



## Use SAP Fiori Launchpad to Prepare Users Moving from SAP Enterprise Portal to SAP S/4HANA

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Session ID ASUG82920

# About the Speakers

## Stefan Grundmann

- Program Manager, SAP ERP Development Lead, The City of San Diego (CoSD)
- Former SAP Employee with 17 years of experience in international projects
- I am fluent in SAP's languages: German and ABAP ;-)

## Stephen Guile

- SAP ERP Development Manager, The City of San Diego
- I have been with The City of San Diego for 4 years and have been doing "SAP" for 26 years
- I have a twin brother



# Key Outcomes/Objectives

1. Enable users to adopt the S/4 HANA look & feel while still running on Business Suite
2. Launch any classic transaction, Fiori App or Cloud solution from one central launchpad
3. Single Sign-On (SSO) to your backend - without SAP passwords

# Agenda

- Introduction
- SAP EP @ CoSD
- Getting ready for S/4 HANA Fiori UX
- Conclusions & Demo
- Q&A



# Introduction

# City Snapshot



- Eighth-largest city in the United States \*
- Second-largest city in California\*\*
- 1.4 million residents as of 1/1/2017\*
- 12,000+ City employees\*\*\*
- Budget of \$3.64 billion for FY2018\*\*\*

\* [https://en.wikipedia.org/wiki/List\\_of\\_United\\_States\\_cities\\_by\\_population](https://en.wikipedia.org/wiki/List_of_United_States_cities_by_population)

\*\* [https://en.wikipedia.org/wiki/List\\_of\\_largest\\_California\\_cities\\_by\\_population](https://en.wikipedia.org/wiki/List_of_largest_California_cities_by_population)

\*\*\* [https://www.sandiego.gov/sites/default/files/fy18pb\\_full.pdf](https://www.sandiego.gov/sites/default/files/fy18pb_full.pdf)

# SAP Structure & Users

## COSD SAP Structure

- Over 12,000 SAP User IDs
- 28 SAP Modules across multiple SAP Solutions (IS-PS, IS-U, EAM)
- 2,383+ Active SAP Roles
- Access to about 27,000 transactions in IS-PS alone with 600 critical work instructions

## COSD SAP User Base

- 46% employees are transactional SAP users
- 54% employees only use SAP for time entry and other HCM functions, such as view or update of personal information, benefits, or PY data



