

Solving problems through design

Digital Design Workshops with S5 Consulting



Our Mission



Making your SAP better.

We are focused on **making your SAP better** through innovative solutions and by delivering consumer-grade User Experience.

We **design, innovate, build and scale.**

We do everything to help our customers create remarkable value.

Agenda

- Design Thinking Overview
- Remote Workshop Logistics
- Remote Workshop Agenda
- Workshop Tools
- Final Takeaways

Design Thinking

What is it and why is it crucial to deliver great solutions?



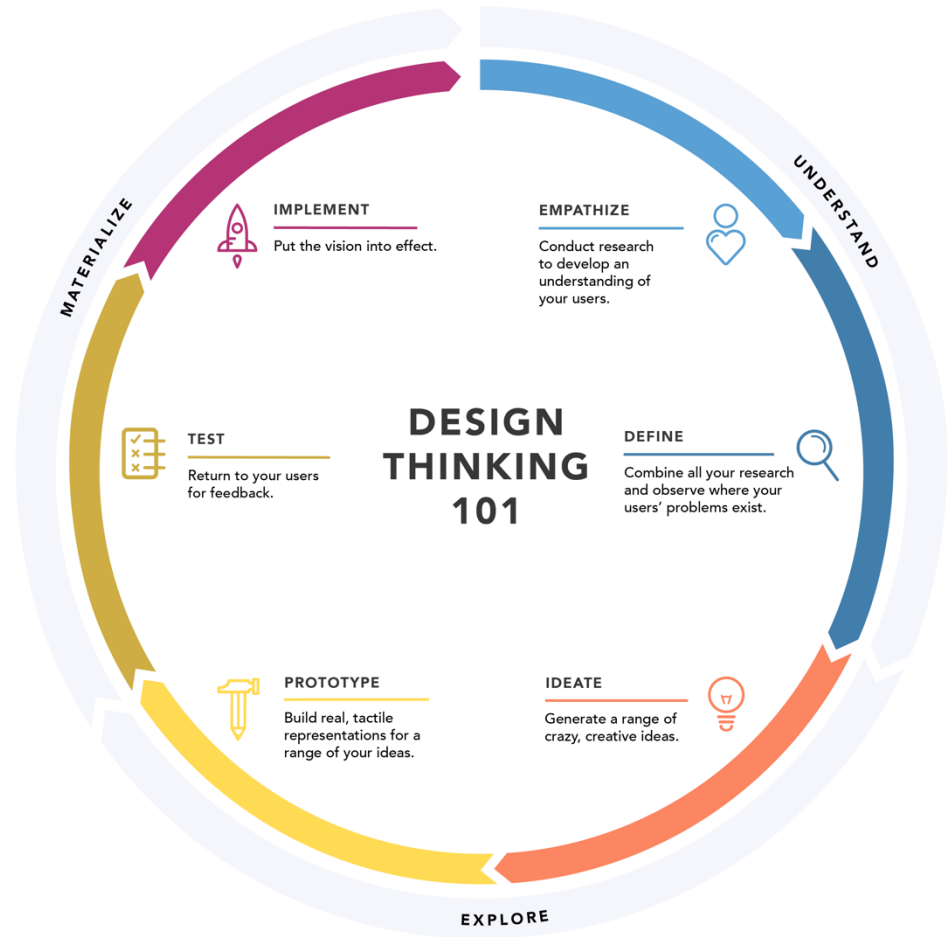
Design Thinking

Design Thinking is an effective process, user-centered method for defining both an important business problem and a tested prototype.

This presentation is aimed at the team to show defined steps of this innovation process accelerating the ability to deliver a qualified design and high resolution prototype for a potential solution.



