Technical Solution Design Preparation Document Template

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|  | When designing a technical solution for East Canada Paper, you will collect information to get relevant design inputs and make the right decisions on the solution. Based on the case study and other input provided, capture the following information. |

## Task 3.1 Review the Case Study

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|  | *Create a graphical representation of the current technology environment of East Canada Paper.* |

Highly centralized IT infrastructure, with a central IT management and support function based at the Montreal headquarters and second IT hub is based at the Quebec mill campus.

East Canada Paper used the following seven major systems (non-SAP): Sales system, Supplier records (SRM) system, Asset management system, Financials (accounting) system, Payroll system, Plant Operations system (plant maintenance and production), Warehouse Management system

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|  | *List the high-level products and solutions identified in the customer journey roadmap.* |

SAP S/4HANA implementation, SAP Fiori, SAP Analytics Cloud

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|  | *Document some of the sustainability challenges faced by customers in the Paper industry.* |

* Climate Change: Rising temperatures, extreme weather events, and sea-level rise threaten ecosystems, human health, and the global economy.
* Loss of Biodiversity: The destruction of natural habitats, overexploitation of resources, and the introduction of invasive species are causing a decline in biodiversity, which is crucial for maintaining the health of ecosystems.
* Energy Transition: Reducing greenhouse gas emissions and transitioning to renewable energy sources is essential for mitigating climate change, but it requires significant investment and political will.
* Waste Management: The rapid increase in waste generation and the lack of effective waste management infrastructure is causing environmental pollution and health risks.

## Task 3.2 Analysis and design inputs

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|  | *Document the key technology elements.—for example, network, systems, infrastructure, data, and process models.* |

<Document your response here. Add more space as needed.>

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|  | *Document any other SAP professionals or customer staff you will need to collaborate with to develop the Technical Solution Design.* |

SAP Functional Consultant and SAP Technical Consultant

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|  | *Document any specific considerations you need to include in your Technical Solution Design.* |

None

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|  | *Document any further review or analysis you will need to undertake and how you will do this. For example, by using analysis frameworks, surveys, and interviews.* |

<Document your response here. Add more space as needed.>

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|  | *Document the gaps between the proposed solution and the customer technical landscape and how to close these gaps.* |

<Document your response here. Add more space as needed.>

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|  | *Document a list of the high-level functional requirements of East Canada Paper. Please note that you should list a minimum of six requirements.* |

1. An app for managing buying events with suppliers to reduce the time needed for individual events and optimize supplier management.

2. A mobile customer engagement app that allows customers to order products online and customize their orders based on their preferences for cost and environmental impact.

3. Sales data analysis to identify trends in sales offices, customers, and products.

4. Operational data analysis to improve operations by stocking the right items in the right areas and from the right suppliers to reduce costs, improve quality, and speed up turnaround time.

5. Predictive maintenance technology to identify potential equipment failures and reduce downtime caused by poor maintenance schedules.

6. Resource optimization technology to reduce waste and achieve sustainability goals.

## Task 3.3 Design Thinking Exploration

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|  | *Document the output for Stage 1: Empathize (Understand who the user is. Research your user. Create a user persona.)* |

Name: Maya

Age: 32

Occupation: Environmental Activist

Location: Portland, Oregon

Marital Status: Married, no children

Background: Maya is a passionate environmental activist who tries to live a sustainable lifestyle. She works for a non-profit organization that advocates for renewable energy and sustainable transportation. In her free time, she enjoys hiking, gardening, and cooking vegan meals. She tries to minimize her environmental footprint by biking to work, using a reusable water bottle, and shopping at local farmers' markets.

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|  | *Document the output for Stage 2: Define (Define the user’s needs and problems. What are the difficulties they face?)* |

Maya's main goal is to reduce her environmental impact and support companies that align with her values. She wants to be able to make informed purchasing decisions and support companies that prioritize sustainability. She's interested in finding ways to reduce waste and find environmentally friendly products that are affordable and accessible.

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|  | *Document the output for Stage 3: Ideate (Use methods such as mind mapping and list design ideas for the solution.)* |

* A product database that provides information on the environmental impact of different products and companies
* A search function that allows Maya to find environmentally friendly products in her area
* A product rating system that allows users to rate products based on their sustainability
* A shopping list feature that helps Maya to plan her purchases and prioritize sustainability
* A carbon footprint calculator that helps Maya track her environmental impact
* A rewards program that incentivizes users to make sustainable purchases

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|  | *Document the output for Stage 4: Prototype (Create a prototype of the solution, maybe, through a drawing.)* |

* Create a low-fidelity prototype: In this phase, we would create a basic prototype of the app using low-fidelity mockups or sketches. These mockups would be simple and easy to create, but would give us an idea of how the app might look and function.
* Create a high-fidelity prototype: Once we have made changes based on user feedback, we would create a high-fidelity prototype of the app. This prototype would be more detailed and polished than the low-fidelity prototype, and would give users a more accurate representation of what the final app might look like.

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|  | *Document the output for Stage 5: Test (Test the design idea using various scenarios and see whether your design works. Document the output of testing for each scenario.)* |

* Test the low-fidelity prototype: Once we have a low-fidelity prototype, we would test it with users to gather feedback. We would observe how users interact with the app and ask them questions about their experience.
* Test the high-fidelity prototype: We would test the high-fidelity prototype with users to gather feedback and ensure that the app meets Maya's needs and goals effectively. We might conduct usability tests, A/B tests, or other types of user research to gather feedback.
* Iterate and refine: Based on the feedback we receive from users, we would iterate and refine the app, making further changes and improvements to ensure that it is as effective and user-friendly as possible.