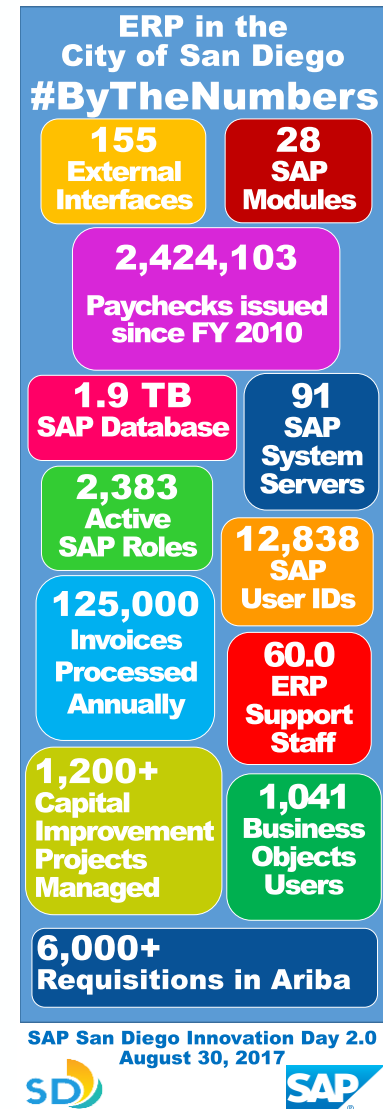


# SAP Enterprise Portal @ CoSD



# SAP Enterprise Portal @ CoSD – today

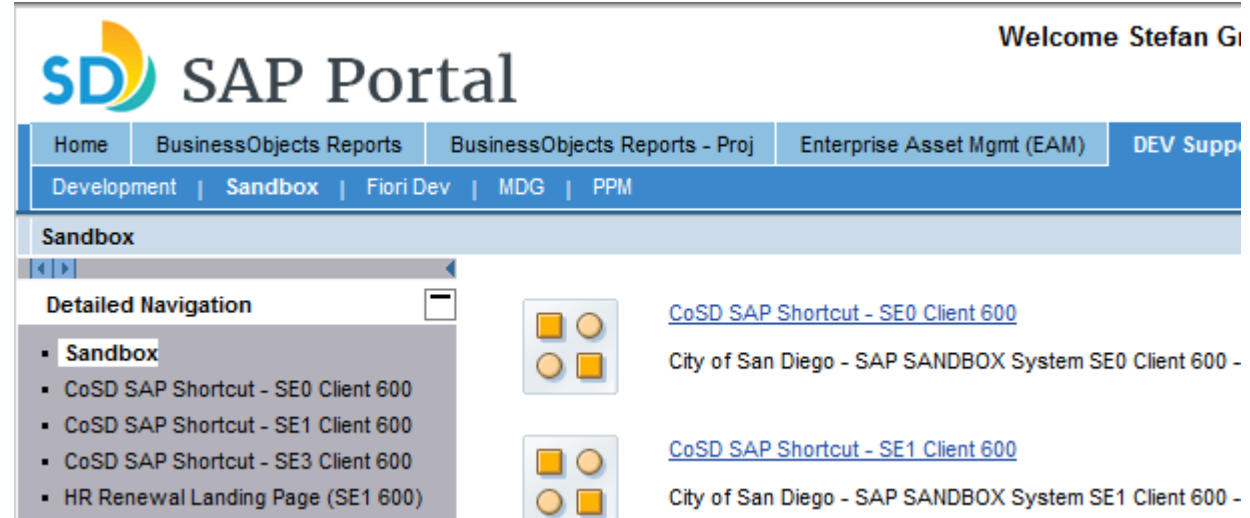
- How are we using it?
  - Purely to launch SAP NetWeaver based apps
    - mostly SAP GUI logon
  - Roles on EP to define the users set of links
    - Per system tier (DEV, QAS, PRD)
  - Integrate other portal apps into main portal
    - SAP PBF - Public Budget Formulation
    - SAP BOBJ – Business Objects



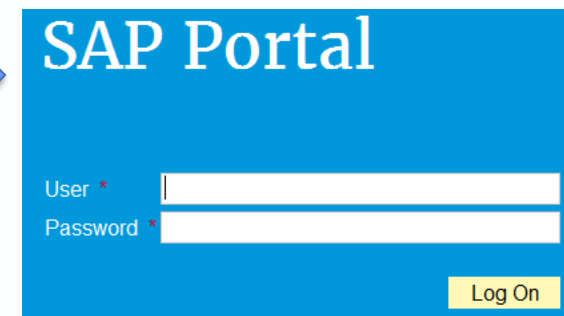
# SAP Enterprise Portal @ CoSD – Options

- Upgrade or replace?
  - Upgrade to use SAP Jam?
    - Not in scope (using Skype)
  - Replace
    - No personalization
    - Outdated UI
      - no UI5 FLP shell integration
      - won't adapt to a mobile device
    - Single Sign-On not compatible with our external IdP
    - Does not render/run on Microsoft Edge®
      - (CoSD is migrating to Windows 10)

