



VERBINDT. VERSTERKT.

FOCUS
ONLINE

8 T/M 12 NOVEMBER 2021

Welkom

Adopt SAP Fiori the easy way!

Jocelyn Dart, Guiding Enterprise User Experience – SAP SE





Adopt **SAP Fiori** the easy way!

Jocelyn Dart, Chief Expert, SAP S/4HANA Customer Care and RIG
November 2021

PUBLIC

Agenda

Why SAP Fiori in SAP S/4HANA

UX Adoption - a better way forward

- Simplifying UX Adoption
- Envision the future with UX Value Goals

Enabling your project team

- The mindset shifts needed
- Resources to get you on your way

Q&A

Why

SAP Fiori in SAP S/4HANA

Why User Experience is so important in SAP S/4HANA

SAP Fiori is the way business users consume SAP S/4HANA innovations

SAP Fiori apps
simple, responsive,
adaptive & work
with chatbots

Embedded
Analytics &
Translytical apps

New processes
only available with
SAP Fiori

Situation Handling,
ML/AI proposals
consumed via SAP
Fiori, iRPA



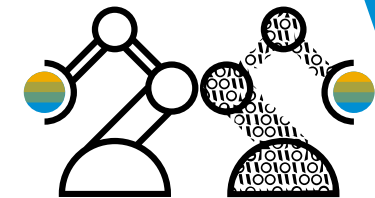
**Digital Age User
Experience**



**End-to-end Analytics
& Real-time Steering**



**New Business
Models**



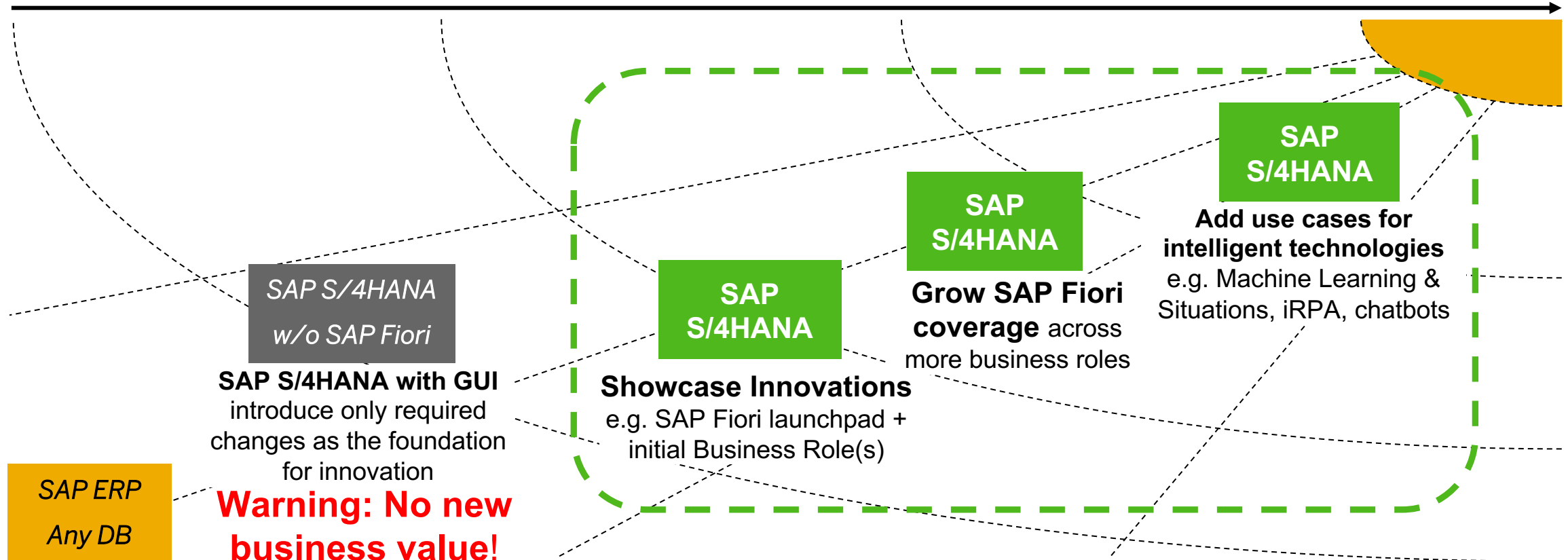
**Intelligent
Automation**

iRPA Intelligent Robotic Process Automation ; **ML** – Machine Learning ; **AI** – Artificial Intelligence;

Manage the pace of change and innovation adoption for your Business Users

Decide your pace of change approach then manage the impacts on your business users

INNOVATION ADOPTION



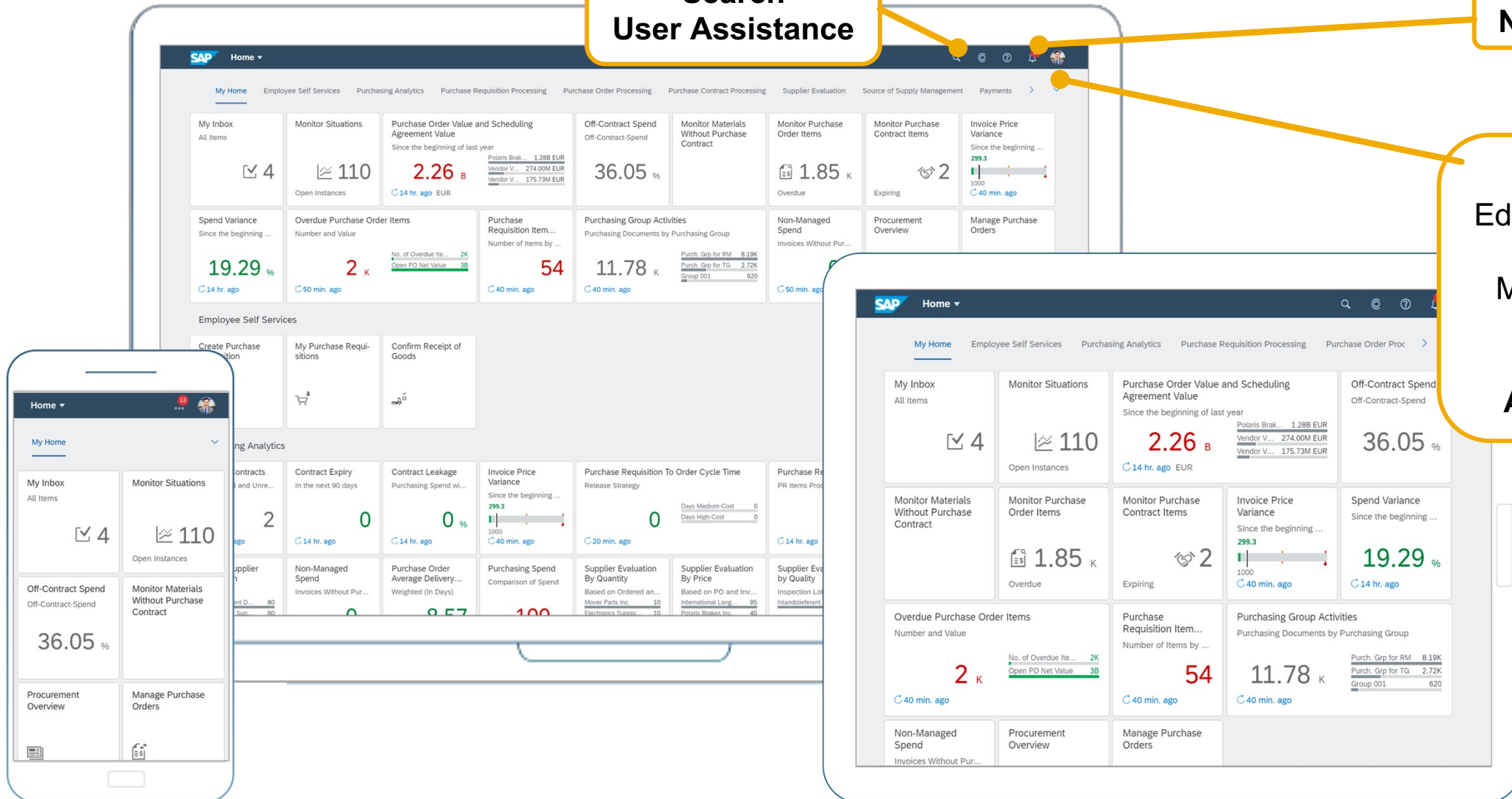
SAP Fiori in SAP S/4HANA delivers features for all business users

Much more than tiles and links!

