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

THE BEST RUN SAP

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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

Digital Age User Experience

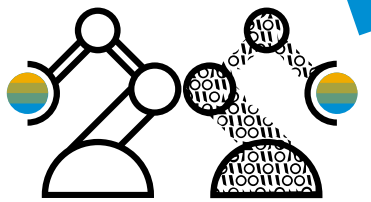
Embedded Analytics & Translytical apps

End-to-end Analytics & Real-time Steering

New processes only available with SAP Fiori

New Business Models

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



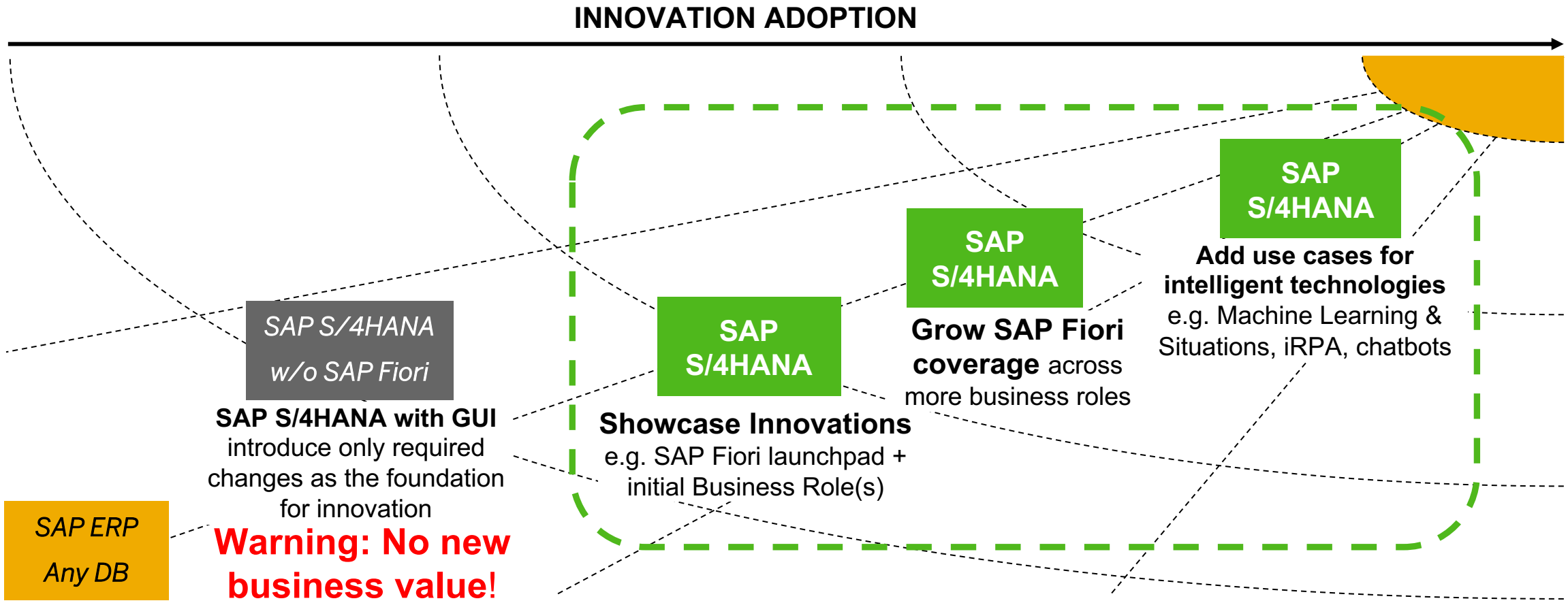
Intelligent Automation

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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

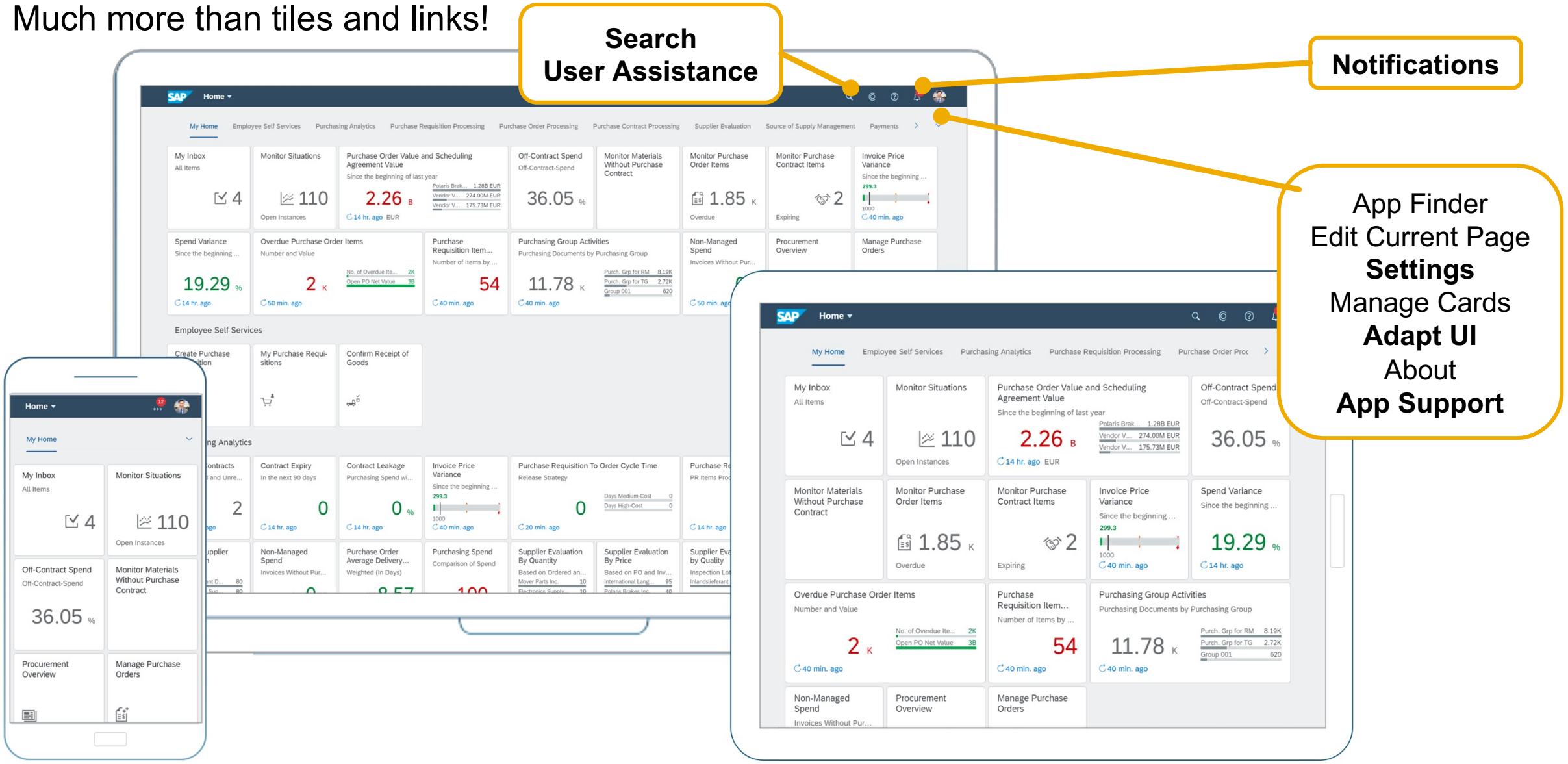


© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

More Information: [Mapping your journey to SAP S/4HANA – A Practical Guide for Senior IT Leadership]

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

Much more than tiles and links!

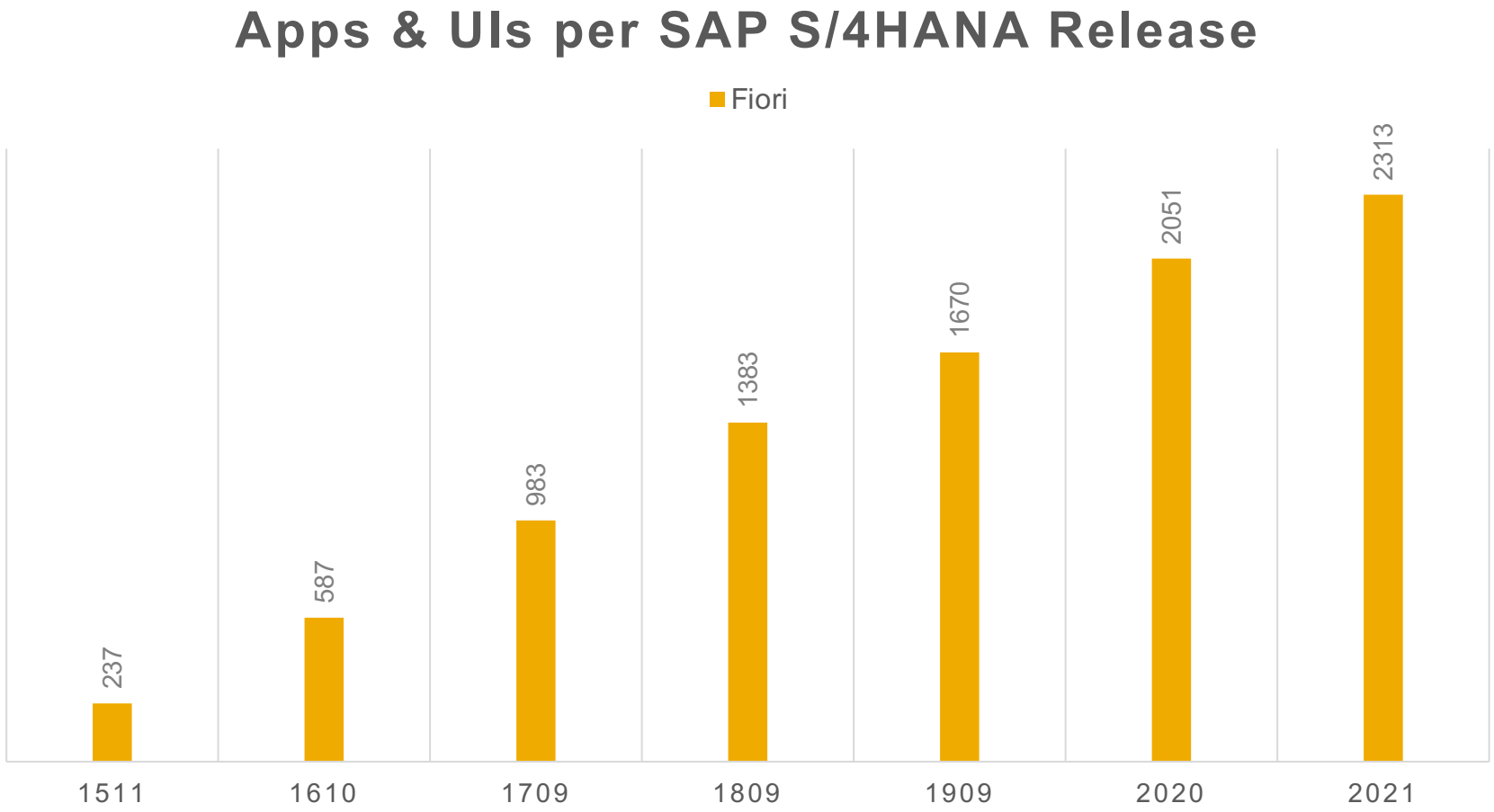


See the latest improvements!: [Another Step on SAP Fiori 3 Journey: New Visualisation Options in SAP Fiori launchpad]