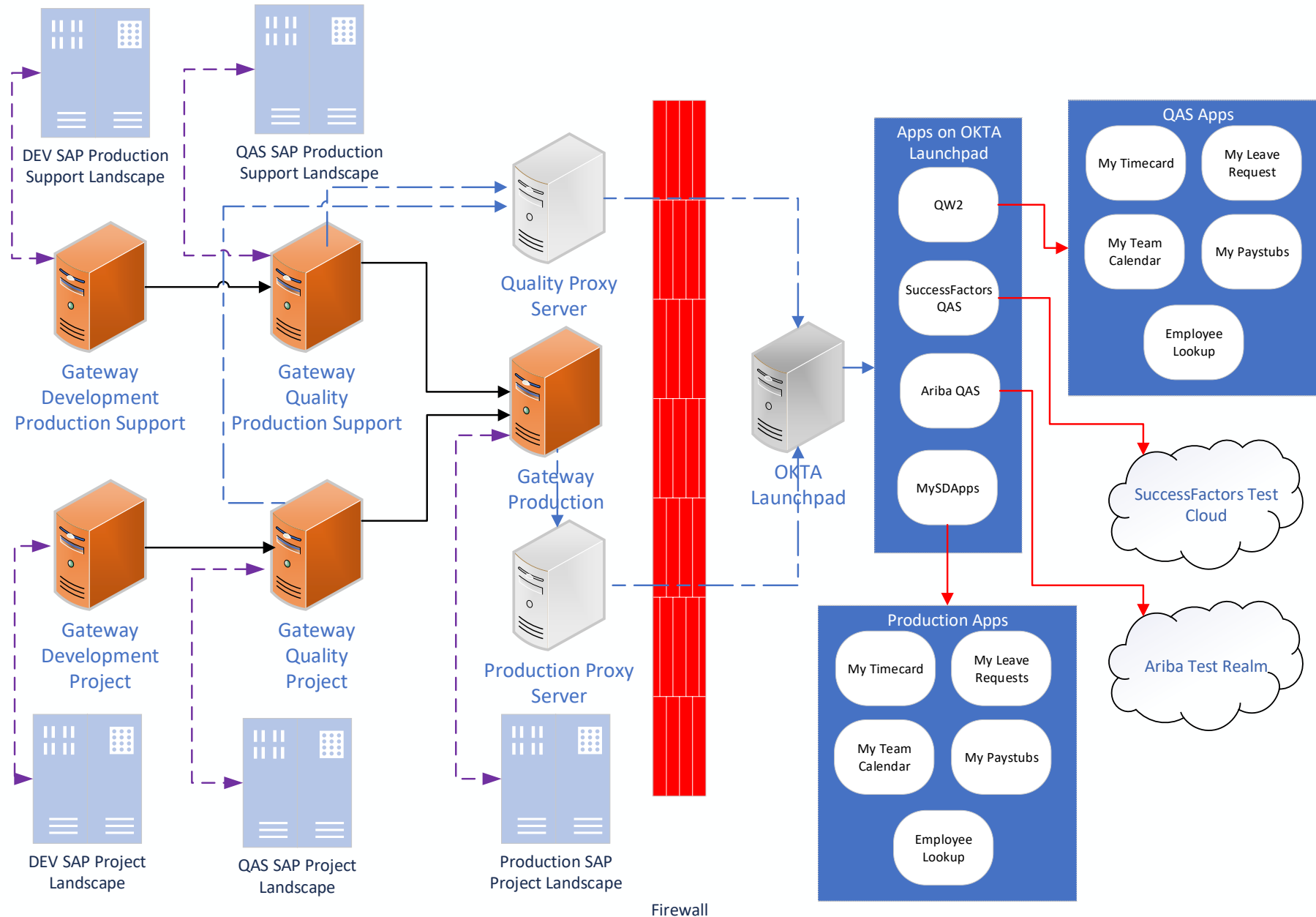
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# Pre Fiori Launchpad Landscape for web based apps



## Legend

- Transport path
- Connection (trust)
- communication
- cloud access (URI)



Getting ready for S/4 HANA Fiori UX

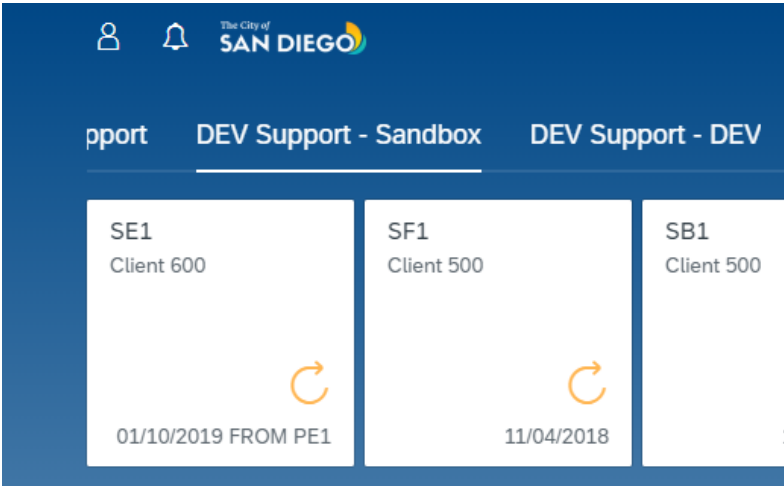
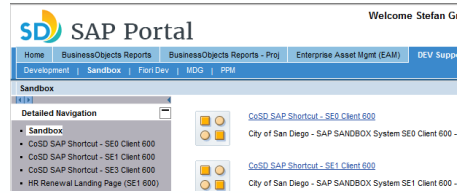
# Getting ready for S/4 HANA Fiori UX

