Define an Action Plan

Get a deeper understanding into the vision, success factors, challenges, resources, and phases that will be needed for the project.

DESIGN THINKING MINDSET / DISCOVER PHASE

Why To
Define an Action Plan

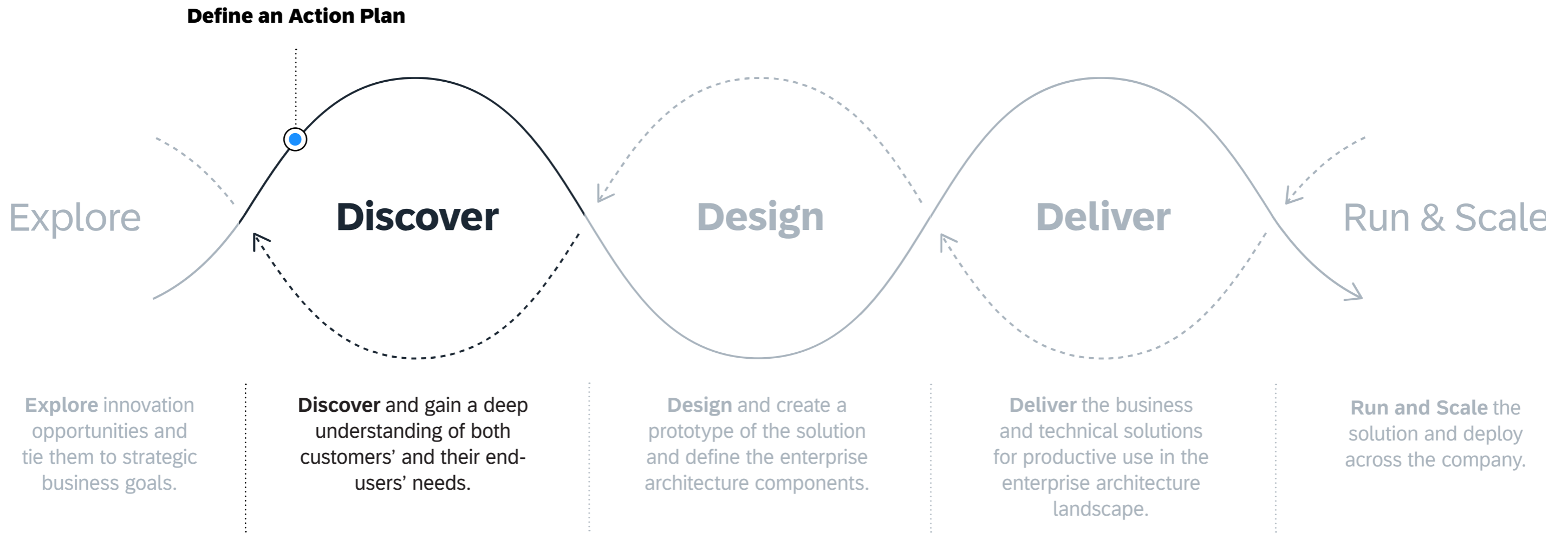The Action Plan shows you how you'll get where you want to go with the project.

It helps you and the team with the following:

- Visualize the tasks and track outcomes.
- Get a deeper understanding into the vision, success factors, challenges, resources, and phases that will be needed for the project.
- Get consensus around specific tasks required to complete the project.

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When To
Define an Action Plan

We use the Action Plan as part of the Explore phase to create a holistic plan for the selected innovation project.

Define an Action Plan

Explore   **Discover**   **Design**   **Deliver**   Run & Scale

Explore innovation opportunities and tie them to strategic business goals.

Discover and gain a deep understanding of both customers' and their end-users' needs.

Design and create a prototype of the solution and define the enterprise architecture components.

Deliver the business and technical solutions for productive use in the enterprise architecture landscape.

Run and Scale the solution and deploy across the company.

Learn more about SAP's Human-Centered Approach to Innovation: **https://apphaus.sap.com/approach**

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How To
Define an Action Plan

