# Toronto District School Board User Experience (UX) and Mobile Journey

# About the Speakers

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22 years SAP Experience

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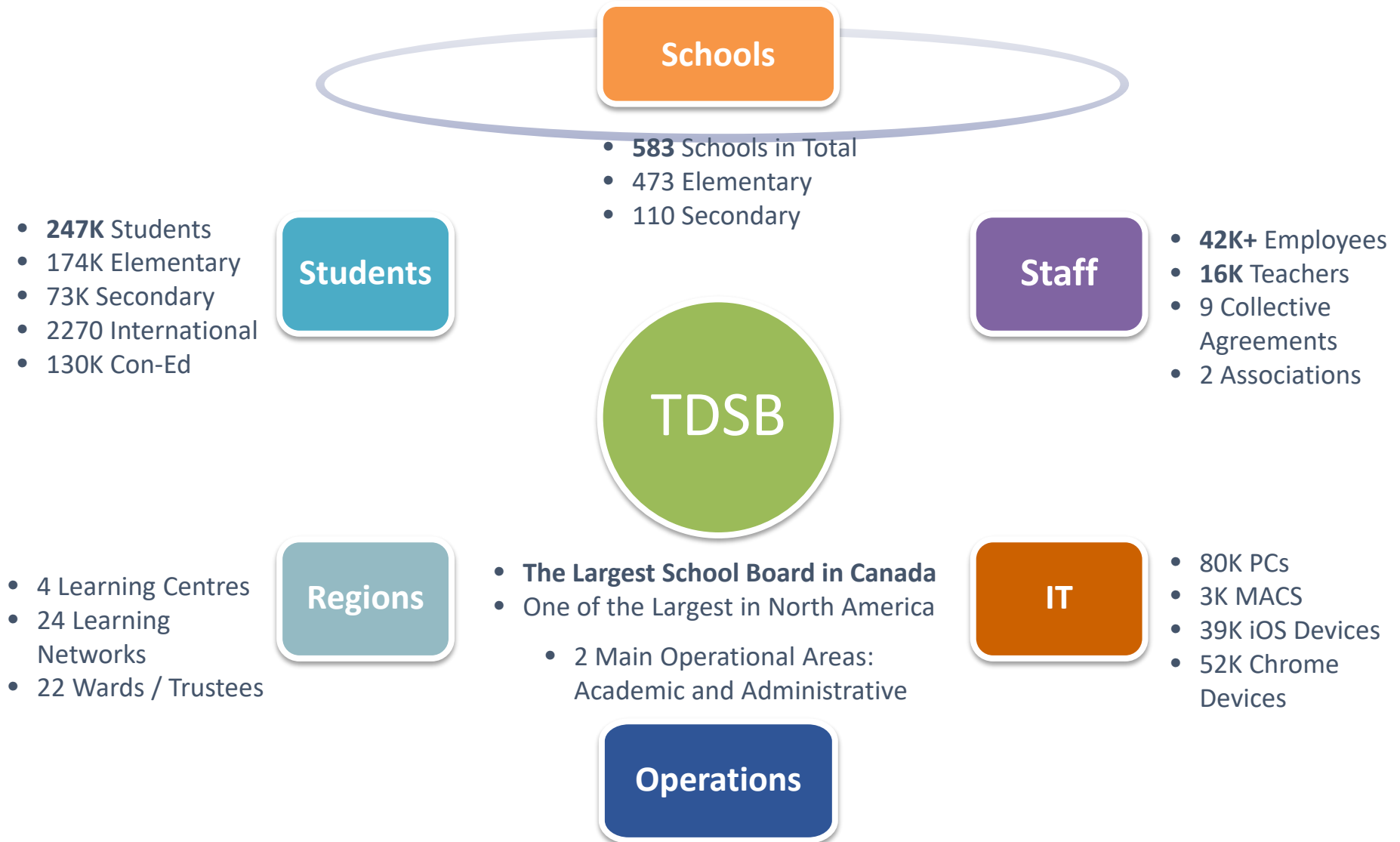
21 years SAP Experience

