

Story

“Consulting companies have many resources that need to be allocated to projects. Because these resources are the life and profit generator for the company, they need to be ideally fully allocated and utilized for maximum efficiency.

However, most consultancy companies rely on different spreadsheets, word documents and emails to check, allocate and communicate on the utilization of these resources. Furthermore, there would be a lot of phone calls and emails between the resource manager, project manager and the sales team to coordinate on their availability, skillset and preference of the clients.

This is inconvenient especially for the sales team members to check on the details of these resources quickly as they are always on the go and need details fast.

Hence, the idea of this app is born; to centralize, simplify and ensure that resource management, allocation and information are available at their fingertips. “

Persona



BRUCE

SAP Resourcing Manager

“ I like get things done quickly since I am on the move all the time, dealing with million things. ”

ABOUT

40, married, 5 years of SAP Resourcing experience

I have to ensure that the resources in my company are fully allocated and the company's profits are maximized via these resources.

WORKS WITH

Sales Team, Project Managers, SAP Consultants

JOB RESPONSIBILITIES

- Handle all resource allocation and coordination
- Supply resourcing information to project managers, the sales team and make sure they have up to date information to conduct their respective work
- Resource planning and get visibility of upcoming projects to allocate suitable resources

NEEDS

- One application to view, manage and get all the Resource information.
- This application has to work on different devices

MAIN GOALS

- Ensure company's resources are allocated and fully utilized
- Coordinate allocation of resources between project managers

PAIN POINTS

- Has to rely on multiple different spreadsheets, word documents and emails to get a resource's skill matrix, availability and information
- A lot of manual work and calls to the Sales and project manager to do the allocation

User Experience Journey

Introduction to Design Thinking

User Experience Journey

Current User Experience Journey

Duration of the Journey: 1 week

Mindset

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

Needs to allocate a resource

Which resources are on the bench?

I need to check my excel spreadsheets for the consultant's skill matrix

I need to find the Consultant's resume for the Sales team

I need to send and check emails to see if this Consultant is available

I need to know if this Consultant has the relevant experience for this Industry. Emails and calls again

Need to know the Consultant's schedule

I need to know if this Consultant has government clearance for the government project we're bidding. Need to call or email him

Actions

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

Email the entire company to see if anyone has experience in this industry

Look at different word documents or spreadsheets to check for the consultant's availability

Answer questions and requests from the Sales team

Need to check the Consultant's schedule

Look at a separate spreadsheet for the Consultant's skill Matrix

Call the consultant or HR to check for clearance and citizenship status of the consultant

Look at different folders for the Consultant's resume

Book Consultant

Call different project managers to coordinate

Touch points

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

Skill matrix excel Spreadsheets

Word Documents like Resume

Sales team

Different folders for different items like resumes

Project Managers

Emails

Phone Calls

Resource allocation and availability excel Spreadsheets

Point of View

USER

Bruce

NEEDS A WAY TO

- *Quickly view information of the resources (Booking, Schedule, Notes about him/her)*
- *Get their availability, skill matrix, certification, onboarding forms and resume quickly*
- *Check for resources that are on the bench*

SO THAT

He can quickly supply information to the Sales team or project managers and get his job done.

Mock Up

This screenshot displays the 'Information Screen' for two resources. On the left, a list shows 'Bruce Lee' (ID 604300, Contractor) and 'Chuck Norris' (ID 685321, Permanent). The right pane shows detailed information for Bruce Lee, including his level (SAP Lead Consultant), mobile number (0423568978), email (bruce.lee@ema.com), and project status (Allocated). Below this, a 'Details' section provides information about his assignment to 'PET As' at 'Sun Hanks' in Melbourne, including his start date (01-11-2011), clearance level (Level 1), and work experience in Aerospace and Manufacturing.

