

# The UX-Security Equation: Balancing usability and control for a successful S/4HANA transformation

# Today with you



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# How do you open a sugar sachet?



**01**

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**Fiori 101 and its linkage to an ERP SAP transformation**

**02**

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**UX & Security - Beauty and the beast coming together?**

**03**

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**Key risk themes linked to Fiori across an entire S/4HANA project life cycle**

*A: Lack of defined Fiori scope and ambition*

*B: Lack of integrated Fiori design across UX, Security and Functional*

*C: Lack of integrated Fiori change management*

*D: Unstructured BAU transition of Fiori capability*

**04**

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**Q&A**

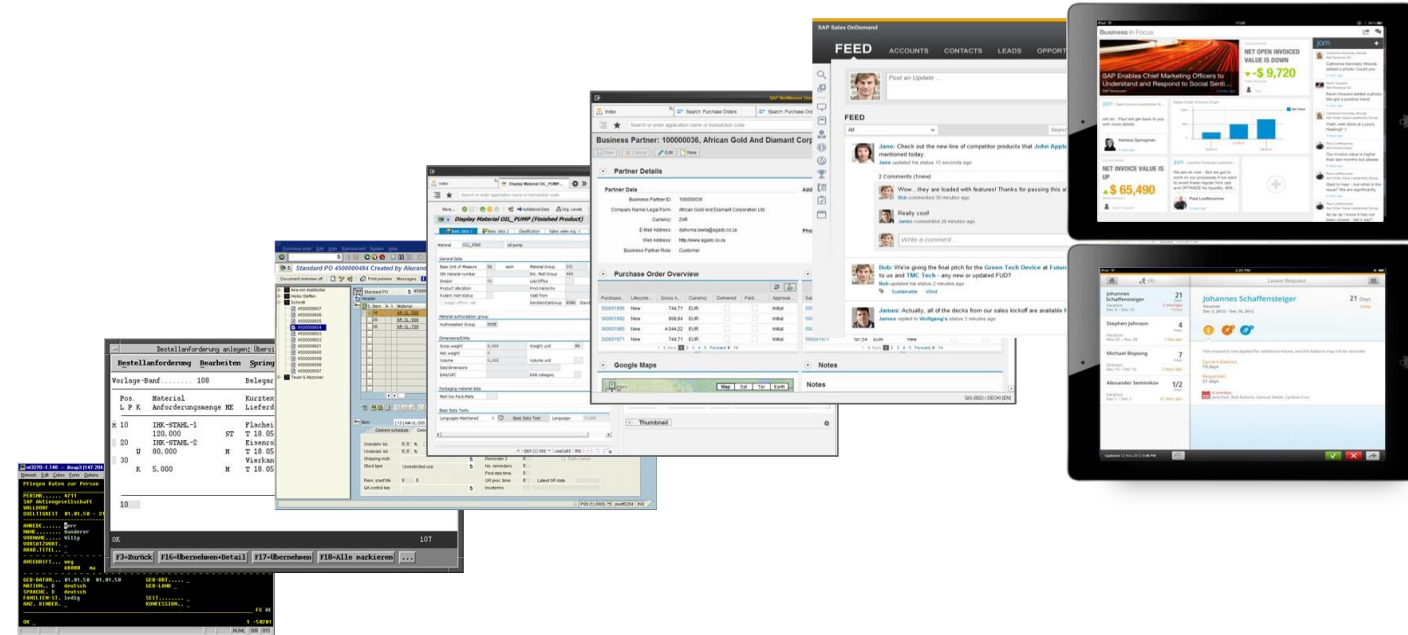
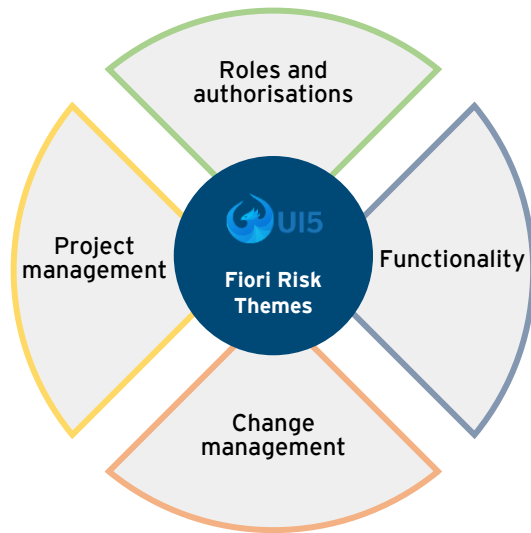
# Expectations?



# SAP User Interfaces Evolution

Adopting the new Fiori UX offers many business and user benefits, including...

- Reducing time spent on tasks by up to 64%
- Making SAP more intuitive, particularly for infrequent users
- Enabling users to work with SAP on almost any device, including touchscreens – setting the platform for further digital innovation and the introduction of mobile solutions