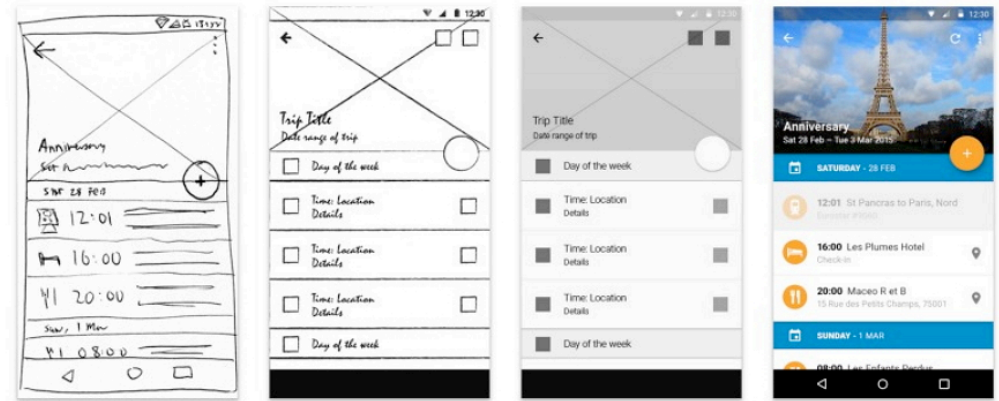
Consulting



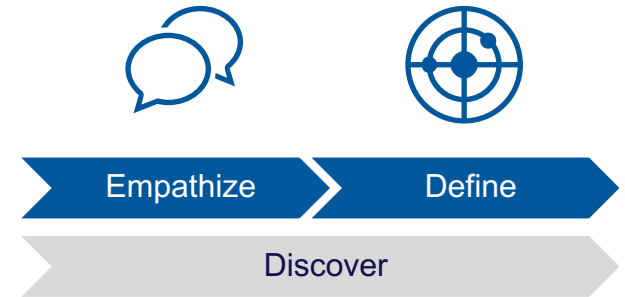
Design Thinking Deliverables

- Documented insights from users, business and IT
- Low and High fidelity prototypes representing potential solution
- Initial backlog of user stories that represents the app to be delivered

Design Thinking is a proven process that enables you to identify and clarify complex business problems and their solutions while building engagement and excitement with end users.




- The **Discover** phase consists of a research phase that happens prior to the workshop and workshop activities
- The research phase usually lasts anywhere from a day to a week
- For remote sessions, we can leverage surveys, user interviews and remote demos
- Deliverables include observation notes, process maps and personas



Personas

- Demographics
- Goals
- Pain Points
- Context
- Triggers
- Devices used

<p>PERSON IN REAL WORLD CONTEXT</p>  <p>PROBLEM YOU INTEND TO SOLVE & GOAL WRITTEN FROM THE USERS PERSPECTIVE AND CONTEXT</p> <p>FIRST NAME THEMED LAST NAME</p>	<p>BEHAVIORS/ACTIVITIES</p> <p>What are their day - to - day activities that relate to your domain?</p> <p>-</p> <p>What behaviors do they have that relate to these activities?</p> <p>-</p> <p>Where are they at when doing these activities?</p> <p>-</p> <p>How do the feel during these activites?</p>
<p>ABOUT THEM</p> <p>What information do you think is important to capture about them?</p> <p>Examples</p> <ul style="list-style-type: none">- What are they educations level?- Where do they live?- Do they work?- Do they have a family?- What is their age range?- Does is matter if they are male or female?	<p>NEEDS/GOALS</p> <p>What problems do they have and why?</p> <p>-</p> <p>Do they work around their problems? How?</p> <p>-</p> <p>What are their goals?</p> <p>-</p> <p>What do they need to achieve their goals?</p> <p>-</p> <p>What is their motivations?</p> <p>-</p> <p>What triggers them to have these needs</p>