## Gradually roll out SAP UI5 apps

- SAP standard GRC apps (more in phase 2)

## Frontend integration

- Seamlessly integrate multiple backends
  - IS-PS
    - HR time and leave apps
    - EAM apps
    - MDG
  - IS-U/CCS
  - CRM
  - GRC
  - BOBJ
  - PBF
  - Success Factors



# SAP Fiori Launchpad as SAP Enterprise Portal replacement

# SAP Fiori Launchpad as SAP Portal replacement

- Business Value
  - Cost reduction
    - No need to maintain a SAP Enterprise Portal system with dedicated resources
  - Delightful User eXperience (UX)
    - Support SAP's strategic UI technology
  - Reduce OCM impact for S/4 HANA
    - Fiori / UI5 look and feel available on ECC
  - Added functionality
    - Notification service (stay informed about pending approvals)
    - Personalization (only display the tiles the user needs)
    - Cloud SSO solution integration (via an external IdP provider)



# Challenges and Outlook



# Challenges

- Organizational
  - Big bang roll out to 12,000 users
    - Organizational Change Management (OCM)
      - Focus groups, Training
  - Kiosk / shared workstation users
    - Risk that time entries are recorded on same account
      - Now SSO requires the user to logout of the Windows session
- Technical/Architecture
  - Launch SAP GUI sessions with Single Sign-On (SSO)
    - Created custom UI5 tile to create and download SAP GUI shortcut
  - Limit Access through mobile and external scenarios
    - Add Internal Gateway systems to serve LAN/Intranet users

# More Technical Challenges

## Harmonize domain names

- to use SAML authentication across all systems

## Fiori Apps in the FLP shell, hosted on different systems

- Cross Origin Resource Sharing (CORS)
  - Only fully supported on NetWeaver AS ABAP 7.52 SP02
  - we are on 7.51 SP SP07

## Running multiple FLP (e. g. DEV & Q) in tabs of browser

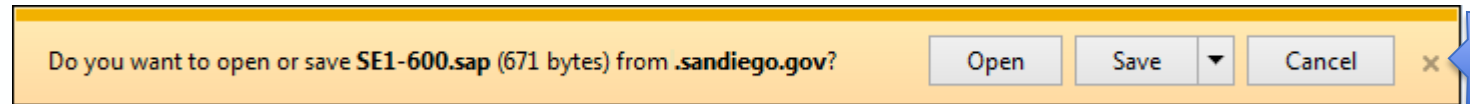
- MYSAPSSO2 cookie is issued only once per domain
- Logon ticket of DEV cannot be used for QAS systems and vice versa

## WebDynpro Errors

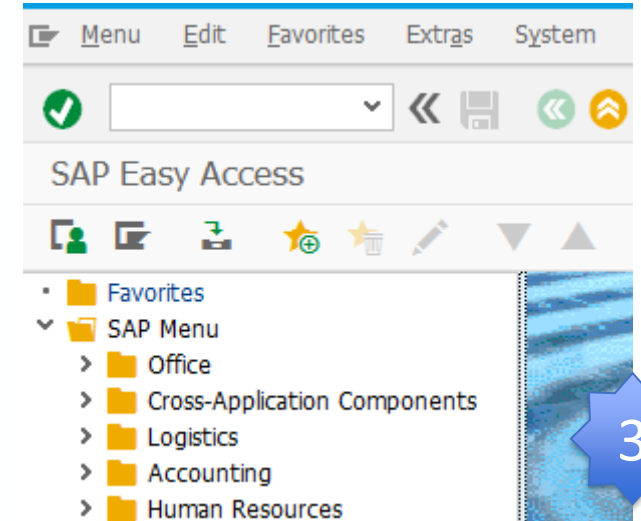
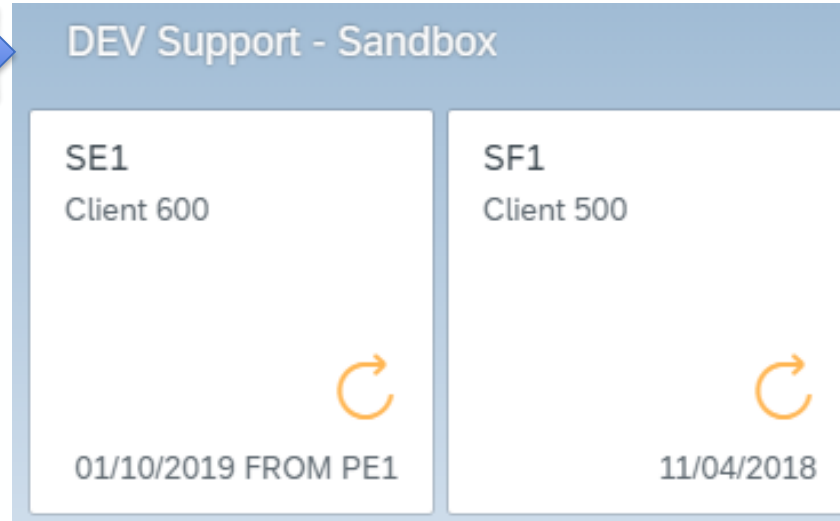
- Apps stopped working with a HTTP 500 error
- Maintain app whitelist on backend