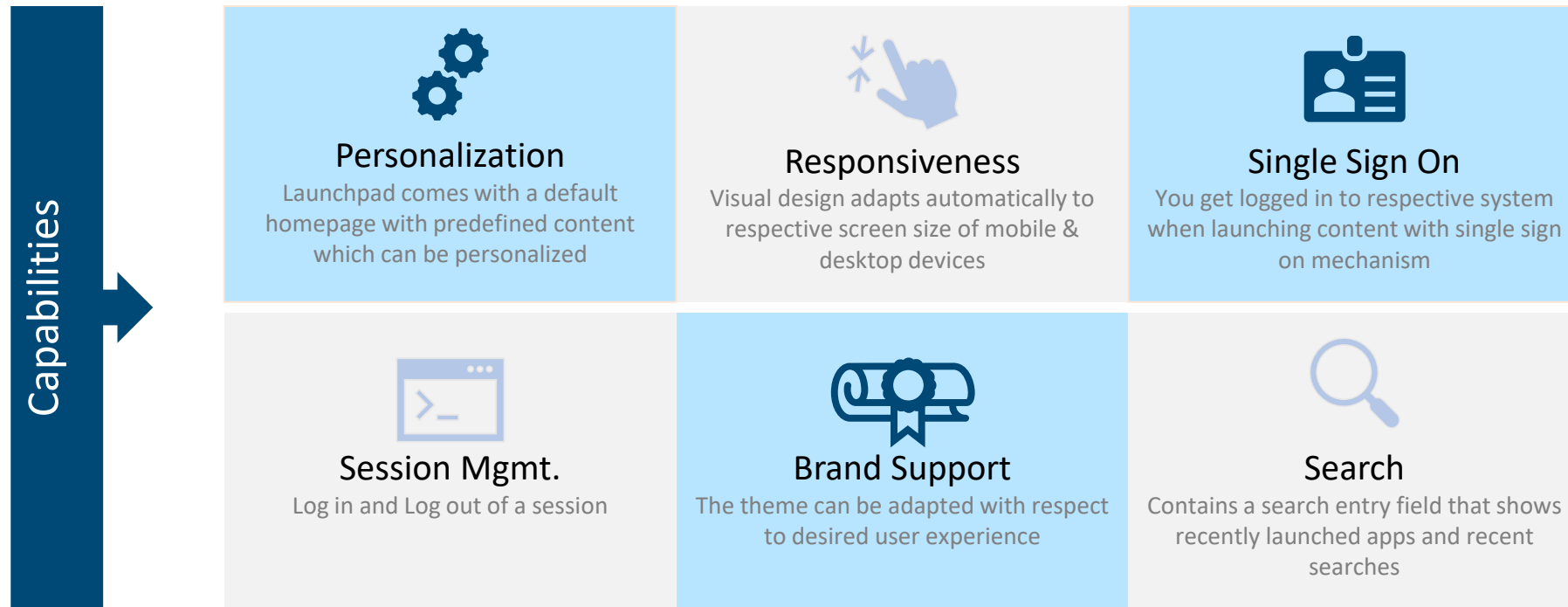


# SAP Fiori Launchpad

## What is SAP Fiori Launchpad ?

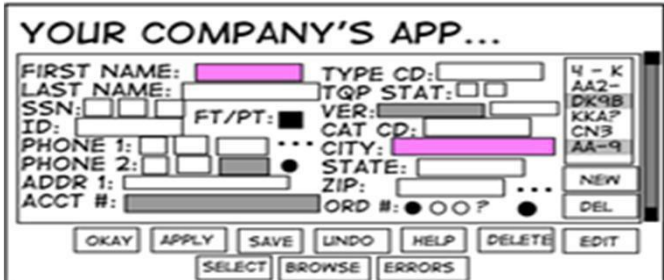
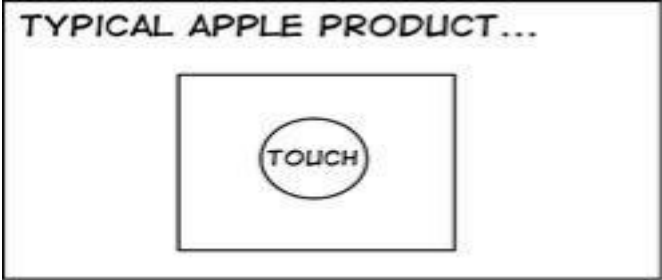
SAP Fiori launchpad is a shell that hosts SAP Fiori apps, and provides the apps with services such as navigation, personalization, embedded support, and application configuration.

In order to launch applications SAP provides a single entry point for both mobile and desktop devices. This entry point is - SAP Fiori Launchpad.



# Guiding principles for User Experience (UX)

- 1 Consumer **grade experience**
- 2 **Simple to use**, easy to learn – Low barrier to adoption and minimum training
- 3 UX as **seamless** as possible across devices – same information
- 4 Time spent in accomplishing a tasks should **not** be **more than today** (asking-explaining- reviewing)
- 5 Tasks should be **performed by those with appropriate knowledge** of client and engagement
- 6 **Flexible execution** – delegation between members of various teams
- 7 **Workflow** for approval or information should be **included** where appropriate
- 8 **One time** data entry





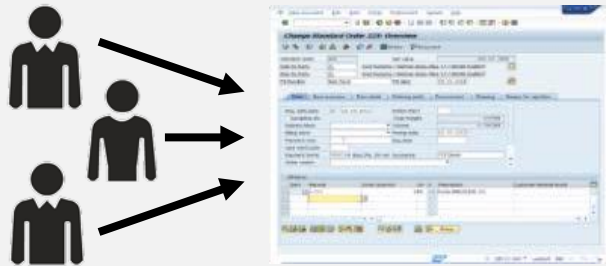
**Do you have a task based or job based access driven concept?**

- A. Task based
- B. Job based
- C. Both
- D. Something else

# Role-Based Experience for Top Tasks

## Today Function-based applications

From: One transaction for multiple roles exposing all data & functions to all users

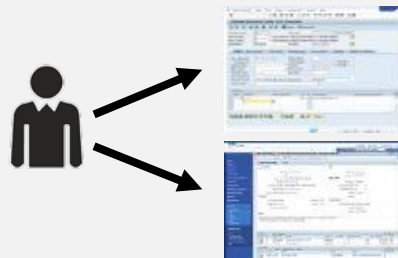


## SAP Fiori UX Role-based applications

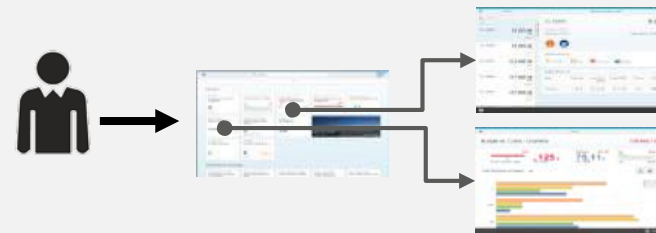
To: Decomposed apps for each role exposing only relevant data & functions



From: Multiple entry points for the user and inconsistent user experience (ERP vs CRM...)