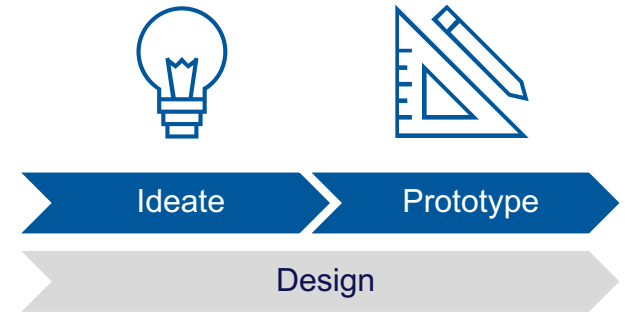


Consulting

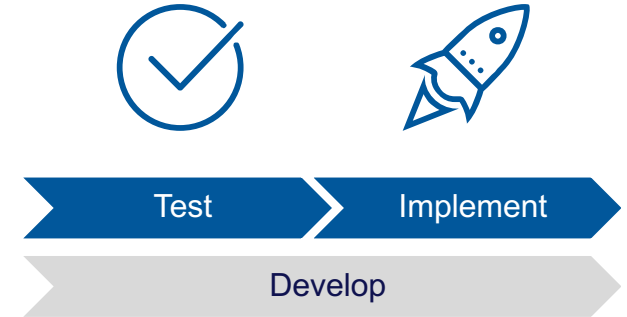
Project Scoping Document

- During the Discover phase we create a **Project Scoping Document**, outlining your project commitments,
- It helps to agree with the team what we will deliver as a part of the project,
- A document includes all our findings and UX related deliverables,
- It is used as a Sign-Off Document that confirms the scope and requirements.

- Ideation takes place during the Design Thinking Workshop and typically takes 1 – 2 days.
- Using the research and insights from the Discover phase, we start to generate new ideas for solutions (apps, process improvements etc.)
- Sample outputs include handdrawn sketches and lo-fi prototypes.
- For remote sessions we can use either pen and paper or digital sketching. Usually pen and paper is more available.

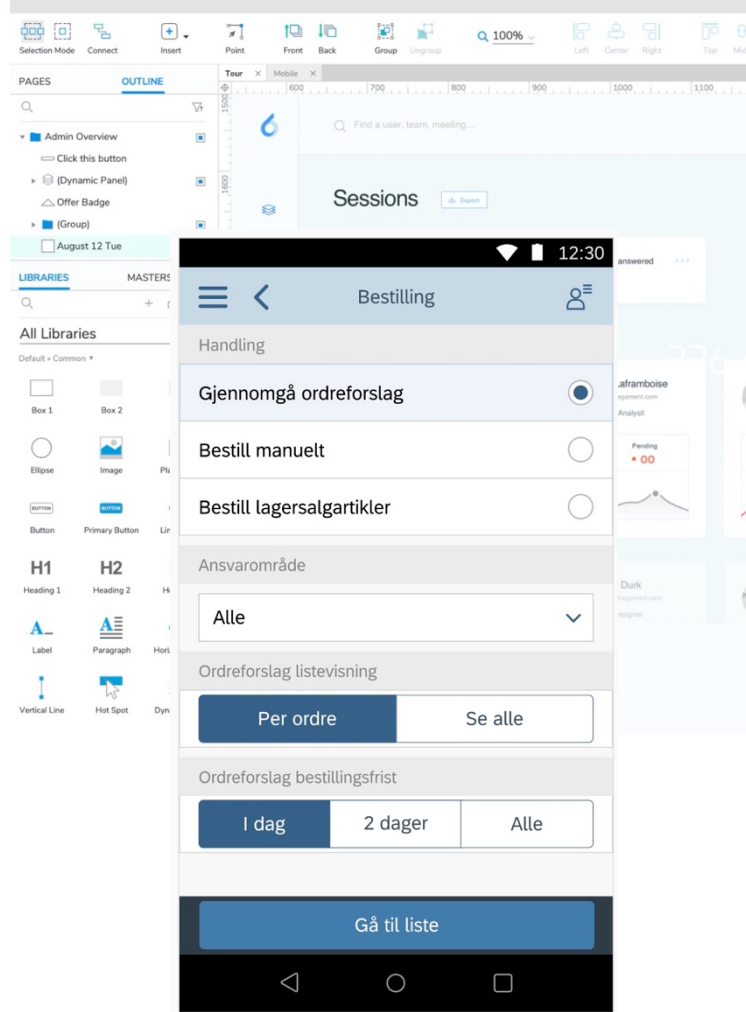


- Development phase can begin to take place towards the end of a Design Thinking workshop and will continue afterwards
- Hi-fidelity prototype is crafted and tested with end users during this phase
- Additionally, the user story backlog will be created here to estimate and kickstart development



Prototypes

Examples



Make a comment



Cancel

Submit


View Changes to my assortment - Filters shown

 Guest Feb 15, 2019

Shouldn't selected module be highlighted?

► 1 Reply

 Guest Feb 15, 2019

Do numbers make sense? If in a hierarchy, which it seems to be,  should have more modules. If not hierarchical, what does the number indicate?

