

User Story:

Every month a deck consisting of metrics data is prepared by the account manager and is sent to customer to give an overview of what's going on in each project and how the service provider is benefitting them in their day to day business. This metrics data is as per the contract and is different for different types of projects (SAP or non-SAP). Example of some of the metrics data is : No of objects completed in a month , No. of defects , No. of Incident tickets resolved , any SLA's breached , key take away for the month , any risks involved , Budget details , Utilization of resources , PO amount , Remaining PO amount etc.

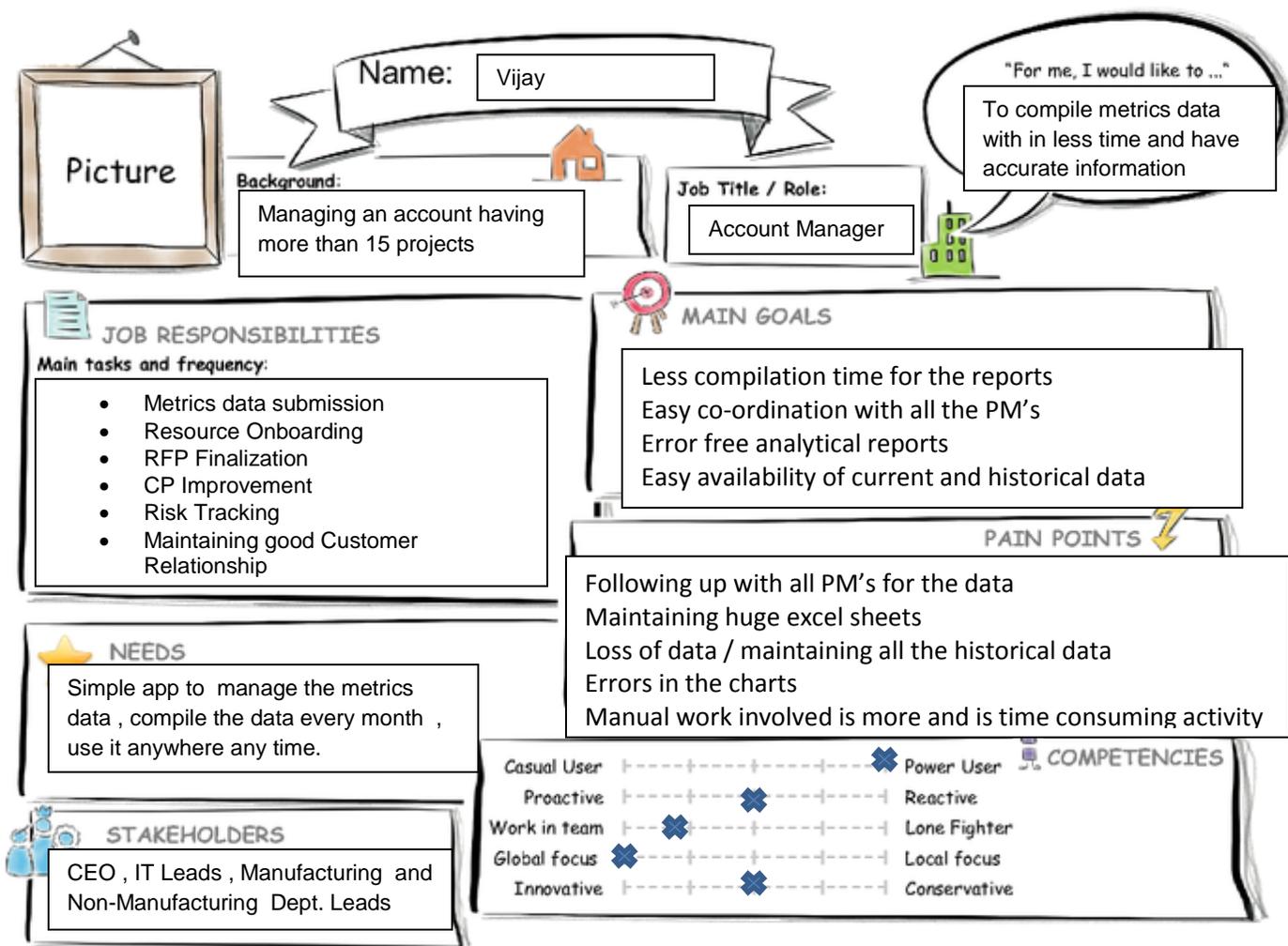
This data is submitted to CEO of the company and has to be precise and accurate. This data presented is used by higher management for decision making and it also gives them an insight of their business activities as well.

