

RIP ESS/MSS - Bringing MSS and ESS together with Fiori

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Australia Post has a long running program to replace our SAP MSS and SAP ESS on premise portals with SAP Fiori applications. Through our journey we have inadvertently replicated one of our key current state issues for managers, team members and HR support teams by creating segmented entry points to access our HR Fiori applications.

Through this session we hope to share with you how our cross functional team have created a single portal by leveraging the Fiori Overview Page to bring together Manager Self Service, HR Support and Employee Self Service into one portal, which has enabled us to simplify the user experience and support models.

A little bit about Australia Post (Did You Know)

As Australia's leading logistics and integrated services business, we proudly support our customers to grow and communities to thrive; we challenge ourselves to create products that people value and trust, and we strive to always deliver great service and value to our customers and the community.

- 2.6 billion items delivered to more than 12.4 million delivery points
- 124 million parcels delivered carbon neutral since October 2019
- 720 million visits to our digital channels
- 227 million retail customers visits
- 4,320 post offices
- 5,001 street posting boxes
- 6,074 parcel lockers
- 3,536 electric delivery vehicles and electric assisted motor bikes
- Up to 20 planes chartered per day

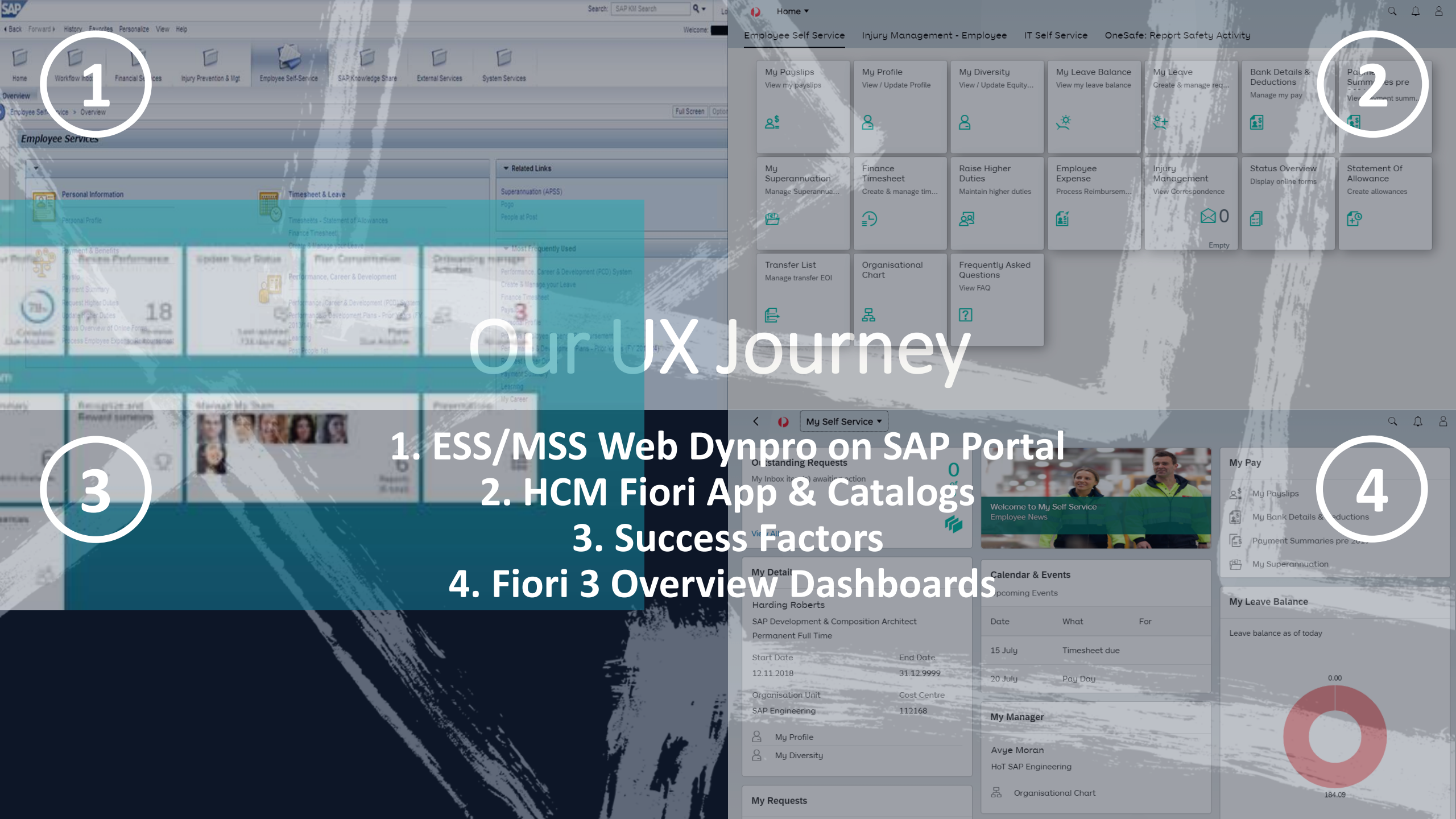
- We directly employ a workforce of approximately 37,000 (including casual workforce) and engage an estimated 27,100 in our extended workforce.
- 148,000 small businesses supported with MyPost Business
- 3,700 drivers using route optimisation software
- Delivering to more than 200 countries, regions and territories
- 124 million parcels delivered carbon neutral since October 2019
- Self-generation of 5,939 Mwh from onsite solar