▼ 1 Reply

 Amadeusz Musiol Owner
Feb 15, 2019

Also corrected in the new version -

<https://x.com/view/98ec-4cf4c52e>

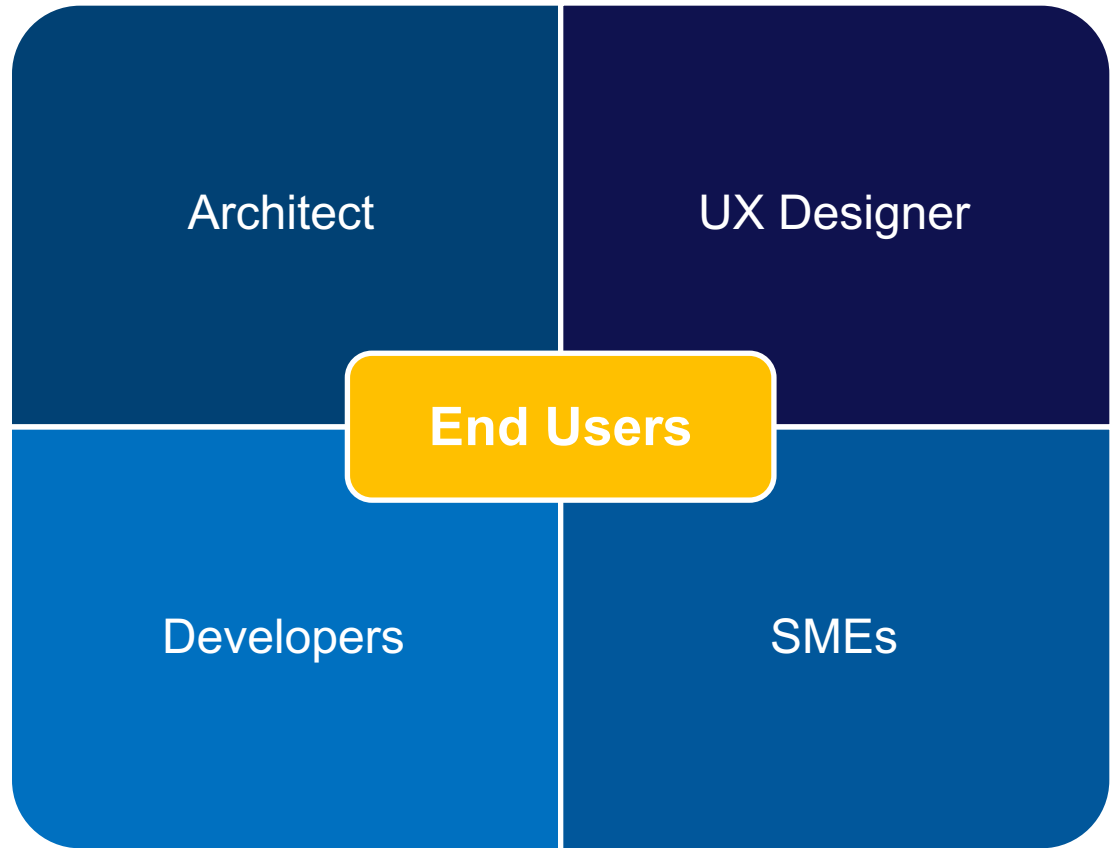


Remote Workshop Logistics

How to organize it all efficiently?



Core Participants



Consulting

Remote Logistics: Importance of Video Image

- Participants are recommended to use video if available
 - Check with users ahead of time for any equipment or technical limitations
- Give facilitators visual keys for participants that may be confused or not engaged
- According to a Forbes Insight survey, **50% of people believe video improves their degree of understanding**



Remote Logistics: Timing is crucial

- In an effort to keep participants engaged, sessions will be kept to no longer than 3 hours
- Within those three hours, there will be several short breaks, giving attendees time to stretch, refill their snacks and beverages or take care of any business
- The 50 / 10 rule



Remote Logistics: Participants

- The goal for breakout sessions is to have between 3 and 6 client participants
- We can run up to 2 sessions per day (12 participants total)
- Only one person can (effectively) be speaking at one time and we want participants to have an opportunity to voice their opinions and ideas.



Remote Workshop Agenda

How does it might look like?