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

SAP Fiori apps for new innovation



App counts are taken from the SAP Fiori apps reference library

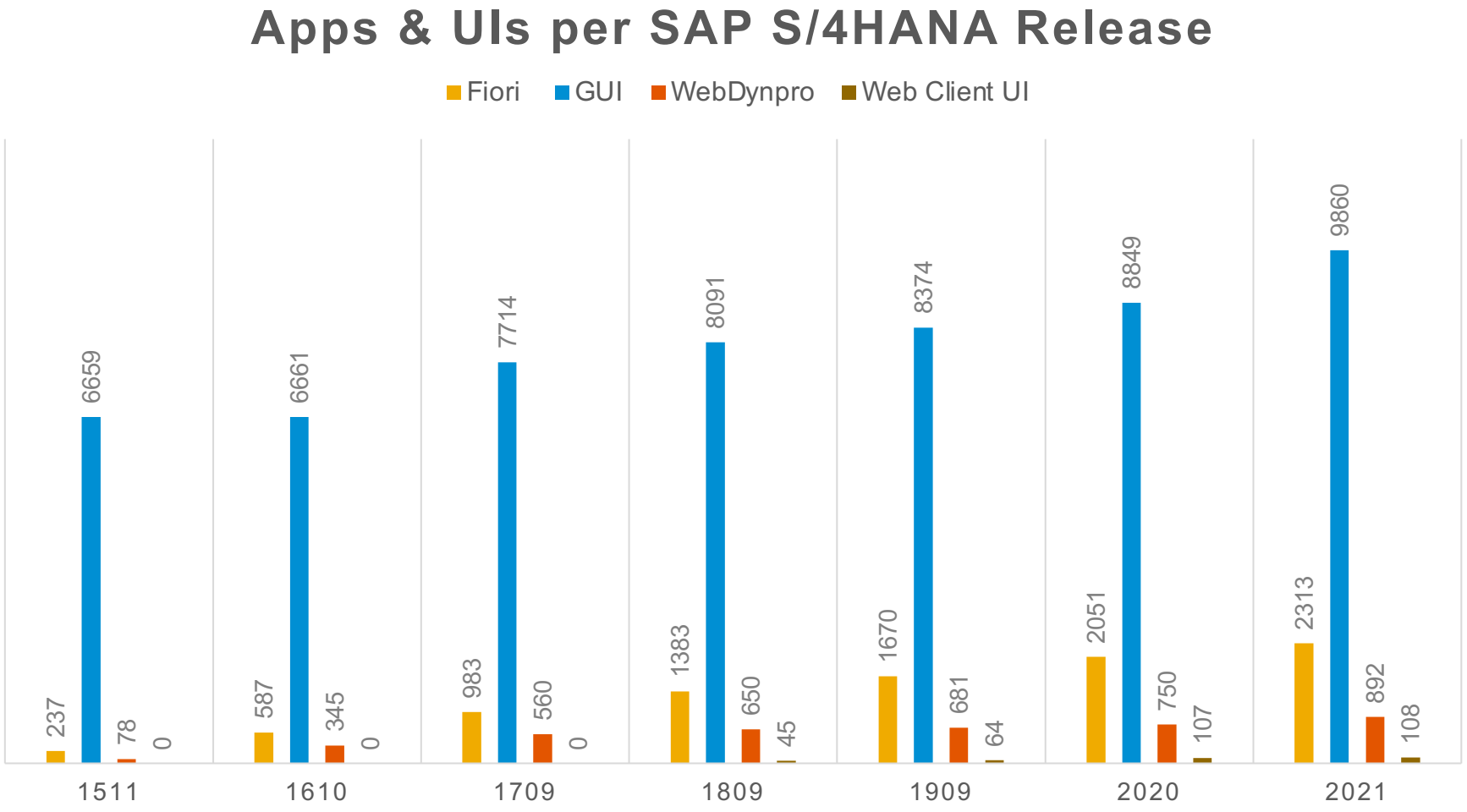
New innovation via SAP Fiori

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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Understand the approach to Innovation in SAP S/4HANA

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



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*

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

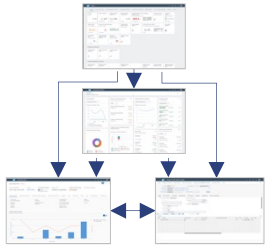
More than **500 Business Roles** & More than **2.3K SAP Fiori apps** with SAP S/4HANA 2021

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

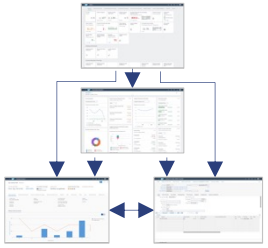
Purchaser

Accountant

Controller

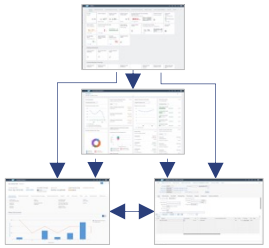


Internal Sales Rep

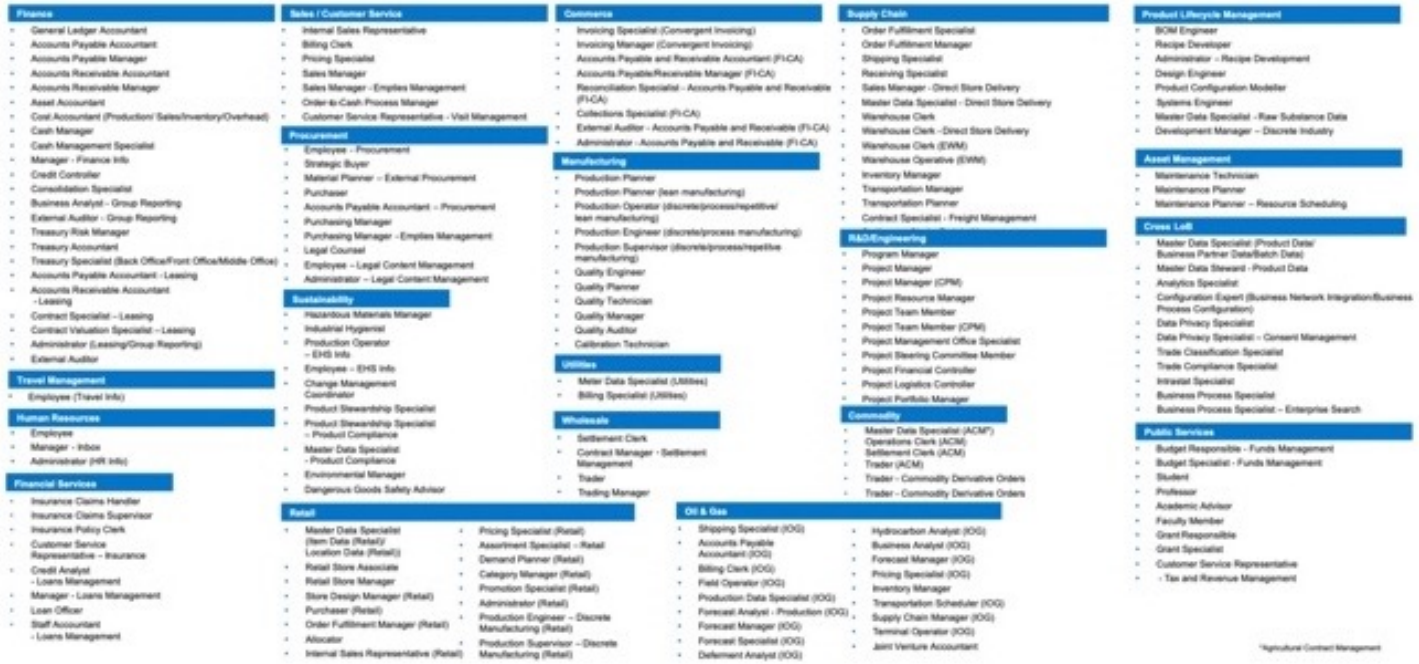


Production Planner

Quality Engineer



Business roles templates delivered by SAP S/4HANA



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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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:

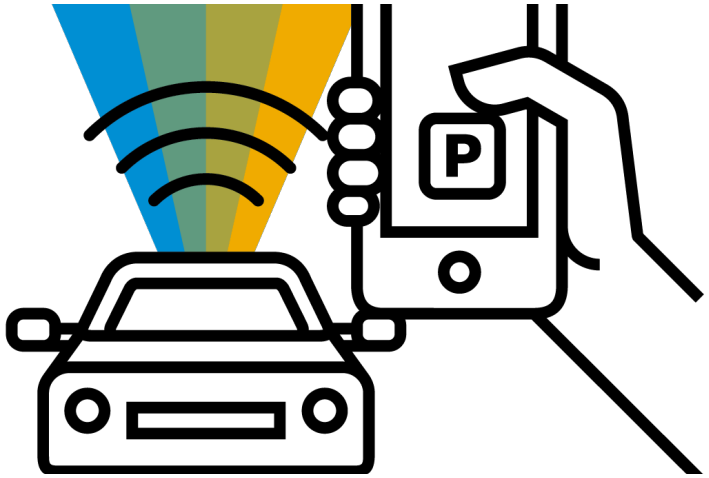
- **SAP Fiori apps**
- **Classic UIs**
  - SAP GUI transactions
  - ABAP Web Dynpro applications
  - Web Client Uis
  - URLs
- **Launchpad features**
  - Search
  - Notifications
  - User Defaults
  - Personalization
  - Home page layouts (Spaces/Pages or Groups)
  - Context-sensitive help