TIES Values

Our purpose and values

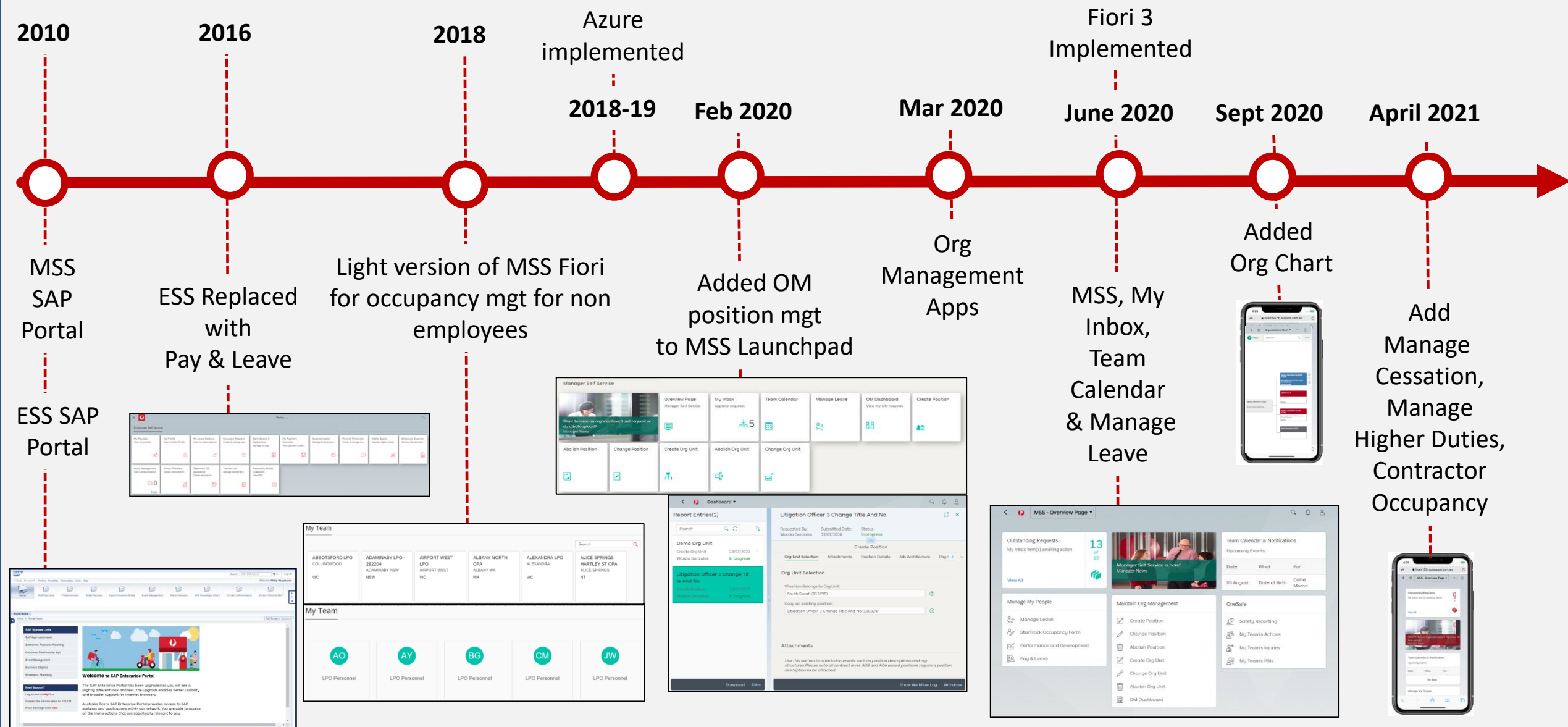
We share a common goal - to connect people with each other and the world and help unlock opportunities for everyone. It's the reason we started 212 years ago. Our values are the ties that bind us together. By working as one team, we can deliver on our promises and achieve our goals.