The Information Screen

This screenshot shows the 'Booking Screen' for Bruce Lee. It features a 'Booking Allocation' table with columns for Client Code, Job Name, Booking Type, Status, Booking Start Date, Booking End Date, and Booking Loading. A row is visible for 'SAUR7881' (Coca-Cola - Digital Sales for Growth) with a status of 'Confirmed' and a loading of 100%. Below the table is an 'Availability' chart showing a bar for 'SAP' with a value of 38.

Booking Screen

This screenshot displays the 'Booking Details' for the 'Coca-Cola' project. It includes 'Project Information' (Manager: Connor Mignegr, Role: Support Developer), 'Client Information' (Client Name: Coca-Cola, Location: Newcastle, NSW), and a map of the project location.

Booking Details

This screenshot shows the 'Skill Matrix Screen' for Bruce Lee and Chuck Norris. It contains a table with columns for Category, Skill, and Level. Skills listed include 'Development / Customisation / Enhancement', 'ABAP on HANA', 'SAPUS', and 'SAP+'. Each skill is accompanied by a star rating (e.g., 5 stars for ABAP on HANA).

Skill Matrix Screen

This screenshot displays the 'Attachments' screen for Bruce Lee. It shows a list of attachments, with one file named 'Resume' (type: .txt) uploaded on '2015-05-01' by 'DR ORION'. The file size is 90 bytes.

Attachments

This screenshot shows the 'Organizational Chart' screen for Bruce Lee. It displays a hierarchical diagram with nodes representing different roles or positions, connected by lines to show reporting relationships.

Organizational Chart

The screenshot shows the 'Schedule' view for resource Bruce Lee. On the left, a sidebar lists resources: Bruce Lee (P&T-DEVELOPMENT, Contractor, 604300, Allocated, Active) and Chuck Norris (P&T-PLATFORM, Permanent, 685321, Bench, Inactive). The main area displays a calendar for December 15, 2015, with time slots from 6:00 AM to 11:00 AM. A 'New Booking Request' button is visible at the bottom right.

Schedule Screen

The screenshot shows the 'Notes & Requests' view for resource Bruce Lee. The sidebar is identical to the previous screen. The main area features a text input field with the placeholder 'Post something here' and a 'Notes & Requests' header. Below the input field, there are two entries: a reply from Alexandrina Victoria on Mar 22, 2016, and a text block starting with 'Lorem ipsum dolor sit amet...'. A 'New Booking Request' button is at the bottom right.

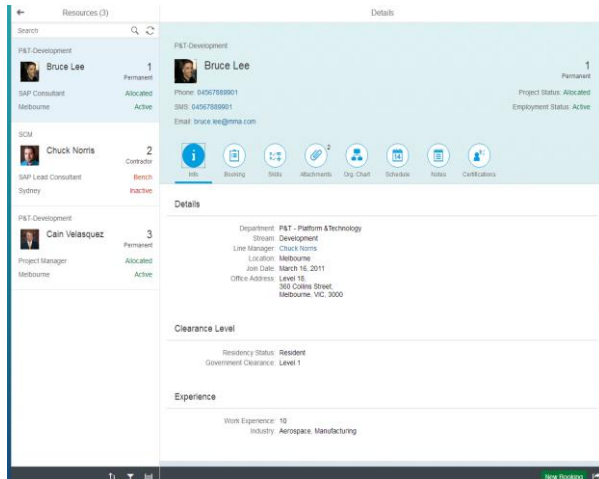
Notes and Requests

The screenshot shows the 'Certifications' view for resource Bruce Lee. The sidebar is identical. The main area displays a table of certifications and training. The first entry is 'SAP Agency Essentials' (2015) with a status of 'Certified'. The second entry is 'SAP Development for HANA' (2016) with a status of 'Ongoing'. There is also an 'Awards' section showing 'Employee of the Year Award' (2015). A 'New Booking Request' button is at the bottom right.