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

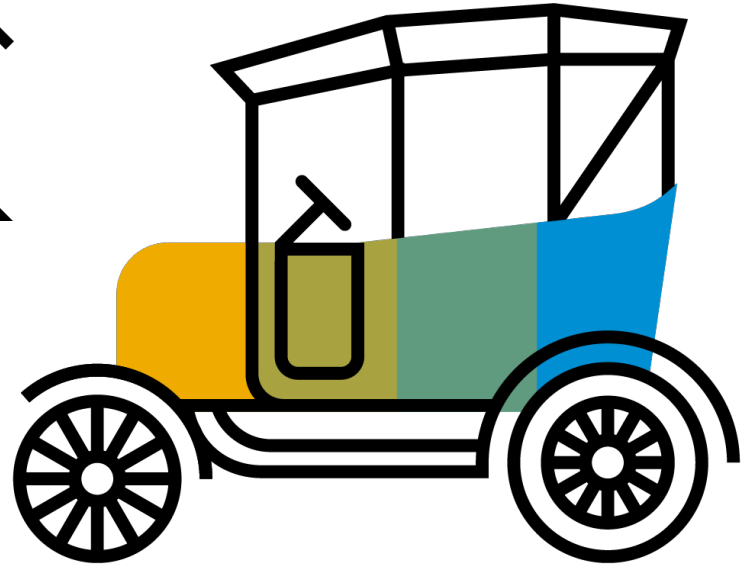
So why do we see still see SAP S/4HANA projects like this...

You expected...

Or at least...



What was delivered



© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

UX Adoption

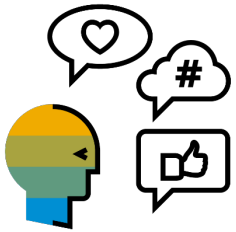
A better way forward

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

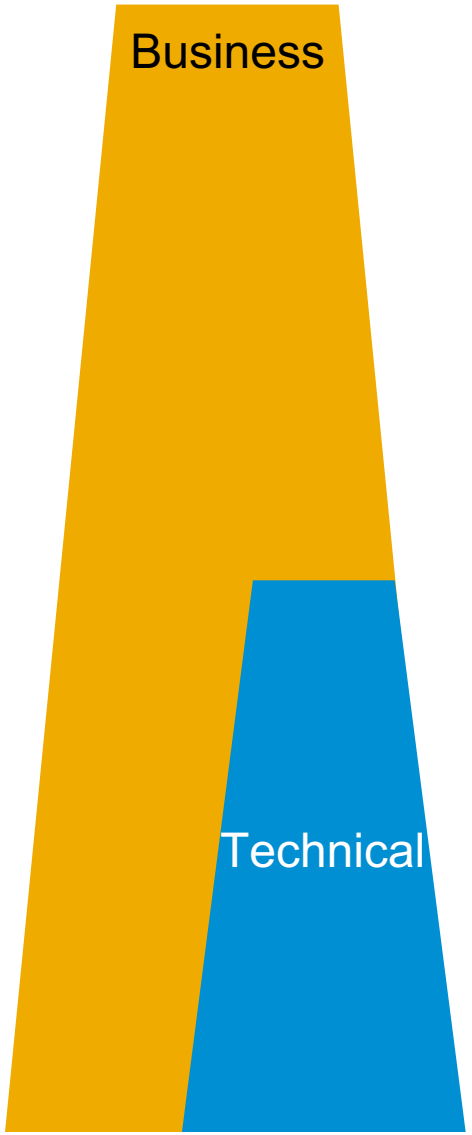


WHAT will change

3. Envision the future

HOW to change

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



© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

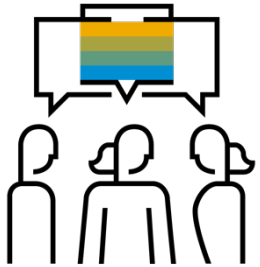
Envision the Future with UX Value Goals

User experience drives organizational changes towards desired business outcomes

Be more MOBILE

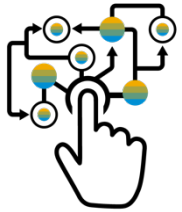
GUIDE me better

RESPOND faster

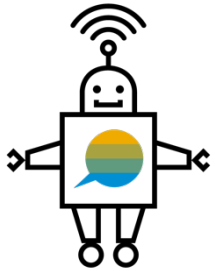


COLLABORATE better

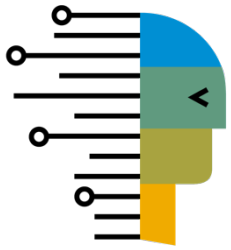
Be more INSIGHTFUL



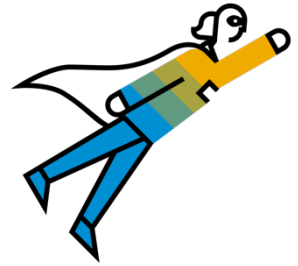
REACT faster



Be more AUTOMATED



Be more PROACTIVE



Be more ADAPTABLE

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

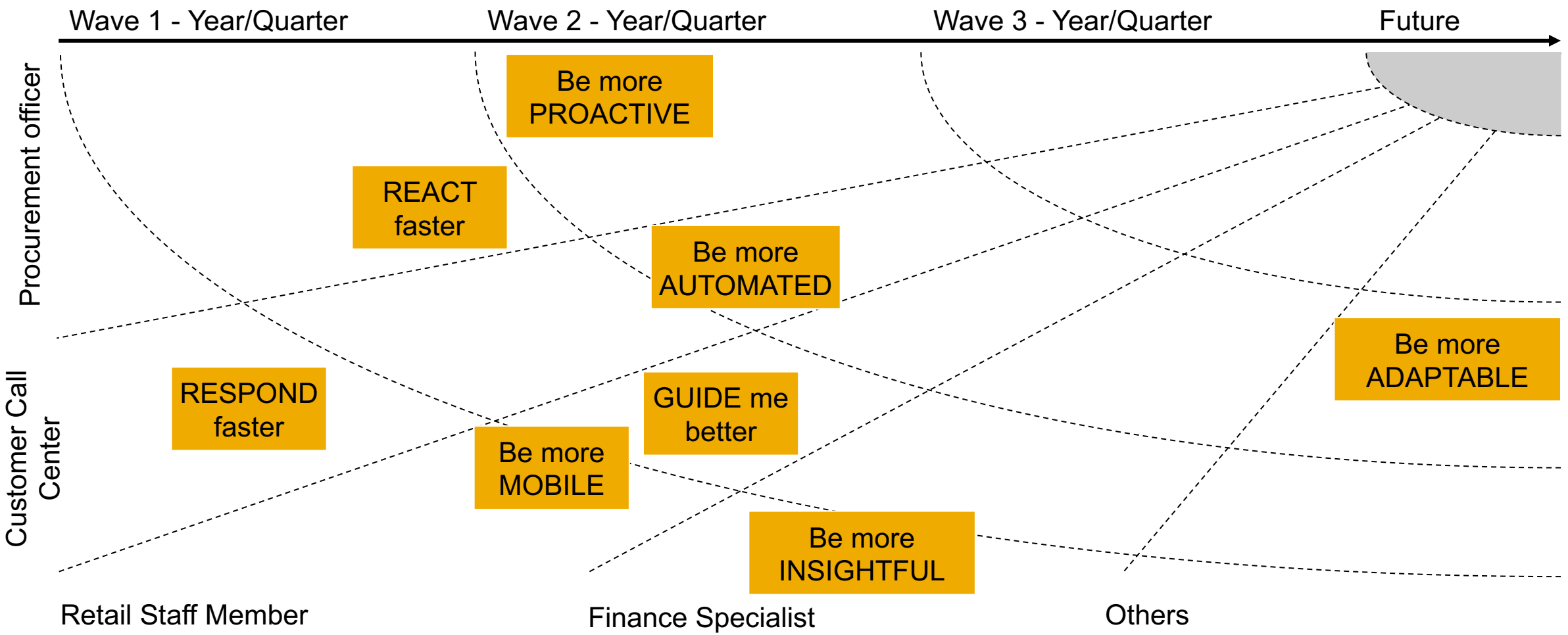
UX Value Goals for Business Role <role name> - Choose Your Focus!

