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Americas' SAP Users' Group

DCPS Journey with Fiori
Online and Mobile Apps
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Sukhbir Singh, SAP Architect, Duval County Public Schools
Session ID # 83042

About the Speakers

Tina McGowens

- SAP Director, DCPS
- 20+ Years SAP Experience including original DCPS implementation and all upgrades. 12 years in IT, 16 years in payroll
- Love Taking Sunrise photos

Sukhbir Singh

- SAP Solution Architect, DCPS
- Masters in Computer Apps
- 31 Years IT Experience, 21+ Years SAP
- Community Diversity Advocate
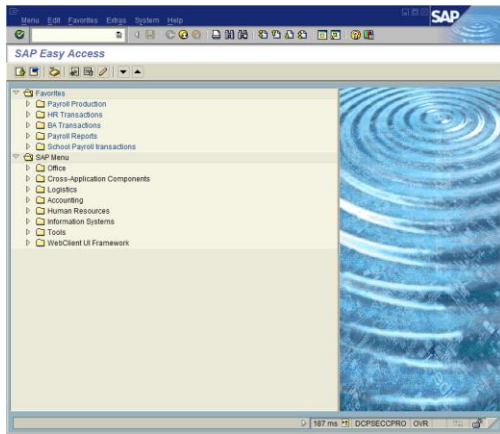
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Key Outcomes/Objectives

1. Understand why we chose Fiori Apps

2. Hybrid approach as Fiori Apps mature

3. Securing the environment while allowing access from outside the network including mobile

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Agenda

- The DCPS Journey

- Demo

- Q & A

SAP Background at DCPS

- Go-Live 1999

- Brought up ESS in 2014
  - MSS not in place when ESS went live

- Fiori in 2017
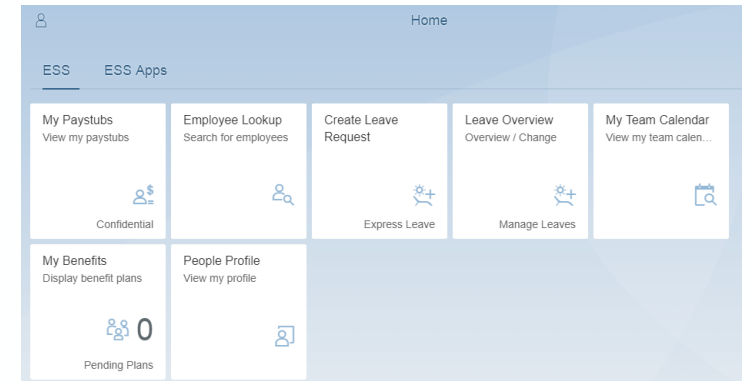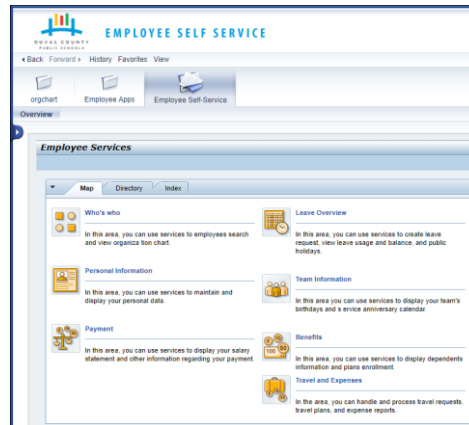
DCPS Versions

- ECC 6.0 EHP7 SP 17 (HR EHP 8 SP 59)

- NetWeaver 7.4 SP 20

- Fiori 2.0 SP 04

- Looking at adding SAP web dispatcher to load balance ESS https traffic

Why Fiori?

- Intuitive Apps with positive User Experience
- Supports cross device applications
- Online leave requests drove decision to use Fiori
- Requests and Approvals possible via ESS/MSS, but wanted to look ahead to mobile apps
- Platform now in place to allow for additional Fiori Apps

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Non-Fiori ESS Landing Page

Who's who

In this area, you can use services to employees search and view organiza tion chart.

