



UX Adoption

Envision the Future Workshop

SAP S/4HANA
September , 2021

PUBLIC

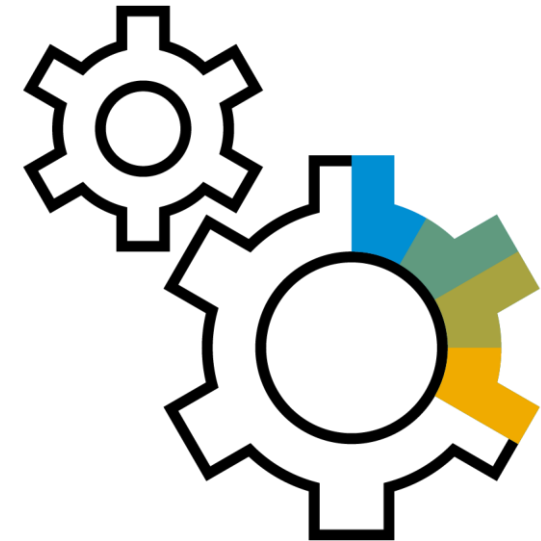
UX Adoption - Envision The Future Workshop

Purpose

The purpose of the **Envision the Future Workshop** is to review the to-be impact on the target business roles based on your selected list of apps. Make any adjustments needed to ensure UX Value Goals are achieved. Prepare for fit-to-standard evaluation of the selected apps. Plan how the changes will be realized for each role. The focus of this workshop is on ensuring the desired outcomes can be achieved for each business roles in scope.

Purpose is Met By:

- ❑ Confirming the custom business roles in scope and assigning business role owners for business decisions regarding fit & realization
- ❑ Reviewing desired outcomes and priority tasks for each UX Value Goal per business role in scope
- ❑ Reviewing the first cut list of target apps identified out of Scope the Future workshop to confirm alignment to desired outcomes
- ❑ Refining the app list and use cases in scope and identifying any additional benefits that can be achieved
- ❑ Identifying business benefit realization metrics to prove the value of the new user experience.
- ❑ Discussing how baseline and target metrics will be captured.
- ❑ Exploring how to roll-out the new User Experience across each of the target business roles in scope and then using this as an example of how to build this out for other roles



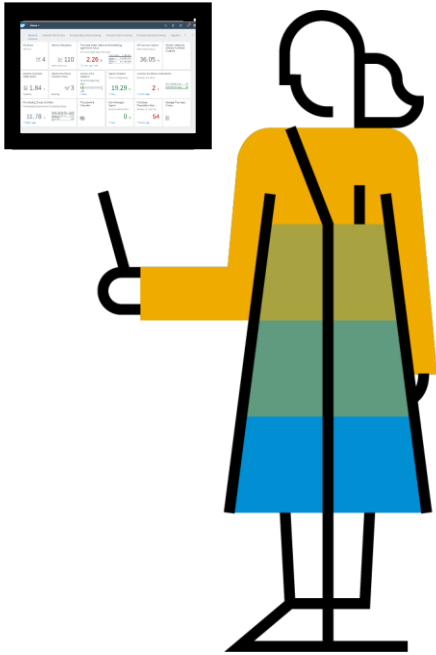
UX Adoption - Envision The Future Workshops

Key Roles in the Workshop

Role	Purpose	Symbol
Enterprise Architect	Co-Facilitate the workshop. Facilitate the discussion around Business Role ownership, UX Value Goals and desired outcomes vs app selection list, UX adoption roadmap adjustments, benefit realization metrics capture and monitoring.	 Enterprise Architect
User Experience Architect	Co-Facilitate the workshop. Run the demos. Explain and guide re adjustment to the app list for use cases, e.g. dependencies, app-to-app navigation considerations. Explain and guide re how to refine business roles.	 UX Architect
Business Process Expert(s)	Answer questions re as-is versus to-be; UX Value Goals and use cases for this role; how these align to business outcomes; thinking behind app selection decisions.	 Business Process Expert(s)
Business User(s)	Bring a pragmatic viewpoint on what will work for users in this business role; important/frequent activities; aims and concerns.	 Business Users
Configuration Expert(s) / IT Support	Answer questions re as-is versus to-be processes, design decisions, explain what is possible.	 Configuration Expert(s) / IT Support

Run UX Adoption - Envision The Future Workshop

Workshop Principles



Workshop Best Practices should be followed:

- Set boundaries, role responsibilities and understand expectations at the start of each workshop.
 - Facilitator to focus on facilitation with someone else allocated to record notes, actions and parking lot items.
- Provide approach, value and strategic context at start of each workshop.
- Focus on business value and align to business case and UX Value Goals.
- Create a safe space to encourage open discussion and participation.
- Time is limited, workshops are not training sessions, time box to drive decision making.
- Table parking lot items.