Chances of errors are more as it involves Lots of manual work for preparing excel sheets every month and then using them in the PowerPoint presentations for more than 15 projects for an account.

In this digital world it becomes difficult for the CEO and other higher management authorities to take out time schedule a meeting and go over the PowerPoint presentation one by one. It's huge in size and time consuming activity as well. Account Manager also has to go through lot of exercise every month for collecting the data, reviewing it, correcting charts, maintaining historical data in the form of all excel sheets & PowerPoint presentations.

This app will be make the Account Manager's life easy as it will reduce all the manual work of preparing excels & charts. The customer will be able to view all the information any time anywhere and can make decisions on the fly. It will save their time and the pain to view huge sized presentations.

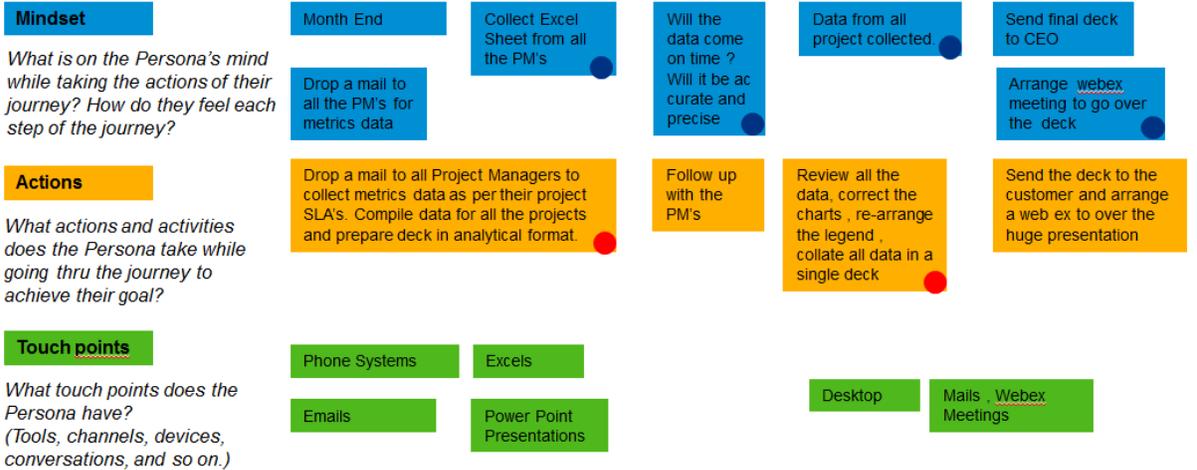
Persona:



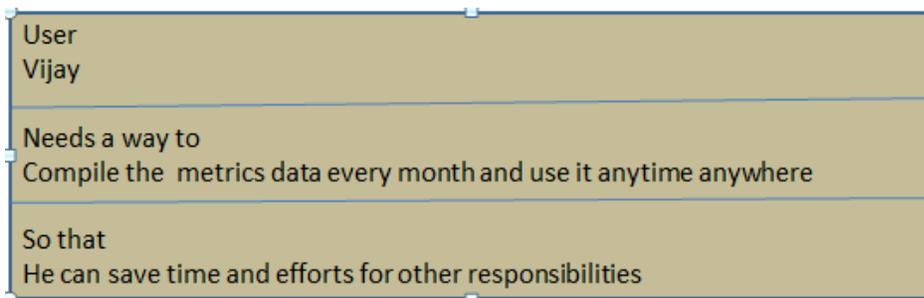
User Journey:

Design Thinking

Current User Experience Journey



Point of View:



Mock Up:

https://standard.experiencesplash.com:443/api/projects/122903e154786c250bd77054/prototype/snapshot/latest/index.html#/1460970260787_S0

https://standard.experiencesplash.com:443/api/projects/b1d86c56e2bfcd080bd793c9/prototype/snapshots/latest/index.html#/1460977851360_S0 (with actual webide app screenshots)

Study:

<https://standard.experiencesplash.com/home/projects/122903e154786c250bd77054/research/participant/6b341ed9a6c20da20bd778ae>

SAP Web IDE App Prototype:

Application starts with the Master Detail Template showcasing the project names on Master and Details such as the Analytical SLA Charts, Highlights for the project for the current month and the Budget details till date for the project on the detailed page. **Different charts are seen for different project as every project has a different metrics data to be represented.**

Detail Page Object Header giving more details of the project such as Project Manager, no of resources in the team. The Project details are linked via **Unique PROJECT ID**. Object Header Area changed by using Text view with semantic color property to highlight the Project Description and Splitter control to show

Master Page Header Title

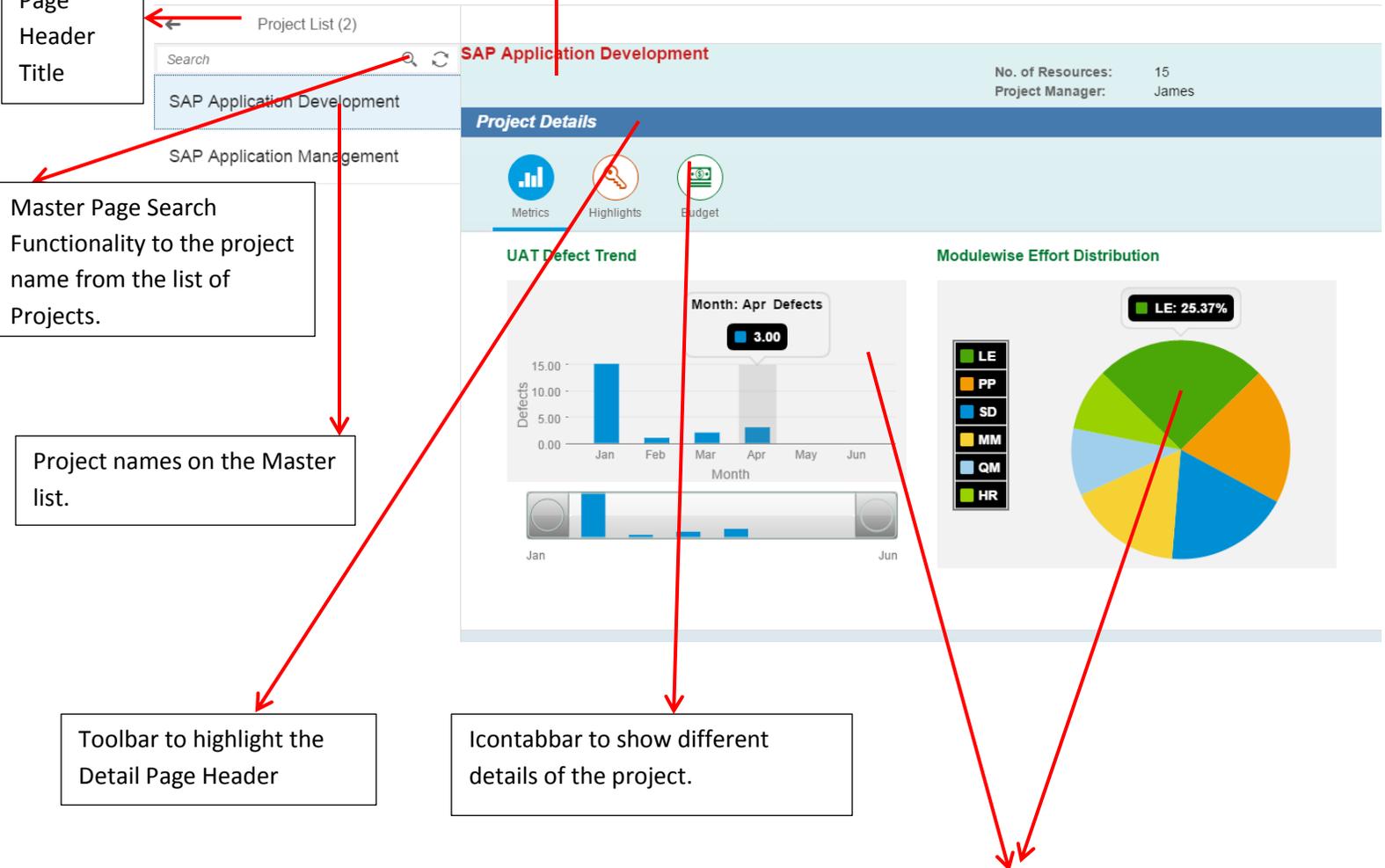
Master Page Search Functionality to the project name from the list of Projects.