Workshop Agenda – Day 1 (intro)

- This session will involve all participants and will serve as an introduction to the remote design process
- There will be a team introduction, followed by more details about the remote design workshop, the agenda and the tools
- To wrap up, we will use tools like the design brief or lightning talks to begin the baseline the project, the goals and the process we're working with



Workshop Agenda – Day 2 (People and Processes)

- Start the day with a half hour recap for all participants
- The working sessions will be split into groups
 - The session will last 3 hours
 - There will be a morning and an afternoon session
- The first activity will be creating a process map using Miro
- The second activity will be creating personas based on the existing S5 Template through Miro
- These activities define the process and people before moving onto the Ideation day

Workshop Agenda – Day 3 (Ideation)

- Start the day with a half hour recap for all participants
- The working sessions will be split into groups
 - The session will last 3 hours
 - There will be a morning and an afternoon session
- The first activity will be to brainstorm about possible solutions, discuss ideas as a group.
- The second activity will be to generate new features and ideas with pen and paper mockups
- The third activity will be to sketch new solutions
- Sketches can be uploaded and presented to workshop participants

Workshop Agenda – Day 4 (Wireframe Feedback)

- S5 Team will use the morning session to work on the initial wireframe of the solutions
- This client session will be the full team for 3 hours in the afternoon
- The session will be to review the initial wireframe (very lo-fi)

Workshop Agenda – Final Review

- As with the standard in-person session, we will set a walkthrough and feedback session approximately one week later
 - Walkthrough the prototype with workshop participants
 - Present an initial user story backlog to the Product Owner and potential development team

Remote Workshop Tools

To effectively work remotely.





The miro logo is displayed in a dark blue sans-serif font on a solid yellow rectangular background.



The axure logo is shown in a dark grey sans-serif font, with a small multi-colored 'x' (blue, green, and pink) between the 'a' and 'u'. It is centered on a white square background with a subtle drop shadow.

Project management tool - Jira

- The #1 software development tool used by Agile teams
- Flexible planning – allows us to use Scrum, Kanban and Mixed methodologies. We pick the best approach depending on a project's complexity
- Transparent estimation
- Easy, value-driven prioritization
- Transparent execution
- Actionable results
- Scalable evolution



Document collaboration - Confluence

- No more wasting time searching for most up to date version of a document
- Powerful search, structured page trees
- Documentation is a teamwork effort
- Organize all your documentation in one place
- Out-of-the-box integration with JIRA (same Atlassian family)
- Templates for all types of documents
- We can use other tools if client has a preferred option – Sharepoint etc.



