Using Custom SAP Fiori Apps to Redesign a Business Process

Lydia Ruth, Business Analyst, University of Tennessee
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About the Speaker

Lydia Ruth

- Business Analyst, University of Tennessee

- I am a UT Alumnus that started working for UT after graduation in 2015. I've supported both the Financial and Human Resources sides of our SAP instance at UT.

- My maiden name was Lydia Ruth Maples, so when I got married I could have been Lydia Ruth Ruth... but I chose not to do that! ☺

Key Outcomes/Objectives

1. Learn about Fiori as a solution to an inefficient business process

2. Review success metrics to support the development of unique Fiori tiles

3. Learn about pitfalls to rolling out Fiori to a new user base

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Agenda

- Original Conflict of Interest Process

- Design Requirements

- Development Decisions

- Success Metrics

- Lessons Learned

- Future Development

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Original Conflict of Interest (CoI) Process

- Employees were required annually to submit a form disclosing potential conflicts of interest. All employees are required to fill one out, even if it is just to say "nothing to disclose"

- Employees used a 3rd party system to submit their Conflict of Interest form

- Form routed through 3rd party's workflow for approvals

- Once completed, HR manually updated SAP via custom infotype with employee's CoI information and attached a PDF copy of the CoI form

Issues with Process

- No real data validation in 3rd party system
  - Biggest issue being the employee could identify own supervisor, which determined who the form routed to for approval
- End of process was 100% manual. There were thousands of forms sitting in an HR inbox waiting to be manually entered into SAP, scanned and attached to the employee record

Issues with Process Continued

- Reporting Issues:
  - No visibility into where a submitted form currently was within its workflow path
  - No convenient way to track who completed a form and when because of manual update process
- For employees involved with certain types of sponsored projects, additional information was required that involved submitting a completely different form, which was easy to forget or overlook

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Original Form Design

Your Interests

1. Do you hold an office, directorship, or employment in an outside organization? If multiple exist, attach document listing additional.

Name of organization(s):	Paducah Symphony Orchestra
Position(s) held:	bass clarinet
Business of the organization(s):	performing arts

⊙ Yes   ○ No

[Attach]

If officer or director, list the amount of compensation. | n/a

Please type "None" if not applicable.

2. Do you receive compensation from another educational institution?

Name of institution(s)

Position(s):

Terms of Employment:

Briefly describe the nature of the work for which you received compensation:

I understand that if I acquire an interest that requires disclosure, I will take the initiative to disclose it. I also understand that I must complete a new form annually. I acknowledge that I have read and understand the university's conflict of interests policy and have made all necessary disclosures.

☑ Check to agree to the above statement.

| Employee Name | Email |

☑ Check here to electronically sign

| Department Head/ Supervisor | Email | Dean | Dean Email |

All fields were visible on the form creating a very messy display, since the "Yes" and "No" fields are to the right, and supplemental fields beneath the question.

At the end of the form is where the employee could define both his or her Supervisor and Dean.

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Design Requirements

- All employees must fill out this form, including non-SAP user population
- Take advantage of existing SAP workflow based on employee's position
- Create a newer and cleaner user interface
- Automatic update of employee data at workflow completion
- Determine best-practice design for leveraging functionality to be used for future Fiori tiles

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Development Decisions - Fiori

- Fiori Apps
  - Employee App for completion and submission
  - Approval App accessed via My Inbox tile
- Configuration to control form layout and content
  - Configuration is mostly managed via a view cluster
- Make information easily accessible to employees and managers
- Modifications to existing business process (ex: Institute of Agriculture's workflow completely changed)

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Fiori Form Design

Your Interests

1. Are you an officer, director, board member, trustee, owner, or employee of any organization or business entity (for-profit or non-profit) other than the University?
  ○ Yes ● No

2. Do you receive consulting income or honorariums totaling $10,000 or more from a single source?
  ○ Yes ● No

⊘ 1. Are you an officer, director, board member, trustee, owner, or employee of any organization
  ● Yes ○ No

Name(s) of organization(s) or business entity(ies):
_____

Position(s) held:
_____

Business of the organization(s) or business entity(ies):
_____

List the amount of compensation:
_____

One improvement we made to the user experience was to default all answers to "No," so that the additional questions were only visible to those employees who had answered "Yes" to those specific questions.

Success Metrics

- Time saved moving from manual to automatic update
  - For a single campus, over 400 hours were saved just by eliminating the manual updating process
- Ease of monitoring compliance
- From the President of the University down to administrative assistants, process was intuitive enough to receive minimal questions about the actual form

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Lessons Learned

- Need for a management tool
- Approval challenges
- Fiori exposure
- Password synchronization struggles

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Lessons Learned – Management Tool

- Employee submissions
  - Email Reminder Program
- Management of Entire Process
  - Workflow
  - Management Plans
  - Approvals

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Lessons Learned – Approval Challenges

- Accommodating approvals from multiple locations
  - Fiori "My Inbox"
  - SAP Inbox
  - Universal Worklist
- Non-SAP Users

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Lessons Learned – Fiori Exposure

- Roll out to a large user population
  - SAP Users: Minimal Fiori experience
  - Non-SAP Users: Neither SAP or Fiori experience
    - Never required to approve work items previously

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Lessons Learned – Password Synchronization

- Issue with synchronizing the SAP Gateway user credentials with our ERP/Fiori and enterprise directory (i.e. LDAP)
    - Certain password changes initiated from LDAP do not always sync with our Fiori landscape due to incompatible password standards (i.e. not every password configuration can be exactly replicated in both environments)

Future Development

- Phase II
  - Athletics and UT Foundation
  - Modifying rejection process
  - Minimize false positives
- Notifying new employees of requirement
- Leveraging functionality for new kinds of forms
  - Intellectual Property Agreement

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Presentation Materials

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Q&A

For questions after this session, contact me at lmaples7@tennessee.edu.

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