
Today, SAP, the leading producer of enterprise software for business processes, has announced the launch of 'Personal WorkSmart Dashboard', a product aimed at boosting software engineering processes transparency in global, multi-team, agile product organizations. Initiated in January 2023 at SAP's Newport Beach office, this product is developed by a group of MCS (Master of Computer Science) and MSBA (Master of Science in Business Analytics) graduate students of University of California, Irvine (UCI). The project was sponsored by SAP and was also a capstone project for the students.

Catering to software organizations following agile processes, it addresses needs of three different software professionals, namely Software Developer, Scrum Master, and Product Manager. The dashboard application offers a way for these users to stay on top of their tasks, manage time efficiently and ensure high quality outcomes at individual, team and product level.

Time is essential for software professionals - to stay up-to-date on tasks at hand and being able to track progress is what boosts their morale. In today’s industry-specific standards of measuring “team progress” based on process metrics, empirical and perceptual data is often ignored. The student team gathered this from their user interviews with SAP employees.

“During interviews, we realized that in SAP teams, developers struggle to balance their workload, progress, and feel elusive about the bigger picture. Scrum masters have problems in sprint planning, re-prioritizing issues and backlog grooming, and the product managers find it difficult to communicate requirements well and collaborate with the product engineering team”, said Chaitali Kotasthane, an MCS student who participated in the user interviews and research. The software teams thus juggle between tools like Jira, GitHub, Figma to track progress and manage pending action items.

The dashboard would provide unified, data-driven and actionable tools for the agile user personas, to efficiently perform on their own deliverables, consequently boosting the overall product progress. By employing the latest technology, thorough user research and data exploration conducted by the UCI students, the product is tailored to offer a personalized experience for each of its target users. The dashboard sources data from day-to-day project
management tools like Jira, GitHub, Figma. By adopting this dashboard application, software developers can have a single view of individual progress over time and pending to-dos. Scrum masters can eliminate manual effort and use it as a decision support tool for sprint planning and management. It enables product managers to efficiently communicate with product teams enhancing collaboration and product success.

Backed by follow-up interviews with SAP employees who evaluated and early adopted the dashboard as a pilot, the impact and utility of Personal WorkSmart Dashboard can be gauged. “As a software developer, I realize that the dashboard saves my time by helping me track my commits and sprint action items." said Lisa Jones, a developer at SAP Concur division. Rajesh Pal, a product manager who was previously a scrum master at SAP, comments - “The dashboard helps me attend to engineering team questions and blockers quickly. I can see how it’d benefit scrum masters with sprint planning efforts also. I personally love how it allows us to manage the product and its vision better.”

This launch marks the first step in aiding product organizations to improve their software development processes with valuable insights from their own process data. The product is a result of graduate talent from business analytics (UCI Paul Merage School of Business) and computer science (Donald Bren School of Information and Computer Sciences) coming together to analyze data, form business requirements out of user challenges and develop the dashboard application. Talking about this excellent opportunity to be working in collaboration with SAP, Madhura, one of the MCS students, comments - “This product is a culmination of not only the insights and metrics it presents, but also the in-depth understanding of SAP engineering culture, collaboration with the Paul Merage students as well as leadership at SAP, all working towards ‘one’ vision and innovation.”.

The launch of the product shows how organizations of the likes of SAP and others are making efforts to enhance productivity and product progress. The Personal WorkSmart Dashboard is now available for technology companies to adopt and gain insights to streamline their software development processes.

About SAP
SAP is a leading provider of innovative software solutions that empower organizations to optimize their operations and drive digital transformation. With a team of experienced professionals and a passion for technology, they are committed to delivering solutions that redefine the way businesses operate in the digital age.