Trust	Inclusivity	Empowerment	Safety
Do the right thing	Respect everyone	Find a way	Be safe and well
T	I	E	S



Our UX Journey

1. ESS/MSS Web Dynpro on SAP Portal
2. HCM Fiori App & Catalogs
3. Success Factors
4. Fiori 3 Overview Dashboards



Problem - The Trap

We fell for it we replicated on prem in Fiori!

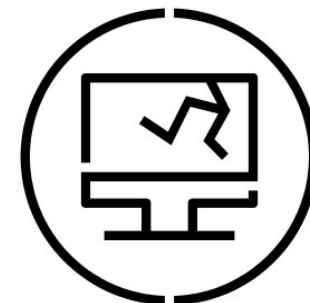
- Traditional build: different portals for each user type. *Employee Self Service, Manager Self Service, HR Support.*
- What I am doing for who?
- Which portal do I need?
- Multiple users leads to duplication of portal tools as different users may access the same service.

How did we fall into this?

- Victims of our own success. As we started to migrate some apps from the on-prem portal we then built more quickly.
- Taking one app at a time migrating it to its corresponding Fiori portal.
- Focused on adding value fast and empowering our people through self-service.

What was the impact on our users?

- Now with so many apps there of lots of tiles and this is starting to take time to load.
- As most of our workforce access via mobile devices finding what you need quickly involves a lot of scrolling.
- Multiple places to access the same system. We inadvertently put barriers up to our self-service tools.



The screenshot displays the SAP Mastering SAP interface. At the top, there is a navigation bar with a 'Home' dropdown menu and search, notification, and user icons. Below this, two tabs are visible: 'Employee Self Service' (active) and 'Manager Self Service'. The 'Employee Self Service' tab contains a grid of 18 tiles, each with an icon and a title. The tiles are arranged in two rows of nine. The first row includes: 'My Payslips' (View my payslips), 'My Profile' (View / Update Profile), 'My Diversity' (View / Update Equity...), 'My Leave Balance' (View my leave balance), 'My Leave' (Create & manage req...), 'Bank Details & Deductions' (Manage my pay), 'Payment Summaries pre' (View payment summ...), 'My Superannuation' (Manage Superannua...), and 'Finance Timesheet' (Create & manage tim...). The second row includes: 'Employee Expense' (Process Reimbursen...), 'Injury Management' (View Correspondence, Empty), 'Status Overview' (Display online forms), 'Statement Of Allowance' (Create allowances), 'Transfer List' (Manage transfer EOI), 'Organisational Chart', 'Frequently Asked Questions' (View FAQ), and two empty tiles. The 'Manager Self Service' tab is partially visible below, showing a banner for 'Manager Self Service is now live' and a grid of 18 tiles. The tiles in the 'Manager Self Service' tab include: 'Overview Page Manager Self Service', 'My Inbox Approve requests', 'Team Calendar', 'Approve Finance Timesheets', 'Manage Leave', 'Track OM Requests View my OM requests', 'Create Position', 'Abolish Position', 'Change Position', 'Create Org Unit', 'Abolish Org Unit', 'Change Org Unit', 'Organisational Chart', 'Manage Cessation', 'Manage AP Higher Duties', 'Manage Contractor Occupancy', and 'Upload Absence Certificates'.