# Custom tile

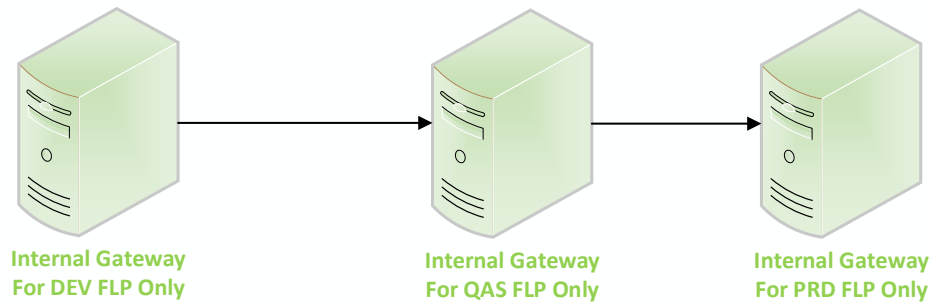
- Enables us to launch SAP GUI sessions
  - At click: SAP GUI shortcut
    - Create: Use MYSAPSSO2 cookie and system URI
      - Access custom table to get hostname
    - Initiate download which starts SAP GUI session



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# Internal Gateway Systems



Our Internal Gateway systems host Fiori Launchpads only

- give access to all backend systems (by SID/Client) and business apps

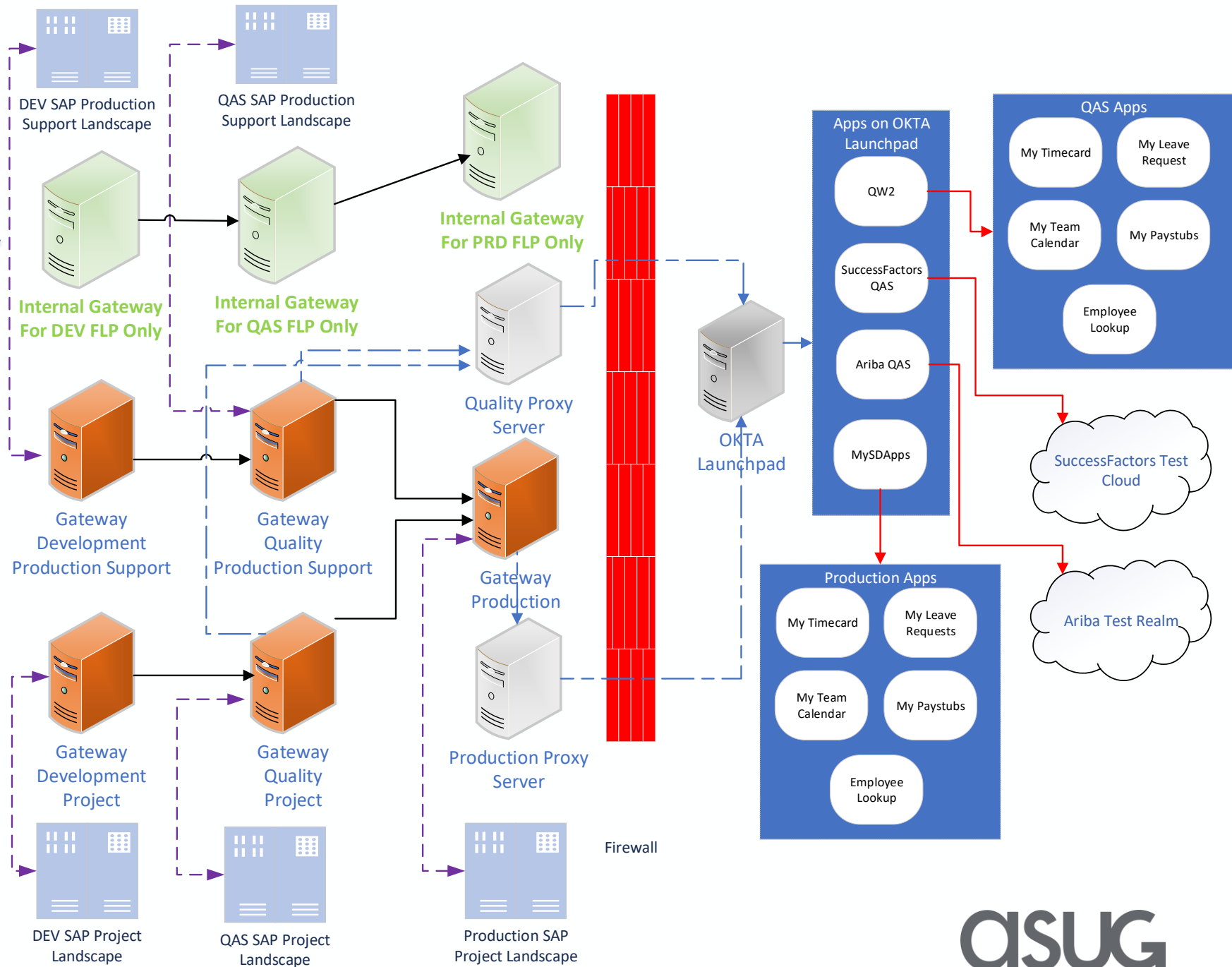
*The external Gateway Systems*

- *limit access to business applications accessible through the internet*

# Post Fiori Launchpad Landscape

## Legend

-  Transport path
-  Connection (trust)
-  communication
-  cloud access (URI)



# SAP Fiori Launchpad @ CoSD – phase 2

- My Inbox for multiple systems
  - Centralized workflow inbox
    - Approve leave request (HR on IS-PS)
    - Approve Move-In / Move-Out workflow step (IS-U)
- Enterprise search across multiple systems
  - Find and navigate to business documents & entities
    - purchase order, vendor, access request, ..
  - Fact sheets for business objects
    - service notifications, work orders, purchase requisitions, ..



# Demo and Conclusions

# Demo

- Video's of our new "SAP Portal"
  - Communications video
  - Navigation video
  - Shared stations video
- Live demo (optional)