To: One entry point for the user and UX following common design directions



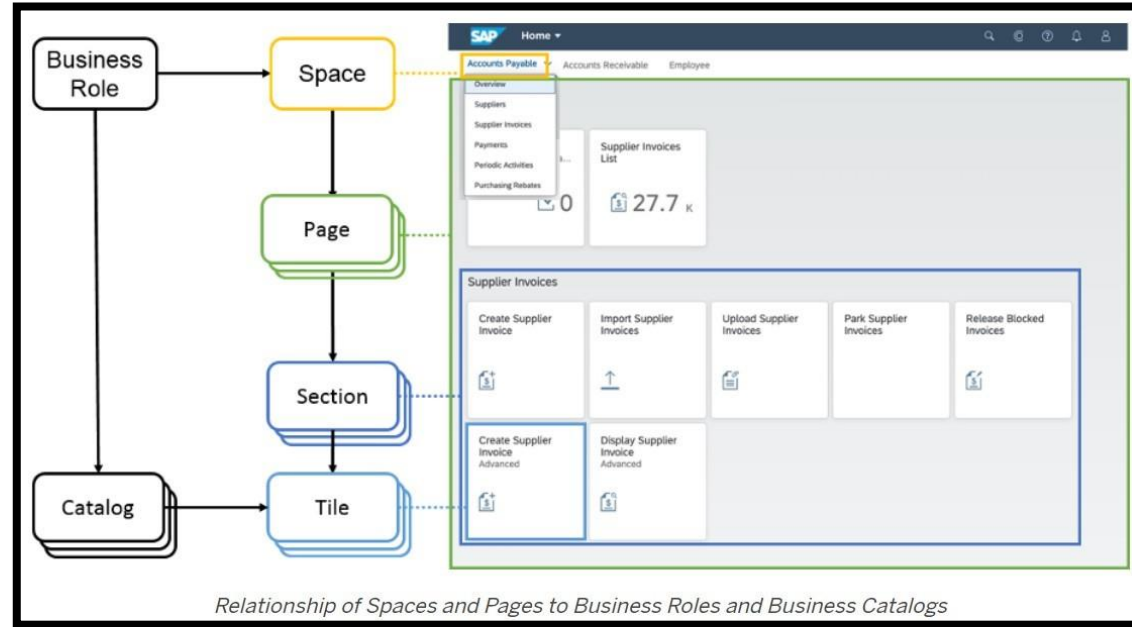
# SAP Fiori Security Components

## Catalog

Set of apps you want to make available for one role. Depending on the role and the catalog assigned to the role, the user can browse and choose apps from this catalog

## Group

Subset of catalog that contains the apps visible on the SAP Fiori Launchpad entry page. Which tiles are displayed on a user's entry page depends on the group assigned to the user's role



## Spaces & Pages

A space is the unit that holds one or more pages. The spaces are displayed in the navigation bar & if more than one page is available, a drop down appears under the corresponding space and the user can navigate to a given page.

## Tiles

Used to launch an application. Tiles can be selected from catalogs and arranged in Groups or Spaces