Project names on the Master list.

Toolbar to highlight the Detail Page Header

Icon tabbar to show different details of the project.

SAP Makit (Mobile analytics Kit) charts to show the data in analytical format. Bar Chart to show the defect trend i.e. no of defects per month . Pie chart to show the module wise effort distribution in the current month. EX : 25.37% of ABAP work done for LE module. The Project Ids along with month & year are used as key for each of the entity sets defined for the charts defect & module wise distribution so that we can have show data for all months and years by selecting the year. (IF SELECTION YEAR USED AS INPUT ON USER SCREEN)



Click on Highlight to view the highlights of the project for the current month.

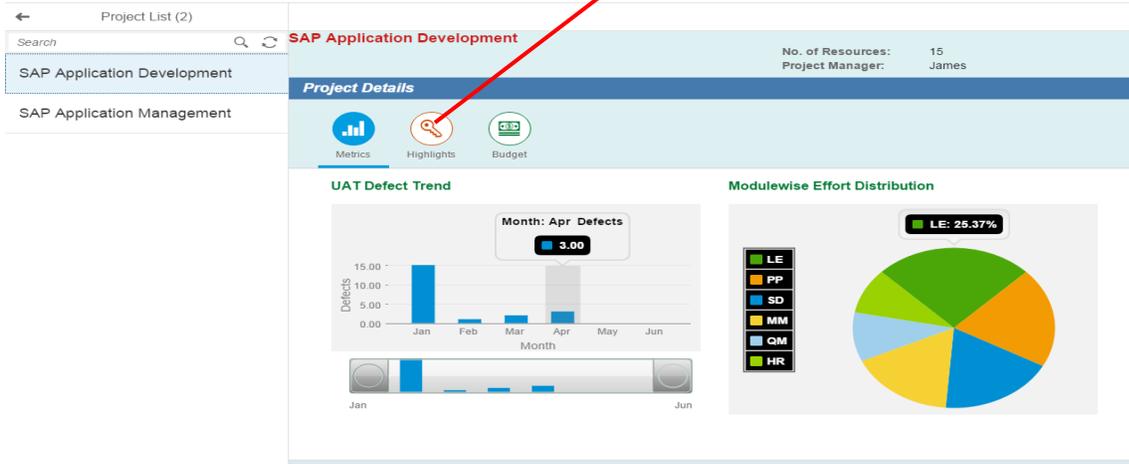


Table control used to display the highlights for the project.