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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

Decide your innovation adoption priorities and manage the impacts



© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Now available in SAP Activate

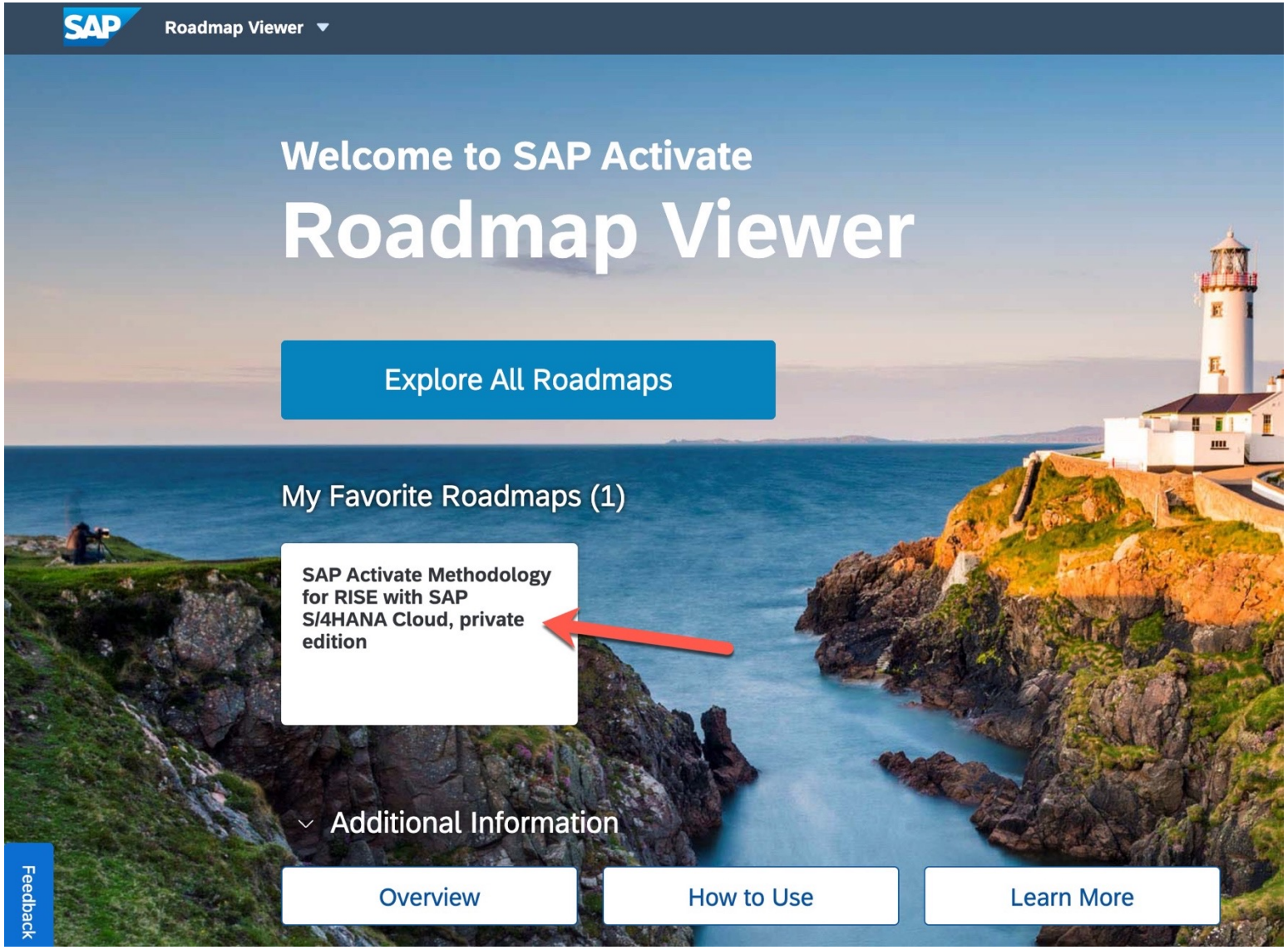
https://go.support.sap.com/roadmapviewer/?sap-language=EN

Explore all Roadmaps

Find the roadmap:

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

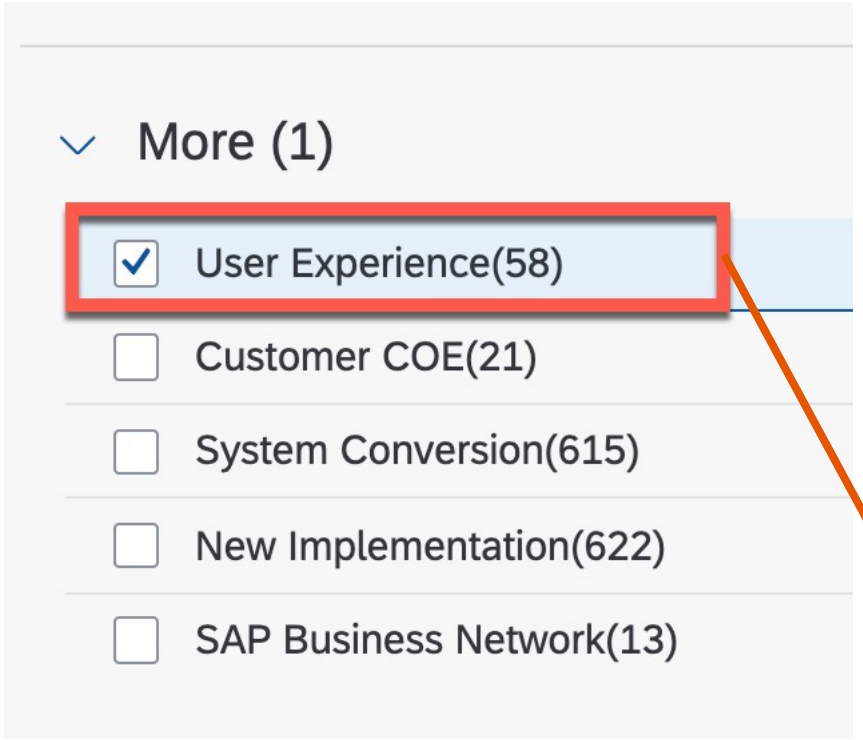
Mark it as one of your favorites for easiest access

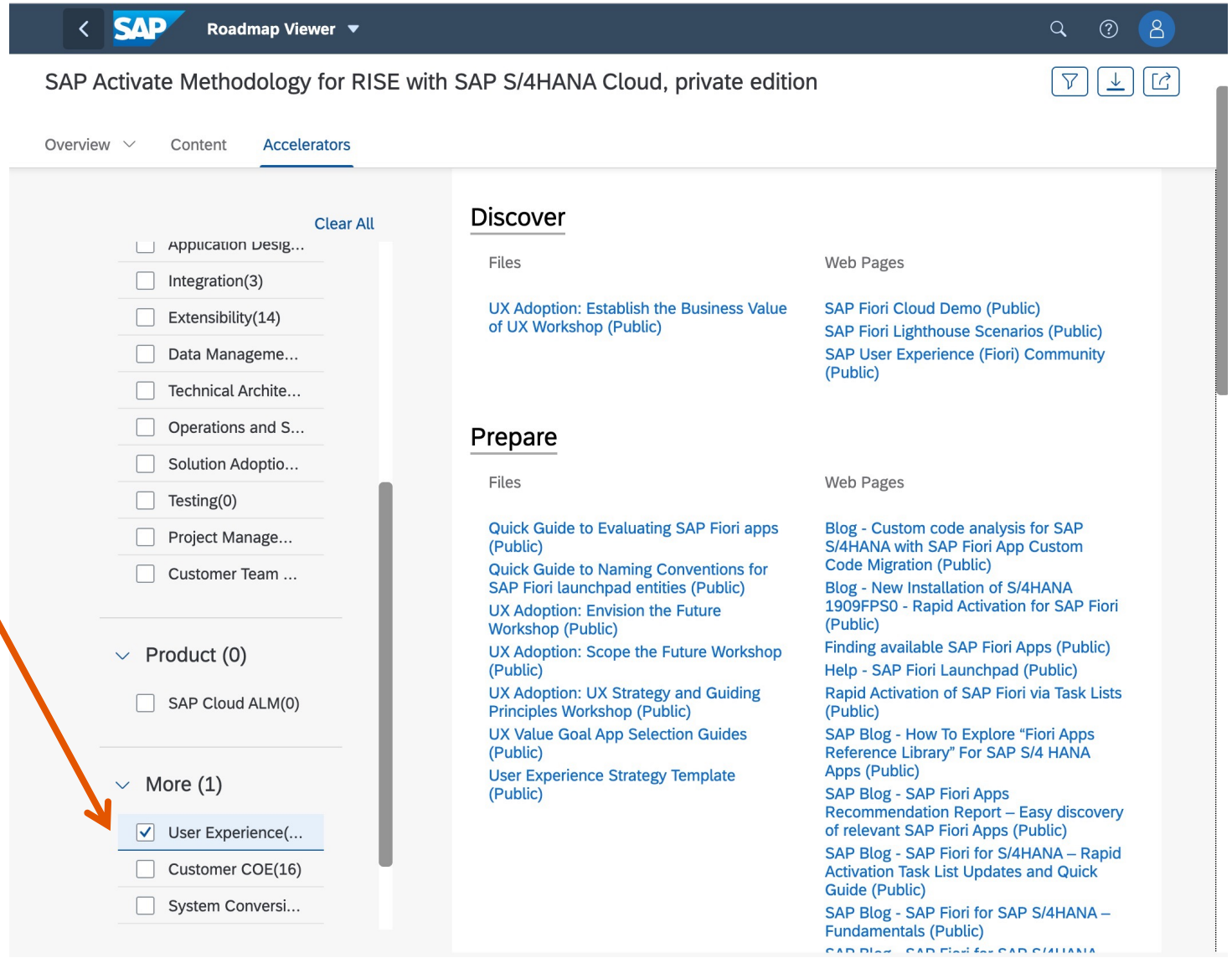


© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Finding User Experience Content and Accelerators

Try out the User Experience tag





© 2021 SAP SE or an SAP affiliate company. All rights reserved. I 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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

EXAMPLE: Establish the Business Value of UX

Overall Workshop Approach

UX Architect | Enterprise Architect | Business Process Expert(s) | Configuration Expert(s) / IT Support

UX Architect

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.