Duration
30 - 60 Minutes

Participation
5 - 6 People

Roles
Designers, Business Leads, Customer

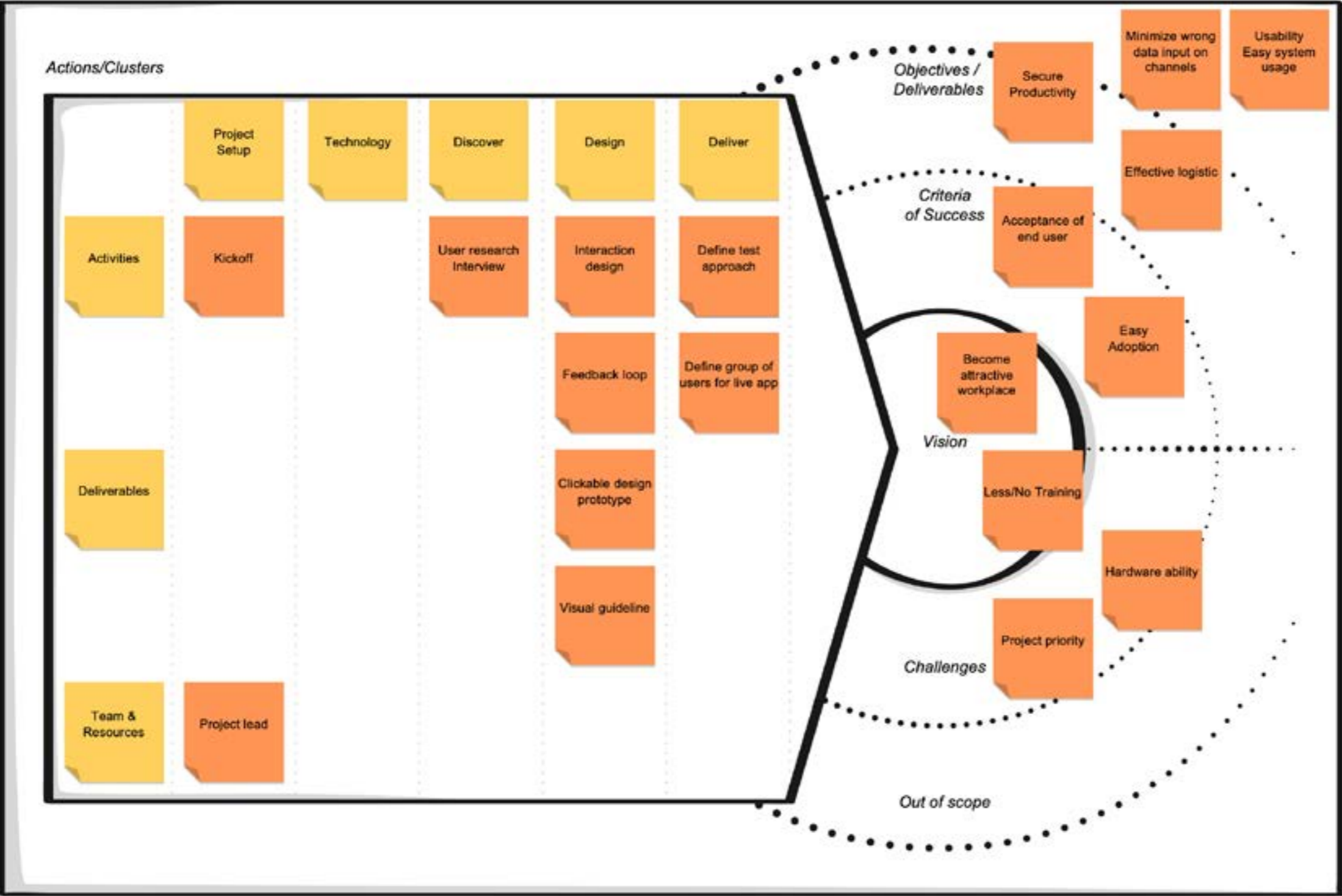**Use Input From**
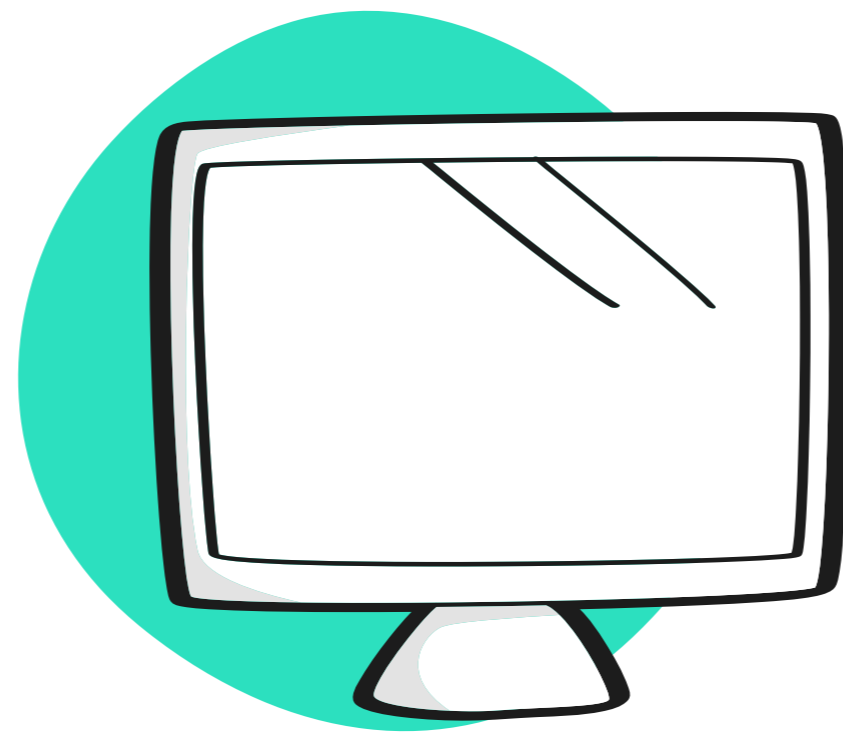**Define a Solution Vision**

Steps

1 Define the vision to complete the objectives for the project.

2 Describe the objectives and deliverables of the action plan.

3 Highlight what is out of scope. Write down all the steps and related activities to complete the objectives.

4 Identify the individuals and teams in charge of the tasks.

5 Identify the criteria of success and challenges to overcome in order to accomplish the vision through all the activities.

Expert Tips

It is useful to track follow-up action items on a regular basis.

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Example
Action Plan

Actions/Clusters

	Project Setup	Technology	Discover	Design	Deliver
Activities	Kickoff		User research Interview	Interaction design	Define test approach
				Feedback loop	Define group of users for live app
				Clickable design prototype	
Deliverables				Visual guideline	
Team & Resources	Project lead				

Objectives / Deliverables: Secure Productivity, Minimize wrong data input on channels, Usability Easy system usage, Effective logistic

Criteria of Success: Acceptance of end user, Easy Adoption

Vision: Become attractive workplace, Less/No Training

Challenges: Project priority, Hardware ability

Out of scope

Virtual Collaboration Template

MURAL Template
Action Plan

Access the MURAL template: **https://app.mural.co/template/d4e2990d-bc84-4f49-9b81-a90370417fd1/fbdec024-fc7a-4b53-80a1-ec0c60142cd4**

*Registration required

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