**Search
User Assistance**

Notifications

App Finder
Edit Current Page
Settings
Manage Cards
Adapt UI
About
App Support

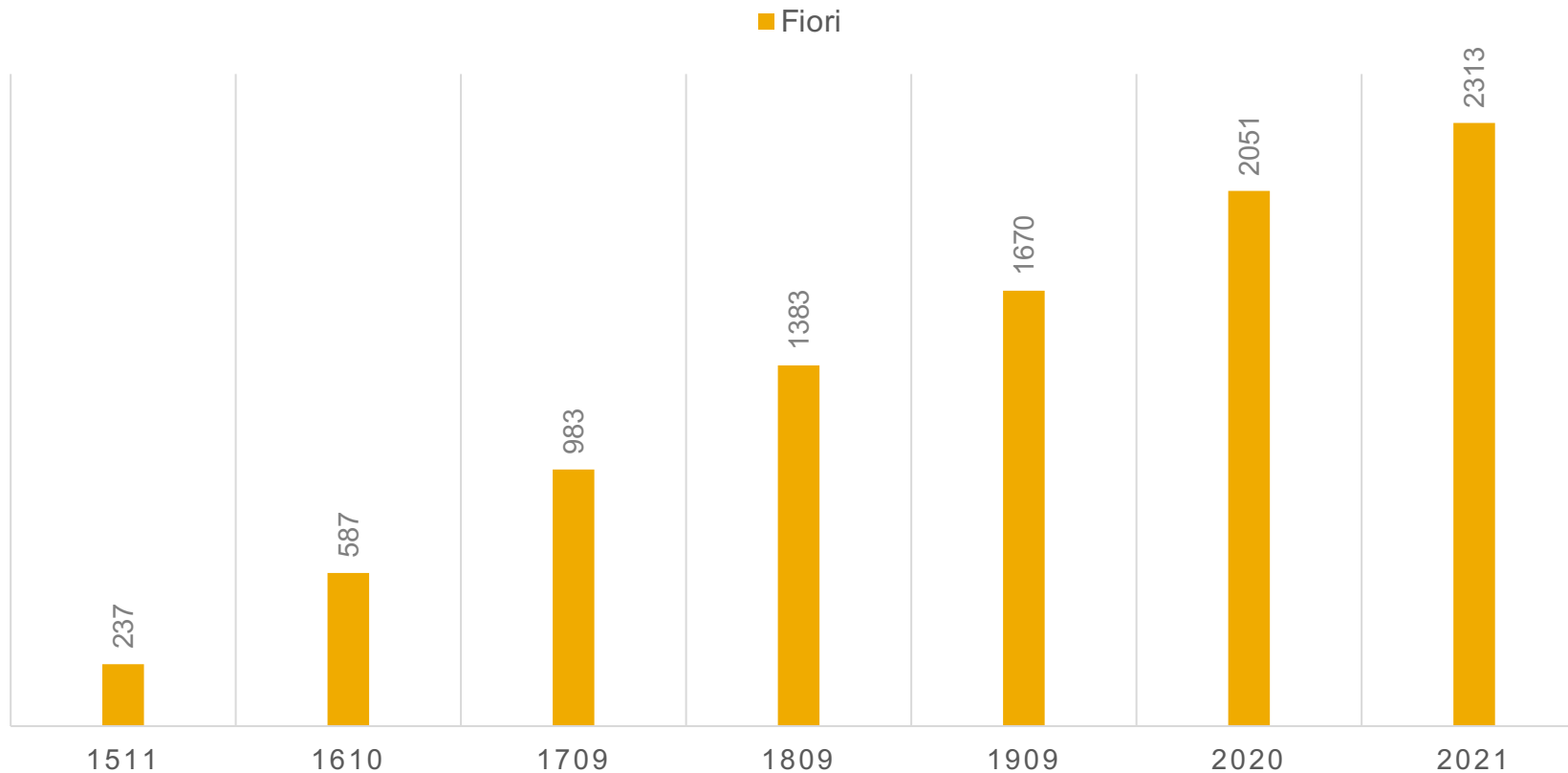


See the latest improvements!: [Another Step on SAP Fiori 3 Journey: New Visualisation Options in SAP Fiori launchpad](#)

Understand the approach to Innovation in SAP S/4HANA PCE & OP

SAP Fiori apps for new innovation

Apps & UIs per SAP S/4HANA Release



App counts are taken from the SAP Fiori apps reference library

**New
innovation
via SAP Fiori**

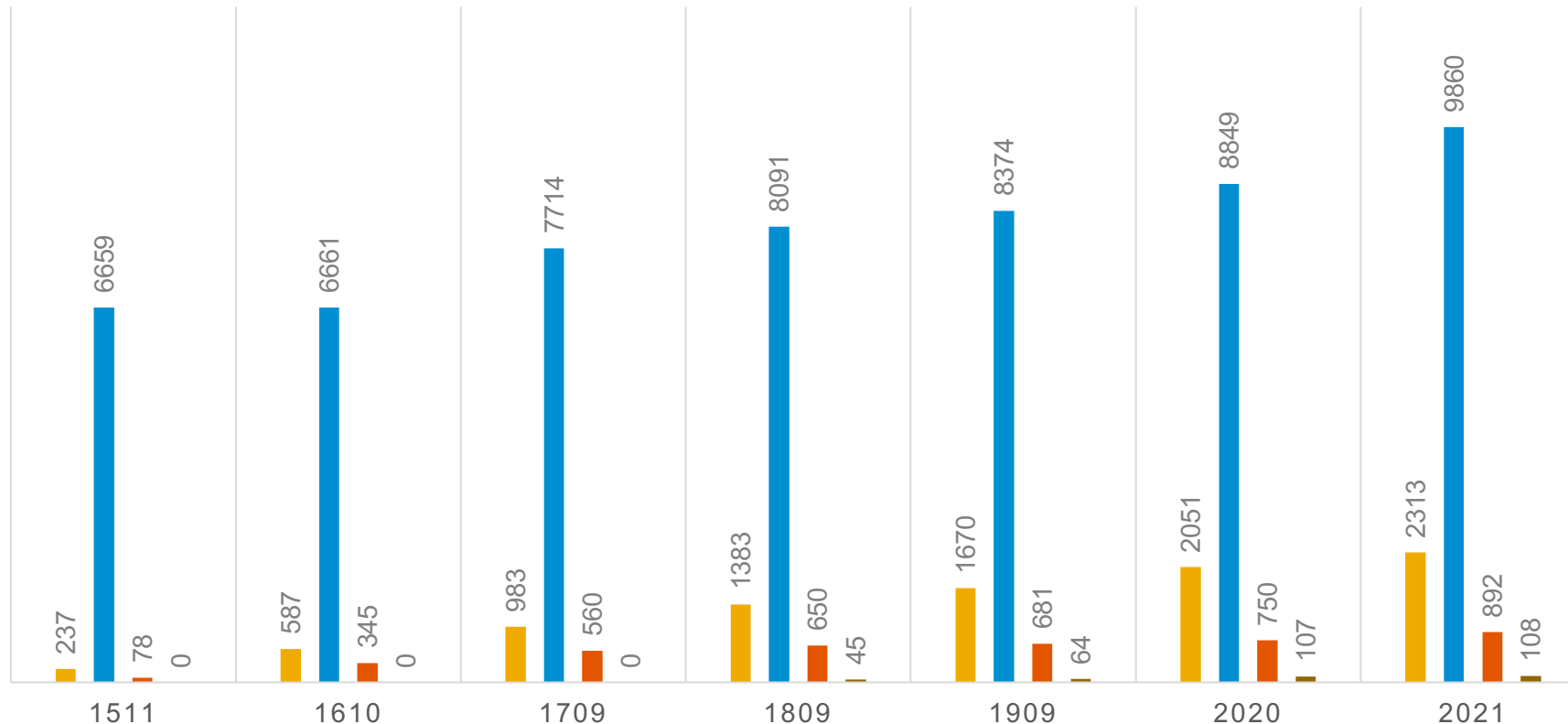
Approx. 350-400 apps added
per SAP S/4HANA release

Understand the approach to Innovation in SAP S/4HANA

SAP Fiori apps for new innovation + classic UIs to manage the pace of change*

Apps & UIs per SAP S/4HANA Release

■ Fiori ■ GUI ■ WebDynpro ■ Web Client UI



New innovation via SAP Fiori

Approx. 350-400 apps added per SAP S/4HANA release

Classic UIs inherited from

embedded solutions split out from SRM, SCM, CRM, etc.

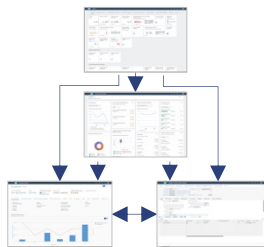
**Notable exception Web Dynpro Grid analytics – new content for classic framework*

SAP Business Roles are templates delivered with SAP S/4HANA

More than **500 Business Roles** & More than **2.3K SAP Fiori apps** with SAP S/4HANA 2021

Roles bring a predefined navigation network of relevant SAP Fiori apps and classic user interfaces (UIs).

