



User Experience in Practice

UI / Navigation

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UI / Navigation

This is the third of a six part presentation on User Experience in Practice. In this selection, the power of SAP UI Patterns are explored and how they can be used in many different situations.

Explore the power of SAP UI Patterns and suggest them to end users.

■ UI / Navigation

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1. Preface to User Experience
2. User Research
- 3. UI / Navigation**
4. User Acceptance Testing
5. Branding
6. Communication

■ SAP Portal Reality

SAP EP provide a set of options for navigation and UI elements to choose from.

- Header
- Tool Area / Application launch & Search
- Top level navigation (2, 1, none)
- Navigation Panel (known as 3rd level navigation)
- 5 desktop layout template (1, 2 or 3 columns)

Will be used based on the customers needs and requirements. With ep6 modularity customer can create custom elements (i.e. - Drop down navigation. New layout template etc.)

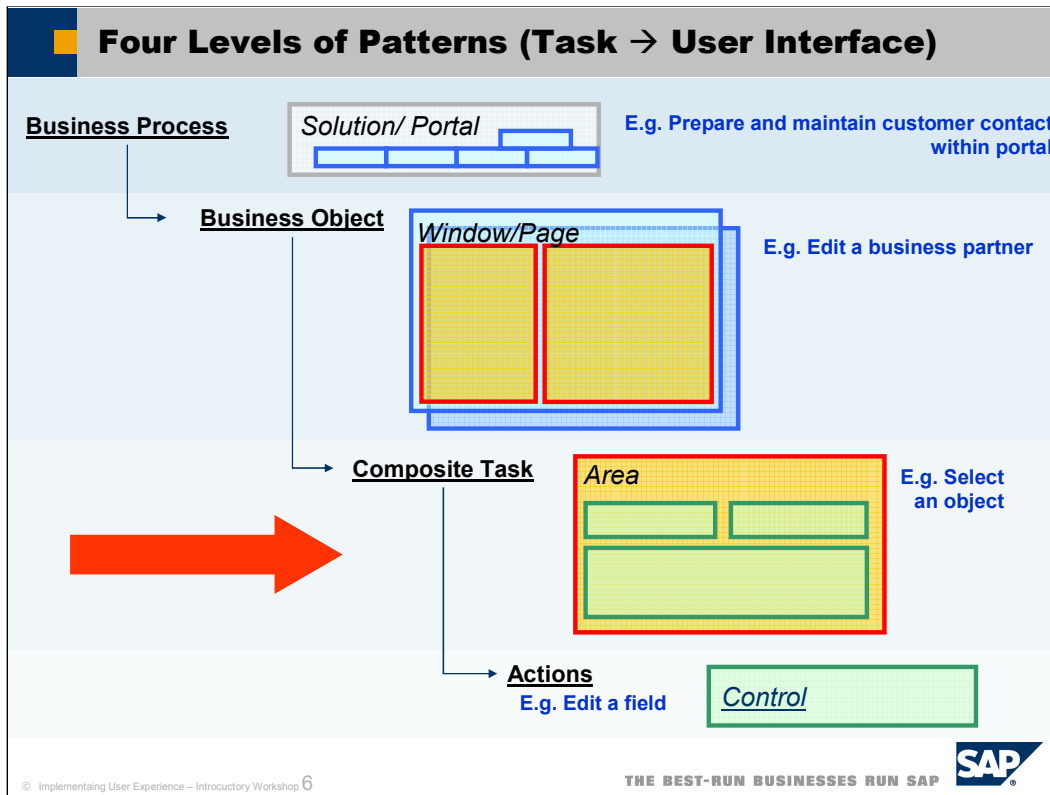
Explore the power of SAP UI Patterns and suggest them to end-users.

Patterns @ SAP

In the last 2 years SAP Design group investing a lot of time in defining different patterns.

Benefits:

- **Consistent look & feel by predefined components (UI patterns)**
- **Efficient application development by using larger UI building blocks**
- **Improved quality of product by using proofed components**
- **Ability to change UI centrally once for all applications**
Invest and invest once, use multiple



User Action Patterns:

Business Process Patterns

Business Process patterns describe a set of tasks or intents or business scenarios that have to be performed together to form a meaningful whole.