UX Adoption - Envision The Future

Inputs

List of Business Roles and prioritised UX Value Goals in scope

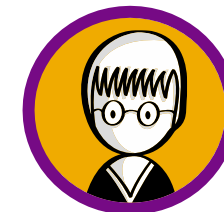
Output from “Establish the Business Value of UX” and “UX Strategy and Guiding Principles” Workshop

List (first cut) of the prioritised Fiori Apps which align to UX Value Goals

Output from “Scope the Future” workshop

UX Adoption Roadmap

From your UX/UI Strategy document



UX Architect

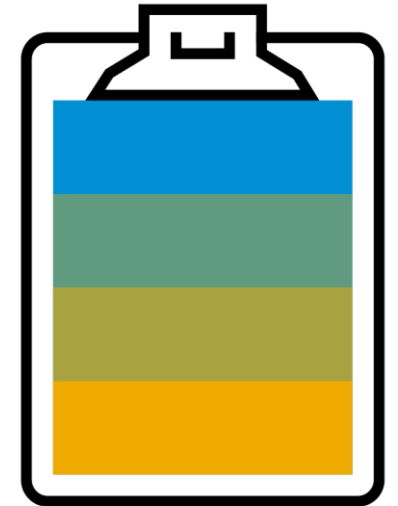


Configuration Expert(s) /
IT Support

Run UX Adoption - Envision The Future

Preparation

1. Review the first cut list of the prioritised SAP Fiori Apps which align to UX Value Goals
2. Review the UX Value Goals in scope and become familiar with the example use cases, outcomes, metrics and typical standard vs custom UX capabilities per Value Goal in scope for each business role. (Output from “*Establish the business value of UX*” workshop)
3. Verify that the list of selected apps supports and aligns to the desired UX Value Goals in scope for each role. Note any misalignments or adjustments that may need to be discussed.
4. Review the UX Adoption Roadmap. Mark any concerns/conflicts that need to be discussed.



Envision The Future

Overall Workshop Approach



UX Architect

Provide guidance on how to prepare for fit-to-standard and refining the new UX for the Business Role in scope.

Work through an example role and then build it out for other roles



UX Architect

Review UX Adoption roadmap. Identify any updates needed based on the target list of apps and roles. Include activities to establish baseline metrics and monitor UX baseline metrics when the solution is live