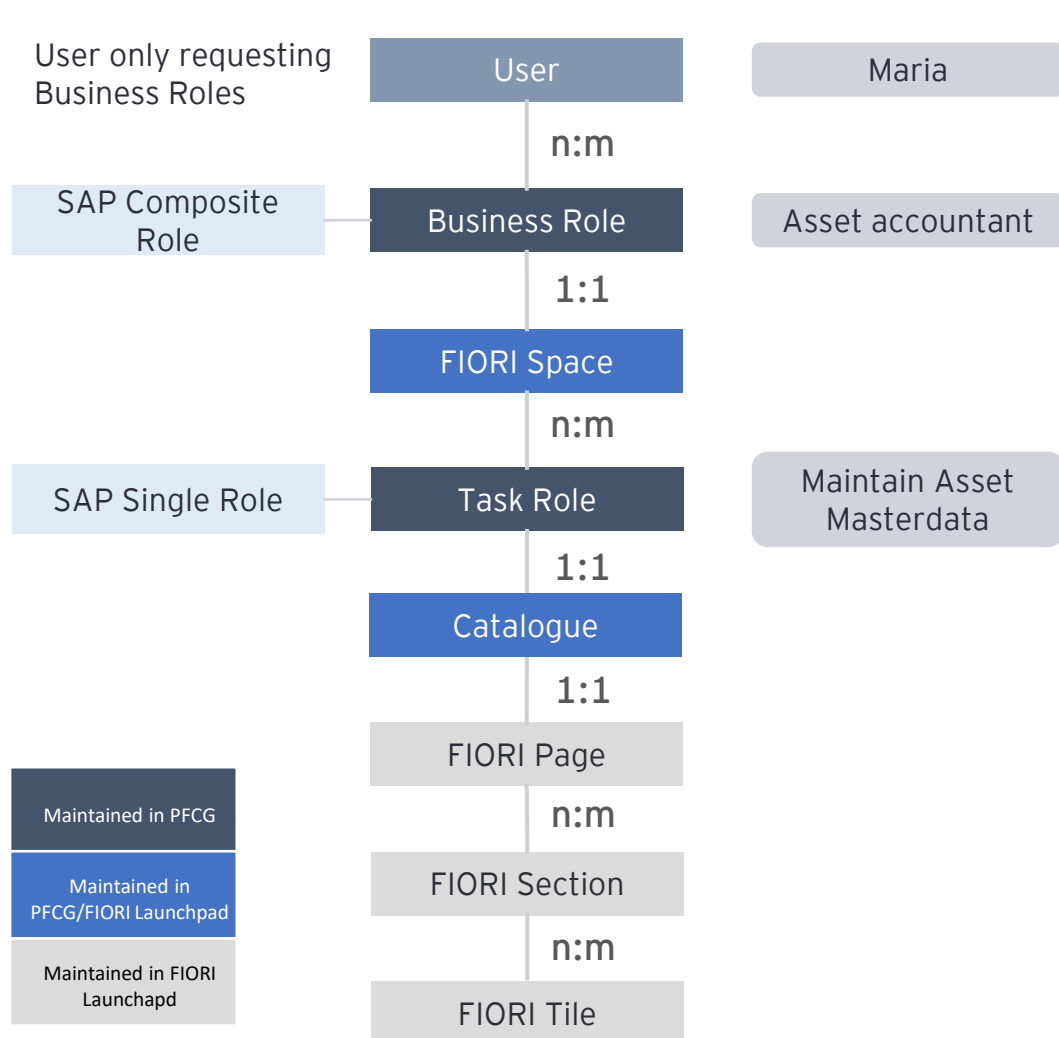
## Roles

Contains references to Catalogs and Groups/Spaces and provides users with access to the apps in these Groups and Catalogs

## Launchpad

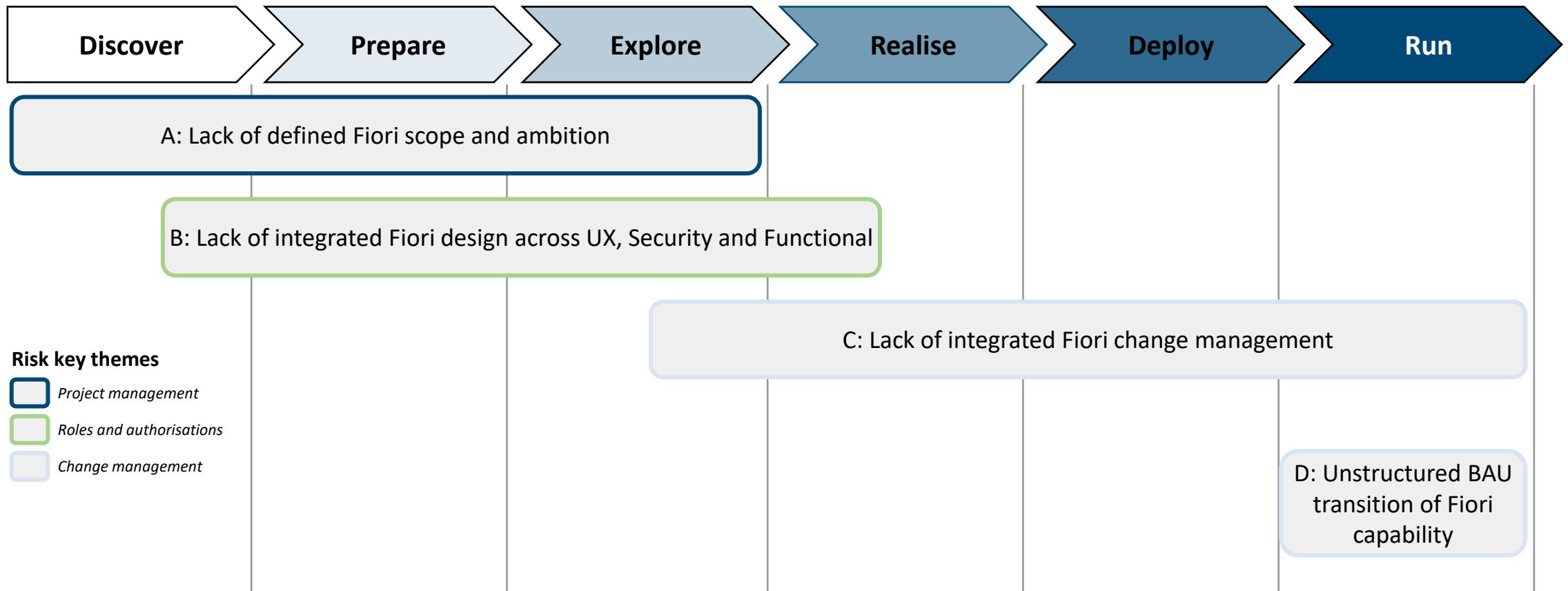
Provides end-users an entry point to Fiori applications in a role-based, consistent and user-friendly manner using tiles

# Access management enabling Fiori user experience



- 01** Define **integration** of **Spaces** and **Pages** into SAP S/4HANA role architecture
- 02** **Alignment of responsibility** between authorization and application team
- 03** **Naming Convention** for Spaces and Pages needs to be established, ensuring that the name of each **Business Role** corresponds to the respective **FIORI Space**. Sections per Page can be created as necessary to enhance organization and clarity.
- 04** Composite Role as a container for all Single Roles the Business Role needs, including one dedicated FIORI Space (1:1 relationship).
- 05** Each **Single Role** is represented by a **Page**. A Page can be divided into multiple sections if needed.

# Key risk themes linked to Fiori across an entire S/4HANA project life cycle





**What is your company's adopted user experience strategy?**

- A. Fiori first
- B. Fiori only
- C. SAP GUI forever

# A: Lack of defined Fiori scope and ambition

What's the problem?