Leave Overview

In this area, you can use services to create leave request, view leave usage and balance, and public holidays.

Personal Information

In this area, you can use services to maintain and display your personal data.

Team Information

In this area you can use services to display your team's birthdays and s ervice anniversary calendar.

Payment

In this area, you can use services to display your salary statement and other information regarding your payment.
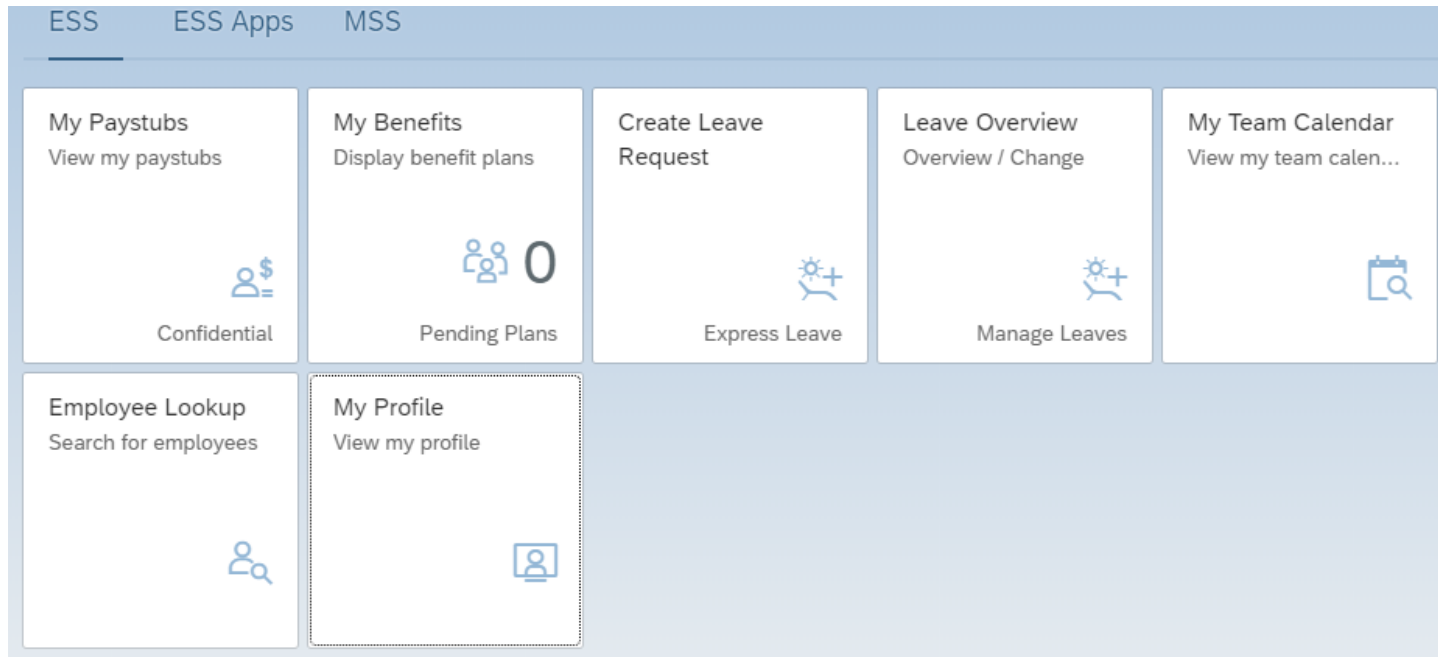
Benefits

