **PS2-QS2-HR**
    - System ID: SAP HR PS2
    - Type: ALE
    - Description: HR Master Data

- **Interface Messages**
<table>
<thead>
<tr>
<th>Interface ID</th>
<th>Message ID</th>
<th>Type</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS2-QS2-HR</td>
<td>ALE_3</td>
<td>Error</td>
<td>Object Locked in target system</td>
</tr>
<tr>
<td>PS2-QS2-HR</td>
<td>ALE_2</td>
<td>Error</td>
<td>Processing cancelled due to locked items</td>
</tr>
<tr>
<td>PS2-QS2-HR</td>
<td>ALE_1</td>
<td>Information</td>
<td>Processing Started</td>
</tr>
<tr>
<td>PS2-SuccessFactors</td>
<td>WS_1</td>
<td>Success</td>
<td>21333 records found for update</td>
</tr>
</tbody>
</table>

Main screen – Summary Tab

- **Landscape Systems (13)**
  - **SAP FI PS1**
    - 150 Executions (0)
  - **SA Finance**
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    - 113 Executions (1)
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  - **SAP BI BD0**
    - 320 Executions (0)
    - **US Business Intelligence**

- **SAP HR PS2**
  - **SA Human Resources**
    - 457 Executions
    - Incomplete: 5

- **Overview - Interfaces - Summary**
  - Information Messages
  - Success Message
  - Error Messages
5. Application Prototype

Main screen – Overview Tab

Main screen – Interfaces Tab