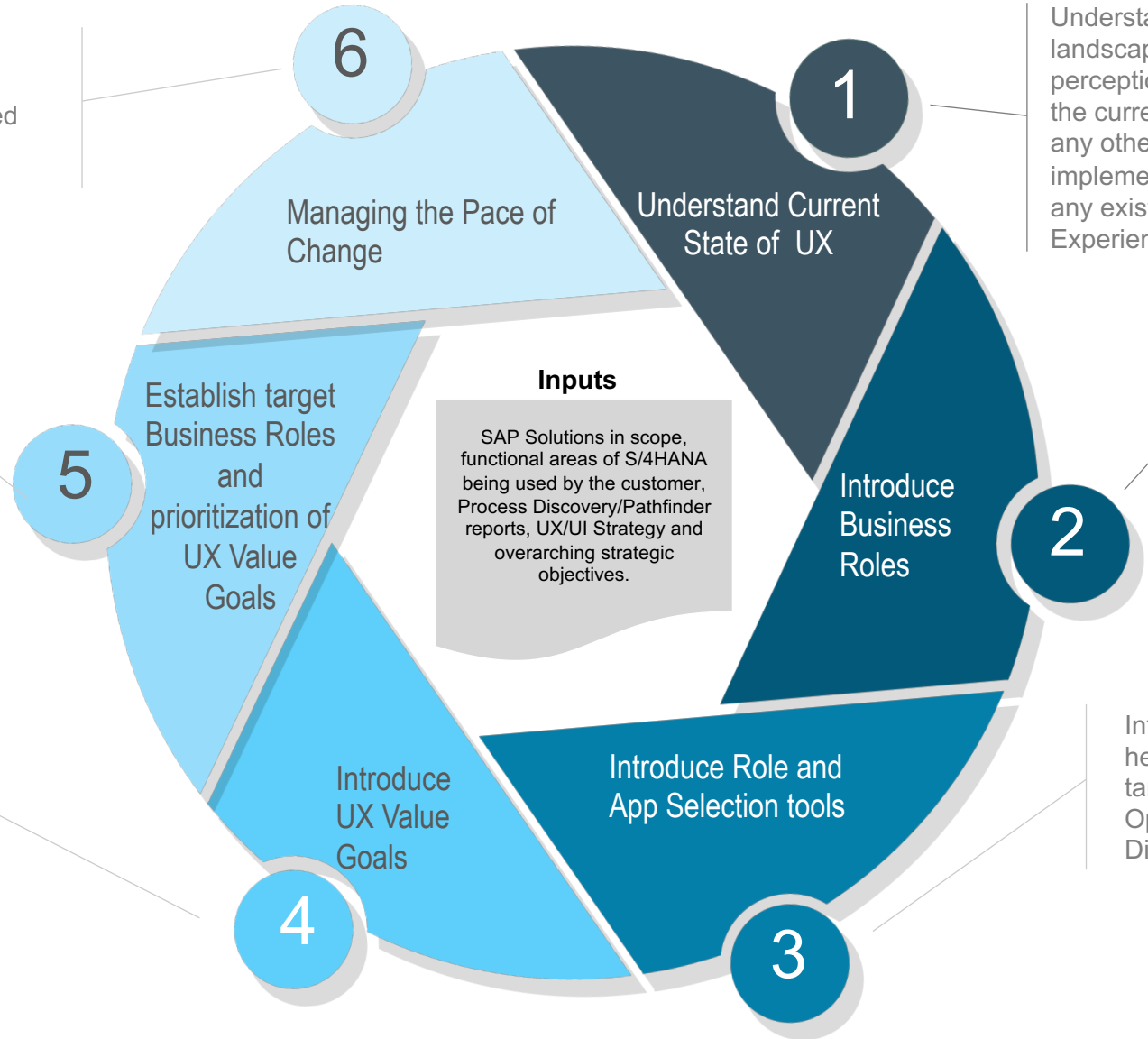
Business Process Expert(s)

UX Architect

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.

UX Architect

Introduce the UX Value Goals and discusses 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.

Configuration Expert(s) / IT Support

Business Process Expert(s)

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

UX Architect

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

Enterprise Architect

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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
- ...

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

UX Value Goal: **Be more ADAPTABLE**

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

App Selection Procedure

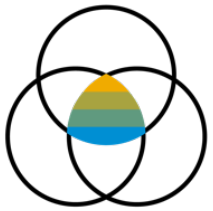
TABLE OF CONTENTS

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 .....

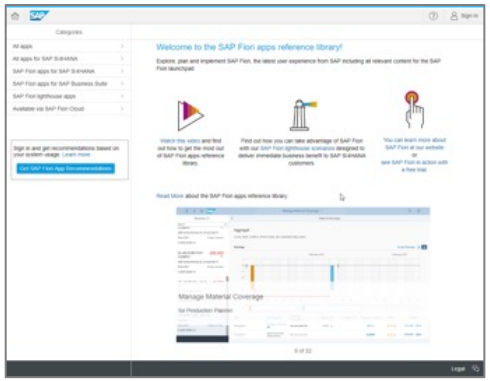
Enable your Project Team to Adopt UX

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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

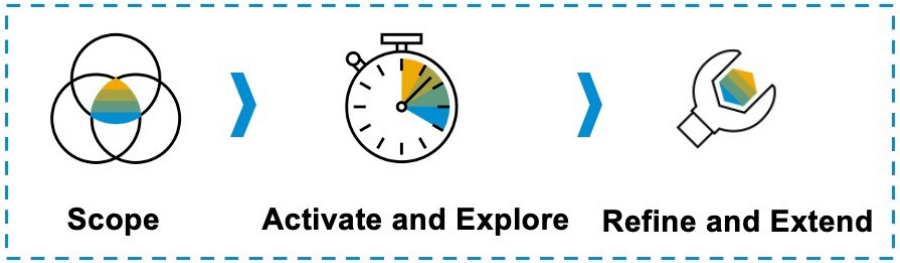
Support and Grow as you build your skills

Adopting UX is an iterative process

Retail Staff Member

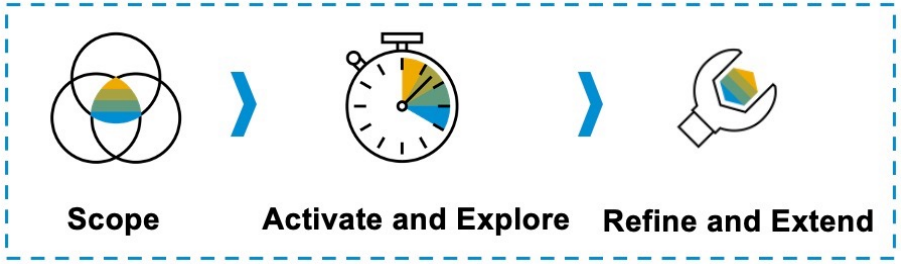
GUIDE me better

Be more MOBILE



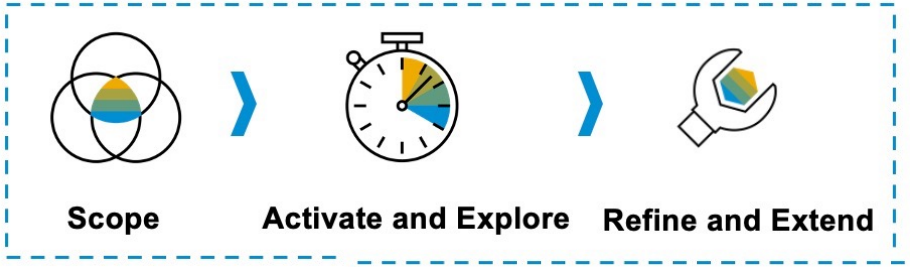
Procurement officer

REACT faster



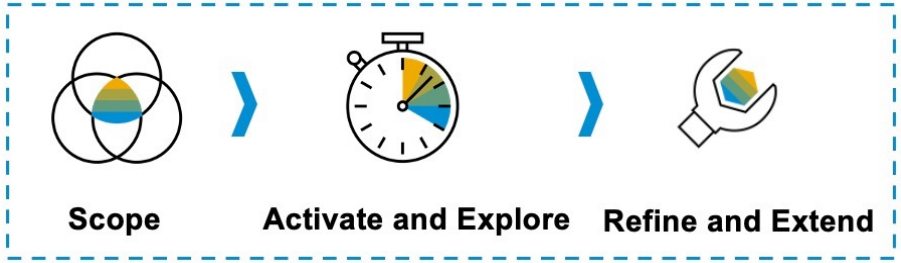
Customer Call Center

Be more AUTOMATED



Procurement officer

Be more PROACTIVE



© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Enabling your project team

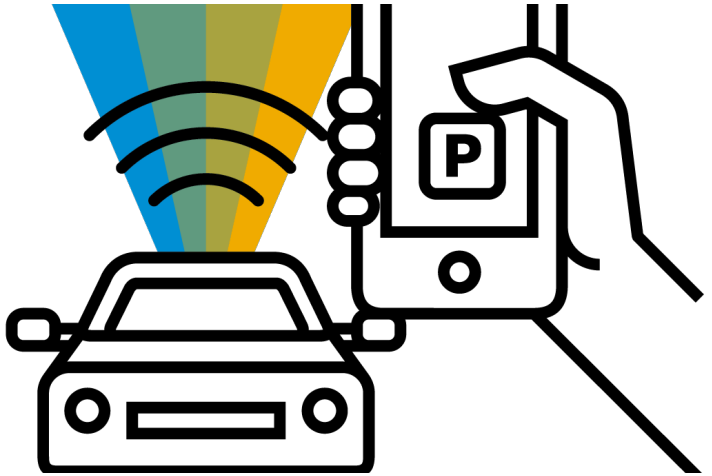
Resources to get you on your way

The UX Mindset Shift

For Users and Stakeholders

From Fiori = Apps/Tiles to ...

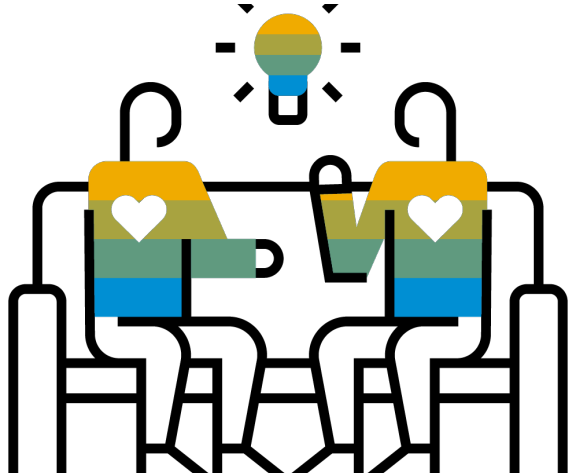
Fiori is a completely different way to do things



For Functional/Process Experts

From Process efficiency to ...

Process + Role (end to end task) **efficiency**



For the Technical Team

From controllers to ...