In this area, you can use services to display dependents information and plans enrollment.
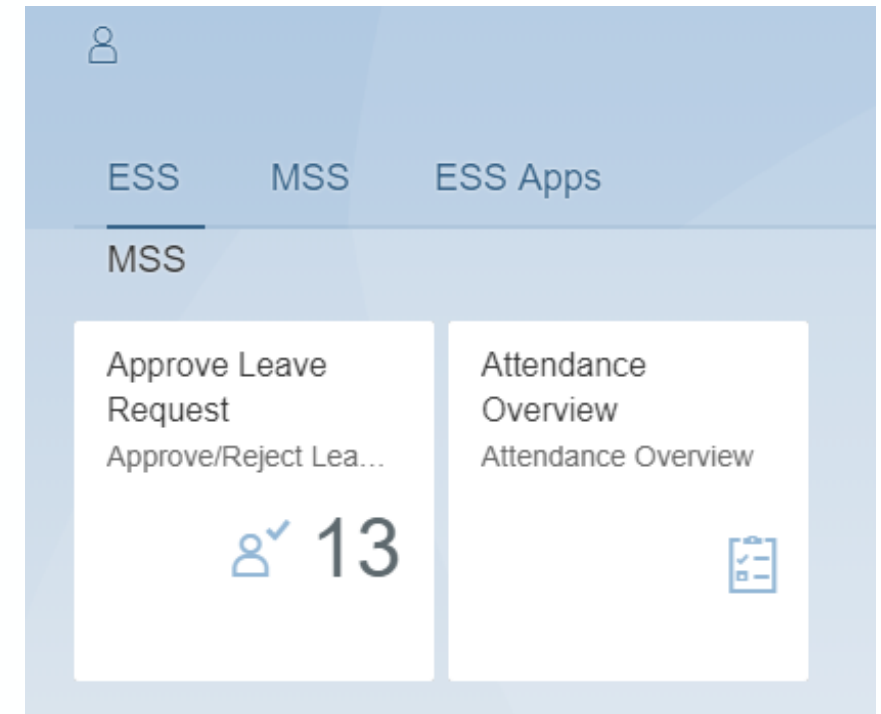
Travel and Expenses

In the area, you can handle and process travel requests, travel plans, and expense reports.

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Current DCPS Fiori Apps

- ✓ Approve Leave Requests (Version 2)
- ✓ Attendance Overview (webdynpro presented in Fiori tile)

- ✓ My Pay Stubs (Version 2)
- ✓ My Benefits (Version 2)
- ✓ Create Leave Request (webdynpro presented in Fiori tile)
- ✓ Leave Overview (webdynpro presented in Fiori tile)
- ✓ My Team Calendar (Version 1)
- ✓ Employee Lookup (Version 2)
- ✓ My Profile

Mobile App Announcement

QR Code access →

Fiori Mobile Apps

Portal and Fiori Apps vs. Non-Fiori Apps

Why did DCPS choose to present through the Portal?

