



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”

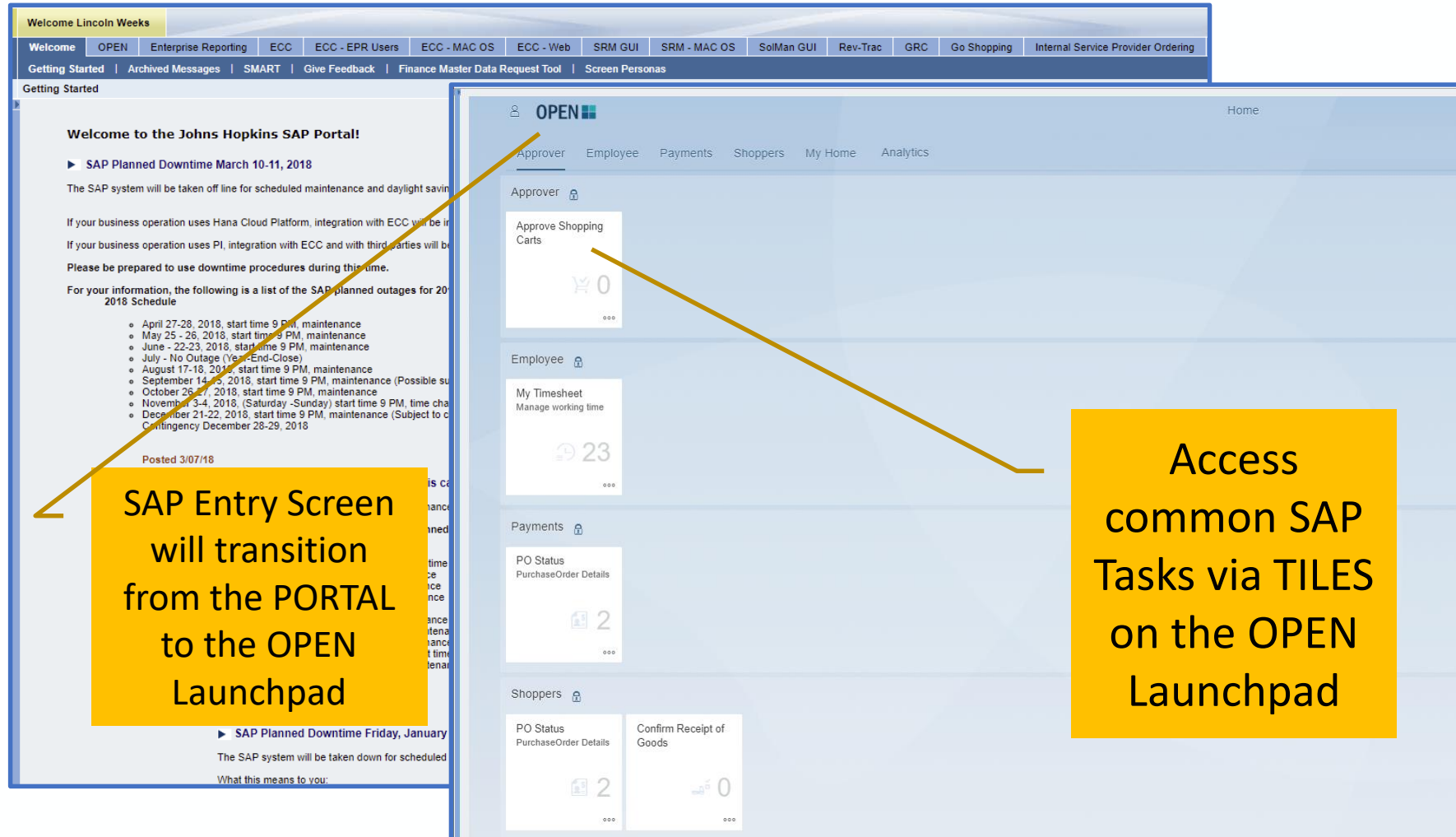
Key Outcomes/Objectives

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 JH Vision for UX

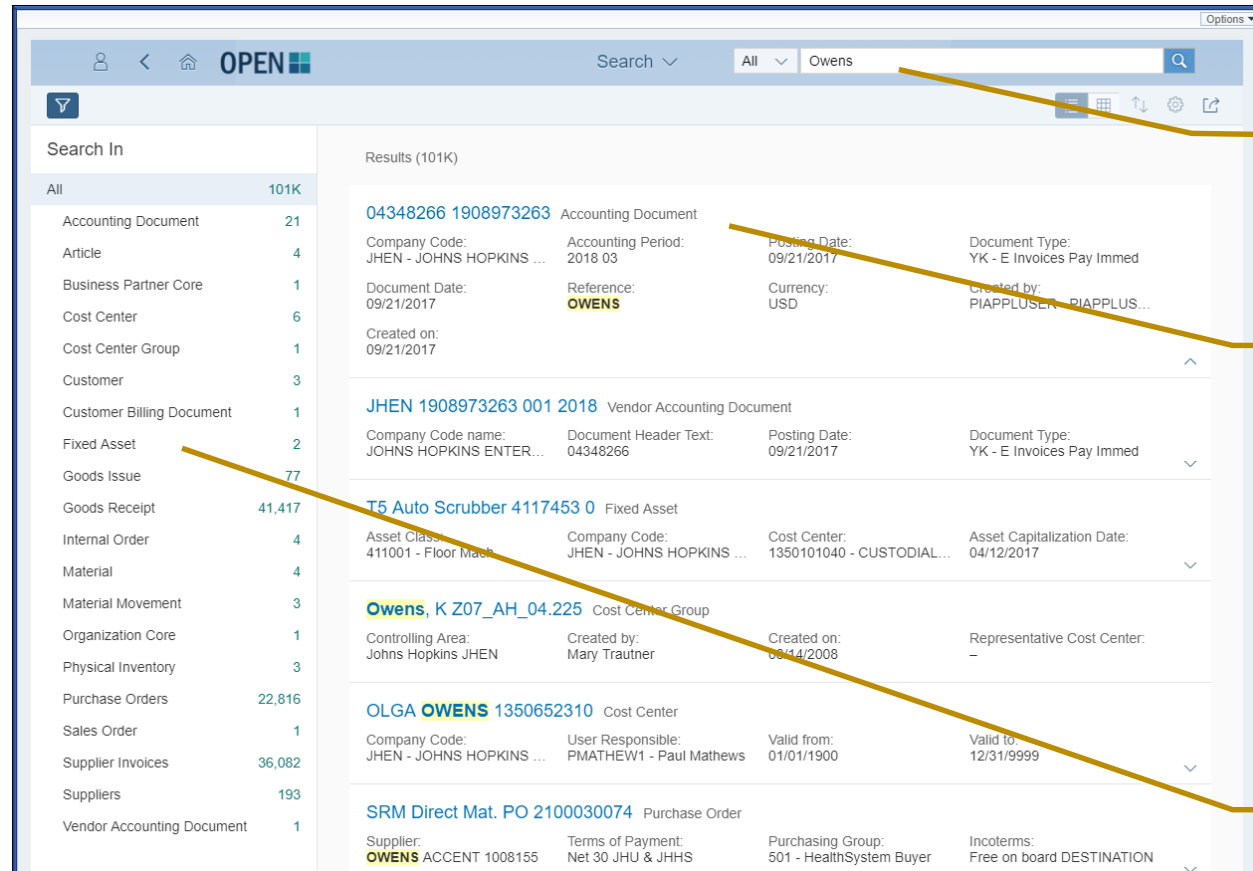
“OPEN” ON DESKTOP, TABLET, PHONE



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



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?

Shopping Cart

Display Shopping Cart: 1006429131

Number: 1006429131 Name: DIVEEXS2 01/09/2017 19:54 Status: Approved Created On: 01/09/2017 19:54:20 Created By: Lincoln Weeks

General Data

Buy on Behalf of: 31555 Lincoln Weeks
Name of shopping cart: DIVEEXS2 01/09/2017 19:54
Team Shopping Cart: ☐ Make available to my purchasing substitutes
Approval Process: [Display / Edit Agents](#)
Document Changes: [Display](#)
Commitment Documents: [Display](#)
Document Type: ECPO
Shopping Cart Vendor:

Approval Note:
Ship To Address: 40151 : 5801 Smith Avenue Baltimore MD 21209 , BLDG: Davis RM: 219 FLR: 2nd
Note to Supplier:
Invoice Approval Required: ☐ This creates an invoice block NOT a shopping cart approval
Invoice Approver:

Item Overview

Item	Line Number	Product ID	Description	Product Category	Product Category Description	Quantity	Unit	Net Price / Limit	Currency	Per	Delivery Date	Notes	Attachments	Account Assignment	DocumentType	Item Status
*	1.		Canon CanoScan LIDE120 Color Image Flat	43210000	COMPUTER EQUIPMENT	1.000	EA	85.04	USD		10/11/2017			Cost Center: (4500130030)	ECPO	Billed in Full