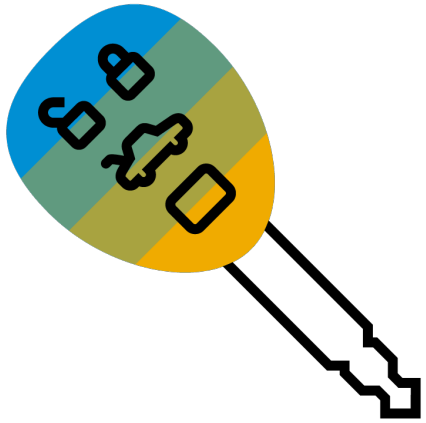
Enabling the intelligent enterprise and enabling key user (in-app) extensibility

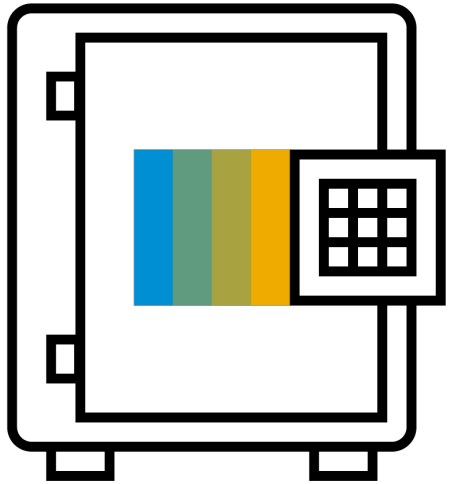
© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

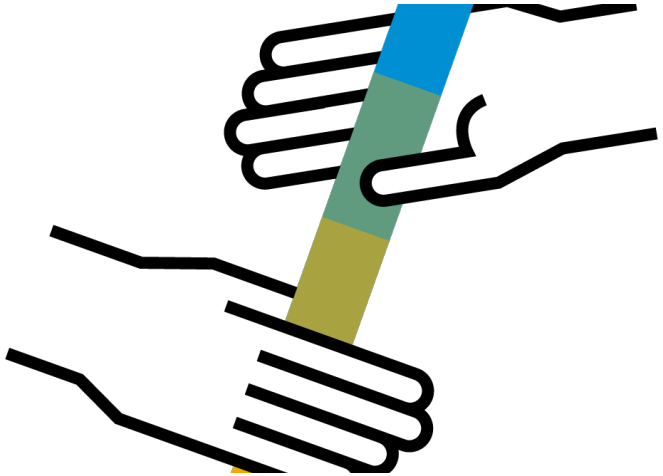
Security Mindset Shift

Every business handles security differently

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







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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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..

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

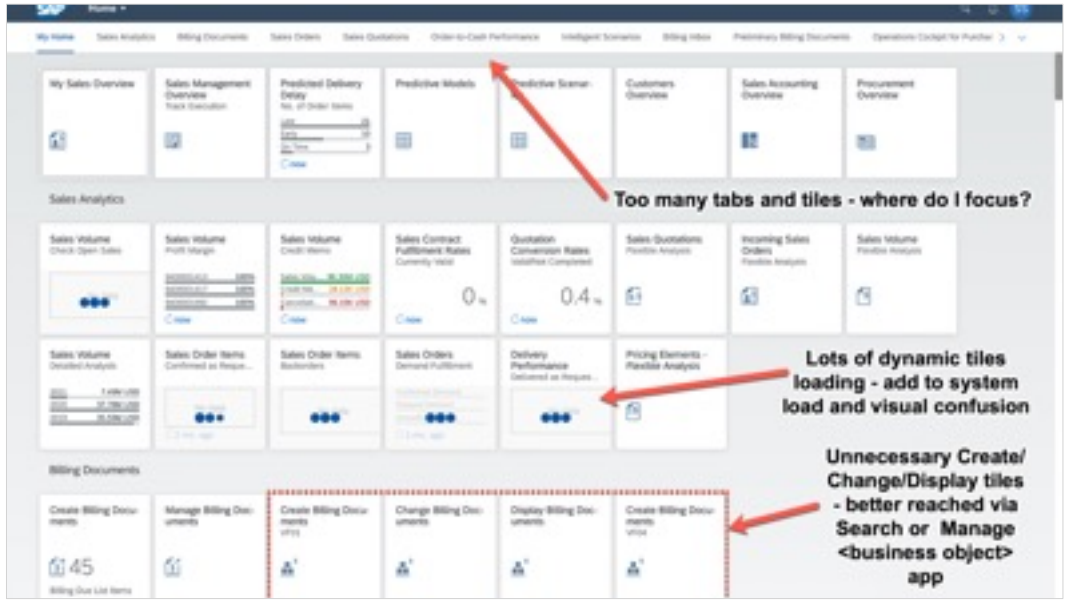
© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