Home ▾

Employee Self Service Manager Self Service

My Payslips
View my payslips

My Profile
View / Update Profile

My Diversity
View / Update Equity...

My Leave Balance
View my leave balance

My Leave
Create & manage req...

Bank Details & Deductions
Manage my pay

Payment Summaries pre
View payment summ...

My Superannuation
Manage Superannua...

Finance Timesheet
Create & manage tim...

Raise Higher Duties
Maintain higher duties

Employee Expense
Process Reimbursen...

Injury Management
View Correspondence
Empty

Status Overview
Display online forms

Statement Of Allowance
Create allowances

Transfer List
Manage transfer EOI

Organisational Chart

Frequently Asked Questions
View FAQ

Manager Self Service

Manager Self Service is now live
Manager News

Overview Page
Manager Self Service

My Inbox
Approve requests

Team Calendar

Approve Finance Timesheets

Manage Leave

Track OM Requests
View my OM requests

Create Position

Abolish Position

Change Position

Create Org Unit

Abolish Org Unit

Change Org Unit

Organisational Chart

Manage Cessation

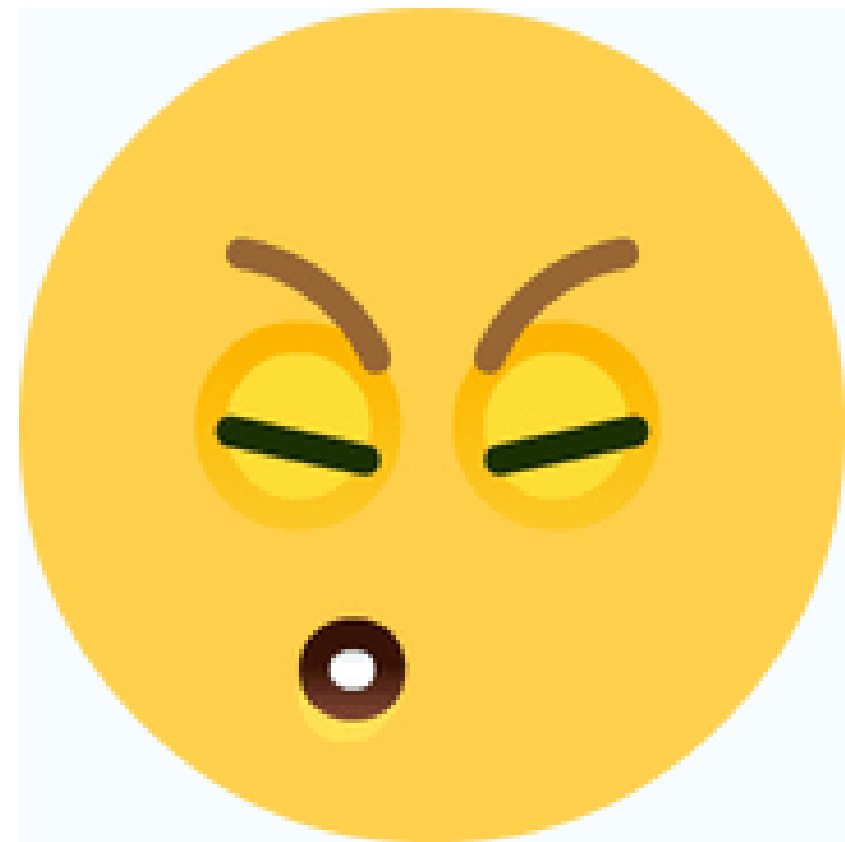
Manage AP Higher Duties

Manage Contractor Occupancy

Upload Absence Certificates

The problem with Role based "tab" thinking ...

In other
words



Lightbulb Moment



Why do we need
multiple portals?

Can't we just have
one combined self-
service portal?