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# Agenda

- About Toronto District School Board

- UX Motivation and Vision

- UX Strategy & Roadmap

- TDSB UX Current Status

- Lessons Learned

- Q & A

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# About TDSB

**Schools**

- **583** Schools in Total
- 473 Elementary
- 110 Secondary

**Students**

- **247K** Students
- 174K Elementary
- 73K Secondary
- 2270 International
- 130K Con-Ed

**Staff**

- **42K+** Employees
- **16K** Teachers
- 9 Collective Agreements
- 2 Associations

## TDSB

**Regions**

- 4 Learning Centres
- 24 Learning Networks
- 22 Wards / Trustees

- **The Largest School Board in Canada**
- One of the Largest in North America
  - 2 Main Operational Areas: Academic and Administrative

**IT**

- 80K PCs
- 3K MACS
- 39K iOS Devices
- 52K Chrome Devices

**Operations**

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# ITS Strategy

## ITS Strategic Pillars

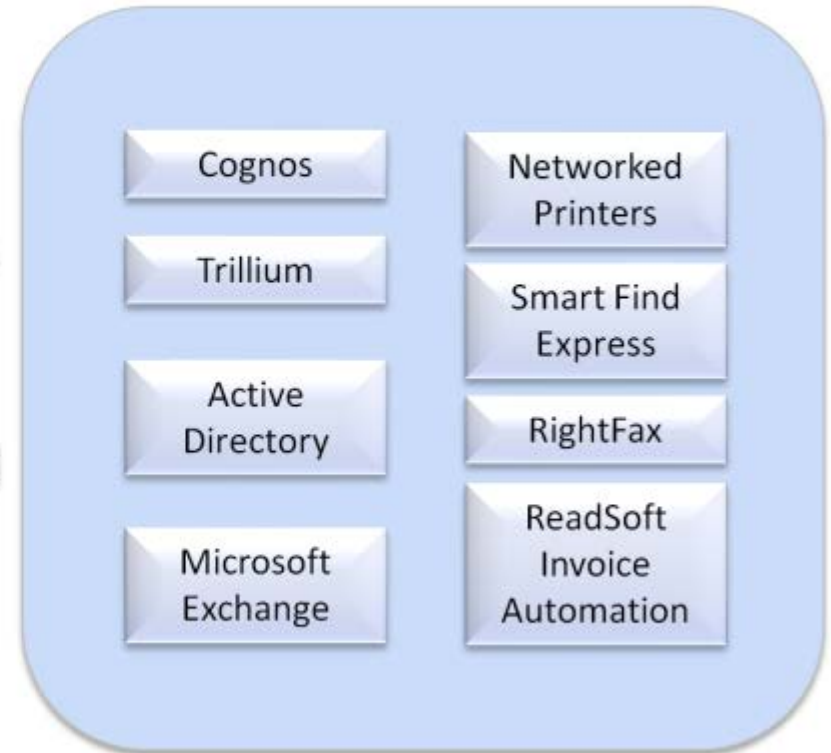| | |
|---|---|
| Global Competencies & Deep Learning Through Technology | IT Modernization |
| Equitable Access to Technology | Board Wide IT Collaboration |
| Digital Transformation | IT Service Excellence and Shared Leadership |

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# Digital Transformation



Digital Transformation

Assist in the digital transformation of TDSB by developing innovative new ways to digitize, automate and streamline classroom and administrative processes.

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# TDSB SAP Environment



SAP Production Systems

- Enterprise Portal | IDM | RM
- Solution Manager | CRM
- Business Objects | BW | Lumira
- ERP 6.0
  FI, CO, FM, SD, MM,SD, PM, PS,
  RE, HR(PA, OM, Time, PY,
- Fiori | Personas
- Work Manager

Non-SAP Systems

- Cognos
- Trillium
- Active Directory
- Microsoft Exchange
- Networked Printers
- Smart Find Express
- RightFax
- ReadSoft Invoice Automation

# TDSB Vision for UX

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# TDSB Vision for UX

- Provide a single entry point to users to access all SAP business applications.