Total Value: 85.04 USD
Tax amount: 0.00 USD
Total Val. (Gross): 85.04 USD

Details for item 1: Canon CanoScan LIDE120 Color Image Flat

Item Data Account Assignment Notes and Attachments Delivery Address/Performance Location Sources of Supply / Service Agents Approval Process Overview

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
Further Properties
Supplier Product Number: 17788818
SoQuest Supplier ID: 4056703

Currency, Values and Pricing
Order Quantity / Unit: 1.000 EA
Ordered Quantity / Unit: 1.000 EA
Open Quantity / Unit: 0.000 EA
Price / Currency: 85.04 USD
Tax / Amount: 10.05-A/P Sales Tax, Exempt 0.00

Service and Delivery
IncoTerm Key Location:
Plant / Location: 2090 : 24 : 2090 JHHS Service Provider
Unloading Point: 219
Storage Location: 0001
Goods Recipient: 31555 Lincoln Weeks
Delivery Date: 01/11/2017

Additional Information
Manufacturer Part Number: 99228002AA
Lot Number:
Serial Number:
Shop Card No: 1006429131
Document type: ECPO
Supplier Part Auxiliary ID: 7ca77434-88be-41c5-85ea-da1a32f4a0b
SoQuest Product Type: Punchout

SAP Shopping Cart

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 displays two overlapping software interfaces. The background interface is the SAP Shopping Cart, showing details for cart 1006429131, including general data, item overview, and purchasing information. The foreground interface is the MyLearning Course Catalog, showing a list of courses with columns for Course Rating, Delivery Type, Time, and Provider. Two callout boxes provide analysis results:

- 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**

The MyLearning interface also shows a search bar, navigation tabs (Home, Actions, Manager Dashboard, Admin Actions, Reports), and a list of courses including 'B. Establishing Shopping Cart Settings', 'Blanket Purchase Order Shopping Carts', 'C. Shopping Cart', and 'FF0 - Shopping Cart Upgrade FastFacts (Prerecorded)'. A callout box indicates '22 items in 1 pages'.

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)

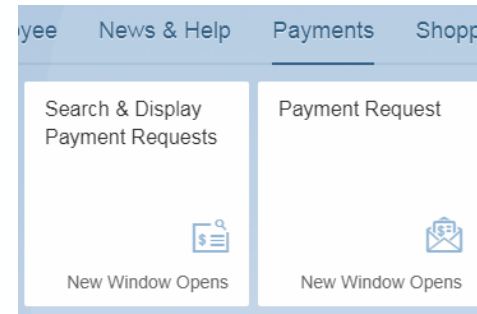
Design Thinking
driven solution

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

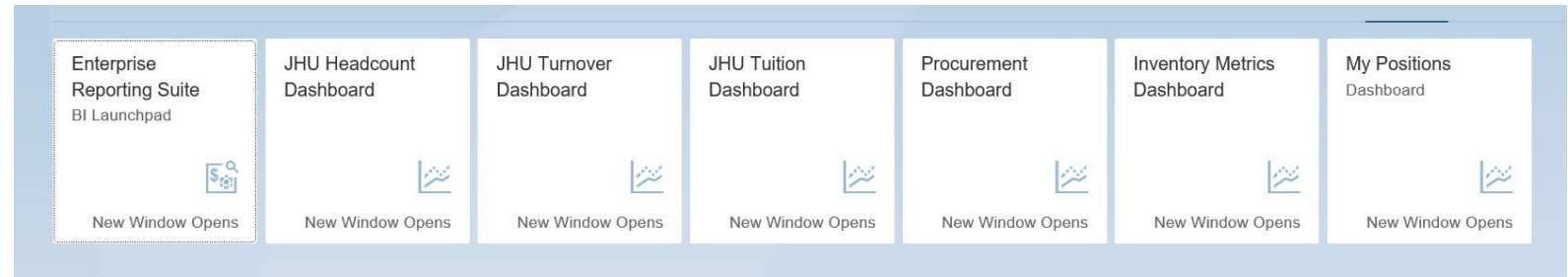
Our Approach for Personas – “Liked”

- 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

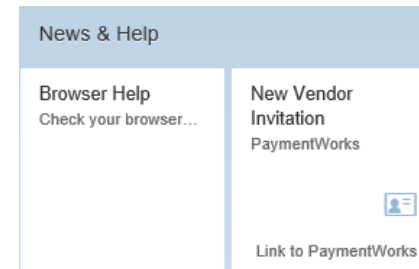


Our Approach for Quick Hit Wins

- 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.

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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.

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