Purchaser



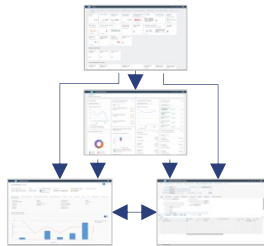
Accountant



Controller



Internal Sales Rep



Production Planner



Quality Engineer



Business roles templates delivered by SAP S/4HANA

Finance	Sales / Customer Service	Commerce	Supply Chain	Product Lifecycle Management
<ul style="list-style-type: none">General Ledger AccountantAccounts Payable AccountantAccounts Payable ManagerAccounts Receivable AccountantAccounts Receivable ManagerAsset AccountantCost Accountant (Production/Sales/Inventory/Overhead)Cash ManagerCash Management SpecialistManager - Finance InfoCredit ControllerConsolidation SpecialistBusiness Analyst - Group ReportingExternal Auditor - Group ReportingTreasury Risk ManagerTreasury AccountantTreasury Specialist (Back Office/Front Office/Middle Office)Accounts Payable Accountant - LeasingAccounts Receivable Accountant - LeasingContract Specialist - LeasingContract Valuation Specialist - LeasingAdministrator (Leasing/Group Reporting)External Auditor	<ul style="list-style-type: none">Internal Sales RepresentativeBilling ClerkPricing SpecialistSales ManagerSales Manager - Empires ManagementOrder-to-Cash Process ManagerCustomer Service Representative - Vaid Management	<ul style="list-style-type: none">Invoicing Specialist (Convergent Invoicing)Invoicing Manager (Convergent Invoicing)Accounts Payable and Receivable Accountant (FI-CA)Accounts Payable/Receivable Manager (FI-CA)Reconciliation Specialist - Accounts Payable and Receivable (FI-CA)Collection Specialist (FI-CA)External Auditor - Accounts Payable and Receivable (FI-CA)Administrator - Accounts Payable and Receivable (FI-CA)	<ul style="list-style-type: none">Order Fulfillment SpecialistOrder Fulfillment ManagerShipping SpecialistReceiving SpecialistSales Manager - Direct Store DeliveryMaster Data Specialist - Direct Store DeliveryWarehouse Clerk - Direct Store DeliveryWarehouse Clerk (SWM)Warehouse Operative (SWM)Inventory ManagerTransportation ManagerTransportation PlannerContract Specialist - Freight Management	<ul style="list-style-type: none">Recipe DeveloperAdministrator - Recipe DevelopmentDesign EngineerProduct Configuration ModelerSystems EngineerMaster Data Specialist - Raw Substance DataDevelopment Manager - Discrete Industry
Procurement	Manufacturing	Utilities	Risk/Engineering	Cross Sell
<ul style="list-style-type: none">Employee - ProcurementStrategic BuyerMaterial Planner - External ProcurementPurchaserAccounts Payable Accountant - ProcurementPurchasing ManagerPurchasing Manager - Empires ManagementLegal CounselEmployee - Legal Content ManagementAdministrator - Legal Content Management	<ul style="list-style-type: none">Production PlannerProduction Planner (lean manufacturing)Production Operator (discrete/process/petroleum/lean manufacturing)Production Engineer (discrete/process manufacturing)Production Supervisor (discrete/process/petroleum manufacturing)Quality EngineerQuality PlannerQuality TechnicianQuality AuditorCalibration Technician	<ul style="list-style-type: none">Meter Data Specialist (Utilities)Billing Specialist (Utilities)	<ul style="list-style-type: none">Program ManagerProject ManagerProject Manager (CPM)Project Resource ManagerProject Team Member (CPM)Project Management Office SpecialistProject Steering Committee MemberProject Financial ControllerProject Logistics ControllerProject Portfolio Manager	<ul style="list-style-type: none">Master Data Specialist (Product Data/Business Partner Data/Setup Data)Master Data Steward - Product DataAnalytics SpecialistConfiguration Expert (Business Network Integration/Business Process Configuration)Data Privacy SpecialistData Privacy Specialist - Consent ManagementTrade Classification SpecialistTrade Compliance SpecialistInnovator SpecialistBusiness Process SpecialistBusiness Process Specialist - Enterprise Search
Travel Management	Human Resources	Wholesale	Commodity	Public Services
<ul style="list-style-type: none">Employee (Travel Info)	<ul style="list-style-type: none">EmployeesManager - InfosAdministrator (HR Infos)	<ul style="list-style-type: none">Settlement ClerkContract Manager - Settlement ManagementTrader (ACM)Trading Manager	<ul style="list-style-type: none">Master Data Specialist (ACM)Operations Clerk (ACM)Settlement Clerk (ACM)Trader (ACM)Trader - Commodity Derivative OrdersTrader - Commodity Derivative Orders	<ul style="list-style-type: none">Budget Responsible - Funds ManagementBudget Specialist - Funds ManagementStudentProfessorAcademic AdvisorFaculty MemberGrant ResponsibleGrant SpecialistCustomer Service RepresentativeTax and Revenue Management
Financial Services	Retail	Oil & Gas		
<ul style="list-style-type: none">Insurance Claims HandlerInsurance Claims SupervisorInsurance Policy ClerkCustomer Service Representative - InsuranceCredit AnalystLoans ManagementManager - Loans ManagementLoan OfficerStaff AccountantLoans Management	<ul style="list-style-type: none">Master Data Specialist (Item Data (Retail))Location Data (Retail)Retail Store AssociateRetail Store ManagerStore Design Manager (Retail)Purchaser (Retail)Order Fulfillment Manager (Retail)AllocatorInternal Sales Representative (Retail)	<ul style="list-style-type: none">Shipping Specialist (IOG)Accounts PayableAccountant (IOG)Billing Clerk (IOG)Field Operator (IOG)Production Data Specialist (IOG)Forecast Analyst - Production (IOG)Forecast Manager (IOG)Forecast Specialist (IOG)Defect Analyst (IOG)	<ul style="list-style-type: none">Hydrocarbon Analyst (IOG)Business Analyst (IOG)Forecast Manager (IOG)Inventory ManagerTransportation Scheduler (IOG)Supply Chain Manager (IOG)Terminal Operator (IOG)Joint Venture Accountant	

More Information: [Understanding SAP Business Roles](#), [How SAP Business Roles simplify deploying SAP User Experience](#)

What you get in a SAP Business Role

Everything you could need and so much more...

SAP Business Roles contain all relevant content for the role
+ the navigations between apps including:

- **SAP Fiori apps**
- **Classic UIs**
 - SAP GUI transactions
 - ABAP Web Dynpro applications
 - Web Client Uis
 - URLs
- **Launchpad features**
 - Search
 - Notifications
 - User Defaults
 - Personalization
 - Home page layouts (Spaces/Pages or Groups)
 - Context-sensitive help

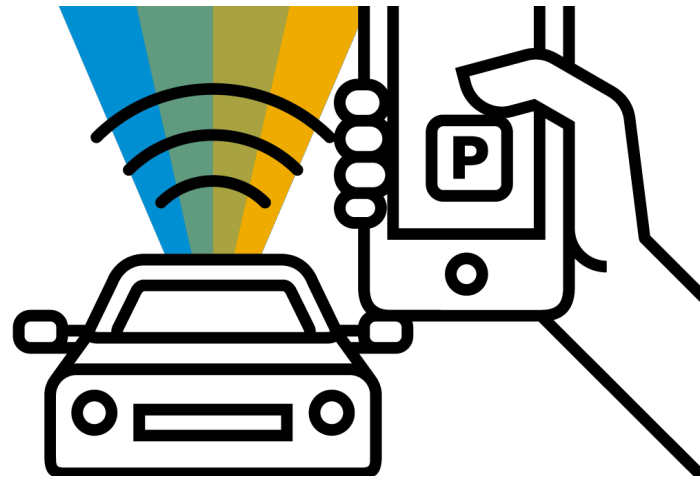


So why do we still see SAP S/4HANA projects like this...

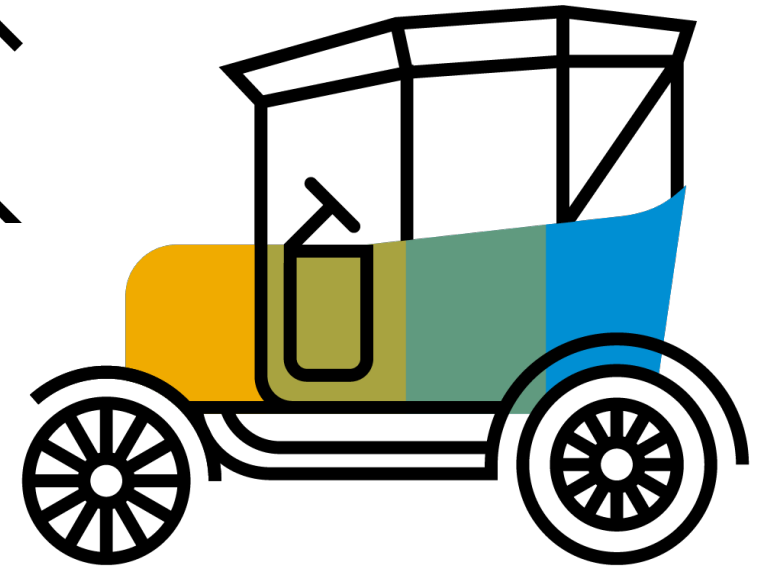
You expected...



Or at least...