Activity Patterns

Activity patterns describe tasks or user intents, for example, “Edit Guided Procedure” or “Create Modified Role”. These Activity patterns consist of several Step patterns.

Step Patterns

Step Patterns are used to describe a single activity within a larger Activity pattern.

Action Patterns

Action Patterns are the most basic blocks within the User Action pattern hierarchy.

User Interface Patterns

User Interface (UI) patterns are organized in a hierarchy of interface elements as well, comparable to the task hierarchy within the User Action Patterns. Each higher-level UI pattern uses lower-level UI patterns as building blocks. This way consistency of interaction and visual appearance can be ensured.

Framework Patterns / xApp

xApp / Framework patterns describe overall interrelations of several Page patterns.

Page Patterns

Page patterns describe the full screen layout that is optimized to support a specific user activity.

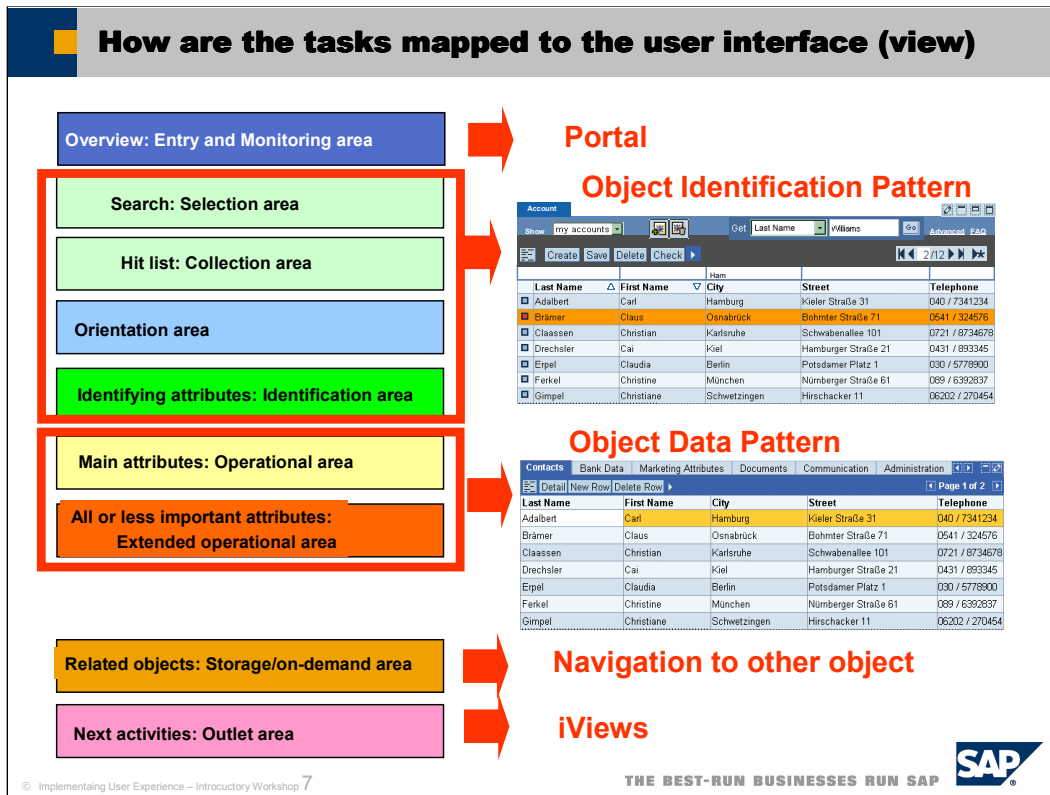
Component Patterns

Component patterns describe sub-areas of a page that support specific tasks within a larger workflow or an optional functionality within a place.

Controls

Controls describe – on a very low level of granularity – the elements the patterns of higher order consist of.

How are the tasks mapped to the user interface (view)



Case in point: A major apparel manufacturer started with a small objective and realized that without Visual & Interaction model, they won't succeed.