***Failing to scope the project's Fiori ambition early can lead to project churn***

- The SAP Fiori App Library has over **14,000** apps. Identifying which ones are relevant, which can be used as-is, and which will require customisation is a key project decision that must take place early in the Explore phase to prevent issues later.
- Conducting a **Fiori fit / gap analysis** on a wide initial scope can lead to significant issues in later phases, i.e. resource constraints, performance issues, and an undeliverable level of configuration requirements.

How can you prevent it?



***Set a defined Fiori strategy and ambition from the start, and ensure strong scope governance***

- Clients should define their Fiori strategy and ambition in the Discover phase, with a focus on areas with mature or mandatory apps. Clarity of intent is essential here, and should be captured as a core design principle, i.e. minimum / maximum use of Fiori / specific business functions selected for Fiori transformation.

# B: Lack of integrated Fiori design across UX, Security and Functional

What's the problem?



*When Fiori scope is defined in isolation from role design, user experience suffers*

- Fiori is a **role-based** UX. For most clients, a “big bang” approach to Fiori adoption in brownfield conversions necessitates a radical **redesign of security roles**.
- If this is not adequately scoped, resourced and **integrated** with the **Fiori fit / gap** analysis and overall **UX design**, it can lead to misalignment, unnecessary rework and access issues in later phases. It also results in the delivery of a fragmented Fiori Launchpad if UX design is not considered.

How can you prevent it?

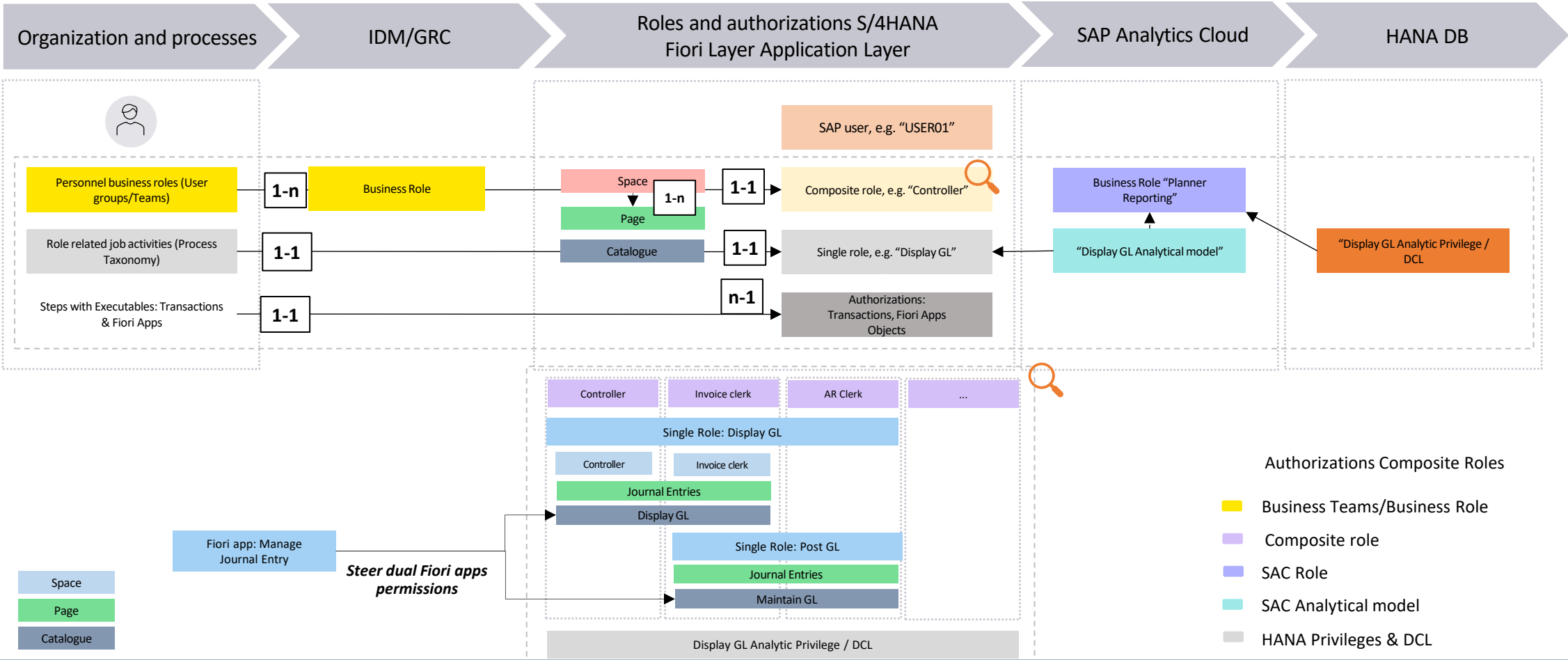


*Define roles as early as possible, recognise interdependency between UX and role design*