- Provide the leading user experience for all business applications.

- Improve SAP UX perception among Users by delivering delightful mobile applications.

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# TDSB Motivation for UX

- Address on-going user frustrations with SAP GUI UX.

- Improve User productivity by designing UX with fewer Clicks and simplified screens, which will in turn reduce training effort/ Support tickets.

- Align with next generation of S/4 Hana UX.

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# TDSB UX Journey/Roadmap

- Initial UX Efforts started with Screen Personas using NWBC.

- Technical infrastructure built for FIORI and first few FIORI app's deployed.

- SAP Work Manager Implemented.

- Integrate other systems and technologies in FIORI

- Deploy FIORI Client app for key power users.

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# TDSB UX Current Status

- SAP Work Manager Solution (Native App)

- 54 Screen Personas Flavors (Slipstream)

- 10 Tiles deployed on FIORI Launchpad

- Multiple Web-Dynpro apps deployed via NWBC

  client

- CRM Web UI

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# SAP Work Manager

Implemented SAP Work Manager 6.5.1, Cloud Edition

- Automated the current manual processes of the Facilities Design, Renewal and Maintenance department

- Allow ~680 Trade Staff to Receive ~250,000 Work Orders, Update Notifications, immediate access to information (such as equipment characteristics), and enter CATS time on mobile devices running on iPhone 7 Plus

- Dramatically improve efficiency within the Facilities department by increasing wrench time for all trades staff

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# SAP Work Manager in action
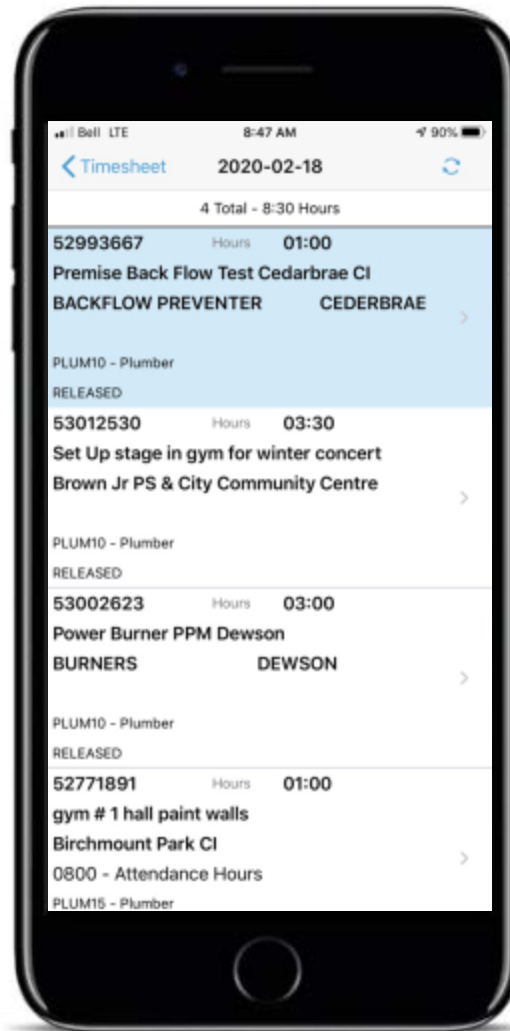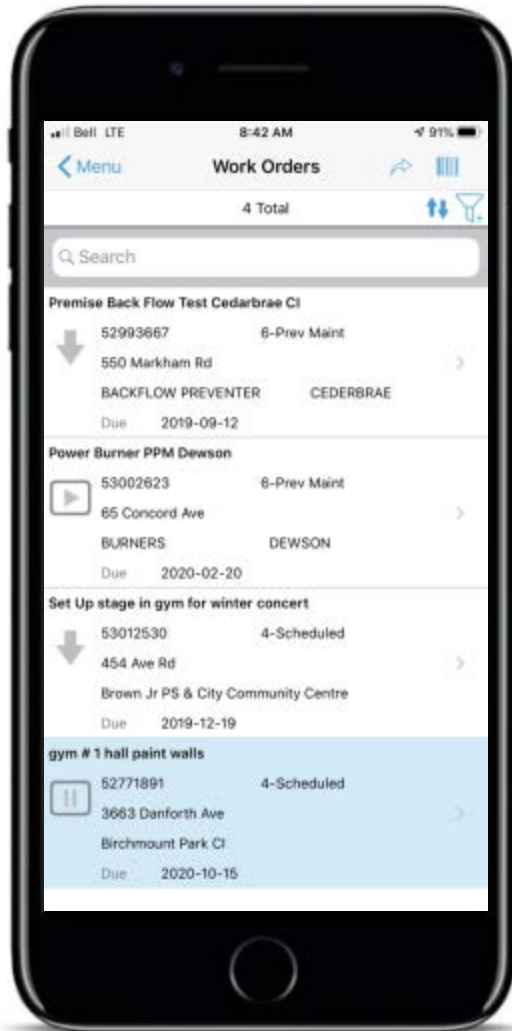
# TDSB UX Current Status - FIORI