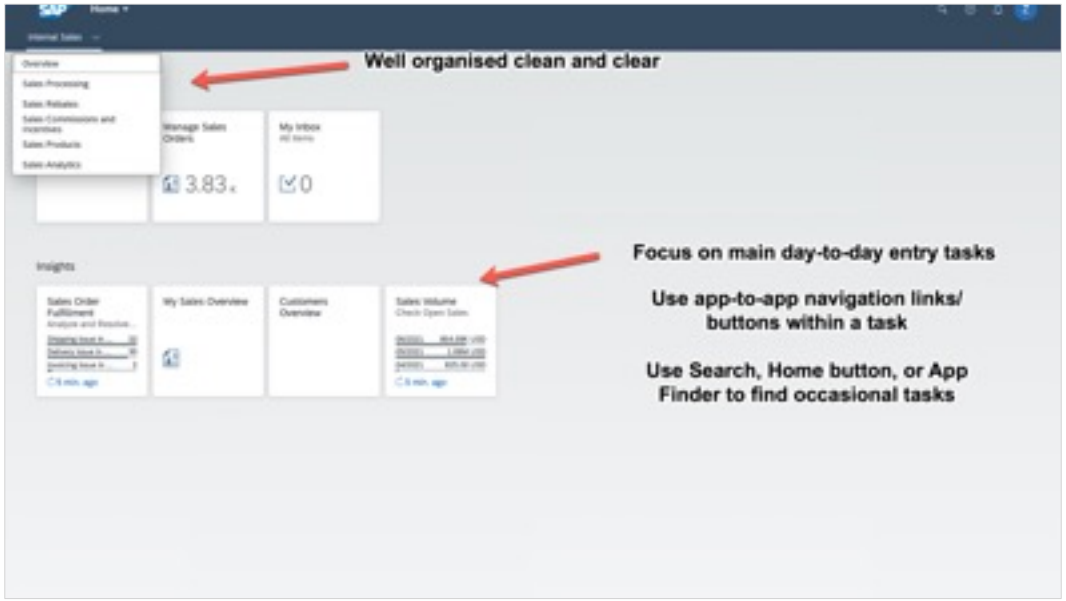
APPENDIX

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





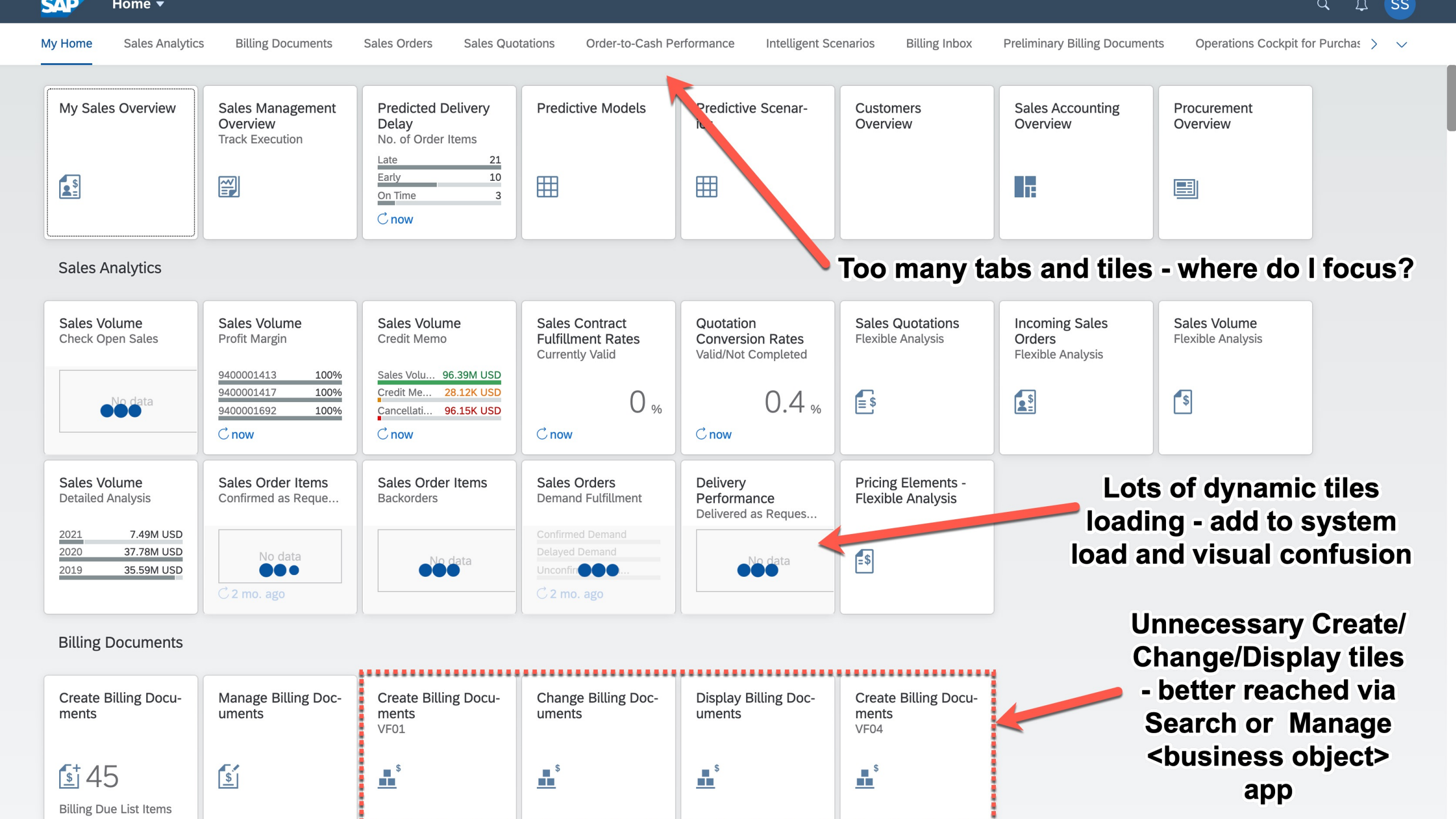
Overloaded Launchpad

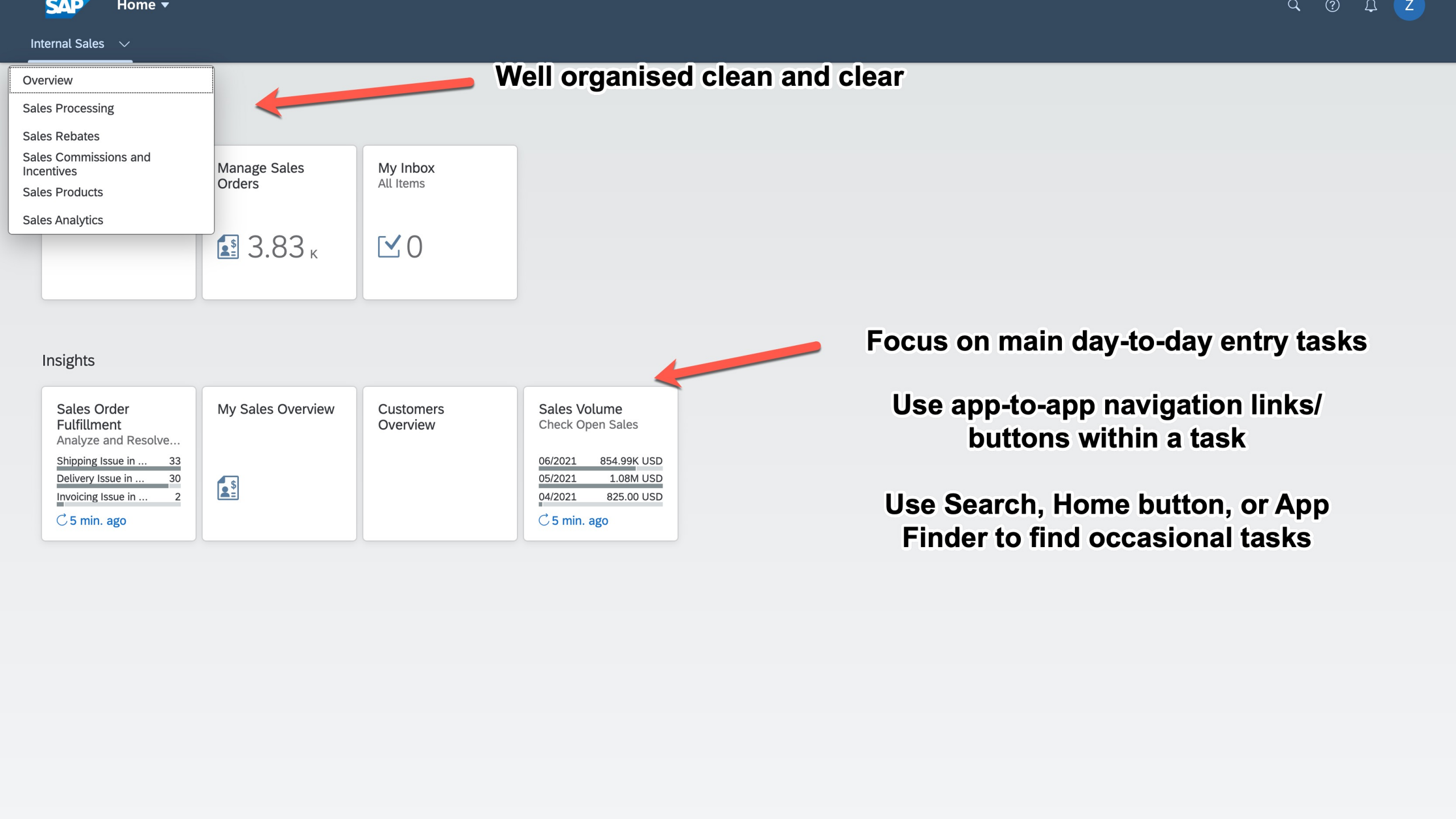
- Heavy visual overload - where do I focus?
- Unnecessary system load – dynamic tiles I never use
- GUI thinking – automatically added Create/Change/Display tiles in addition to Manage tiles

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

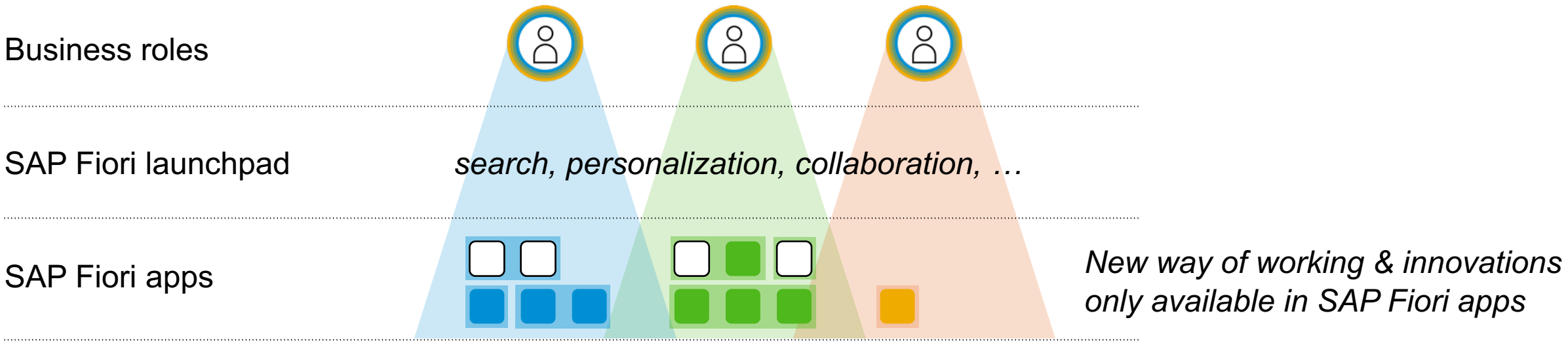
© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC


Home
My Home
Sales Analytics
Billing Documents
Sales Orders
Sales Quotations
Order-to-Cash Performance
Intelligent Scenarios
Billing Inbox
Preliminary Billing Documents
Operations Cockpit for Purchas
SS
My Sales Overview
Sales Management Overview
Track Execution
Predicted 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
Too many tabs and tiles - where do I focus?
Sales Analytics
Sales Volume
Check Open Sales
No data
Sales 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 Analysis
Incoming Sales Orders
Flexible Analysis
Sales Volume
Flexible Analysis
Sales Volume
Detailed Analysis
2021 7.49M USD
2020 37.78M USD
2019 35.59M USD
Sales Order Items
Confirmed as Reque...
No data
2 mo. ago
Sales Order Items
Backorders
No data
Sales Orders
Demand Fulfillment
Confirmed Demand
Delayed Demand
2 mo. ago
Delivery Performance
Delivered as Reques...
No data
Pricing Elements - Flexible Analysis
Lots of dynamic tiles loading - add to system load and visual confusion
Billing Documents
Create Billing Documents
45
Billing Due List Items
Manage Billing Documents
Create Billing Documents
VF01
Change Billing Documents
Display Billing Documents
Create Billing Documents
VF04
Unnecessary Create/ Change/Display tiles - better reached via Search or Manage <business object> app


Home
Internal Sales
Overview
Sales Processing
Sales Rebates
Sales Commissions and Incentives
Sales Products
Sales Analytics
Manage Sales Orders
3.83 K
My Inbox
All Items
0
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 Overview
Sales Volume
Check Open Sales
06/2021 854.99K USD
05/2021 1.08M USD
04/2021 825.00 USD
5 min. ago
Well organised clean and clear
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**

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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

When to use classic User Interfaces

Business roles

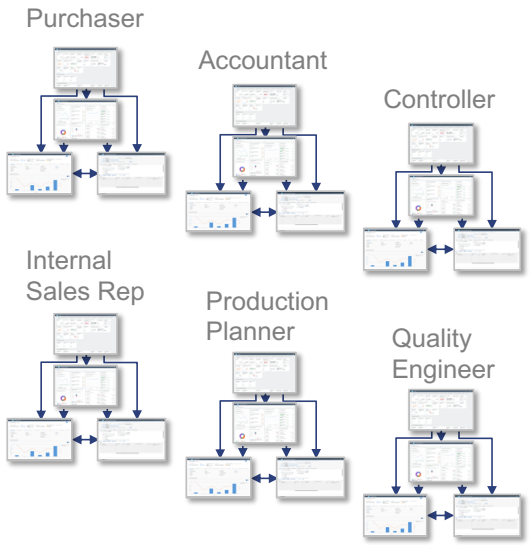
SAP Fiori launchpad

search, personalization, collaboration, …

SAP Fiori apps

Classic UIs

SAP GUI for HTML, Web Dynpro, Web Client



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

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Play to the strengths of SAP Fiori - COHERENT