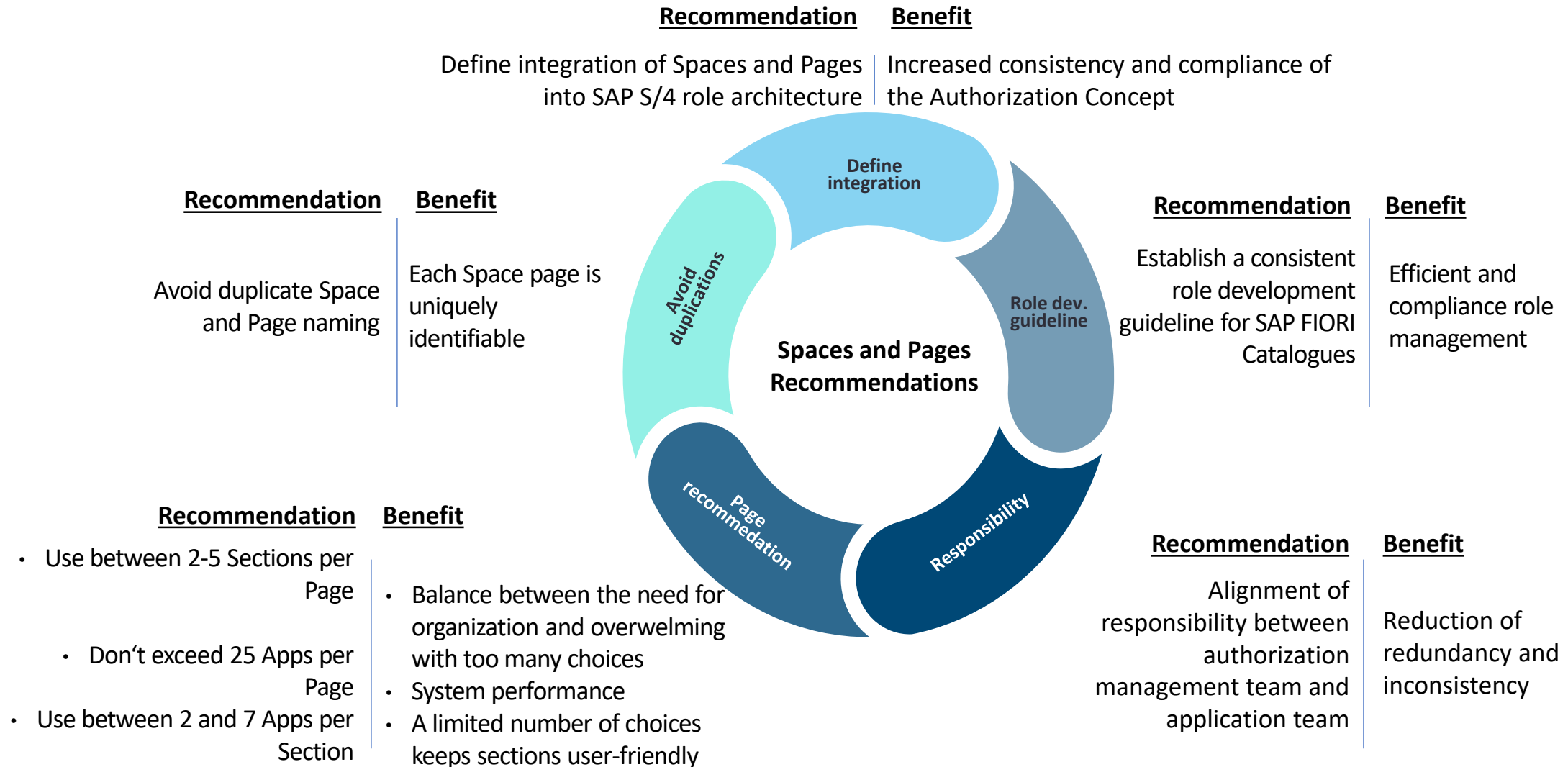
- Create a draft list of user roles and transactions in the Explore phase, ensuring alignment with process design and Fiori scope. Baseline a list of “**Must haves**” and “Favourites” for each **role**, which can then be further refined in subsequent phases.
- Once the content of **user roles** has been reviewed and signed off, tools can be used to automate mass activation and role assignment of Fiori apps on the basis of the role design.
- The **UX Architect** should create an initial baseline of the UX Design document in the Explore phase. The impact of **role design** on the look and feel of the Launchpad should be a core component.

# Lack of integrated Fiori design across UX, Security and Functional

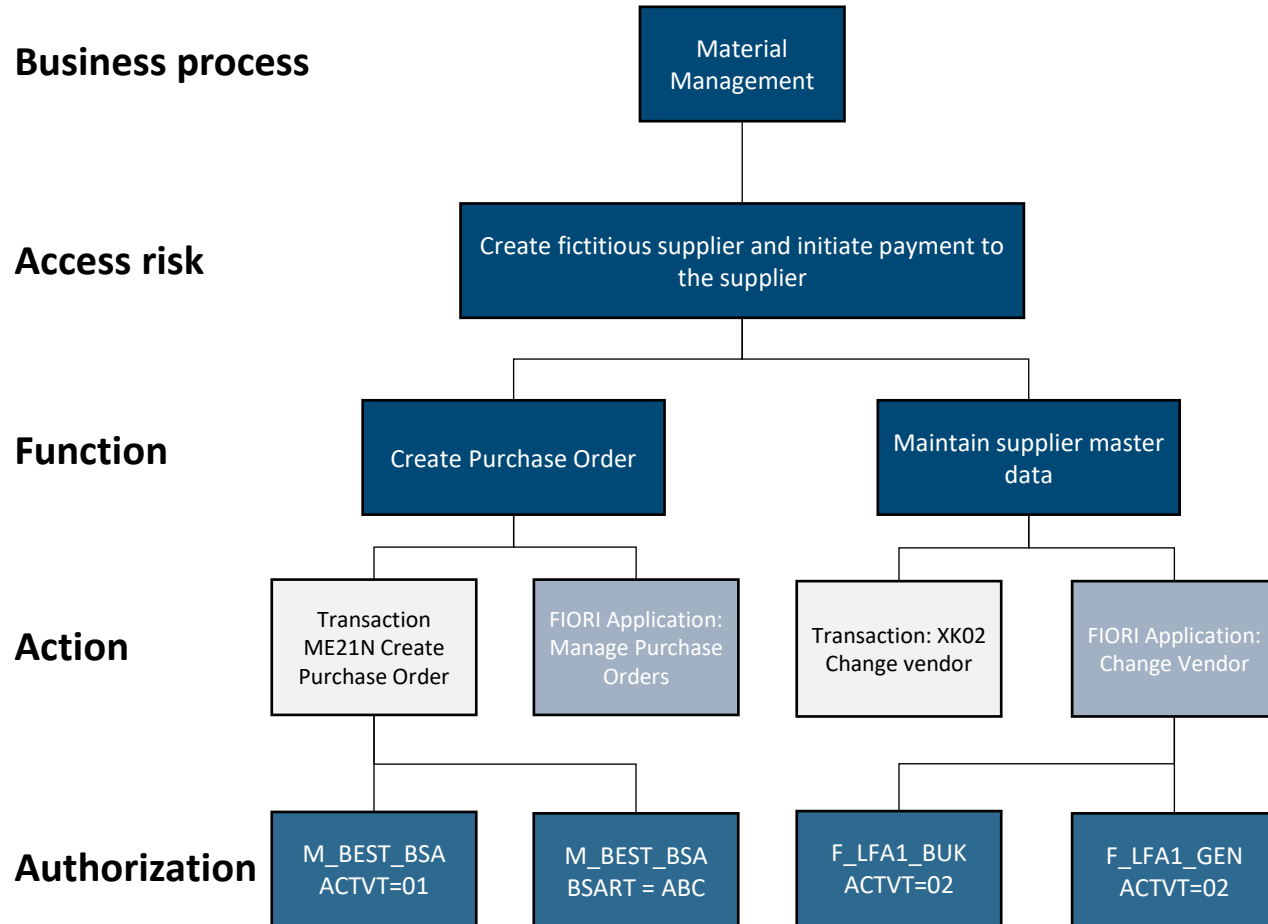
A layered task-based authorization concept, which through its process orientation enhancing the synergies between business and IT leading to higher compliance levels and transparency.