Useful links

Visual & Interaction Design Resources at SAP

<http://www.sapdesignguild.org>

<http://intranet.sap.com/usability>

External Sources:

<http://www.useit.com>

<http://www.incent.com>

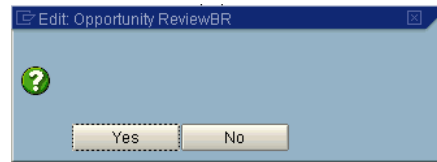
<http://www.usabilitynews.com>

Design Issues...

■ SAP Design Issues (1)

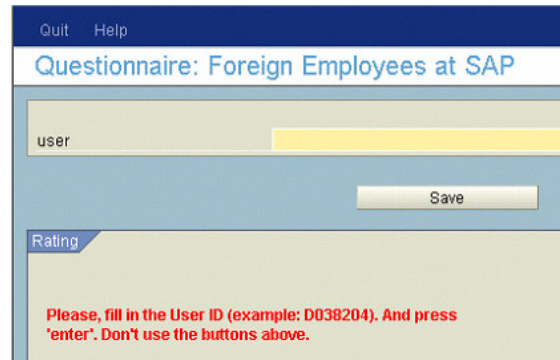
■ Wasting User's Time

- ◆ Requiring Unnecessary Steps
- ◆ Making Busy People Wait



■ Message Wording

■ Have Users Compensate for Technical Flaws

A screenshot of a SAP questionnaire form titled "Questionnaire: Foreign Employees at SAP". The form has a "user" field with a yellow highlight and a "Save" button. Below the form, there is a "Rating" section with a red error message: "Please, fill in the User ID (example: D038204). And press 'enter'. Don't use the buttons above."

SAP Design Issues (2)

Choose Organizational unit Pop up - Microsoft Internet Explorer provided by SAP IT

Address: <http://pal100562/scripts/wgate/webguiq1c21bc6178/~!IN0YXRIPT14NTU1LjAwMi4xMTQuMjE2====>

Choose Organizational unit Pop up

Name	ID	Code	Valid from	Valid to
Organizational structure				
ECM_Process	O 50015422	ECM_Process	11/18/1999	Unli...
IDES AG	O 00000001	IDES AG	01/01/1994	Unli...
IDES Japan HR company	O 50012572	IDES Japan	01/01/1996	Unli...
Org units for HR Training	O 50014997	Org unit HR	01/01/1999	Unli...
Retail company	O 50012897	Retail comp.	01/01/1997	Unli...
Service Provider	O 50014722	Serv. Prov.	04/01/1999	Unli...
Technical Org. units for Logistics	O 50013297	TechOrgLog	01/01/1994	Unli...

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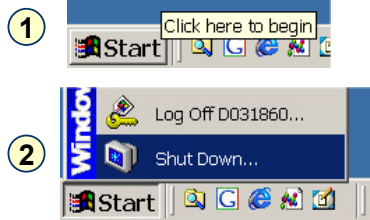
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SAP Design Issues (3)

This page is useless. Please show users the following page
“Welcome to the developer zone”

The screenshot shows a web browser window displaying the SAP Service Marketplace. The browser's address bar shows the URL <https://websmp101.sap-ag.de/mobile>. The page header features the SAP logo and the slogan "THE BEST-RUN BUSINESSES RUN SAP". Below the header, there is a navigation menu with options like "HOME", "MyPage", "Inbox", "MyProfile", "Search", "Quick Links", and "Help". The main content area is titled "Developer's Corner" and contains a brief introduction: "This area contains information about developing Mobile Applications at SAP. Please use the structural nodes in the navigation menu to find the specific topic you are interested in." On the right side, there is a sidebar menu with various categories, including "Ramp-Up Mobile Solutions", "News", "Mobile Access", "Mobile Applications", "Mobile Technology", "Sales Area", "Pricing", "Demo System", "Media Library", "Videos", "Education and Workshops", "Events", "Developer's Corner" (which is expanded to show "Connected Technology" and "Mobile UI Guidelines"), "Contacts", "Groups", and "Public Information". At the bottom of the sidebar, there are links for "Privacy Statement", "Imprint", "©, Warranty, Trademarks".

Inadvertent Abuse: Shutting Down a Win2K Machine



6

- Clean up pop-ups of unsaved documents

7

- Repeat from 1 because shutdown was interrupted by pop-ups.