The screenshot shows the 'Highlights' section of the project details. It contains a table control with the following data:

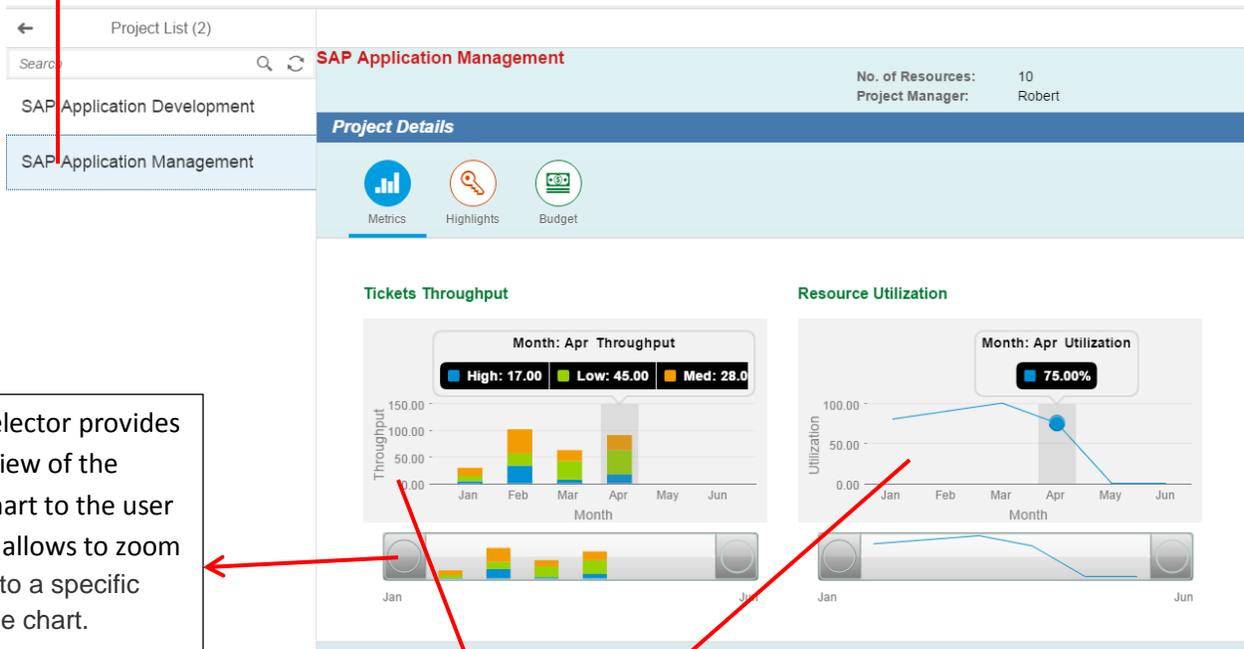
Highlights
Resources Multi Skill
Completed Learning Plan
Access Request provided

After clicking on budget, the budget details till date for the project are seen. Simple form used to display the details.

The screenshot shows the 'Budget' section of the project details. It displays the following budget information:

PO Number:	100000000
Available Budget:	\$54000
Utilized Budget:	\$32000

On clicking second project, different set of charts are seen. As different projects may have different metrics. The display of different chart & chart titles are controlled in the controller of the respective detail view in Object matched pattern at first where the project id is stored in a global variable and then using OnAFTERRendering method the visibility of controls are done.



Range selector provides an overview of the whole chart to the user and also allows to zoom in or out to a specific part of the chart.

Here Throughput metrics is represented by using StackedColumnChart showing no of low, medium & high priority tickets worked on. The Line Chart shows the utilization of resources every month. SAP Makit (Mobile analytics Kit) is used to represent the data in analytical format.

Highlights and Budget details of Project 2.

← Project List (2)	
Search <input type="text"/>	SAP Application Management
SAP Application Development	No. of Resources: 10 Project Manager: Robert
SAP Application Management	Project Details
	 Metrics  Highlights  Budget
	Highlights
	Reusable components created
	Upgrade Over

← Project List (2)	
Search <input type="text"/>	SAP Application Management
SAP Application Development	No. of Resources: 10 Project Manager: Robert
SAP Application Management	Project Details
	 Metrics  Highlights  Budget
	PO Number: 100000001 Available Budget: \$70000 Utilized Budget: \$35000

Metadata Design:

Zoom the picture to see the metadata design. (Odata Modeler Design Screenshot)