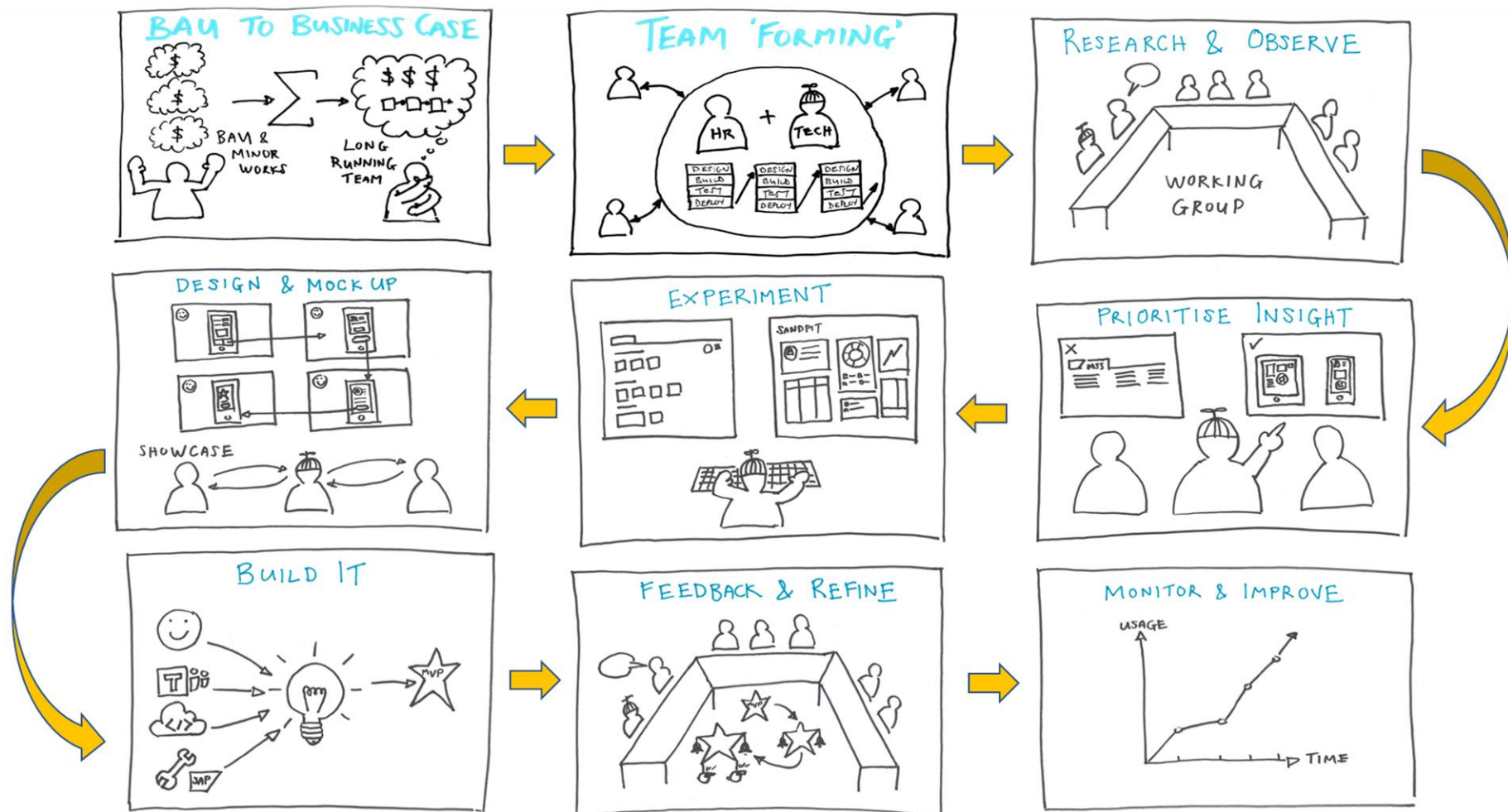
We have all the
Ingredients

Solution Ingredients

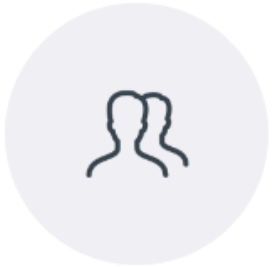
- **Cross Functional Teams**
- **Repeatable Proven Process for Delivery**
- **Mobile first**
- **Standard look & feel**
- **Consistent Design Themes**
- **Fiori 3**
- **Overview Pages**
- **Feedback Capture**
- **Role based revision**
- **Birthright roles**
- **Auto provision of access**



