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# Johns Hopkins: Path to a Better User Experience

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ASUG 82548

# About the Speakers

## **E. Zachary Rose (Zack)**

- Project Manager, IT@JH
- Graduated from UVA 1995
- PricewaterhouseCoopers til 2002
- Johns Hopkins University ever Since
- Fun Fact ... I applied to work at SAP in 1995 and was “Rejected”

# Key Outcomes/Objectives

1. Lots of Opportunities, Some Small Some Big
2. UX Projects are Redundant, so Experiment
3. Start Now, Catch Up Later

# Agenda

- Our Vision
- Our Motivation
- Our Analysis
- Our Approach
- Our Status Quo

# The JH Vision for UX

The image displays two screenshots side-by-side. The left screenshot shows the 'Welcome Lincoln Weeks' page of the SAP Portal, featuring a navigation bar with various system links and a main content area with a 'Welcome to the Johns Hopkins SAP Portal!' message and a 'SAP Planned Downtime March 10-11, 2018' announcement. A yellow callout box with black text is overlaid on the bottom left of this screenshot, with a line pointing to the announcement. The right screenshot shows the 'OPEN' Launchpad interface, which has a top navigation bar and a main area with several task tiles. A yellow callout box with black text is overlaid on the right side of this screenshot, with a line pointing to the 'Approve Shopping Carts' tile.

**Getting Started**

Welcome to the Johns Hopkins SAP Portal!

► **SAP Planned Downtime March 10-11, 2018**

The SAP system will be taken off line for scheduled maintenance and daylight saving...

If your business operation uses Hana Cloud Platform, integration with ECC will be in...

If your business operation uses PI, integration with ECC and with third parties will be...

Please be prepared to use downtime procedures during this time.

For your information, the following is a list of the SAP planned outages for 2018 Schedule

- April 27-28, 2018, start time 9 PM, maintenance
- May 25 - 26, 2018, start time 9 PM, maintenance
- June - 22-23, 2018, start time 9 PM, maintenance
- July - No Outage (Year-End-Close)
- August 17-18, 2018, start time 9 PM, maintenance
- September 14 - 15, 2018, start time 9 PM, maintenance (Possible su...
- October 26-27, 2018, start time 9 PM, maintenance
- November 3-4, 2018, (Saturday - Sunday) start time 9 PM, time cha...
- December 21-22, 2018, start time 9 PM, maintenance (Subject to c...
- Contingency December 28-29, 2018

Posted 3/07/18

**SAP Entry Screen will transition from the PORTAL to the OPEN Launchpad**

**Access common SAP Tasks via TILES on the OPEN Launchpad**

# The JH Vision for UX

“OPEN” ON DESKTOP, TABLET, PHONE



# The JH Vision for UX

- Functions/Apps can be grouped logically by the user
- Transparency of items needing user attention, timely notifications
- Robust search capability across the entire system, limited by user security authorizations

# The JH Vision for UX

The screenshot shows the SAP search interface. At the top, there is a search bar with the text 'Owens' and a search icon. Below the search bar, there is a navigation pane on the left with a 'Search In' section. The main area displays search results for 'Owens' (101K results). The results are categorized by document type and include details such as Company Code, Posting Date, Document Type, and Reference. The search results are displayed in a list format with expandable details for each item.

Search In	Count
All	101K
Accounting Document	21
Article	4
Business Partner Core	1
Cost Center	6
Cost Center Group	1
Customer	3
Customer Billing Document	1
Fixed Asset	2
Goods Issue	77
Goods Receipt	41,417
Internal Order	4
Material	4
Material Movement	3
Organization Core	1
Physical Inventory	3
Purchase Orders	22,816
Sales Order	1
Supplier Invoices	36,082
Suppliers	193
Vendor Accounting Document	1