- User authentication
- Mixing Fiori Apps with Non-Fiori (webdynpro) Apps
  - Webdynpro leave request is very stable, and has functionality not available in Fiori v2
  - Fiori v2 is stable, but does not support virus scan
  - Not all business functions available as Fiori Apps
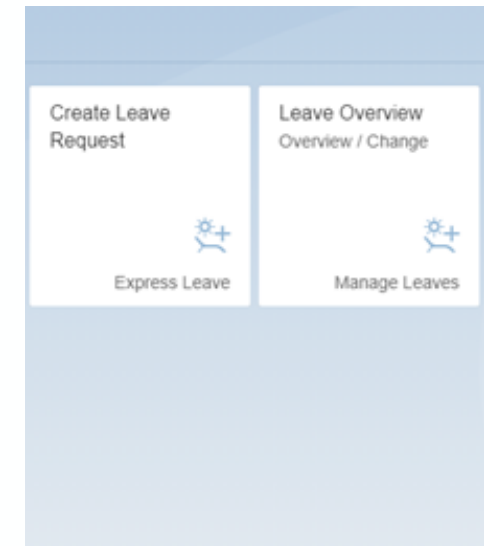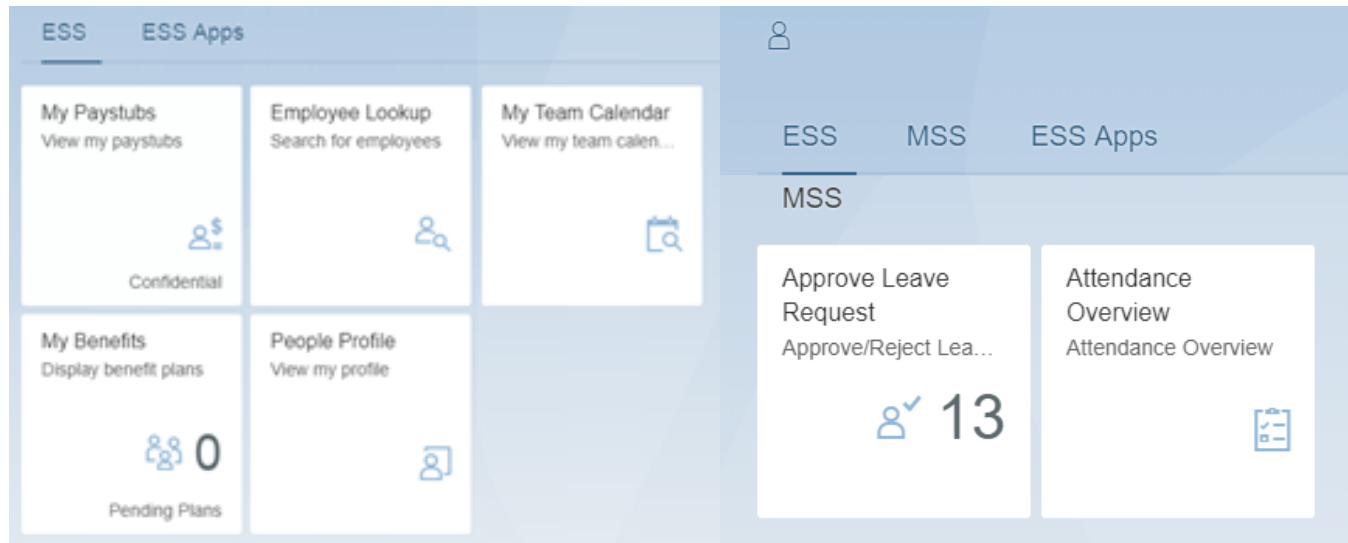
User Access

- All employees have a user ID in backend ECC
  - Automated process to create new ESS users upon hire
  - Automated process to lock users when terminated in SAP
- Presenting Fiori through portal
  - Authenticate users with LDAP (Active Directory)

What Should Be Done Before Implementing?

- Determine if access will be allowed outside of the network

- Will access from mobile devices be allowed

- Consider adding virus scan protection

  - DCPS selected Bowbridge

- DCPS also implemented F5 application firewall

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Why Virus Scan?

- **Protect your SAP Landscape**
- Look for code/embedded virus signatures
- Present on external network

- PC and mobile
- Restrict acceptable file types via configuration
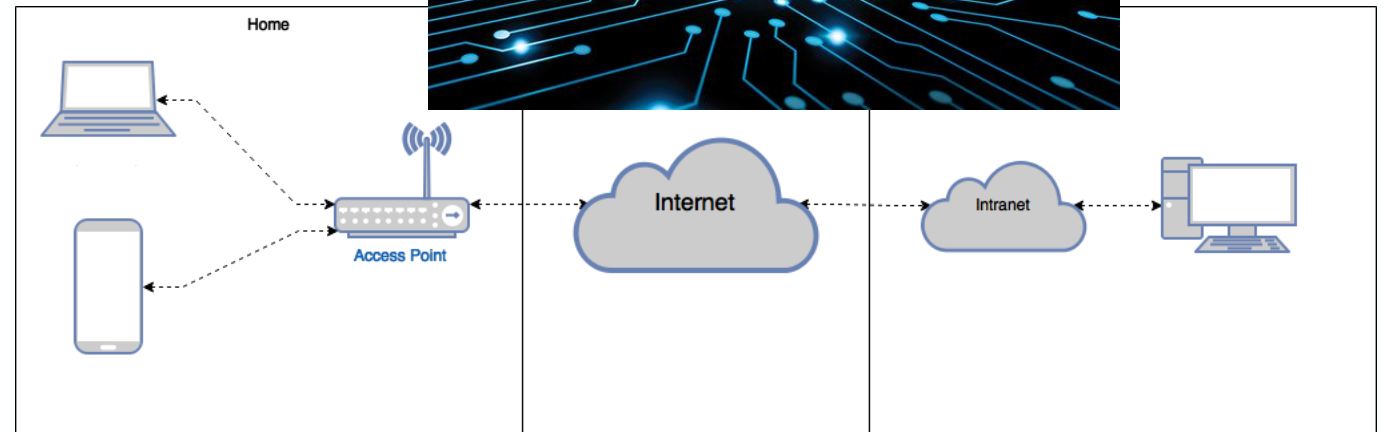
Online Leave Journey