Our Process in a Story Board



Fiori Design Guidelines



ROLE - BASED

Designed for you,
your needs, and how
you work



ADAPTIVE

Adapts to multiple
use cases and
devices



COHERENT

Provides one fluid,
intuitive experience



SIMPLE

Includes only what is
necessary



DELIGHTFUL

Makes an emotional
connection

Duplicate Tiles – We unify access links using functional Cards

	Card: Inbox A	Card Grp: My Requests B,C,D	Card Grp: Manage E,F,G	Card Grp: My Info H, I	Card: Links J
ESS Role	A	B C	E	H	J
MSS Role	A		E F		J
HR Support Role	A	D	E F G	H I	
Subsidiary Role	A	B	E	H	J

Benefits

One portal

- Users only need to look for one portal.
- Card view is a much better mobile experience.
- Everything looks the same to a user.
- Like applications grouped together. No duplicates tiles/links.
- Apps built with a consistent look and feel.

Reduce costs

- The single portal means only one place to keep up to date.
- Reusing security roles for each app saves costs.
- Auto provisioning ensures speed of access and removes ticket handling costs.
- Have a set of principles and reuse components wherever possible.

Enhanced Support Model

- One portal simplifies communication of knowledge articles for users and support teams at the application level.
- Target knowledge by app reducing ticket handling times.

Key Learnings

Change Management

- You will be surprised (and mortified) how frequently and where the portal names (e.g. MSS, ESS, RMSS, TASS, HRSS) are referenced in knowledge, training and intranet content.
- Changing all the how to guides, intranet references, IT knowledge has taken so much longer than anticipated.

Support Model

- How to help vs technical help. How to channel the calls to the right support teams.
- Not replicating HR knowledge in our IT Service Desk/system that is available elsewhere.
- Driving HR queries away from our IT teams.
- Challenge of having 2 ticket management tools which do not talk to each other. HR in one and IT in another.

Technology

- Consistent look and feel using Fiori 3 user interface & themes.
- Reuse of design components.
- Much better mobile responsiveness.
- Simplification of our various portal channels.
- Keeping it simple.

Application Usage Statistics

Top Apps by usage	Usage Count
Finance Timesheet	178,335
My Inbox	136,991
Statement Of Allowance	108,152
Organisational Chart	73,971
Bank Details & Deductions	66,877
MSS Overview Page	59,207
Change Position	44,967
HR Safety Report	36,975
Manage Leave	36,671
Employee Reimbursement	25,948
Create Position	20,411
Org Mgt Dashboard	18,702

Top Apps by usage	Usage Count
HR IM Tool	16,515
Equity & Diversity	13,713
Finance Timesheet mobile	10,648
Abolish Position	7,804
Change Org Unit	5,999
Manage Cessation	5,283
Create Org Unit	3,266
Abolish Org Unit	1,237
Manage Higher Duties	146
Incapacity Report	118
Rehabilitation Status	10

* Live to date statistics up to May 2022

Over to you ...
ask us anything!



Demo: My Self Service (Overview Page – manager & employee persona)

The screenshot displays the SAP My Self Service Overview Page for a manager persona. The page is organized into several sections:

- Outstanding Requests:** Shows 4 of 4 items awaiting action. A 'View All' link is present.
- Calendar & Events:** Lists upcoming events, including 'Date of Birth' for Sloane Gonzales on 21 July and 'Pay Day' on 03 August.
- Manage People:** Includes links for 'Manage Leave', 'Manage Cessation', and 'Manage AP Higher Duties'.
- My Leave Balance:** A donut chart showing 110.25 Available Leave (pink) and 225.03 Booked Leave (red).
- My Pay:** Lists links for 'My Payslips', 'My Bank Details & Deductions', 'Payment Summaries pre 2019', and 'My Superannuation'.
- My Requests:** A central card with a callout box stating: 'This Overview Page has: No duplicate app links. In the My Requests card, only show app links you can access for your persona.' The card lists: 'My Leave', 'Finance Timesheets', 'Raise Higher Duties', 'Employee Expense Claims', 'Statement of Allowance', and 'Transfer List'.
- My Details:** Displays user information for Sloane McGowan, including 'Area Manager Business Hubs VICTAS', 'Permanent Full Time', 'Start Date' (03.05.2019), 'End Date' (31.12.9999), 'Organisation Unit' (Business Centres VIC), and 'Cost Centre' (345949). It also includes links for 'My Profile' and 'My Diversity'.
- My Manager:** Displays information for Brendan McGowan, 'General Manager PON VIC/TAS', and a link to the 'Organisational Chart'.
- Injury Management:** A section with the text 'To access more Injury Management'.