Results (101K)
<b>04348266 1908973263</b> Accounting Document Company Code: JHEN - JOHNS HOPKINS ... Accounting Period: 2018 03 Posting Date: 09/21/2017 Document Type: YK - E Invoices Pay Immed Document Date: 09/21/2017 Reference: <b>OWENS</b> Currency: USD Created on: 09/21/2017 Created by: PIAPPLUSER - PIAPPLUS...
<b>JHEN 1908973263 001 2018</b> Vendor Accounting Document Company Code name: JOHNS HOPKINS ENTER... Document Header Text: 04348266 Posting Date: 09/21/2017 Document Type: YK - E Invoices Pay Immed
<b>T5 Auto Scrubber 4117453 0</b> Fixed Asset Asset Class: 411001 - Floor Mach Company Code: JHEN - JOHNS HOPKINS ... Cost Center: 1350101040 - CUSTODIAL... Asset Capitalization Date: 04/12/2017
<b>Owens, K Z07_AH_04.225</b> Cost Center Group Controlling Area: Johns Hopkins JHEN Created by: Mary Trautner Created on: 08/14/2008 Representative Cost Center: -
<b>OLGA OWENS 1350652310</b> Cost Center Company Code: JHEN - JOHNS HOPKINS ... User Responsible: PMATHEW1 - Paul Mathews Valid from: 01/01/1900 Valid to: 12/31/9999
<b>SRM Direct Mat. PO 2100030074</b> Purchase Order Supplier: <b>OWENS</b> ACCENT 1008155 Terms of Payment: Net 30 JHU & JHHS Purchasing Group: 501 - HealthSystem Buyer Incoterms: Free on board DESTINATION

Searching for "Owens"

Searches all corners of SAP to return Master Data and Transactional Data containing this character string

"Owens" found in these documents / records

## SEARCHING SAP EASILY



# The Vision for a new UI - Transition

- Capability to address user frustrations
- Fewer clicks, faster, simplified screens
- S4HANA, the next SAP release, will utilize the Fiori User Interface exclusively
- Johns Hopkins can begin the Change Management process for SAP users now, and ease adoption of the next software version.

# The Vision for a new UI - Training

- Apps are coherent and easy to use, by design
- Apps perform one simple task, require little / no training
- Optimized transactions support optimized processes
- Dramatic reduction in transaction duration and clicks
- One coherent consistent interface
- Intuitive Apps reduce the burden of user support for Shared Services and IT

# The Vision for a new UI - Mobility

- Over time, SAP will enable Fiori apps to utilize native mobile device capabilities, e.g. capture invoice via camera, GPS locations for asset tracking, in-device notifications, calendar integration, barcode scanning
- SAP releases new apps and updates quarterly

# Analysis – Where to Start? What to Do?

The screenshot displays the SAP Shopping Cart interface. At the top, it shows the shopping cart number 1006429131 and the name DWEEKS2. The 'General Data' section includes fields for 'Buy on Behalf of' (Lincoln Weeks), 'Name of shopping cart' (DWEEKS2 01/09/2017 16:54), and 'Ship To Address' (40151 : 5801 Smith Avenue Baltimore MD 21209). Below this is an 'Item Overview' table with one item: Canon CanoScan LIDE120 Color Image Flat. The table columns include Item Line Number, Product ID, Description, Product Category, Quantity, Unit, Net Price / Limit, Currency, Per, Delivery Date, Notes, Attachments, Account Assignment, Document Type, and Item Status. The total value is 85.04 USD.

Item Line Number	Product ID	Description	Product Category	Quantity	Unit	Net Price / Limit	Currency	Per	Delivery Date	Notes	Attachments	Account Assignment	Document Type	Item Status
1		Canon CanoScan LIDE120 Color Image Flat	43210000	COMPUTER EQUIPMENT	1.000	EA	85.04	USD		10/11/2017		Cost Center: (450015020)	ECPO	Billed in Full

**SAP Shopping Cart**

**Details for item 1: Canon CanoScan LIDE120 Color Image Flat**

**Identification**  
Item Type: Material  
Product ID:   
Description: Canon CanoScan LIDE120 Color Image Flat  
Catalog: SQ\_UAT\_JHHS  
Product Category: 43210000 COMPUTER EQUIPMENT  
Order as Direct Material:

**Organization**  
Purchasing Group: Nicole Rogers P-Group 7 JHHS  
Company Code: JHEN JOHN HOPKINS ENTERPRISE  
Supplier Product Number: 17788818  
SoQuest Supplier ID: 4056703

**Currency, Values and Pricing**  
Order Quantity / Unit: 1.000 EA EACH (Material)  
Ordered Quantity / Unit: 1.000 EA  
Open Quantity / Unit: 0.000 EA  
Price / Currency: 85.04 USD Price Unit  
Tax / Amount: 10.00-A/P Sales Tax, Exempt 0.00