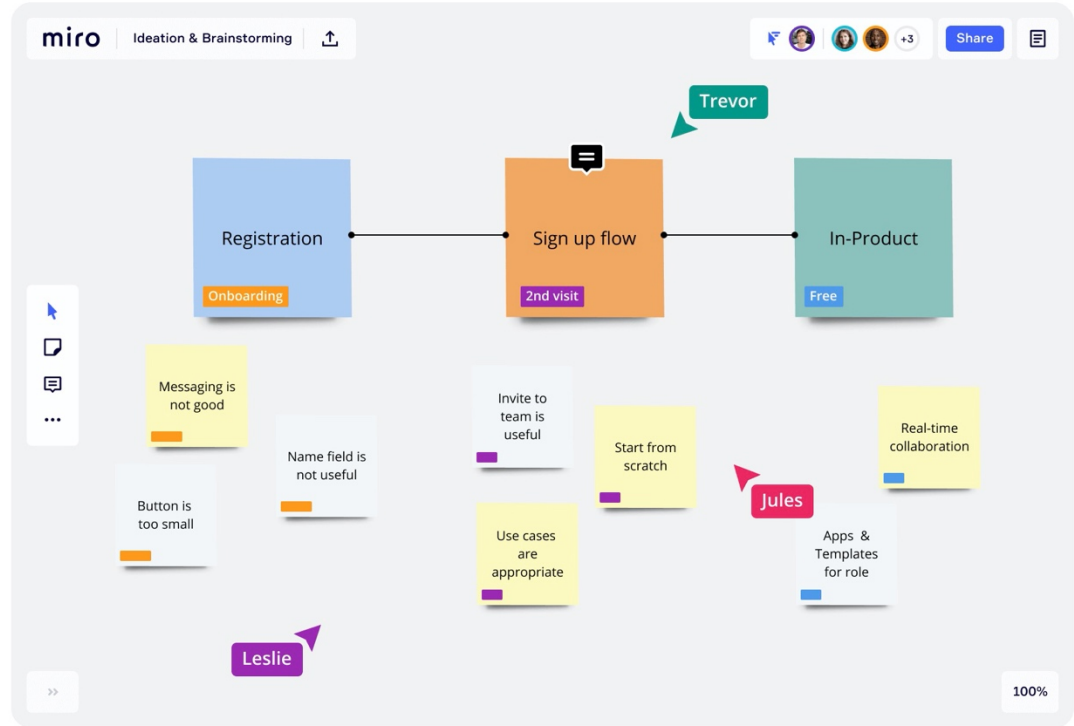
Video conferencing tool – Teams

- Microsoft stack, very popular among SAP customers
- High-quality audio, video and screen sharing
- Collaboration
- Scheduling assistance
- Meeting note taking
- Meetings can be recorded for future reference



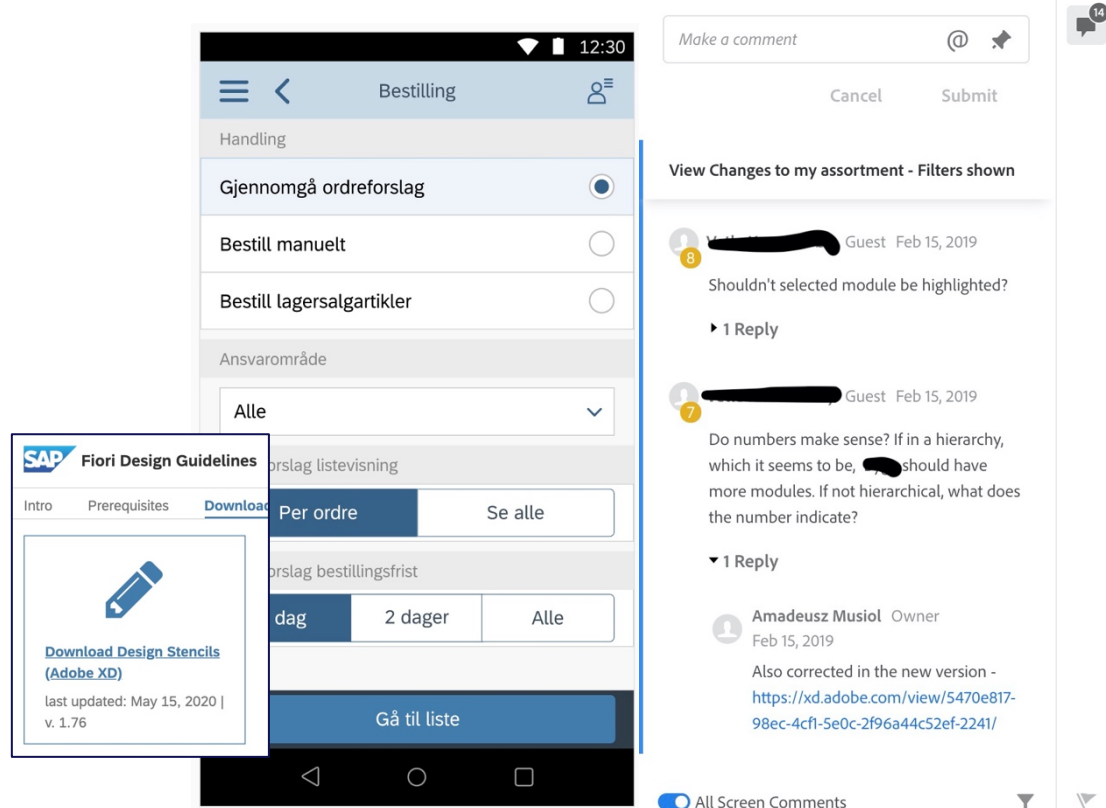
Digital Whiteboard - Miro

- Online collaborative whiteboarding platform used during the workshop, especially in the Discover phase (ideation)
- Enables remote teams to work effectively together
- Brainstorming sessions
- Digital sticky notes
- Creating personas
- Brings people together – developers, designers, business and end-users.