A mobile phone view of the same page is shown on the right, illustrating the responsive design. The mobile view shows the 'Outstanding Requests' card with 2 of 2 items, the 'Welcome to My Self Service' banner, and the 'My Pay' section.

Demo: My Self Service (Overview Page – employee only persona)

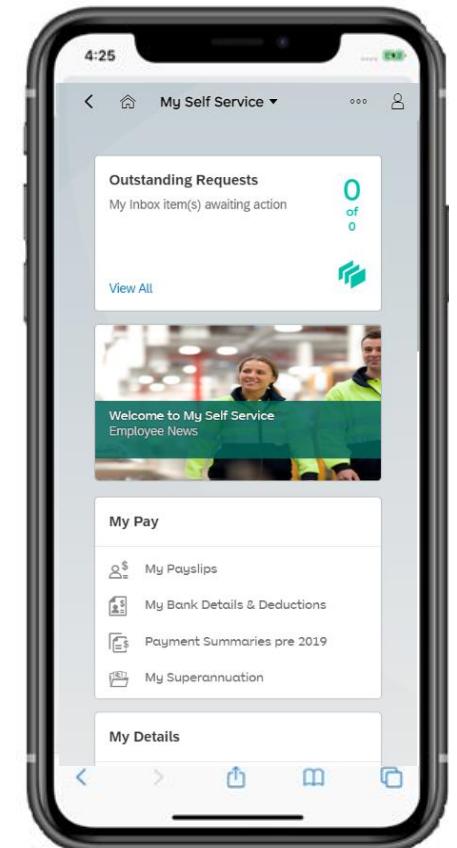
The screenshot displays the SAP My Self Service Overview Page for an employee persona. The page is organized into several sections:

- Outstanding Requests:** Shows 0 of 0 items awaiting action. A "View All" link is present.
- My Details:** Displays employee information for Caleb Medina, Postal Delivery Officer, Permanent Full Time. It includes Start Date (02.02.2020), End Date (31.12.9999), Organisation Unit (South Coast Night Sorting Centre), and Cost Centre (280583). Links for "My Profile" and "My Diversity" are provided.
- Calendar & Events:** Shows upcoming events, including a "Pay Day" event on 03 August.
- My Manager:** Lists the manager as Shaine Burch, Delivery Manager.
- My Pay:** Includes links for "My Payslips", "My Bank Details & Deductions", "Payment Summaries pre 2019", and "My Superannuation".
- My Leave Balance:** Features a donut chart showing a leave balance of 241.49. The chart is divided into "Available Leave" (pink) and "Booked Leave" (dark red). The "Available Leave" segment is labeled with 0.00.
- My Requests:** Lists various request types: "My Leave", "Finance Timesheets", "Raise Higher Duties", and "Employee Expense Claims".
- Injury Management:** Provides a heading and instructions: "To access more Injury Management activities, click on the heading at the top of this card."

A yellow callout box points to the "My Requests" section, stating:

This Overview Page has:

- No duplicate app links.
- In the **My Requests** card, hide the app links that you cannot access in listing.
- No Manage People card relevant for this persona.



Demo: My Self Service (Outstanding Requests card action)

The screenshot displays the SAP My Self Service web interface. At the top, there's a navigation bar with a back arrow, a red status icon, and the text "My Self Service". Below this, a card titled "Outstanding Requests" shows "My Inbox item(s) awaiting action" and a count of "4 of 4". To the right is a "My Pay" card. The main content area is titled "Outstanding Requests" and contains three request cards. The first two are for "Sick Leave-With Medical Certificate" for Nicole AXFORD, with details on leave duration, requested absence duration, and a note. The third is for "Recreation Leave" for Mariko Gill, showing leave duration and requested absence duration. Each card has "Approve", "Reject", and "View Request" buttons. The bottom navigation bar includes "My Requests", "Organisational Chart", "Injury Management", and "Manage People".