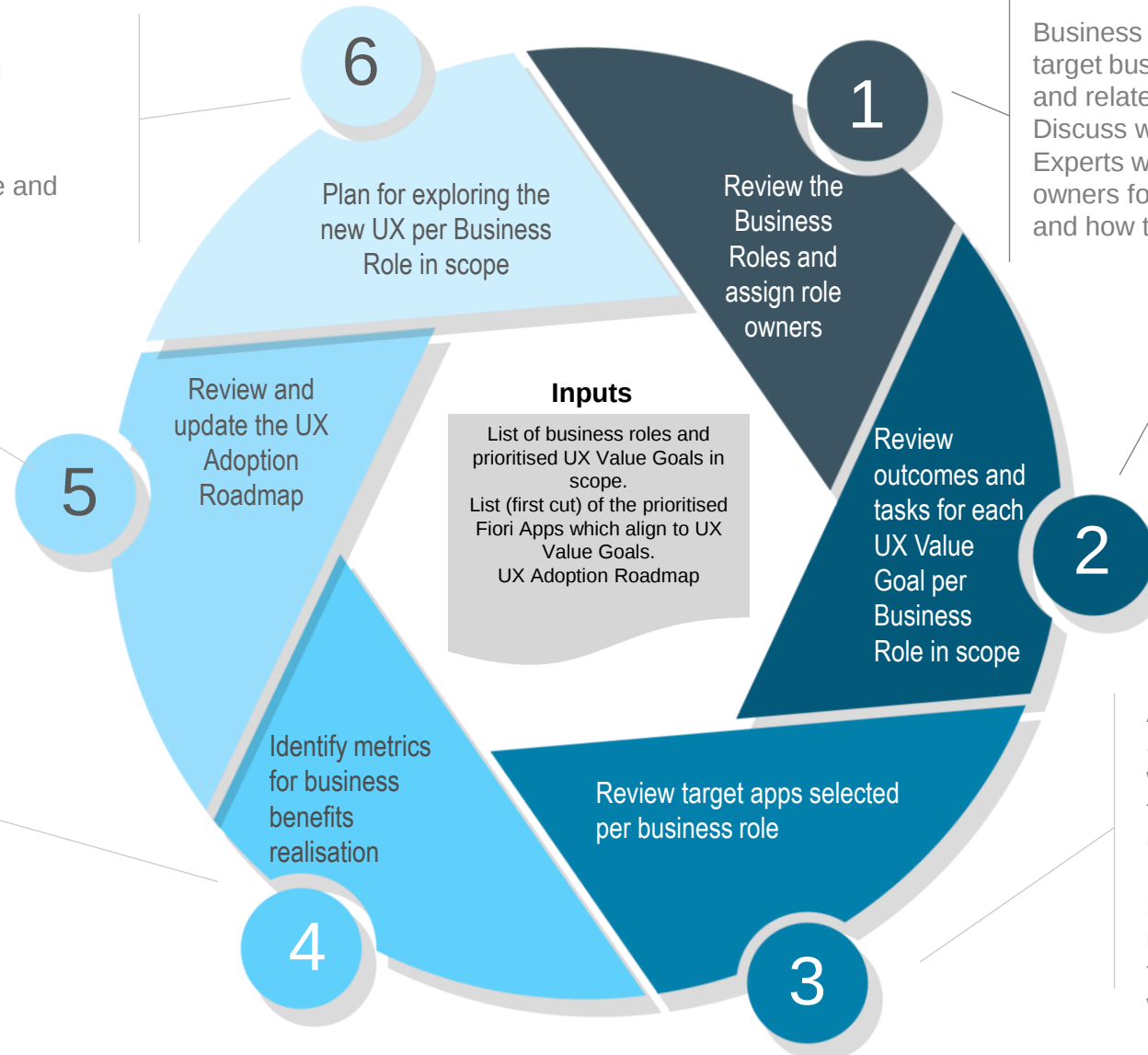


UX Architect



Business Process Expert(s)

Identify metrics that can be used for benefits realisation to prove the business value achieved from the new user experience. Discuss how baseline metrics can be captured.



Business process expert explains target business role definitions and related UX Value Goals. Discuss with Business Process Experts who will be the role owners for any decisions on fit and how these roles are realized.



Business Process Expert(s)



UX Architect



Enterprise Architect



UX Architect



Business Process Expert(s)

Review the UX Value Goals for each Business Role in scope, and the use cases/outcomes that were discussed in the Establish the Business Value of UX workshop

Review the first cut of the Apps identified in the Scope the Future workshop. Validate that these support the desired use cases/outcomes. Identify any additional benefits to highlight to users. Discuss and adjust the app list and use cases where needed.



Enterprise Architect



Business Process Expert(s)

UX Adoption - Envision The Future

Agenda

1. Review the Business Roles in scope and Assign Role Owners

- Business Process Expert explains the role definitions and related UX Value Goals in scope.
- Confirm mapping to standard SAP business roles
- Assign role owners who will take responsibility for business decisions on fit to use case and how the roles are realized.

2. Review outcomes and tasks for each UX Value Goal per business role in scope

- Business Process Expert explains rationale behind the UX Value goals for each role, and how they align to business outcomes.
- Review desired outcomes and use cases for the UX Value Goals for each Business Role, that were discussed in the Establish the business value of UX workshop
- Discuss and make any adjustments needed

3. Review target apps selected per business role

- Review the first cut list of Apps identified out of workshop A (Scope the Future) with Business Process Experts
- Validate that the selected apps support the desired use cases/outcomes.
- Identify any additional benefits to highlight to users.
- Discuss and adjust the app list where needed.

4. Identify metrics for business benefits realisation

- Identify metrics that can be used for benefits realisation to prove the business value achieved from the new user experience.
- Discuss and document how baseline metrics will be captured, and how to capture target metrics in the new solution