- Tried multiple versions of online leave request apps (My Leave Requests version 1 and 2) before deciding on webdynpro app presented in Fiori tile
  - Enhancements
    - limit personal leave to 6 days per school year
    - Require attachments for certain leave types
    - Multiple levels of leave approval for select leave types

- Fiori Leave Approval app
  - Future enhancements
    - Mass approval
    - Substitution

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Leave Considerations

- Determine which types of leave employees can request via Fiori
  - Where/who keys other types of leave?
- How far back/forward can employees request leave?
  - How does this impact leave further back?
  - How does this impact future dates/work schedules?

DEMO

More of the Journey

- Rollout
  - Start small and work thru any issues
    - Pre-pilot of 30 employees – Payroll and SAP Team
    - Spent some time is this phase
- Training
  - End users received a Quick Start Guide
    - Apps are very intuitive
    - Received positive feedback
  - Training conducted for timekeepers and time approvers as their business processes changed

Pre-Pilot Feedback Resulted in Changes

- Started out with EEs keying leave 30 days forward and back – switched to 60 days
- Adjusted types of leave that can be keyed by EEs
- Changed order leave appears in drop down list
- Updates to reports and variants for reports
- User Guides updated based on feedback
- Brought in timekeepers while reworking Business Process

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SAP Standard Reports

- **RPTARQLIST – Leave Requests: Check**
  - Copied and created a custom report in order to pull in data from multiple places (ESS and CATS); 2 custom reports – timekeepers and approvers

- **RPTARQDBVIEW – Display Leave Requests (Database of Requests)**
  - Same data in Leave Requests Check which is easier to read

- **RPTARQMASS_APPROVAL – Mass Approval**
  - Payroll Only

- **RPTARQAPP – Approve Documents on Own Behalf**
  - Customize for supervisors who do not wear hats so they can approve leave

Challenges

- Spent a lot of time determining the best app versions to fit our needs – wanted to use all Fiori apps but ended up using a hybrid approach
- Using as much standard functionality as possible while ensuring bargaining agreement rules are followed – some customization was required
- Running Virus Scan after installation
- Fiori Version 2 did not support Virus Scan
- Challenges with online leave requests:
  - Work schedules
  - Access by user ID
    - Inadvertent access to leave requests in ESS during early stages
  - Configuration
- iOS display after version 12 update

Key Takeaways

- Fiori has a good UX on desktop, but sets you up to be mobile
  - Prepare now for mobile in future
- Make transition and UX as seamless as possible – think outside the box
  - Ex: use QR code for mobile app set up for those less savvy
- Testing is key
- Roll out – Pre-Pilot limited to Payroll and SAP Team
  - Payroll knows the rules; SAP Team knows the system
  - Opened it up to IT
    - Same location as SAP Team
    - Easy access to identify challenges
  - Roles – who has access to Fiori as rollout takes place
- **Protect your environment – Consider Virus Scan!**

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Questions?

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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 mcgowenst@duvalschools.org and singhs@duvalschools.org.

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