**Service and Delivery**  
IncoTerm Key Location:   
Plant / Location: 2099 24 2099 JHHS Service Provider  
Unloading Point: 219  
Storage Location: 0001 Storage Location  
Goods Recipient: 31855 Lincoln Weeks  
Delivery Date: 01/11/2017

**Additional Information**  
Manufacturer Part Number: 99228002AA  
Lot Number:   
Serial Number:   
Shop Cart No: 1006429131  
Document type: ECPO  
Supplier Part Auxiliary ID: 76a77434-886e-41c5-85ea-da1a32f54a0b  
SoQuest Product Type: Punchout

One tool for many uses  
Used to purchase all things, from  
Office Supplies to Radioactives, to  
Research Animals

# Analysis – Where to Start? What to Do?

The image shows a composite of two screenshots. The background is a screenshot of the SAP Shopping Cart interface, displaying details for shopping cart 1006429131. Overlaid on this is a screenshot of the MyLearning Course Catalog interface for Johns Hopkins University. The MyLearning interface shows a search results table with columns for Course Rating, Delivery Type, Time, and Provider. A callout box highlights the text '22 items in 1 pages' in the MyLearning interface. Another callout box, positioned over the SAP interface, contains three statistics: '22 Training Options in MyLearning', '38% of shopping carts are used to buy Office Supplies/Lab Supplies', and '30% of Shopping Cart Users create 10 or fewer shopping carts per year'. The ASUG logo is located in the bottom right corner.

**SAP Shopping Cart**

**22 Training Options in MyLearning**

**38% of shopping carts are used to buy Office Supplies/Lab Supplies**

**30% of Shopping Cart Users create 10 or fewer shopping carts per year**

**22 items in 1 pages**

**ASUG**

# Analysis – Where to Start? What to Do?

63,037

Office Depot Shopping Carts

29,410

Fisher Scientific & Sigma Aldrich Shopping Carts

38%

Of all Shopping Carts placed in 2017

# Analysis – Where to Start? What to Do?

## MAKING SHOPPING EASY

BUY FROM  
AMAZON

BUY FROM  
OFFICE DEPOT /  
FISHER  
SCIENTIFIC

FULLY  
FUNCTIONAL  
SHOPPING CART

# Analysis – Where to Start? What to Do?

24.5%

% of Travel & Expense Reimbursement for MILEAGE only in 2017

52.4%

% of T&E Reimbursements for which the recipient had only 1 reimbursement in 2017

144,188

Number of Travel & Expense Reimbursements in 2017



# Analysis – Where to Start? What to Do?

## MAKING T&E EASY

MILEAGE ONLY

NON-TRAVEL  
EXPENSE

FULLY  
FUNCTIONAL  
TRIP

# Our Approach to Engage

## DIFFERENT APPS = DIFFERENT APPROACHES

Some SAP Fiori apps will match our needs  
(Shopping Cart Approvals)

Pilot Group to evaluate and provide feedback

Some SAP Fiori apps will be a close fit but may require enhancements  
(Confirm GRs)

User Group to evaluate and participate in design and testing

Some functions require custom development (PO Status)

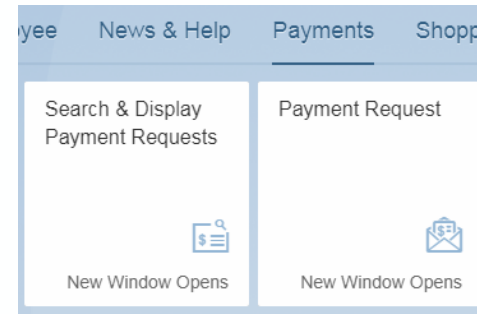
Design Thinking driven solution

# Our Approach – Standard Fiori Apps?

- Lots of Standard Apps Available
- Many require S/4
- Many are nice, but not our top priority
- Most notable is Approve Shopping Cart