5. Review and Update UX Adoption Roadmap

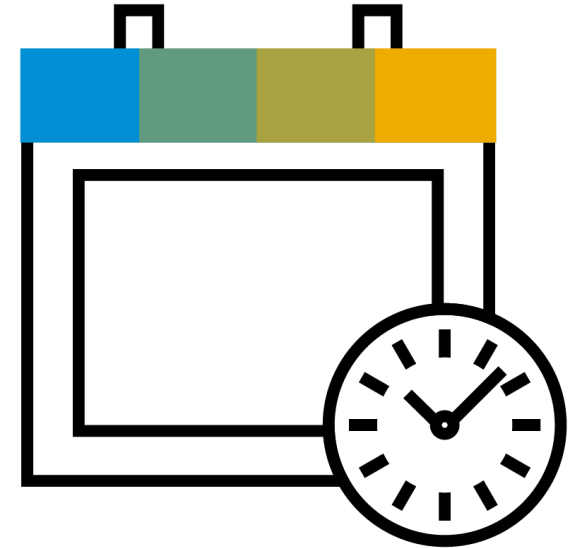
- Identify any updates needed based on the target list of apps and roles. For example, any adjustments to the rollout plan, or common features needed
- Include activities to establish baseline metrics and monitor UX baseline metrics when the solution is live

6. Plan for exploring the new UX per Business Role in scope

- Provide guidance on on how to prepare for fit-to-standard, e.g. inclusion/exclusion criteria, and refining the new UX for the Business Role in scope.
- Work through an example role and then build it out for other roles

7. Next Steps and Closing

- Discuss how outputs from this workshop will be considered in the fit-to-standard workshops



UX Adoption - Envision The Future

Outputs of the Workshop

For each Business Role in scope:

- Designated Owner
- Agreed list of target business outcomes and use cases/tasks in scope
- Agreed list of the target SAP Fiori Apps to be explored in the fit-to-standard workshops
- Business priority and benefit realization metrics for new UX
- Identified activities for capturing baseline and target metrics

Updated UX Roadmap



Business Process
Expert(s)



Configuration
Expert(s) / IT
Support



UX
Architect



Enterprise
Architect



UX
Architect

Thank you.