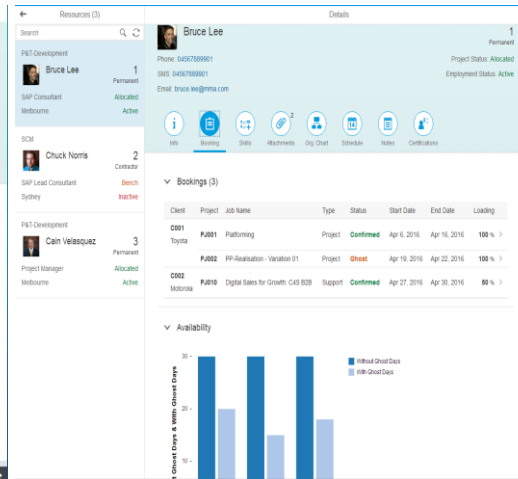
Year	Item	Status
2015	SAP Agency Essentials	Certified
2016	SAP Development for HANA	Ongoing

Certifications

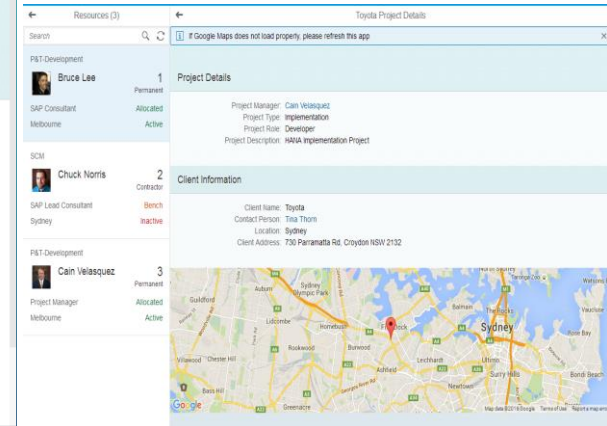
Actual App



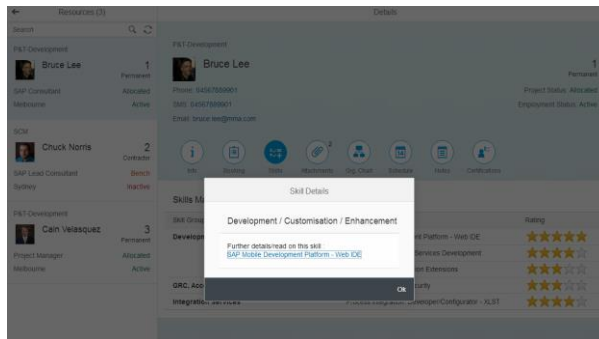
The Information Screen



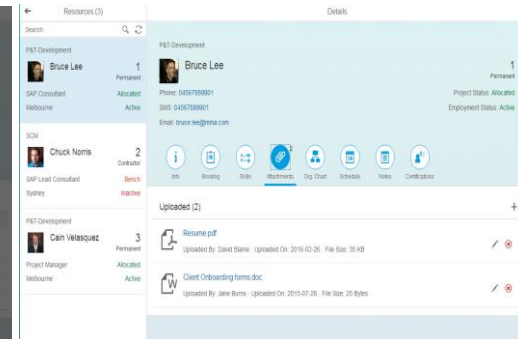
Booking Screen



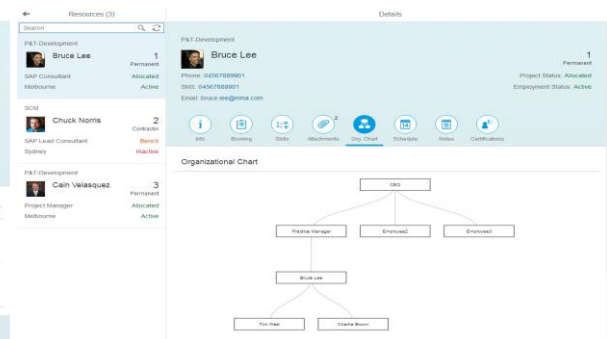
Booking Details



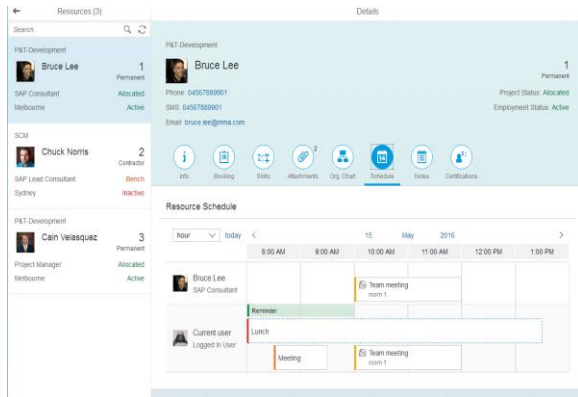
Skill Matrix Screen



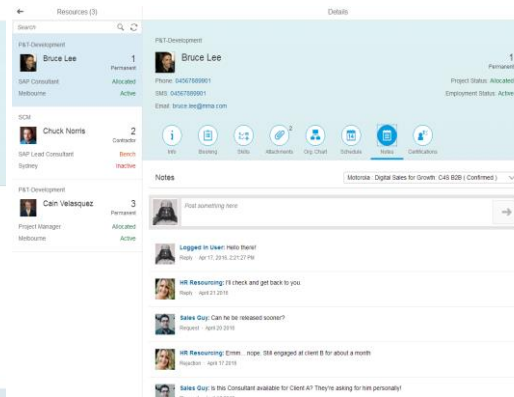
Attachments



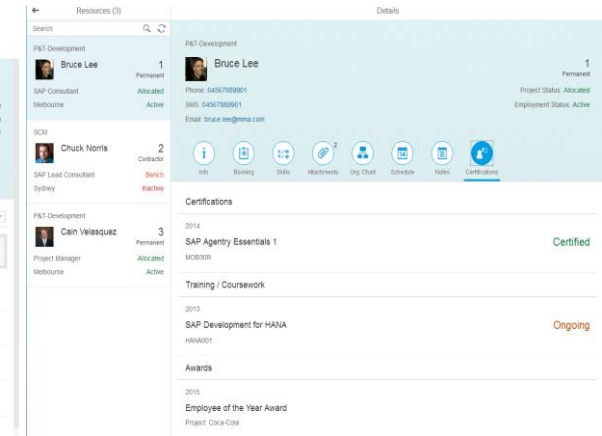
Organizational Chart