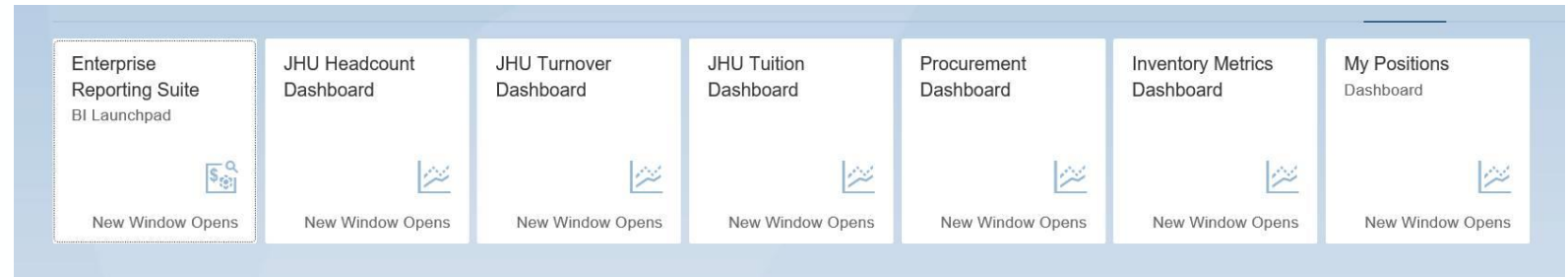
# Our Approach for Personas – “Liked”

- Lots of engagement here with SAP, a new technology with two way interaction
- Good Opportunities for Travel and Expense Reimbursement
- Good Opportunities for Searches
- Building in-House Expertise, not a technical solution
- Design and Build standards consistent with current & future

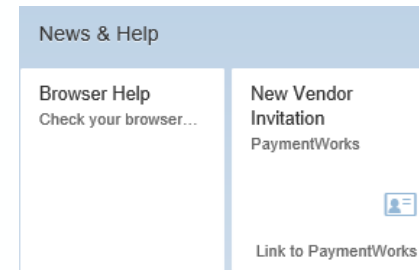


# Our Approach for Quick Hit Wins

- BW Dashboards



- URL's to Help pages
- URL's to Vendor Portals



# Our Approach – Custom Fiori Apps

- Engagement with Mindset Consulting
  - Objective: Familiarize the Johns Hopkins employees with the best practices for developing Fiori applications
- Provide Introductions to:
  - SAP Fiori – Architecture, Design, Guidelines, SAP UX Strategy
  - Design Thinking
  - Agile Development - How do we use Agile to support UI5 app development?
  - UI5
  - Gateway
  - Fiori Launchpad Concepts – Themes, Groups, Catalogs, Security Security Roles
  - Mobility
- Facilitate Group Coding Efforts

# Our Approach – Custom Fiori Apps

- Problem Statement: Within HR, users are having trouble gathering the information they need. Currently, it is time-consuming and confusing because it is unclear where to find the data and sometimes found in different places. Users should be able to easily & quickly find the information they need in **one spot!**
- Follow-On Engagement with Mindset
  - Sprint 0 Planning
  - Three (3) Two-Week Sprints with Consulting
  - Tech Lead, Project Manager
- Two Additional (2) Two-Week Sprints Internally
- Testing, Break/Fix, Implementation

# Our Approach – Custom Fiori Apps

- Custom Apps take a LOT of effort
- Custom Apps can make a HUGE difference
- Must Keep Momentum and Dedication to Product
- Need to learn to embrace Minimum Viable Product otherwise there are endless opportunities that handcuff progress




# Our Status Quo – Custom Apps

- Display Employee App
- Auto PO Close App
- PO Tracking App
- Confirm Goods Receipts App
- Custom Apps in the Warehouse

# Moving From Status Quo – What's Next?

- Prototype with a software development accelerators (such as Mendix) – in process
- More Screen Personas
- More Custom Apps, More Functionality in Existing Apps
- An eye on our migration to S/4, and also Concur

# Want to Learn More?

	ASUG82542	Business Procurement So Easy, Who Needs Training? How Johns Hopkins Used SAP Fiori to Create a Highly Simplified Shopping Experience for a Diverse User Community	ASUG Presentation	Thu	01:00 p.m. - 01:40 p.m. 310A
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Experience the journey of Johns Hopkins in implementing an SAP Fiori one-stop shopping cart app with punch-out capability designed to simplify shopping. The app provides the best of both worlds, combining the power of SAP with the online shopping experience of Amazon.

[Share](#)

# Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



# Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

# Q&A

For questions after this session, contact me at [zackrose@jhu.edu](mailto:zackrose@jhu.edu).

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