What was delivered



**There has to be better way to
select apps, features, and
intelligent use cases
that align to
customer expectations?**

UX Adoption

A better way forward

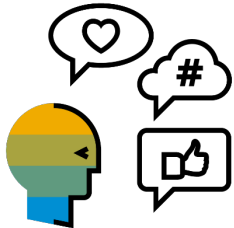
How to Adopt User Experience

Major decisions steps to define and progress your UX adoption roadmap



WHO will change

1. Scope your target business roles
2. Get to know your users



WHAT will change

3. Envision the future



HOW to change

4. Explore and fit
5. Lay it out for me



Envision the Future with **UX Value Goals**

User experience drives organizational changes towards desired business outcomes



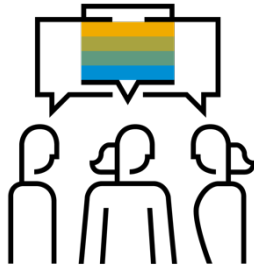
Be more **MOBILE**



GUIDE me better



RESPOND faster



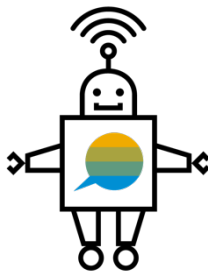
COLLABORATE better



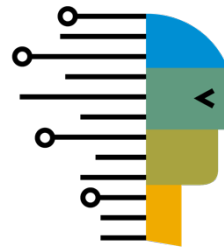
Be more **INSIGHTFUL**



REACT faster



Be more **AUTOMATED**



Be more **PROACTIVE**



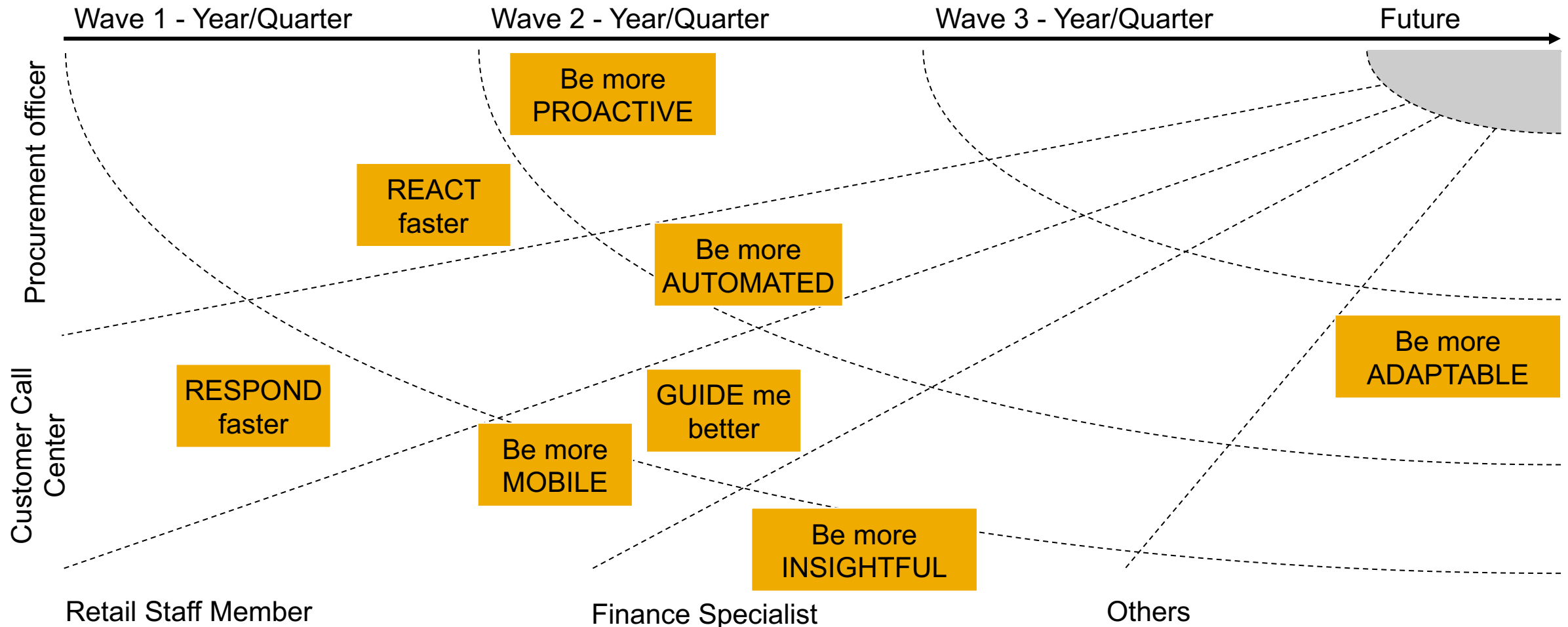
Be more **ADAPTABLE**

UX Value Goals for Business Role <role name> - Choose Your Focus!

UX Value Goal	Goal Description	Innovation/Solution adoption focus
Be more MOBILE	Increase the number and variety of tasks that can be performed on mobile devices such as tablets and smartphones	Mobile devices
GUIDE me better	Guide day to day work with clear work lists and easy to follow processes that help me do my job right every time	Flexible workflow, Forms/wizards
RESPOND faster	Help me find relevant information fast so I can respond quickly to incoming requests	Search, Notifications, Manage apps
Be more INSIGHTFUL	Move to real-time analytics and insight-to-action navigation so work can be prioritized and acted on without delay	Embedded Analytics
COLLABORATE better	Make it easier to connect and share information with my virtual team so we can resolve complex situations	Chatbots, Sharing features
REACT faster	Be notified faster of business situations and be supported in responding to situations	Situation Handling, Internet of Things
Be more AUTOMATED	Increase use of robotic and mass maintenance options that reduce effort and let me focus on exceptions	Robotic Process Automation, Mass maintenance apps
Be more PROACTIVE	Use predictive and forward planning capabilities to mitigate potential issues and risks before they happen	Machine Learning/AI
Be more ADAPTABLE	Make changes to the user experience on behalf of other users	In-App Extensibility, Key user apps

Managing the Pace of Change - Build **Your UX Adoption Roadmap** [EXAMPLE]

Decide your innovation adoption priorities and manage the impacts



Now available in **SAP Activate**

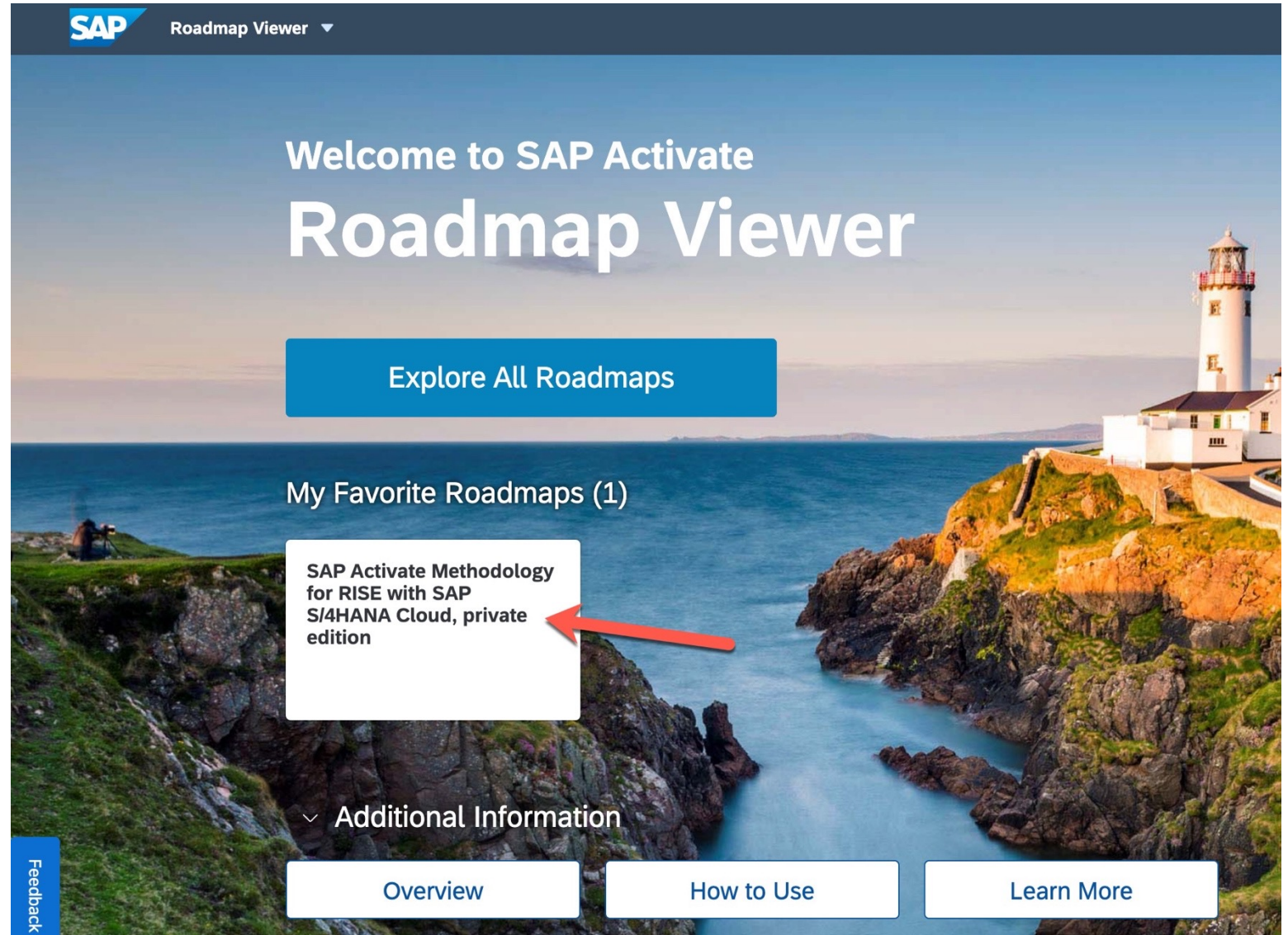
<https://go.support.sap.com/roadmapviewer/?sap-language=EN>

Explore all Roadmaps

Find the roadmap:

**SAP Activate Methodology for
RISE with SAP S/4HANA
Cloud, private edition**

Mark it as one of your favorites
for easiest access



Finding User Experience Content and Accelerators

Try out the User Experience tag

More (1)

- ☒ User Experience(58)
- ☐ Customer COE(21)
- ☐ System Conversion(615)
- ☐ New Implementation(622)
- ☐ SAP Business Network(13)

SAP Activate Methodology for RISE with SAP S/4HANA Cloud, private edition

Overview Content Accelerators

Clear All

- ☐ Application Desig...
- ☐ Integration(3)
- ☐ Extensibility(14)
- ☐ Data Manageme...
- ☐ Technical Archite...
- ☐ Operations and S...
- ☐ Solution Adoptio...
- ☐ Testing(0)
- ☐ Project Manage...
- ☐ Customer Team ...

Product (0)

- ☐ SAP Cloud ALM(0)

More (1)

- ☒ User Experience(...)
- ☐ Customer COE(16)
- ☐ System Conversi...

Discover

Files

- UX Adoption: Establish the Business Value of UX Workshop (Public)

Web Pages

- SAP Fiori Cloud Demo (Public)
- SAP Fiori Lighthouse Scenarios (Public)
- SAP User Experience (Fiori) Community (Public)

Prepare

Files

- Quick Guide to Evaluating SAP Fiori apps (Public)
- Quick Guide to Naming Conventions for SAP Fiori launchpad entities (Public)
- UX Adoption: Envision the Future Workshop (Public)
- UX Adoption: Scope the Future Workshop (Public)
- UX Adoption: UX Strategy and Guiding Principles Workshop (Public)
- UX Value Goal App Selection Guides (Public)
- User Experience Strategy Template (Public)

Web Pages

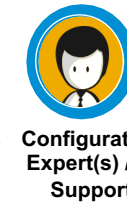
- Blog - Custom code analysis for SAP S/4HANA with SAP Fiori App Custom Code Migration (Public)
- Blog - New Installation of S/4HANA 1909FPS0 - Rapid Activation for SAP Fiori (Public)
- Finding available SAP Fiori Apps (Public)
- Help - SAP Fiori Launchpad (Public)
- Rapid Activation of SAP Fiori via Task Lists (Public)
- SAP Blog - How To Explore "Fiori Apps Reference Library" For SAP S/4 HANA Apps (Public)
- SAP Blog - SAP Fiori Apps Recommendation Report – Easy discovery of relevant SAP Fiori Apps (Public)
- SAP Blog - SAP Fiori for S/4HANA – Rapid Activation Task List Updates and Quick Guide (Public)
- SAP Blog - SAP Fiori for SAP S/4HANA – Fundamentals (Public)

