Making SAP User Friendly via Screen Personas

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SAP Screen Personas

Background

System Architecture

Overview of Available Functions

How to Create Personas Views

Q & A
Background

User Acceptance

• Lack of user acceptance of standard SAP can place a business transformation project at risk of failure.

• When business process execution gets complicated by too many choices, it can overwhelm end users, reducing accuracy and efficiency.

• Many business transformation initiatives do not succeed because users find it difficult to navigate the new processes and they often blame the SAP system.

• By delivering a simplified user interface that leverages existing SAP functionality, companies can provide a more user friendly way to execute their processes.
SAP Screen Personas

• SAP Screen Personas allows companies to personalize their SAP ERP screens for different user roles without any custom programming / development. They can manage different user and group profiles to optimize productivity, enhance user satisfaction, and minimize training time on SAP.

• Easy to install and intuitive to use, SAP Screen Personas enables all the functionality of the standard SAP GUI with the personalized environment of the new web-based UI layer in which a user can drag and drop certain fields and functionality.

• User productivity and satisfaction are also improved since only the essential screen elements are provided, allowing users to complete business transactions faster and more accurately with fewer data entry fields and reduced scrolling. Repetitive tasks are automated and complex screens are simplified with prefilled fields and pull-down menus.
Example - Creating a Notification

With Personas

- Creating a notification with Personas requires approximately 11 clicks.
- Key improvements include:
  - Hierarchical tree which is rarely used
  - Too many buttons

Without Personas

- Creating a notification without Personas requires approximately 34 clicks.
- Key issues include:
  - Hierarchical tree
  - Notification type needs to be selected from list via F4 help
  - Too many buttons
  - Unused / empty space
  - Too many buttons
  - Complex hierarchical structure
  - Some fields not needed at all
SAP Screen Personas Components

SAP Screen Personas Relies on 4 components:

1. SAP Netweaver ABAP Basis
2. Kernel / ITS
3. Personas Add-On (Installs on Server)
4. Personas App (Runs in Browser)
System Architecture

SAP Screen Personas Installation

Installation Options:
1. Central Server
2. Separate Servers
Functional Overview

Personas Basic Functions

• Text Replacement / Update
• Hiding / Rearranging Data fields
• Adding Pictures
• Hiding / Combining Tabs
• Adding Text and Notes
• Automation
• Conditional formatting
Text Replacement / Update

SAP Easy Access

Main Control Panel

Favorites
SAP Menu
Office
Cross-Application Components
Auto-ID Infrastructure
Collaboration Projects
Logistics
Accounting
Human Resources
Information Systems
Tools
WebClient UI Framework

Favorites
SAP Menu
Office
Cross-Application Components
Auto-ID Infrastructure
Collaboration Projects
Logistics
Accounting
Human Resources
Information Systems
Tools
WebClient UI Framework
Hiding / Rearranging Data Fields

Create PM Notification: Nuc. General Identify

REPORT A PROBLEM
Adding Pictures

SAP Easy Access

MAIN CONTROL PANEL

XYZ Generation Facility
Hiding / Combining Tabs
Adding Text and Notes

REPORT A PROBLEM

- Save
- Enter
- Cancel
- Attach Docs

- Notification: 200002295
- Type: 
- Description: 

- Status: 
- Update status

- Tag Number: 

- Reason For Notification

- View Details

- Dates
  - Required Start: 01/19/2014
  - Required End: 

- Reported by

XYZ Generation Facility

NEED HELP?

If you cannot write a notification, or have questions please call 1-2222.
Adding Text and Notes

REPORT A PROBLEM

Notification: 200002395, Type: NJ, Description:

Status: CRLD, Update status

Tag Number:

Reason For Notification:

Do not know the tag number?

If you do not know the associated tag number, enter the nearest plant (e.g. N1, N2, etc.)

Required Start: 01/19/2014, Required End:
Automation

XYZ Generation Facility

Link to webpage
Automation

XYZ Generation Facility

Link to a standard t-code view
Automation

Link to a custom Personas view

MAIN CONTROL PANEL

XYZ Generation Facility

Quick Links
- PWG
- SAP Help
- NRC
- INPO
- Eskom Nuclear

My Work
- My Open Tasks
- Input Time
- Approve PR

Identify/Work
- Identify Maintenance
- Master Data Change
- Financial Approval
- Document Off

Manage Work
- New Notif - Last 3 days
- Print Order
- Confirm an Operation

SAP-CENTRIC EAM
A Decade of Excellence

the eventful group
Conditional Formatting

Overdue operations are highlighted in red.
How to Create Personas Views?

Understand Your Processes
How to Create Personas Views?

Use a Balanced Team

- Business process expertise
- Personas knowledge
- Design skills
For an SAP Screen Personas Live Demo, Come by the PwC Booth
Q&A
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