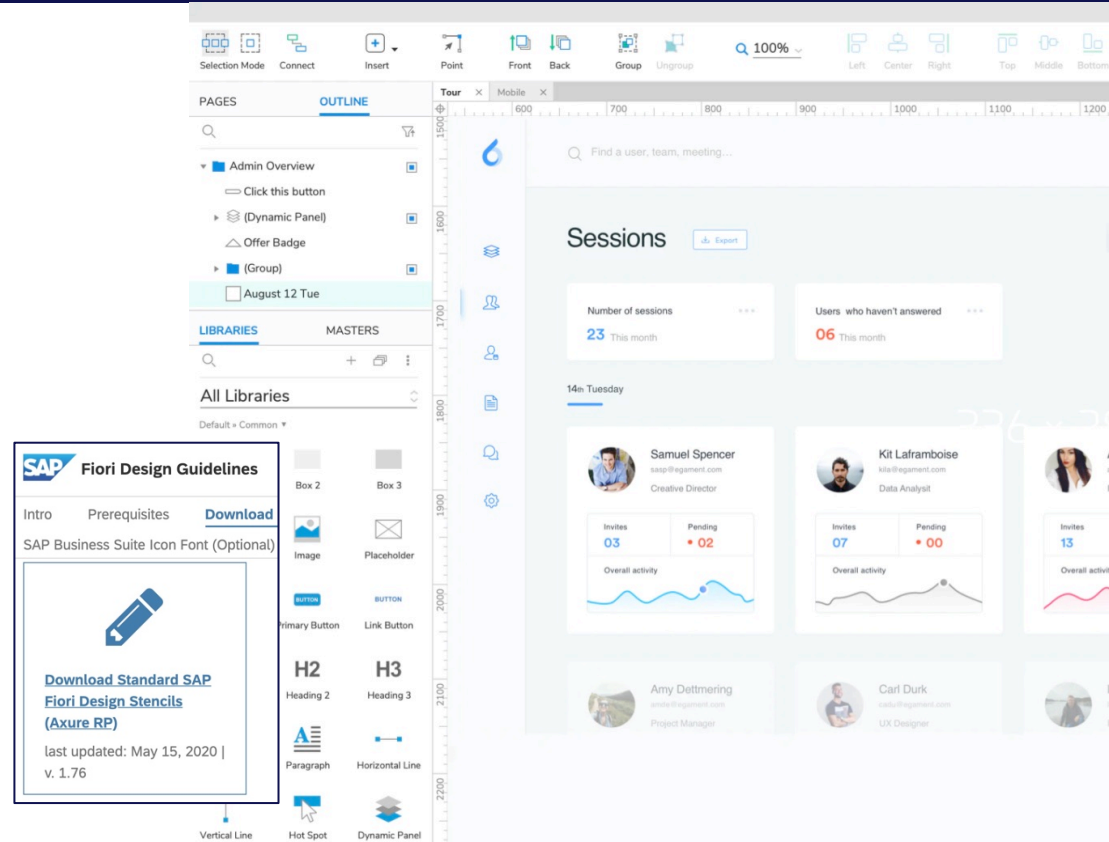
Prototyping – Adobe XD

- Adobe XD is a tool that allows us to share prototypes via weblink
- Users can take the app for a test drive and leave comments on what's working, and what might need some changes
- Easy way to make sure we're on the right track with our new apps before even having to develop and deploy on your systems
- Recently stencils for SAP Fiori were provided by SAP and **Adobe XD is officially supported by SAP**



Prototyping – Axure RP

- Used for rapid lo-fi and hi-fi prototyping
- Powerful collaboration features
- Everyone can easily add comments and reply
- Prototype can be viewed and tested on all devices, including mobile phones
- Recently stencils for SAP Fiori were provided by SAP and **Axure RP9 is officially supported by SAP**



Final Takeaways

- Remote sessions can be fun, engaging and productive but it takes some planning
- We can use different tools depending on your organization's preferences. Mural instead of Miro? You have a strong preference towards Google Hangouts instead of Microsoft Teams? You already use Solution Manager and don't want to use JIRA? No problem. We will make it work.
- **Start working the modern way right now.**

Project Template

Documentation to support modern process.



Thank you!

Visit s5consulting.no, call us, send a message.