SAP Activate workshops for UX Adoption using **UX Value Goals**

Phase	Workshop Guides	Purpose
Discover	UX Adoption: Establish the Business Value of UX Workshop	Capture initial thoughts on UX. Draft a high level UX roadmap based on UX Value Goals
Prepare	UX Adoption: UX Strategy and Guiding Principles Workshop	Establish entry points, cross-process features and best practices, and responsibilities
Prepare	UX Adoption: Scope the Future Workshop	Select apps for target UX Value Goals for Business Roles in scope. Get ready for app evaluation and custom role creation
Prepare	UX Adoption: Envision the Future Workshop	Review the selected app list against to-be business outcomes & consider benefit metrics. Adjust the list ready for fit-to-standard. Clarify role owners & next steps.
Realize	UX Adoption: Design your Launchpad Layout Workshop	Prototype your launchpad layouts with your business users and business experts
Run	UX Adoption: Review realized UX Business Benefits	Retrospective on current state and lessons learned. Trigger the next wave of UX Adoption

EXAMPLE: Establish the Business Value of UX

Overall Workshop Approach



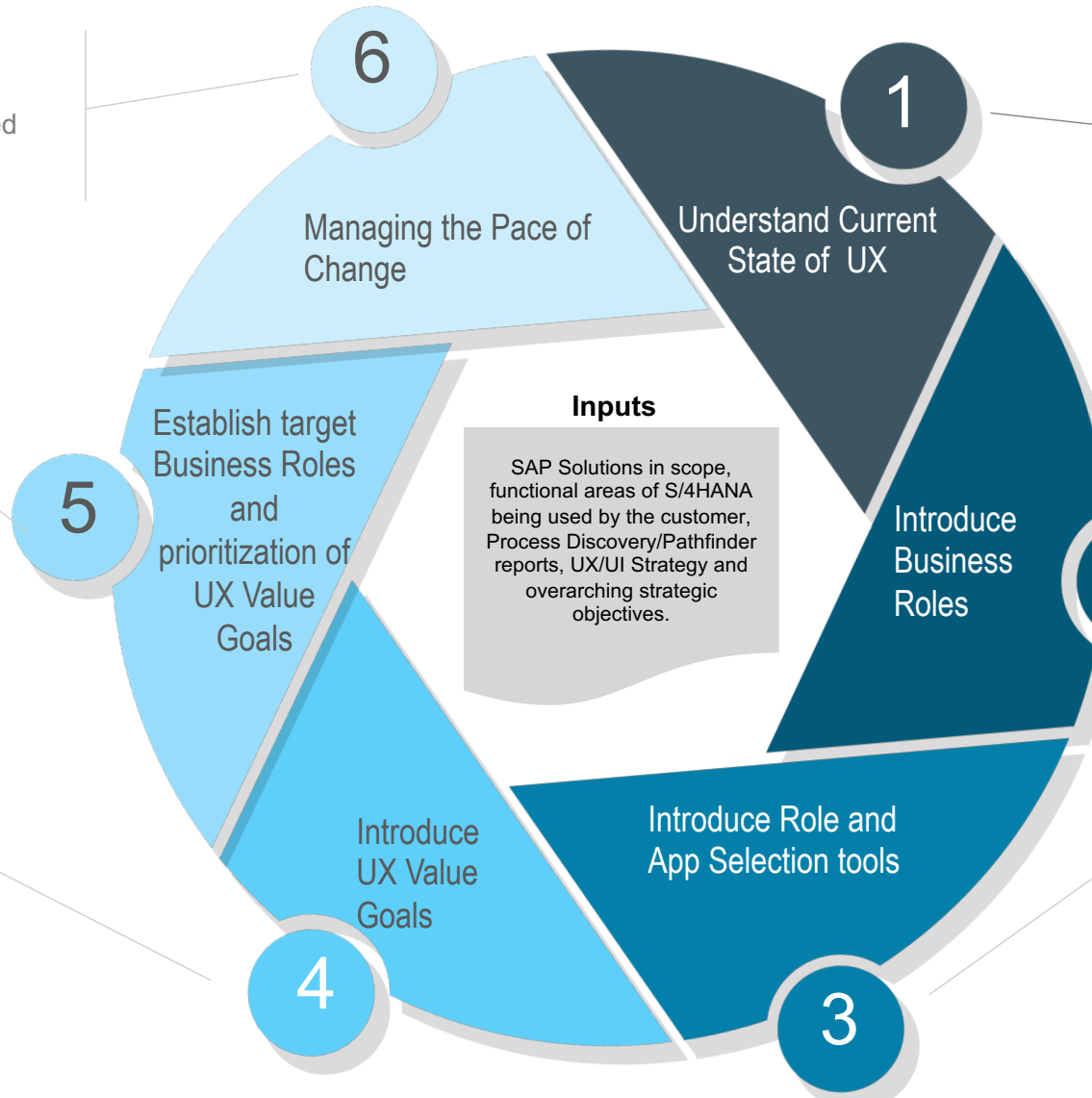
Discuss the Desired State for the target business roles and how to manage the pace of change across the organisation. This is expressed as a high level UX adoption roadmap.



Business Process Experts help to select the highest priority (e.g. top 5) Business Roles to target and capture the pain points and opportunities for these roles. Explore the UX Value Goals and identify which areas of the business would benefit from these scenarios. For example, choose the 2 most promising UX Value Goals per role. Discuss priority tasks for each role/value goal.



Introduce the UX Value Goals and discuss how these goals can potentially bring business value through implementation of a new User Experience



Understand the current landscape/solutions in place and the perceptions and pain points relating to the current User Experience. Confirm any other SAP solutions planned to be implemented in the near future and any existing plans to improve the User Experience.



Introduce the Business Role concepts and identification of standard SAP Business Roles that align to existing usage of SAP functional areas.



Introduce the accelerators available to help identify suitable business roles to target e.g. SAP Innovation and Optimization Pathfinder and Process Discovery reports etc.

EXAMPLE:

UX Value Goal App Selection Guides

One short simple guide per UX Value Goal summarizing:

- **What to consider**
- **Prerequisites**
- **Standard use cases** and examples delivered with SAP S/4HANA
- **Custom use cases** with
 - summary of options and what to use when
 - “requires additional subscription” indicators
 - cross-reference to related BTP Use Cases

But wait there's more!

- Quick Guide to Evaluating SAP Fiori apps
- User Experience Strategy Template
- Enhancement using in-app extensions feature map
- ...

UX Value Goal: **Be more ADAPTABLE**

Make changes to the user experience on behalf of other users.



App Selection Procedure

TABLE OF CONTENTS

BEFORE YOU START	
PREREQUISITES FOR ADAPTATION.....	
STANDARD USE CASES	
Finding SAP Fiori apps that adapt other apps/UIs	
Finding SAP Fiori apps and Classic UIs that can be adapted.....	
Finding SAP Fiori apps and Classic UIs that support Custom Fields and Logic.....	
CUSTOM USE CASES.....	

Enable your Project Team to Adopt UX

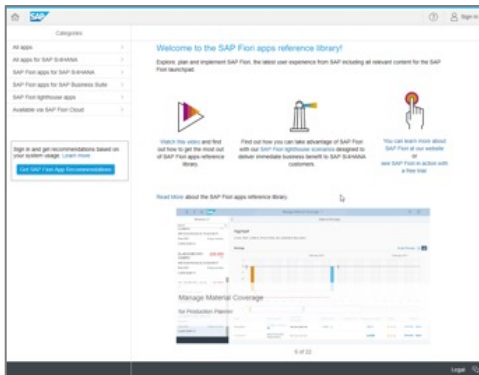
Efficient UX Adoption using SAP Business Roles as templates to get you started

Scope and Prepare



Initial scoping

Identify business roles



Activate and Explore

Sandbox



Rapid activation of your selected business roles



Refine and Extend

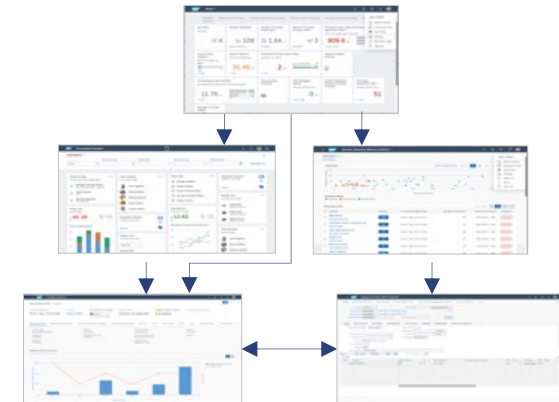
Development

> Quality Assurance

> Production



Adjust launchpad content and layouts to meet your needs



Support and Grow as you build your skills

Adopting UX is an iterative process

Retail Staff Member

GUIDE me
better

Be more
MOBILE



Procurement officer

REACT
faster



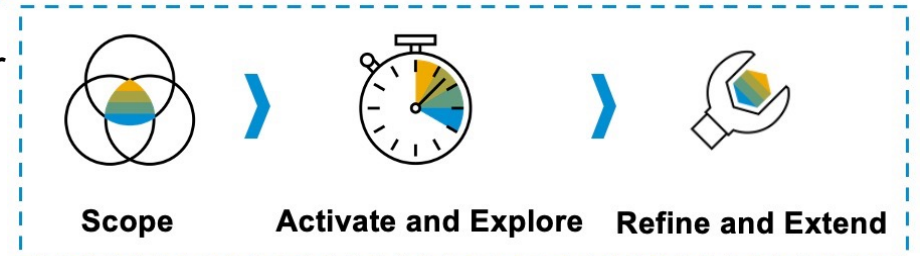
Customer Call
Center

Be more
AUTOMATED



Procurement officer

Be more
PROACTIVE



Enabling your project team

Resources to get you on your way

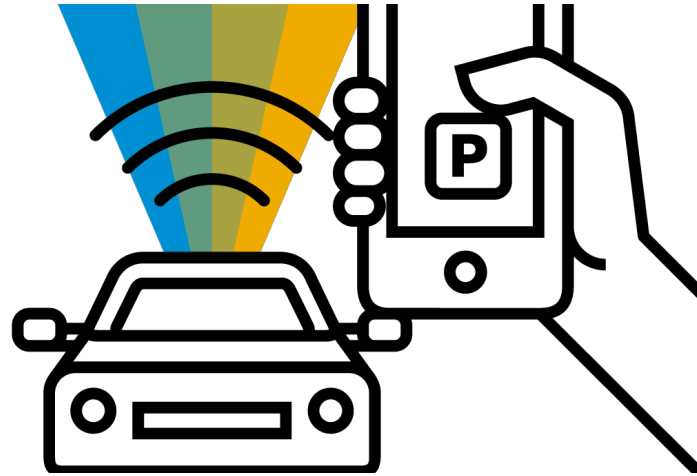
The UX Mindset Shift



For Users and Stakeholders

From Fiori = Apps/Tiles to ...