SAP Activate Methodology

Additional Resources

How to Adopt User Experience

Major decisions steps to define and progress your UX roadmap



WHO will change

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



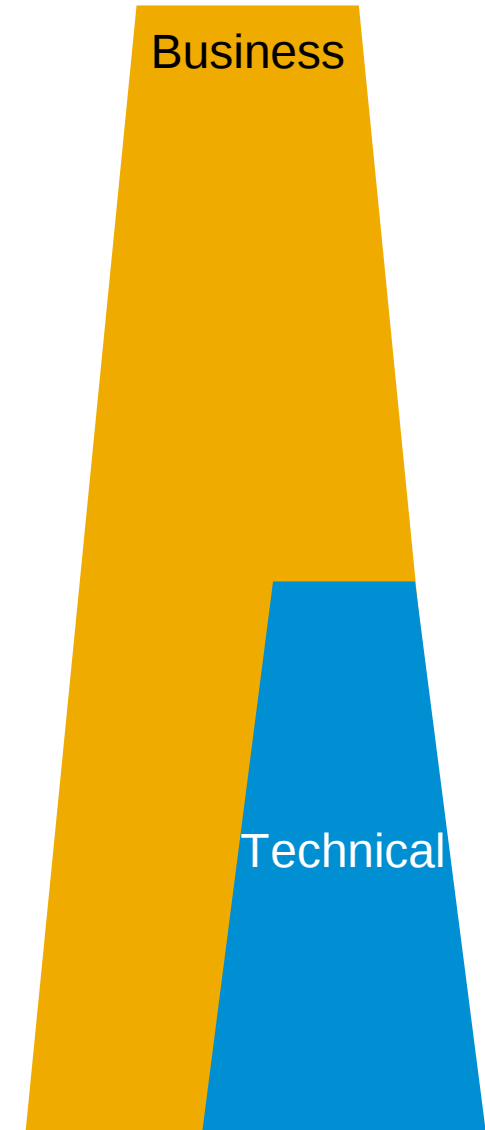
WHAT will change

3. Envision the future



HOW to change

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



UX Value Goals for your Business Roles

User experience drives organizational changes towards desired business outcomes



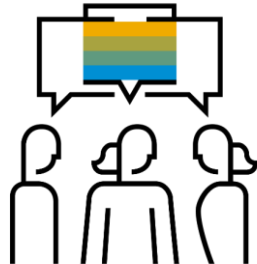
Be more **MOBILE**



GUIDE me better



RESPOND faster



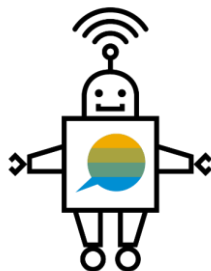
COLLABORATE better



Be more **INSIGHTFUL**



REACT faster



Be more **AUTOMATED**



Be more **PROACTIVE**



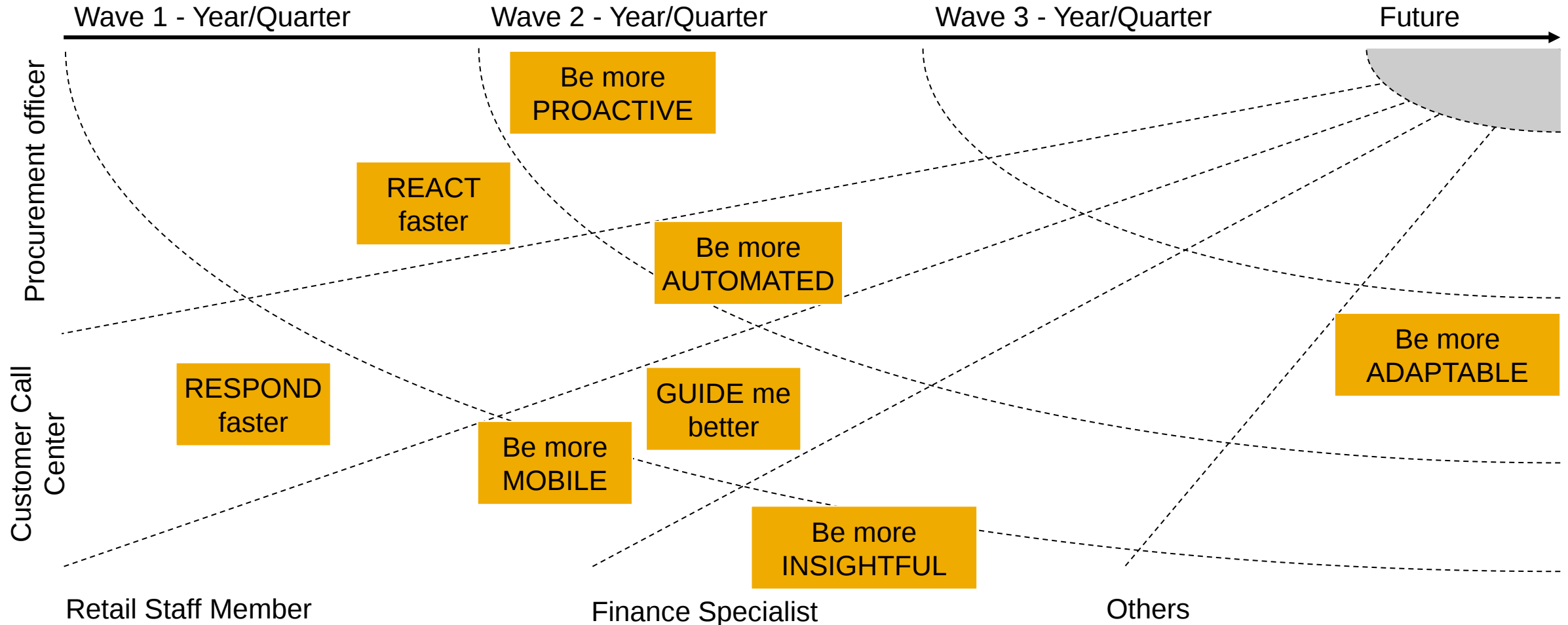
Be more **ADAPTABLE**

UX Value Goals for Business Role <role name> - Where do we 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

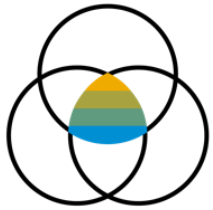
High-level UX Adoption Roadmap [Example]

Manage the pace of change by UX Value Goals + Business Role(s)