# Leading Practices to SAP FIORI | Recommendations



# Leading Practices to SAP FIORI | Authorization and Role Management



## What will change in SAP S/4HANA?

- FIORI applications will eventually **replace SAP transactions** in the future
- There is **no 1:1 mapping** between FIORI Apps and SAP transactions
- Mostly, several **SAP transactions are combined** into one FIORI App
- FIORI Apps are technically authorized via authorization object S\_SERVICE

## Recommendations:

- **Do not** split Transaction codes and FIORIs into different Task Roles if they belong to the same process functions
- FIORI Applications are using authorization objects. These **authorization objects must be maintained in SU24** as well as authorization objects of S\_TCODE
- The object **S\_SERVICE for FIORI is comparable to the object S\_TCODE for transactions**. Therefore it has to be considered as very critical and must included in SoD ruleset

# Pain driver - Change or resistance to change?



## GLASS

**SPEAKER**  
bone conduction  
transducer; hear sound  
that is inaudible to  
others

**TRACKPAD**  
tap, swipe backwards,  
forwards, up and down

**MICROPHONE**  
speak voice commands

**CAMERA**  
take 5MP photos and record  
720p HD video

**SENSORS & CONNECTIVITY**  
gyroscope, accelerometer, magnetometer (compass)  
ambient light and proximity sensor  
WiFi And Bluetooth

**PROJECTOR**  
view information on  
640x360 projected display  
in field of vision



## B: Lack of integrated Fiori change management

What's the problem?



### *Training material and comms may not accurately reflect the full Fiori scope*

Fiori apps are likely to be the most significant business change introduced by an S/4HANA upgrade project. If project workstreams become **siload**, changes to Fiori scope may not be brought to the **attention of key project stakeholders**. In addition, some Fiori defects may be resolved using workarounds (i.e. browser zoom, Search category selection), and these may not always be fed back into training material.

If change management are not kept informed of the current scope of Fiori change on the project, and any workarounds required, training documentation and comms may be inaccurate and require significant rework.

How can you prevent it?



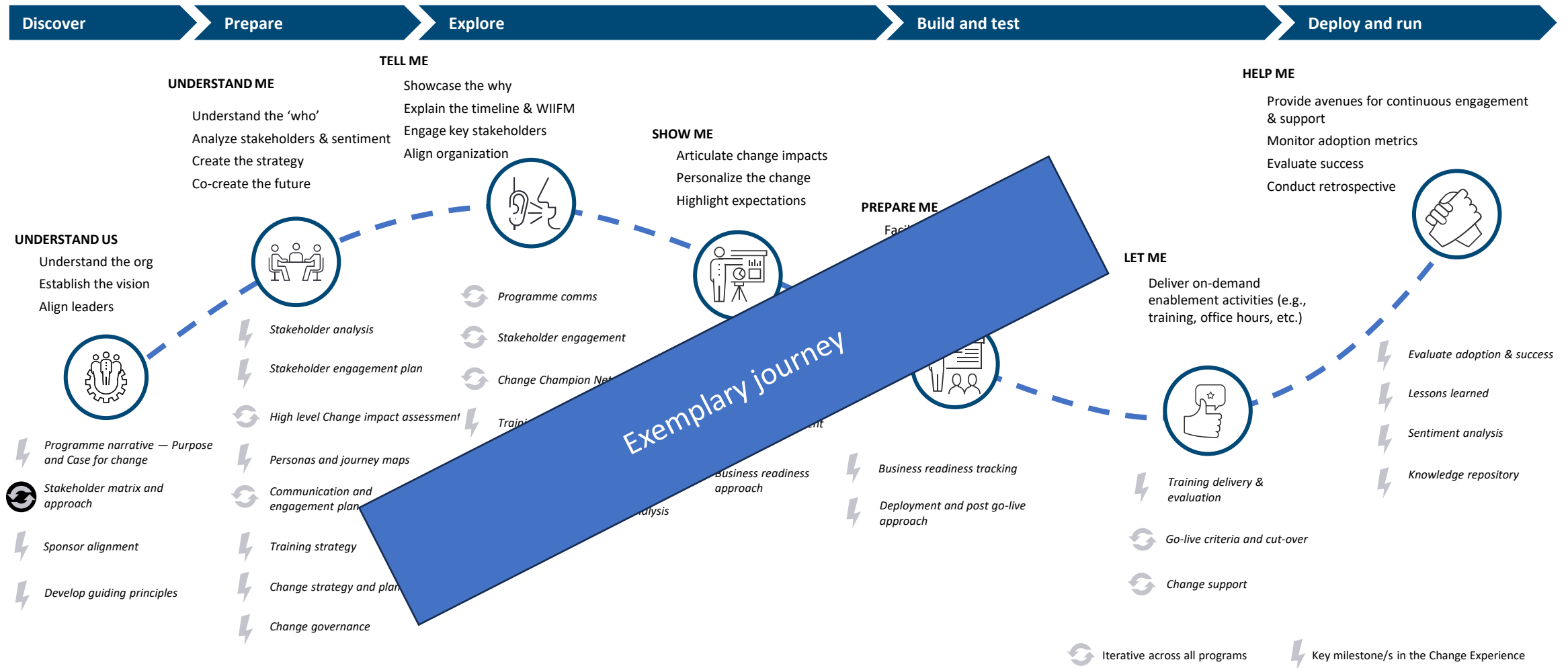
### *Ensure alignment between process, UX and role design, stand up Fiori Working Group*