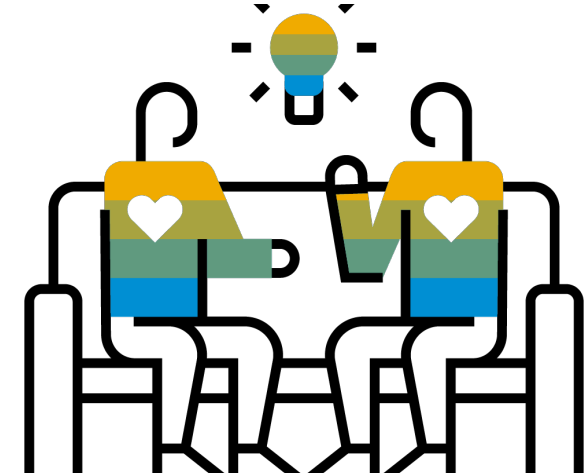
Fiori is a completely different way to do things



For Functional/Process Experts

From Process efficiency to ...

Process + Role (end to end task) efficiency



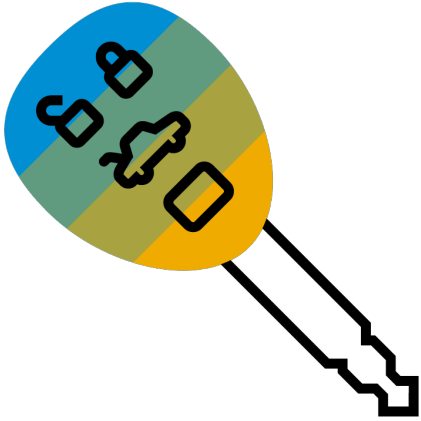
For the Technical Team

From controllers to ...

Enabling the intelligent enterprise and enabling key user (in-app) extensibility

Security Mindset Shift

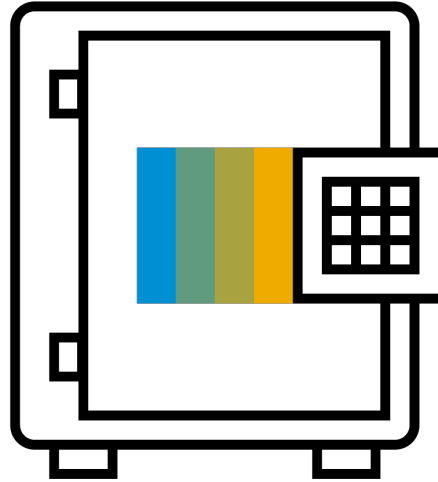
Every business handles security differently



From lock everything down to...

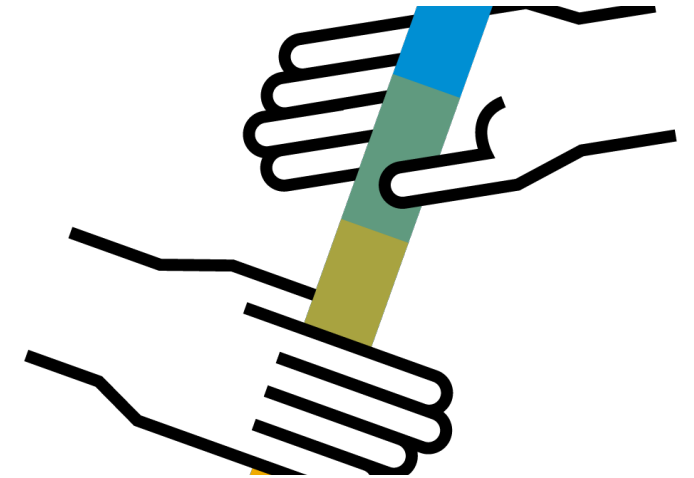
Enable business user efficiency

Security efficiency should not come at a cost to your user



Beware of technical debt

Status quo security roles may not be useful... or may need to align to SAP Fiori approach



Prevention is better than cure

Segregation of duties starts by ...avoiding conflicts at the SAP Fiori business catalog level

Public Sector, regulated industries, and VLEs (Very Large Enterprises)

5 Steps to Fiori Bootcamp for Customers

Brought to you by the S/4HANA Regional Implementation Group (RIG)

Boost your knowledge and confidence by executing an end-to-end SAP Fiori implementation in SAP S/4HANA

If you, as an SAP customer, are planning to implement SAP Fiori, this is a great opportunity to **get hands-on experience** and a confident understanding of what it takes to roll-out SAP Fiori to your business users.

During this **bootcamp** you participate as a **team (technical/basis, security, ABAP developer, and application expertise)** and complete all the hands-on exercises, either **in your own S/4HANA sandbox system or in a SAP S/4HANA cloud appliance trial system on your preferred Cloud Provider**.

It comes **FREE** from SAP to you. Please contact SAP S/4HANA Customer Care s4h_customer_care@sap.com for registration.

More information: [SAP Fiori for SAP S/4HANA – 5 Steps to Fiori Bootcamp for Customers](#)



Best Enablement Resources – Microlearnings <https://microlearning.opensap.com/>

Short how-to videos to help you upskill for SAP S/4HANA OP + PCE

[SAP S/4HANA > User Experience](#) playlists:

- [Finding Available SAP Fiori apps](#)
- [Activating SAP Fiori launchpad using Fiori Foundation task list](#)
- [Activating SAP Fiori apps via rapid activation](#)
- [How to search for a SAP GUI transaction in SAP Fiori](#)
- [Adapting the UI of List Reports](#)
- [Refining Business Roles with SAP Fiori Launchpad Content Manager](#)
- [Creating Launchpad Content with SAP Fiori Launchpad App Manager](#)
- [Activating Custom Business Roles with SAP Fiori Content Activation Task List](#)
- [Creating SAP Fiori launchpad layouts for custom business roles](#)
- [How to Patch SAP Fiori \(SAPUI5\) and Why](#)
- And many more..



Key Takeaways for SAP Fiori adoption

- ✓ Start with why you want to change
- ✓ Envision the future with UX Value Goals
- ✓ Manage the pace of change
- ✓ Enable your Project Team for Success
- ✓ Trigger successive waves of UX adoption

Find out more in the SAP Community topic ACTIVATE
<https://community.sap.com/topics/activate>

UX Value Goal blog series:

- [Introducing the User Experience tag](#)
- [Introducing UX Value Goals](#)
- [Selecting apps by UX Value Goals](#)

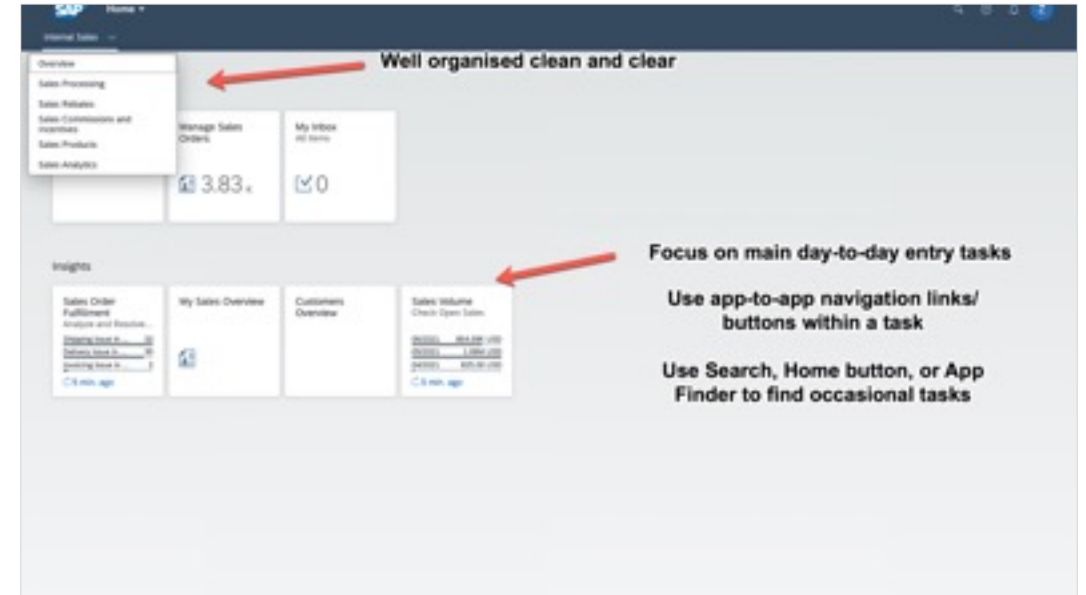
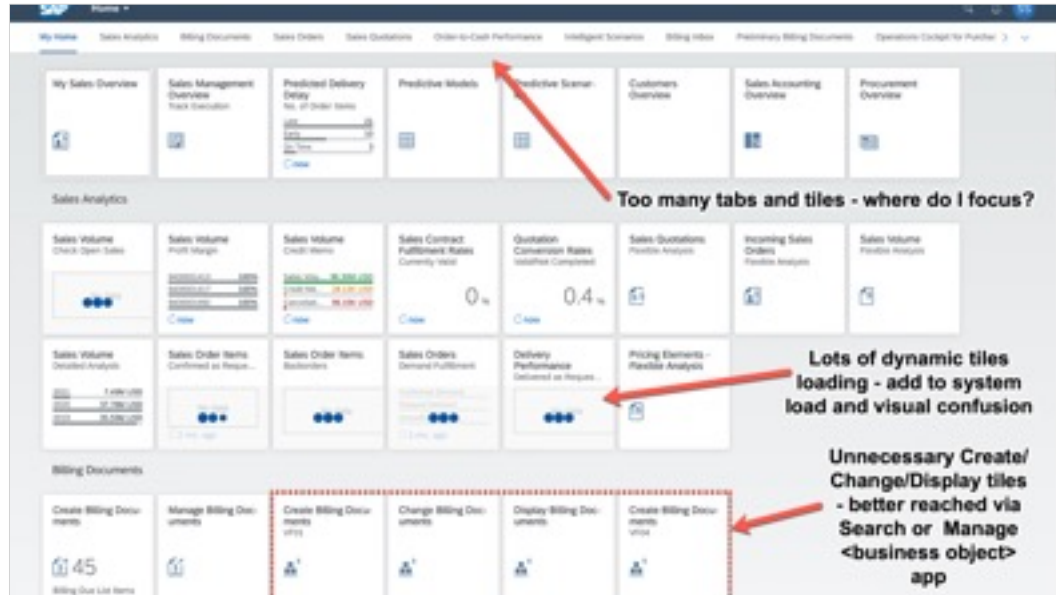