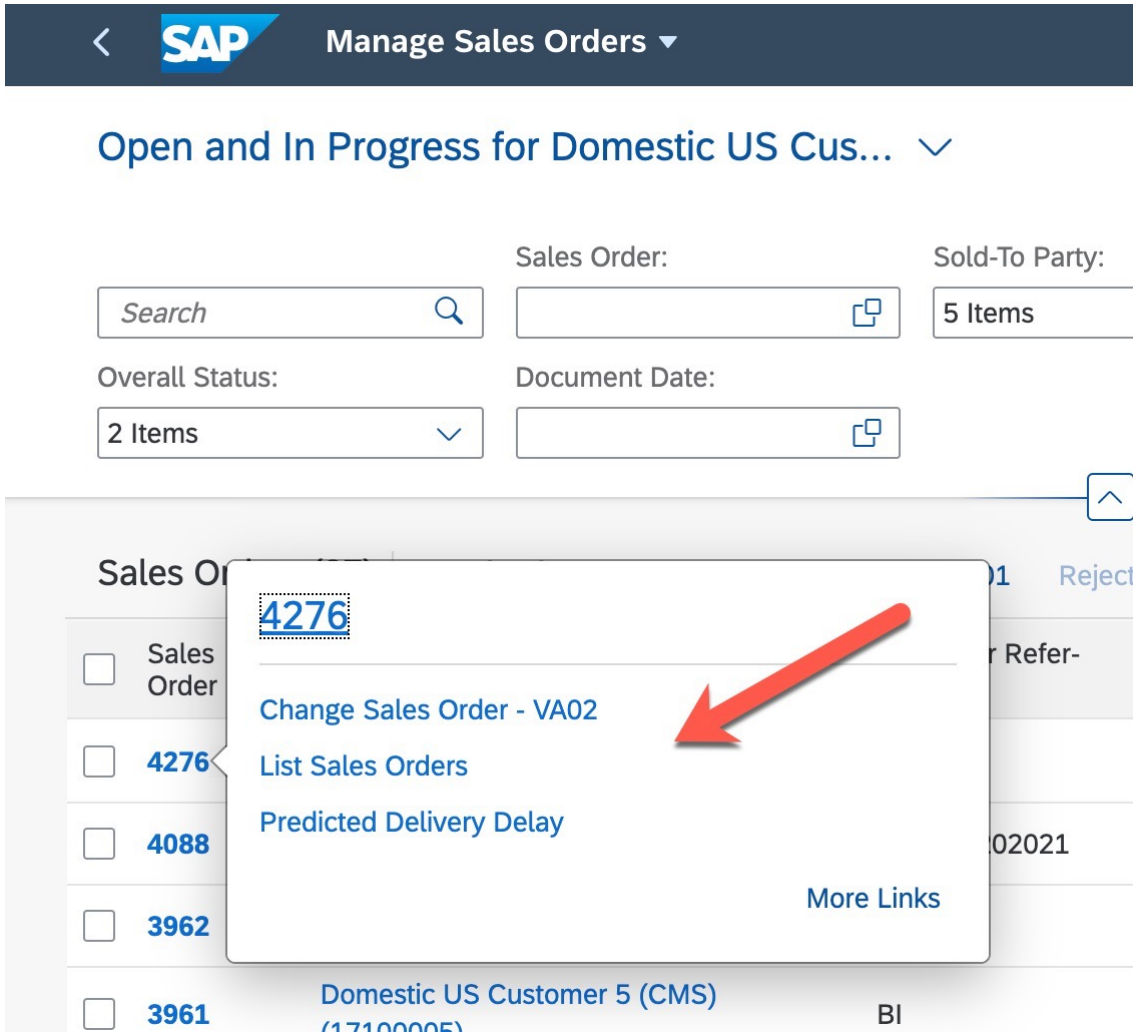
Take advantage of dynamic links controlled via configuration + authorization

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



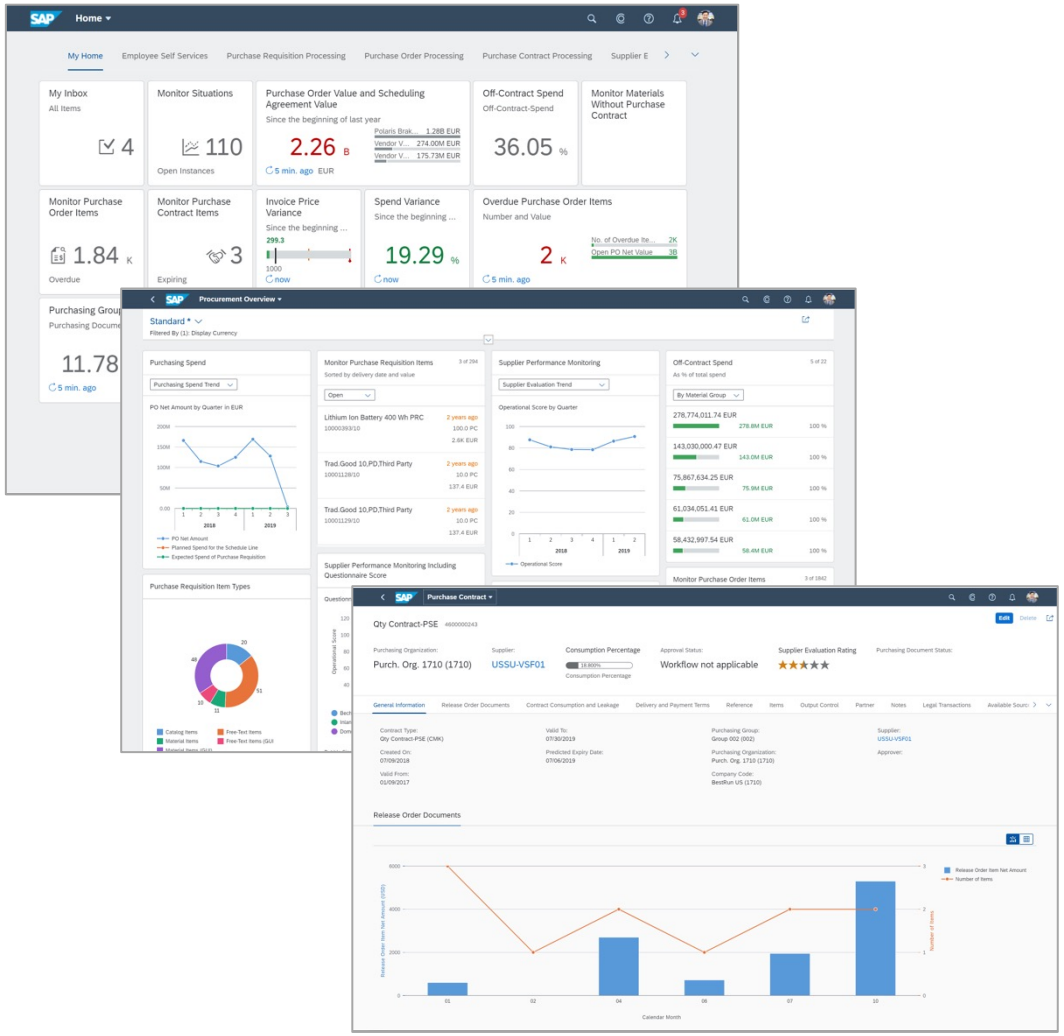
© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

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?”

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

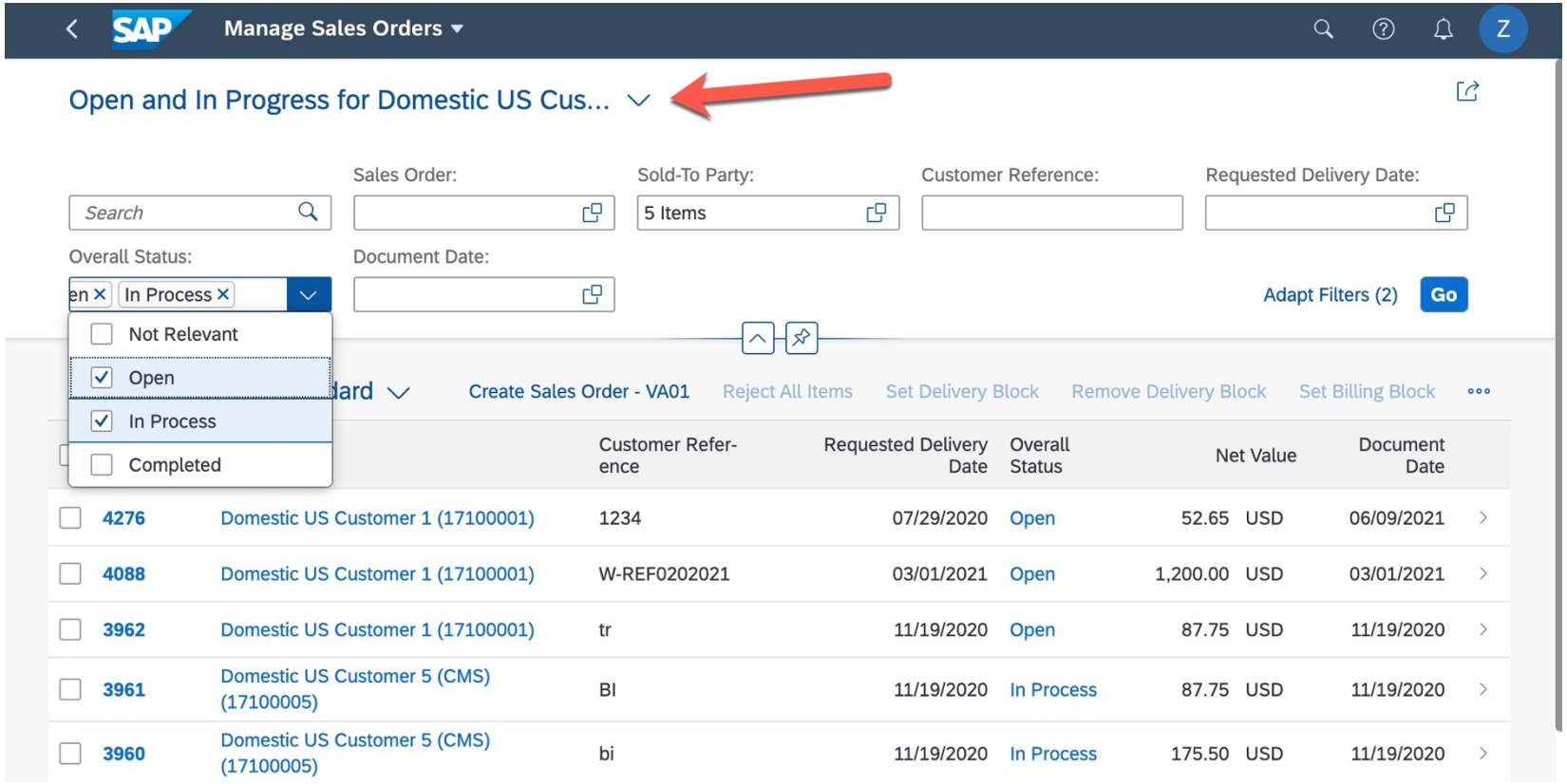
Play to the strengths of SAP Fiori – ADAPTIVE - Personalization

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



© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

Thank you.

Contact information:

Jocelyn Dart
UX Strategist
Chief Expert
e: jocelyn.dart@sap.com

@jocdart

linkedin.com/in/jocelyndart

THE BEST RUN SAP

Bedankt voor je deelname

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