Ensure that **processes** are fully aligned to **user roles in process maps**, and linked to **business teams** during design, and any changes to Fiori app scope will automatically flow into change management.

During Explore, a **role-based Change Impact** Log should explicitly assess Fiori change impacts for each defined role. Dedicated cross-functional Fiori training courses may need to be curated upfront, alongside function-specific nuances. A cross-functional Fiori Working Group, including the Change team, should be stood up at the end of Explore.

Eat your own dog food – Preaching Fiori apps while using SE16 with Signature theme (Side EYE :D)

# An example of the typical change journey





**How do your Fiori Development cycles and tagged responsibilities look along your company?**

- A. Requirements collected by functional, deployment sorted by Security
- B. Requirements collected by functional, deployment jointly sorted by SAP Basis, Extensibility & UX, Compliance and SAP Security
- C. All in ONE – SAP Security or Extensibility team
- D. Ad-hoc fixing

# D: Unstructured BAU transition of Fiori capability

What's the problem?



## ***BAU support teams may struggle to address Fiori defects after go-live***

- The nature of Fiori support requires a very different, more agile DevOps mindset in comparison to the current GUI for Windows Support model.
- Traditional SAP Support teams may not be equipped to address Fiori issues – this can lead to misclassification, wasted time and effort, and potential BAU profit loss as a result of user defects that have easy fixes.

How can you prevent it?



## ***Plan early for a new Support model, align with SAP roadmap, adopt a DevOps mindset***

- Ensure that planning and resourcing a “greenfield” Support model is part of the upfront Design work in the Explore phase, and training for Support teams is incorporated in the Change Management plan.
- Stand up a Fiori Centre of Excellence model that can harness the capability of Fiori, deliver changes in an agile DevOps manner, and ensure that the organisation remains aligned with SAP’s roadmap of subsequent releases.
- Define a Fiori triaging process in advance of Go-Live with clear guidelines and decision trees to ensure support teams are empowered to rapidly resolve issues in the Hypercare phase and beyond.

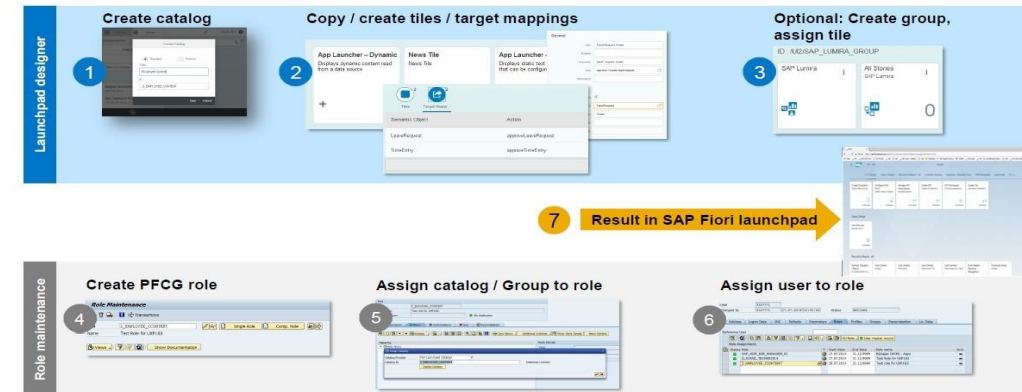
# Fiori and Security Team: Roles and Responsibilities

## Fiori team

- App activation
- App customization based on the need (activating or deactivation of target mappings)
- FIORI designer/ LPD customization
- Troubleshooting (ABAP traces/debugging)
- Monitor IWFND logs for other errors
- Validate FIORI customizations and transports
- Enable CDS views for analytical apps

## Security team

- FIORI roles creations
- Find and update ODATA services (IWSG/IWSV)
- Security traces (Stauthtrace / Rsecadmin)
- Monitor IWFND logs for auth errors
- Validate FIORI roles and security transports
- Analysis authorizations for analytical apps
- User provisioning and password administrations for FIORI



Any other teams?

Compliance

Licensing

...

# Q&A