APPENDIX

Transitioning users from SAP GUI to SAP Fiori

SAP Fiori launchpad as a Single Entry Point – Lean and well organized

Focus on daily entry points + challenge assumptions



Overloaded Launchpad

- Heavy visual overload - where do I focus?
- Unnecessary system load – dynamic tiles I never use
- GUI thinking – automatically added Create/Change/Display tiles in addition to Manage tiles

Lean Launchpad

- Focus on entry points to day-to-day tasks
- Challenge assumptions about what needs to be seen – e.g. prefer Search over Display tiles/links
- Maximize app-to-app navigation within tasks
- Use Search, Home button or App Finder for occasional tasks

My Sales Overview

Sales Management Overview
Track ExecutionPredicted Delivery Delay
No. of Order Items

Late	21
Early	10
On Time	3

[now](#)

Predictive Models



Predictive Scenar-



Customers Overview

Sales Accounting Overview



Procurement Overview



Sales Analytics

Sales Volume
Check Open SalesSales Volume
Profit Margin

9400001413	100%
9400001417	100%
9400001692	100%

[now](#)Sales Volume
Credit Memo

Sales Volu...	96.39M USD
Credit Me...	28.12K USD
Cancellati...	96.15K USD

[now](#)Sales Contract
Fulfillment Rates
Currently Valid

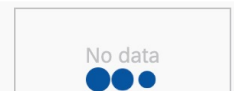
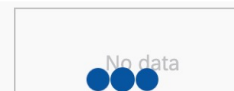
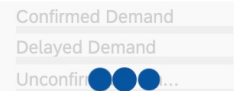
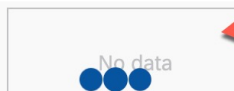
0 %

[now](#)Quotation
Conversion Rates
Valid/Not Completed

0.4 %

[now](#)Sales Quotations
Flexible AnalysisIncoming Sales
Orders
Flexible AnalysisSales Volume
Flexible AnalysisSales Volume
Detailed Analysis

2021	7.49M USD
2020	37.78M USD
2019	35.59M USD

Sales Order Items
Confirmed as Reque...[2 mo. ago](#)Sales Order Items
BackordersSales Orders
Demand Fulfillment[2 mo. ago](#)Delivery
Performance
Delivered as Reques...Pricing Elements -
Flexible Analysis

**Lots of dynamic tiles
loading - add to system
load and visual confusion**

Billing Documents

Create Billing Docu-
ments

Billing Due List Items

Manage Billing Docu-
mentsCreate Billing Docu-
ments
VF01Change Billing Docu-
mentsDisplay Billing Docu-
mentsCreate Billing Docu-
ments
VF04

**Unnecessary Create/
Change/Display tiles
- better reached via
Search or Manage
<business object>
app**

Overview

Sales Processing

Sales Rebates

Sales Commissions and
Incentives

Sales Products

Sales Analytics

Manage Sales
Orders 3.83 KMy Inbox
All Items 0**Well organised clean and clear**

Insights

Sales Order
Fulfillment
Analyze and Resolve...

Shipping Issue in ... 33

Delivery Issue in ... 30

Invoicing Issue in ... 2

 5 min. ago

My Sales Overview

Customers
OverviewSales Volume
Check Open Sales

06/2021 854.99K USD

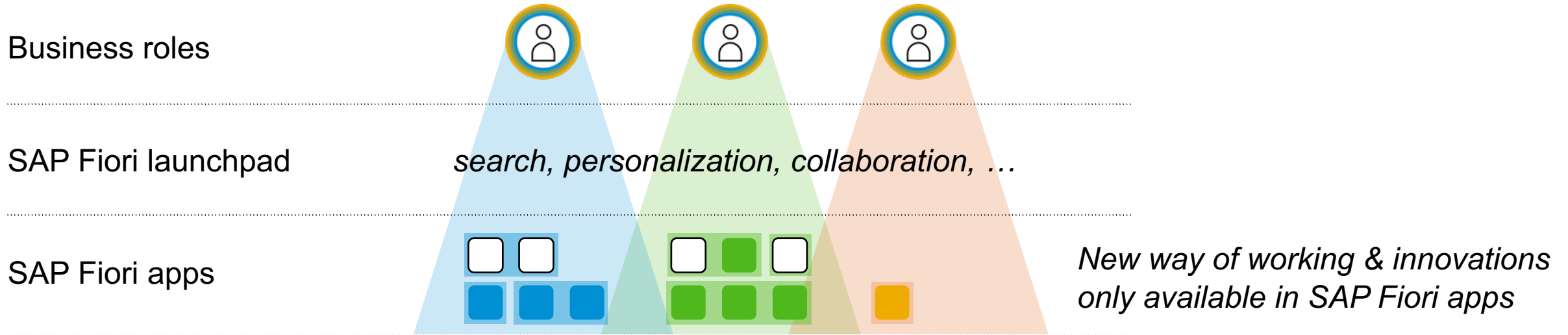
05/2021 1.08M USD

04/2021 825.00 USD

 5 min. ago**Focus on main day-to-day entry tasks****Use app-to-app navigation links/
buttons within a task****Use Search, Home button, or App
Finder to find occasional tasks**

SAP Fiori in SAP S/4HANA – Understanding when to use what

When to use SAP Fiori apps and features

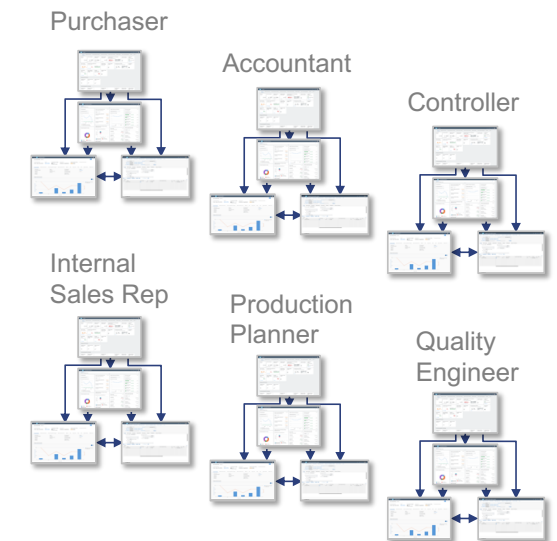
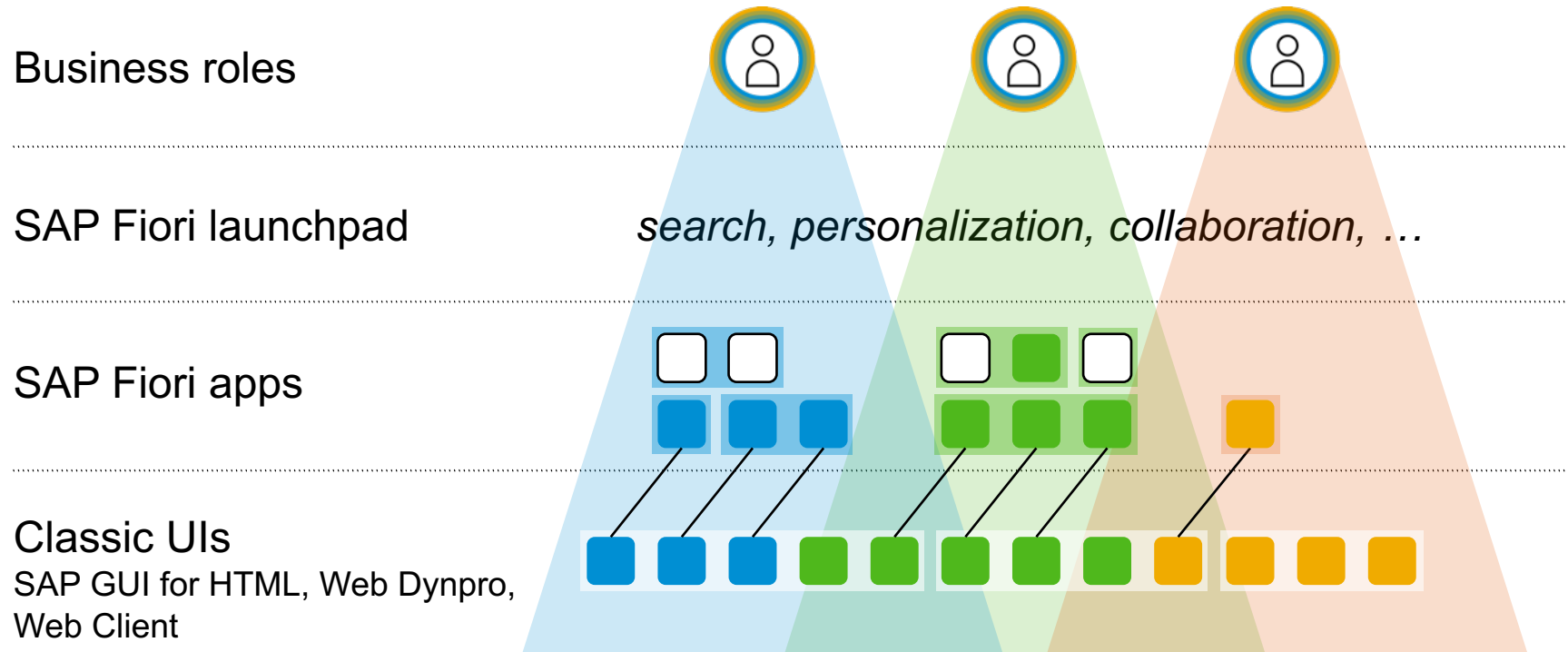