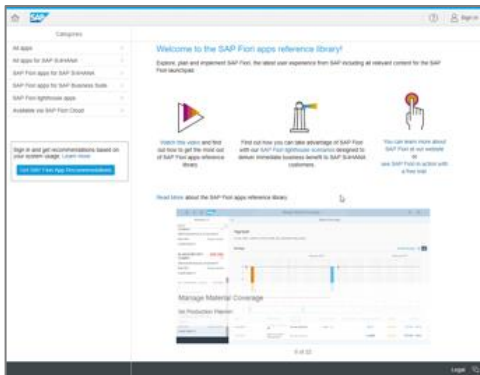


How to implement SAP Fiori for SAP S/4HANA efficiently

Scope



Initial scoping
Identify business roles



Activate

Sandbox



Rapid activation of your
selected business roles



Refine and Support

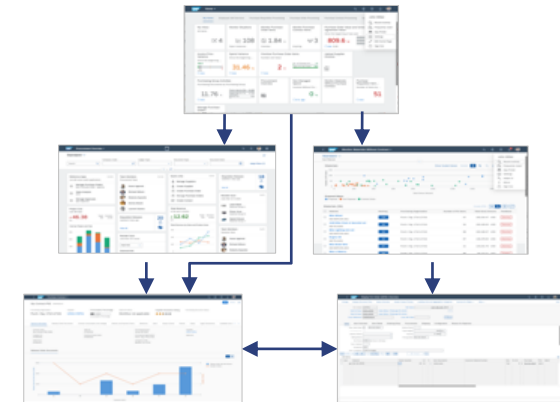
Development

> Quality Assurance

> Production



**Adjust launchpad content and
layouts** to meet your needs



What are **SAP Business Roles**

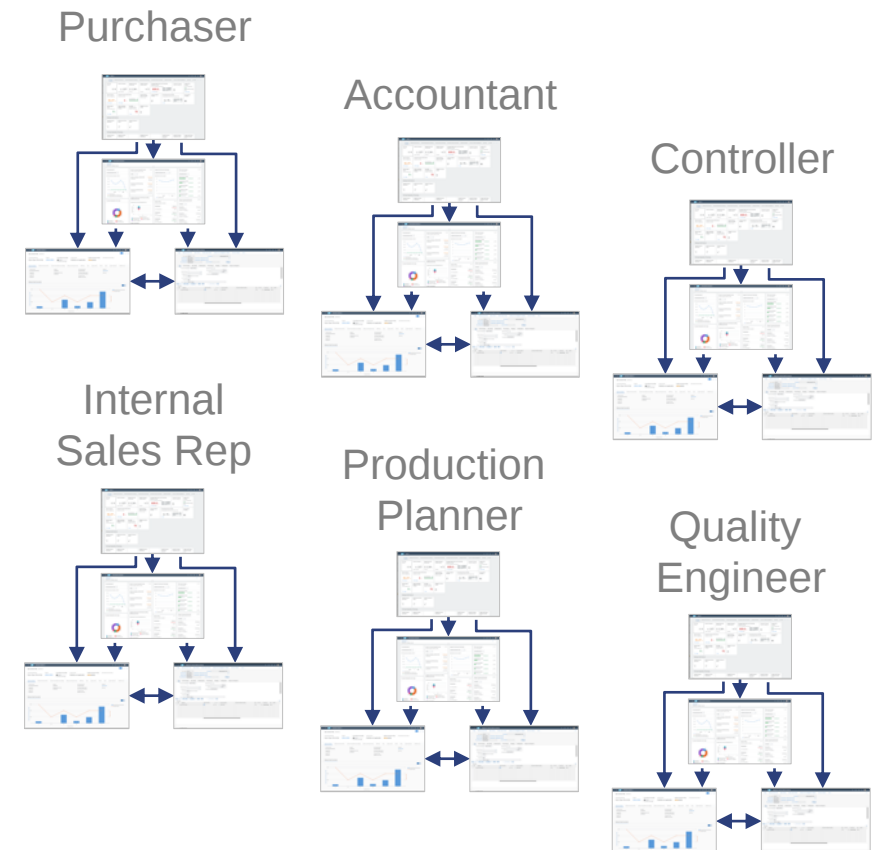
Templates that quickly scope relevant apps and classic Uis and are starting point for later refinement

- Templates of relevant **launchpad content, app-to-app navigations and launchpad layouts** for a job-based business role
 - **SAP Fiori Apps**
 - **Classic User Interfaces**
 - **URL Links**
- You can **copy** these templates then **refine, combine, and extend** your copy to meet your business needs...

A starting point for creating your own

custom business roles

SAP S/4HANA delivers
500+ SAP Business Roles



Navigation in SAP Fiori

Launchpad is the entry point to a network of app-to-app navigations

Single point of entry & central functions

Access web-enabled apps:

- directly via Tiles or Links
- via Search

You can navigate to:

- SAP Fiori Apps
- Classical User Interfaces (GUI transactions, WebDynpro applications, WebClient UIs)
- URL Links (e.g. SAP BTP Apps, SaaS solutions and 3rd Party Apps etc.)