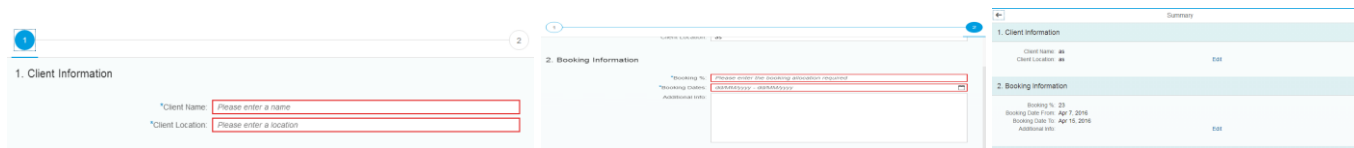
Schedule Screen



Notes



Certifications



Booking & Review Screen

Navigation between different screens in this app is done via clicking on the different individual icon tab filters on the Icon Tab Bar. Clicking on an icon tab filter will navigate to the corresponding view via [lazy loading](#).

Study - Splash / Build Prototype

<https://standard.experiencesplash.com/home/projects/24742831d0fe8a480bb35525/research/participant/3af703088a93ef210bb40b27>

SAP Web IDE App Prototype Video – 3 minutes +

<https://youtu.be/rdEe2Vaeyjs>