# TDSB UX Current Status -

# TDSB UX Current Status – Web-



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# TDSB UX Current Status – CRM Web UI



## Incident - Insurance Reporting: New

Save and Back | Save | Cancel | Print Preview

**Incident Details**

| | |
|---|---|
| * Person in C... | Jane Brown |
| * Description: | Lab Explosion |
| * Status: | Completed |
| * Incident Date: | 2020.02.27 |
| Incident Numb... | |
| Posting Date: | 2020.02.27 |
| Incident Time: | 12:00 AM |

**Select One Only**

| | |
|---|---|
| Incident Only: | ☐ |
| TDSB Propert... | ☑ |
| Privacy Event: | ☐ |
| Crisis: | Explosion |

**Cause**

| | |
|---|---|
| * Cause: | Crisis - Gas Leak |

**Incident Location:**

| | |
|---|---|
| Site Code: | 3110 |
| School/Office: | North York Education Centre |
| Address: | 5050 Yonge |
| Phone: | 416-111-2222 |
| Location Type: | Leased -Rented Location |
| Location Sub... | Office |
| Non-TDSB Lo... | |

**External Involvement**

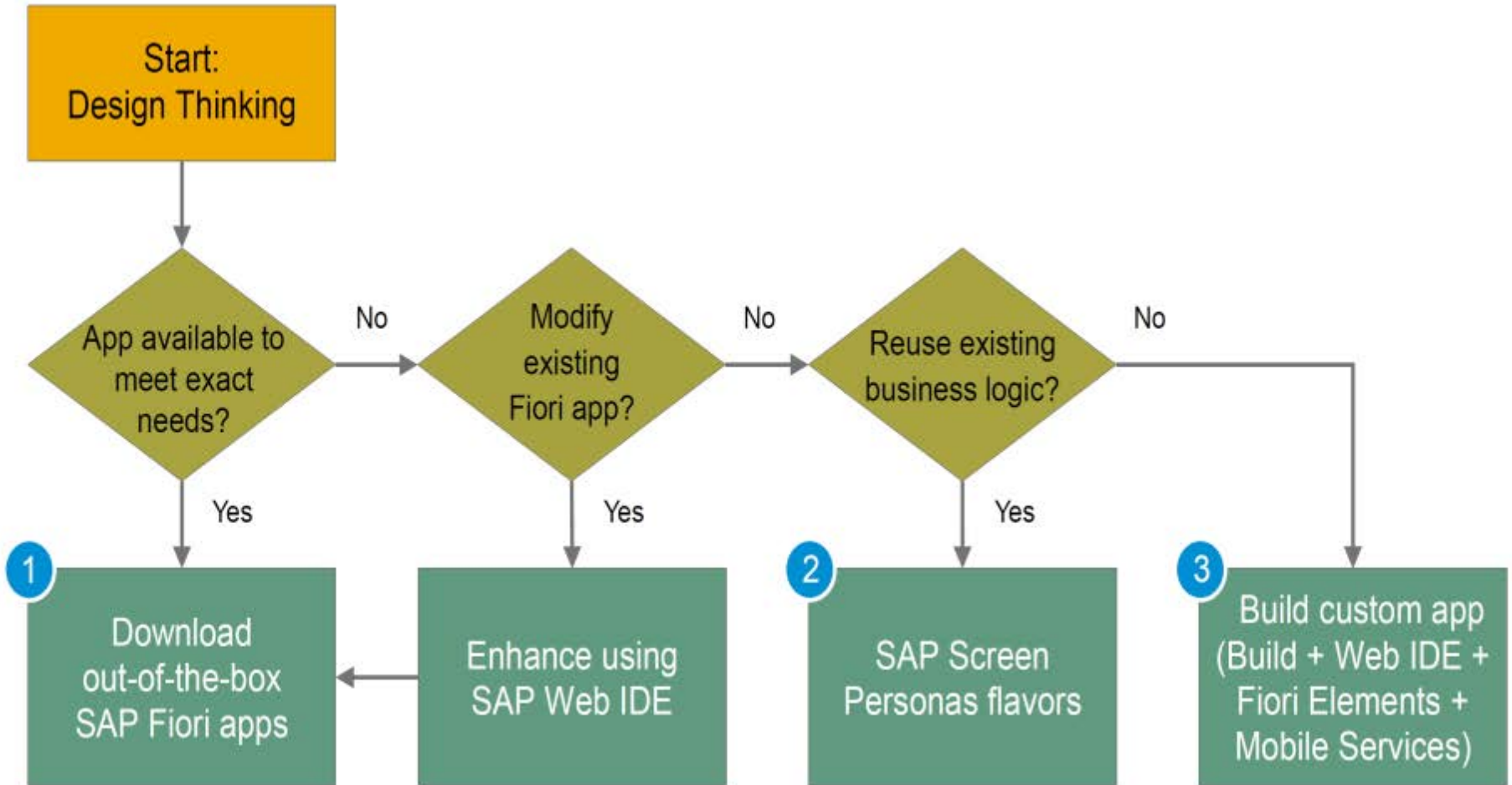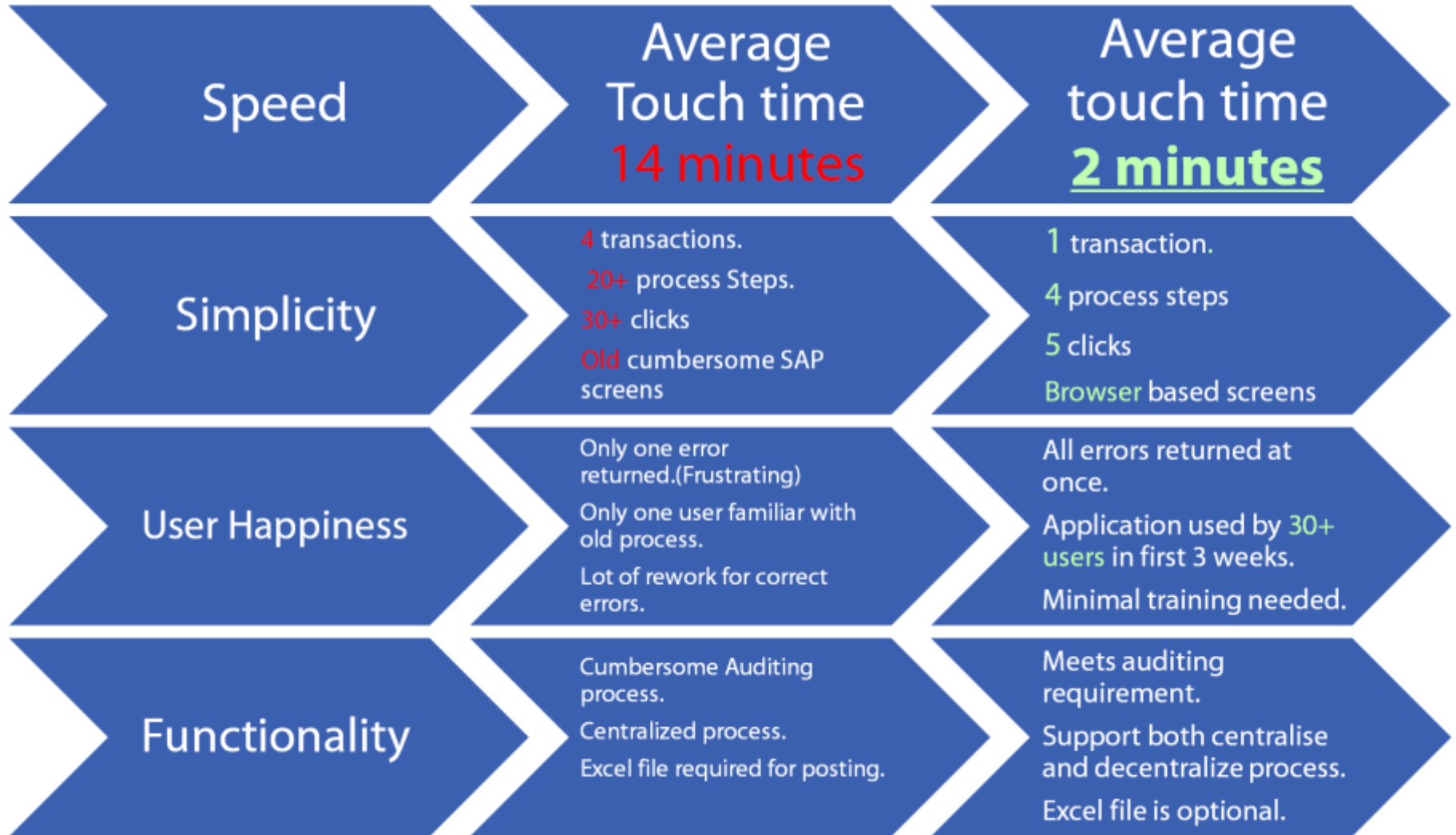| | |
|---|---|
| TDSB Security: | ☑ |
| Ambulance: | ☑ |
| Fire: | ☑ |
| Media: | ☑ |
| Police: | ☑ |
| Police Name: | John Smith |
| Badge Number: | 123434 |
| Division: | 12 |
| Occurrence N... | 05 |