Centralized insights or tasks

Navigate between apps with context information automatically passed

Network of applications

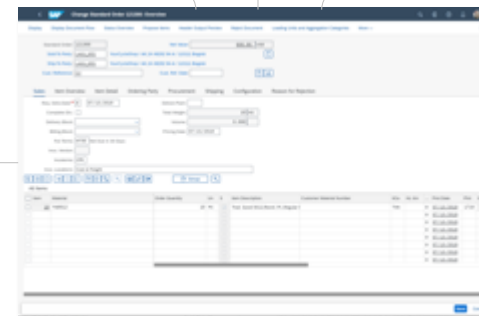
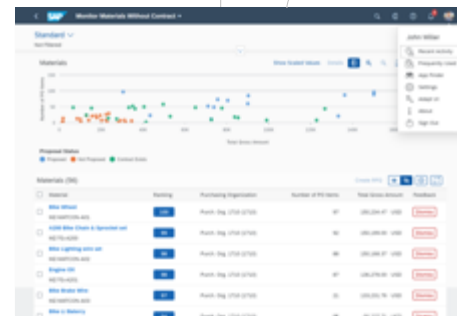
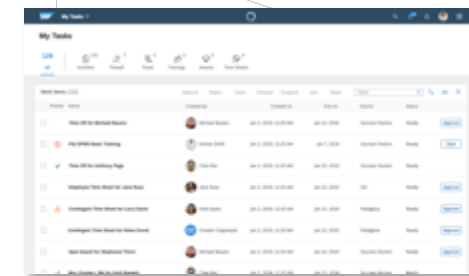
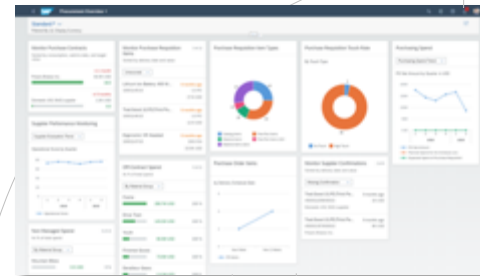
SAP Fiori launchpad

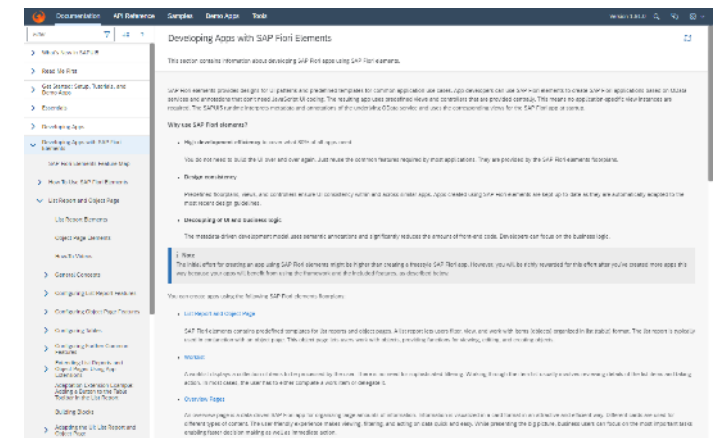
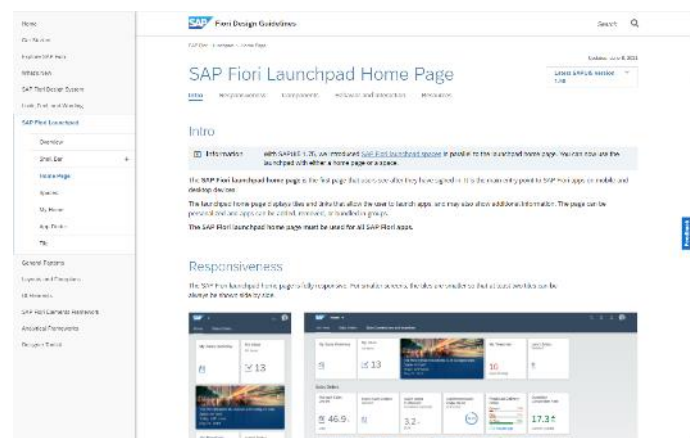


Unified search

Notifications

Access to applications



[illegible]

Training and Enablement Links

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 development, and application expertise)** and complete all the hands-on exercises, either **in your own SAP S/4HANA sandbox system** or **in an S/4HANA cloud appliance trial system**.

S/4HANA RIG experts explain step-by-step how to implement and troubleshoot SAP Fiori in virtual classroom sessions. They provide activity documents for each step, are available to answer questions and assist you through the entire duration of the bootcamp.

It comes **FREE** from SAP to you. Please go to pages **4** and **5** for registration.