# Conclusions

- Reducing costs and preparing users for S/4 HANA
- “One stop shop” to launch all (old and new) ERP apps
- Technical challenging, but manageable
- Modern & adaptive UI on multiple devices
- Go-Live: Q2 2019
- Phase 2 is in planning stage



# Open Discussion and Q&A

# Abbreviations

ABAP	Advanced Bus. Appl. Prog. language	MDG	Master Data Governance
CORS	Cross Origin Resource Sharing	OCM	Organizational Change Management
CCS	Customer Care Solution	PY	Payroll
CRM	Customer Relationship Management	PBF	Public Budget Formation
EAM	Enterprise Asset Management	BOBJ	SAP BusinessObjects
ECC	Enterprise Core Component	SAP EP	SAP Enterprise Portal
FLP	Fiori Launchpad	GRC	SAP Governance, Risk and Compliance
GUI	Graphical User Interface	SAML	Security Assertion Markup Language
HCM	Human Capital Management	SSO	Single Sign-On
HR	Human Resources	SID	System Id
HTTP	Hypertext Transfer Protocol	CoSD	The City of San Diego
IdP	Identity Provider	URI	Uniform Resource Identifier
IS-PS	Industry Solution Public Sector	UX	User eXperience
IS-U	Industry Solution Utilities	UI	User Interface
LAN	Local Area Network		

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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 us at [sgrundmann@san Diego.gov](mailto:sgrundmann@san Diego.gov) and [sguile@san Diego.gov](mailto:sguile@san Diego.gov)

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