**Description of Events: (How, Where, What)**

Gas leak in Tech Lab caused explosion

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# TDSB Approach for mobilizing SAP UX

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# Analyzing Results

| | | |
|---|---|---|
| **Speed** | Average Touch time 14 minutes | Average touch time **2 minutes** |
| **Simplicity** | 4 transactions. 20+ process Steps. 30+ clicks Old cumbersome SAP screens | 1 transaction. 4 process steps 5 clicks Browser based screens |
| **User Happiness** | Only one error returned.(Frustrating) Only one user familiar with old process. Lot of rework for correct errors. | All errors returned at once. Application used by 30+ users in first 3 weeks. Minimal training needed. |
| **Functionality** | Cumbersome Auditing process. Centralized process. Excel file required for posting. | Meets auditing requirement. Support both centralise and decentralize process. Excel file is optional. |

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# What's Next ?

- Create a Design-led culture

- Establish SAP UX Focus Group

- Keep Momentum and Dedication to UX

- Deploy more apps/Functionalities

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# What's Next ?

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# Lessons Learned

- Learn to embrace Minimum Viable Product otherwise there are endless opportunities that handcuff progress.

- Internal culture takes time to change; valuing end user opinions over your own is a skill that must be developed.

- Design Thinking mindset & leverage AGILE for UX projects.

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# Interesting Quotes

- Organization and culture are the biggest hurdles to digital business transformation. Gartner inc 2016

- Change when you Can. NOT when you Have to. SAPPHIRE 2018

- Innovation doesn't magically happen. You need both plan and mindset. SAPPHIRE 2018

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# Questions?

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