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

Free Online Learning at OpenSAP:

[How to Deliver a Great User Experience with SAP S/4HANA](#) [Guide Your SAP S/4HANA Project to Success](#)

SAP Help Content:

[Set up and Configure SAP Fiori](#)

[Implement SAP Fiori Apps](#)

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openSAP Microlearnings: [SAP S/4HANA Cloud User Experience playlist](#)

for your Business Users, for example:

[Personalizing SAP Fiori Launchpad Basics](#)

[How to Search for a SAP GUI Transaction in SAP Fiori](#)

[Using Enterprise Search for Reporting in SAP Fiori](#)

[Using Default Values and Variants in SAP Fiori Apps](#)

[Creating Bookmarks in SAP Fiori Launchpad](#)

for your Functional Team, for example:

In [Finding Available SAP Fiori Apps](#) you learn how to find available SAP Business Roles and their apps for your SAP S/4HANA release. You will also find microlearnings on SAP S/4HANA line of business areas including Finance, Manufacturing, Service, Sourcing & Procurement, and Supply Chain

for your Technical Team, for example:

[Activating Fiori Apps Via Rapid Activation](#) shows how to rapidly activate SAP Business Roles for exploration using the Rapid Activation task list SAP_FIORI_CONTENT_ACTIVATION

[How to Patch SAP Fiori \(SAPUI5\) and Why](#) helps you avoid rediscovering known and already resolved issues by patching your SAPUI5 version to the latest releases

[SAP Fiori for SAP S/4HANA – Creating your custom business roles – the end-to-end process and video playlist](#)

You will also find microlearnings on SAP S/4HANA for Technology Topics and Cross Topics (such as Predictive Scenarios).

More Information on Business Role Design

For UX experts and launchpad content administrators:

[SAP Fiori for SAP S/4HANA – Creating your custom business roles – the end-to-end process and video playlist](#)

[Combining business catalogs into custom business roles](#) – reusing existing business catalogs to create custom business roles

[Adding Custom Content to Business Roles](#) – an overview of the process and considerations

[Adding selected content SAP content to a custom business role](#) – creating new custom business catalogs

[Creating Custom Content for Business Roles](#) – creating new custom technical catalogs

[Options for Creating Custom Catalogs](#) by [Imran Mohammed](#)

[Searching for Target Mapping Parameters using the launchpad content manager](#)

[Creating your custom business roles – the end to end process and video playlist](#)

Launchpad Layout:

[Recommendation for Structuring Roles, Spaces and Pages in the SAP Fiori Launchpad Based on Common User Behaviors](#)

[Best Practices for Structuring Spaces and Pages](#)



For security administrators:

[SAP S/4HANA Authorizations](#)

[Granting Project Users SAP Fiori Launchpad Access](#) by [Colleen Hebbert](#)

[Granting Project Users SAP Fiori Launchpad Access – Extras](#) by [Colleen Hebbert](#)

[How Adding Business Catalogs to the Role Menu automates authorisation maintenance](#) by [Colleen Hebbert](#)

More Blogs and Video Posts

Blogs:

[Top 5 Fiori features that bring value to every business user](#)

[Recommendations for transitioning users from SAP GUI to Fiori](#)

[SAP Fiori for S/4HANA – Understanding SAP Business Roles](#)

[SAP Fiori for S/4HANA – How SAP Business roles simplify deploying SAP User Experience](#)

[SAP Fiori for S/4HANA – How SAP business roles simplify refining SAP user experience](#)

[Creating your custom business roles in S/4HANA](#)

[Overview of tools for maintaining custom launchpad content and layout](#)

[Analytics in S/4HANA – real shape of embedded analytics and beyond embedded analytics](#)

[How to find a predefined Virtual Data Model in S/4HANA](#)

[How to create Generic drilldown report with Manage KPIs and reports](#)

[Training and Activating the out of the box predictive content shipped by S/4HANA](#)

[Use Cases for Situation Handling](#)

Videos:

[The Power of SAP S/4HANA](#) – Video Series

[Refining Business Roles with SAP Fiori Launchpad Content Manager](#) [11:47]

[Activating SAP Fiori Content in Custom Business Roles](#) [11:59]

[Creating SAP Fiori launchpad layouts for custom business roles](#) [12:00]

[Creating Launchpad Content with the SAP Fiori Launchpad App Manager](#) [12:00]

[Adapting the UI of List Report Apps](#) [10:59]

[Showcasing SAP Fiori 3 for SAP S/4HANA](#)