Most effective entry point for tasks is typically **Search** or a **SAP Fiori app**

SAP Fiori apps support the insight i.e. the trigger for the task
... And increasingly also support the **action**

SAP Fiori in SAP S/4HANA – Understanding when to use what

When to use classic User Interfaces



Classic UIs in general **support actions / specific use cases** not (yet) covered in SAP Fiori

Play to the strengths of SAP Fiori - COHERENT

Take advantage of dynamic links controlled via configuration + authorization

Examples:

- SmartLink dialogs
- Related Apps buttons
- Search result links
- Jump-to in analytics

Make sure you have captured all the navigation points within a task

- Keep asking “and what do you need to do next?”
- Ideally the end to end task should be handled via app-to-app navigation

The screenshot displays the SAP Fiori 'Manage Sales Orders' application. At the top, a dark blue header bar contains the SAP logo and the title 'Manage Sales Orders'. Below the header, a filter bar shows 'Open and In Progress for Domestic US Cus...' with a dropdown arrow. The main content area features several filter fields: 'Search' with a magnifying glass icon, 'Sales Order:' with a copy icon, 'Sold-To Party:' with '5 Items', 'Overall Status:' with a dropdown showing '2 Items', and 'Document Date:' with a copy icon. Below these filters is a table of sales orders. The first row is highlighted, and a SmartLink dialog is open over it. The dialog shows the sales order number '4276' in a dotted box, followed by three links: 'Change Sales Order - VA02', 'List Sales Orders', and 'Predicted Delivery Delay'. A red arrow points to the 'List Sales Orders' link. At the bottom right of the dialog is a 'More Links' link. The background table shows columns for 'Sales Order', 'Customer', and 'Status'. The first row has '4276', 'Domestic US Customer 5 (CMS)', and 'BI'.

Sales Order	Customer	Status
4276	Domestic US Customer 5 (CMS)	BI
4088		
3962		
3961		

Play to the strengths of SAP Fiori – ROLE-BASED, SIMPLE, DELIGHTFUL

Users reactions to SAP Fiori are generally positive

Information is easy to read and understand

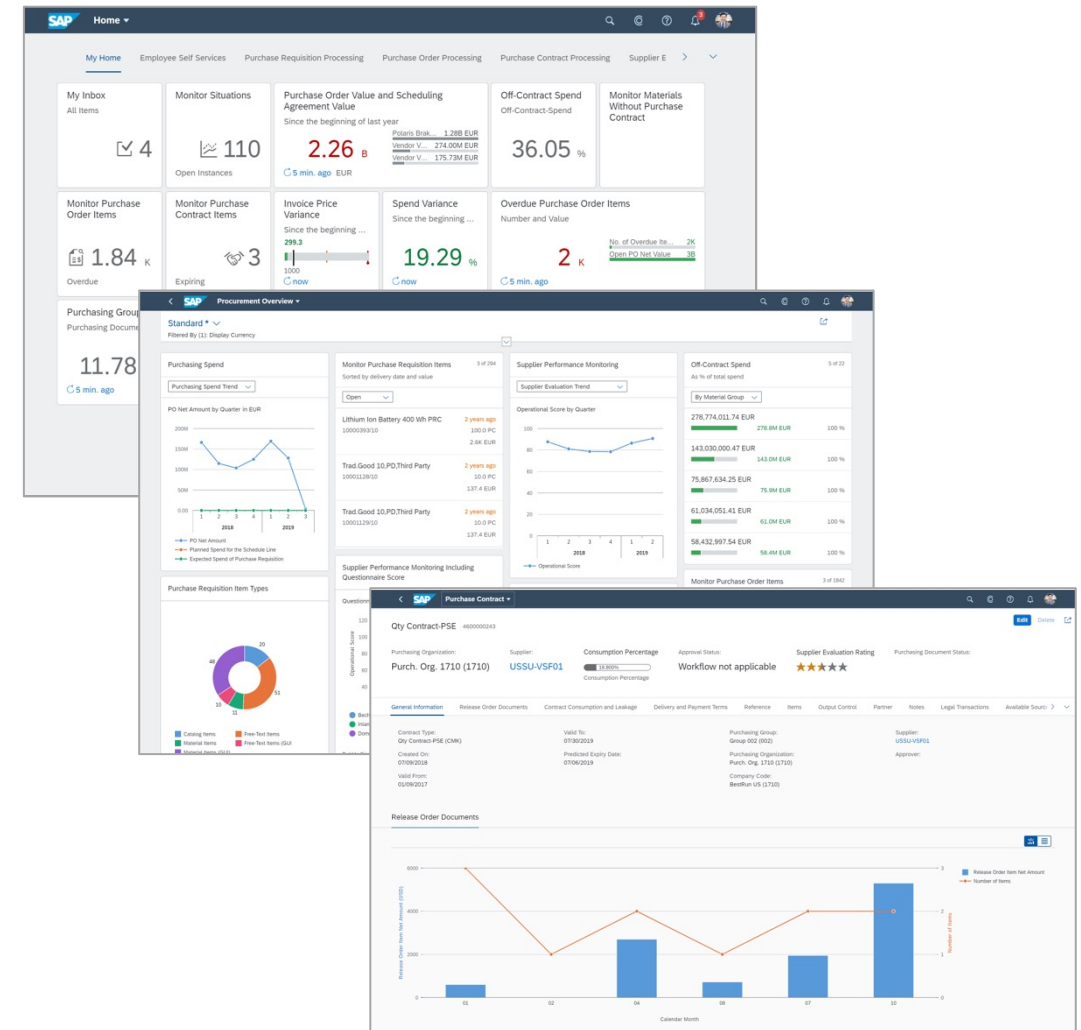
Focus is on essentials and most important information

Highly recommended:

- Discuss pragmatic use cases with business users

Examples:

- "How do queries come in?"
- "What sort of things do customers ask?"
- "What do you do most?"
- "What kinds of issues come to you to resolve?"



Play to the strengths of SAP Fiori – ADAPTIVE - Personalization

Personalization = Productivity

Make the most of personalization to simplify the user's day

For example:

- Default Values
- Adapt filters
- Settings/Views for filters, tables, charts, cards

The screenshot shows the SAP Fiori 'Manage Sales Orders' app interface. At the top, the header bar displays the SAP logo and the title 'Manage Sales Orders'. Below the header, there is a view selector dropdown menu with the text 'Open and In Progress for Domestic US Cus...' and a red arrow pointing to it. To the right of the view selector, there are search and filter icons. Below the view selector, there are input fields for 'Sales Order:', 'Sold-To Party:', 'Customer Reference:', and 'Requested Delivery Date:'. The 'Sold-To Party' field is populated with '5 Items'. Below these fields, there is a section for 'Overall Status:' with a dropdown menu showing options: 'Not Relevant', 'Open', 'In Process', and 'Completed'. The 'Open' and 'In Process' options are checked. To the right of the status dropdown, there is a 'Document Date:' field. Further right, there is a button labeled 'Adapt Filters (2)' and a 'Go' button. Below these fields, there is a table of sales orders. The table has columns for 'Customer Reference', 'Requested Delivery Date', 'Overall Status', 'Net Value', and 'Document Date'. The table contains five rows of data, each representing a sales order. The first row is for 'Domestic US Customer 1 (17100001)' with a status of 'Open'. The second row is for 'Domestic US Customer 1 (17100001)' with a status of 'Open'. The third row is for 'Domestic US Customer 1 (17100001)' with a status of 'Open'. The fourth row is for 'Domestic US Customer 5 (CMS) (17100005)' with a status of 'In Process'. The fifth row is for 'Domestic US Customer 5 (CMS) (17100005)' with a status of 'In Process'.

Customer Reference	Requested Delivery Date	Overall Status	Net Value	Document Date
Domestic US Customer 1 (17100001)	1234	Open	52.65 USD	06/09/2021
Domestic US Customer 1 (17100001)	W-REF0202021	Open	1,200.00 USD	03/01/2021
Domestic US Customer 1 (17100001)	tr	Open	87.75 USD	11/19/2020
Domestic US Customer 5 (CMS) (17100005)	BI	In Process	87.75 USD	11/19/2020
Domestic US Customer 5 (CMS) (17100005)	bi	In Process	175.50 USD	11/19/2020

Thank you.

Contact information:

Jocelyn Dart

UX Strategist

Chief Expert

e: jocelyn.dart@sap.com



@jocdart



[linkedin.com/in/jocelyndart](https://www.linkedin.com/in/jocelyndart)



VERBINDT. VERSTERKT.

FOCUS
ONLINE

8 T/M 12 NOVEMBER 2021

Bedankt voor je deelname

Bekijk op www.VNSGFocusOnline.nl welke sessies er nog meer zijn!