Outstanding Requests
My Inbox item(s) awaiting action

Outstanding Requests
My Inbox item(s) awaiting action

Approve request: Sick Leave-With Medical Certificate

Sick Leave-With Medical Certificate
for Nicole AXFORD

Attachment
Leave Duration:
07.12.2021 - 08.12.2021
Requested Absence Duration:
14.70 Hours
Note:
S/L TONSILLITIS

Approve request: Sick Leave-With Medical Certificate

Sick Leave-With Medical Certificate
for Nicole AXFORD

Attachment
Leave Duration:
06.12.2021 - 06.12.2021
Part Day Duration:
08:00:00 - 12:00:00
Requested Absence Duration:
3.75 Hours
Note:
PART DAY S/L DUE TO TONSILLITIS

Approve request: Recreation Leave

Recreation Leave
for Mariko Gill

Leave Duration:
27.12.2021 - 09.01.2022
Requested Absence Duration:
51.45 Hours

My Requests

Organisational Chart

Injury Management
To access more Injury Management activities, click on the heading at the top of this card.

Manage People

This is a card action overlay for "Outstanding Requests". It shows "My Inbox item(s) awaiting action" and a count of "4 of 4". There is a "View All" link and a green icon in the bottom right corner.

Outstanding Requests
My Inbox item(s) awaiting action

[View All](#)

The image shows a mobile app view of the SAP My Self Service interface. It displays the "Outstanding Requests" card action overlay, which is identical to the one shown in the desktop view. The app interface includes a top navigation bar with a back arrow, a home icon, and the text "My Self Service". The bottom navigation bar has icons for back, forward, home, and search.

Outstanding Requests
My Inbox item(s) awaiting action

Approve request: Sick Leave-With Medical Certificate

Sick Leave-With Medical Certificate
for Jena Gonzales

Leave Duration:
09.12.2021 - 09.12.2021
Requested Absence Duration:
5.00 Hours
Note:
SICK LEAVE WITH MEDICAL CERTIFICATE

Demo My Self Service (Quick links card to Org Chart app)

The screenshot shows the SAP Organisational Chart web interface. The top navigation bar includes a back arrow, a red status icon, the title 'Organisational Chart', and icons for search, notifications, and user profile. Below the navigation bar are filters for 'Top-Bottom' and 'Simple', a 'Global Search' icon, and a 'Find in chart display...' search bar. The main area displays an organizational chart with three primary nodes: 'Central Retail Network (355235)', 'Post Office Network VIC/TAS (2002)', and 'Business Centres VIC (904455)'. The 'Business Centres VIC' node is highlighted in green and has a detailed pop-up window open to its right. This pop-up contains the following information:

- Additional Information:**
 - Icon: Building with flag
 - Business Centres VIC**
 - Org Unit ID: 00904455
- Org Unit Details:**
 - Company: Australia Post
 - Address: L 2, 111 Bourke St, MELBOURNE, VIC, 3000, AU
 - Chief Position: 00733885
 - Chief Position Title: Area Manager Business Hubs VICTAS
 - Org Unit Chief: [Sloane McGowan](#)
 - State - Regional Area: Aust Post VIC - Melbourne
 - Cost Centre: VICTAS BUSINESS CTR (345949)

The organizational chart nodes contain the following details:

- Central Retail Network (355235):** Manager Central Retail Network (702203), Stephen PERRY
- Post Office Network VIC/TAS (2002):** Business Support Retail (703115), Ainsley Mcmillan
- Business Centres VIC (904455):** Area Manager Business Hubs VICTAS (733885), Sloane McGowan

The 'My Manager' card displays the following information:

- My Manager**
- Brendan McGowan
- General Manager PON VIC/TAS
- [Organisational Chart](#) (button)

The screenshot shows the SAP Organisational Chart mobile app interface. The top navigation bar includes a back arrow, a home icon, the title 'Organisational Chart', and icons for help, search, and user profile. Below the navigation bar are filters for 'Left-Right' and 'Fi...'. The main area displays a vertical list of organizational chart nodes, including 'Central Retail Network (355235)', 'Post Office Network VIC/TAS (2002)', 'Business Centres VIC (904455)', and 'North West (355238)'. The 'Business Centres VIC' node is highlighted in green and has a detailed pop-up window open to its right, showing the same details as the web interface.

How to Connect with Us

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