A Collaboration of **SAP** and **SAP**insider

SAP Customer
Center of Excellence
Global Virtual Summit- April 5-7, 2022

How to Keep Your SAP Core Clean

5 Golden Rules, Solution Standardization Board,
Customer Success

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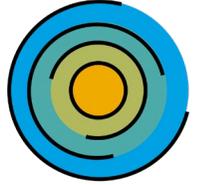
Agenda

- **5 Golden Rules for Implementing SAP S/4HANA**

- **Solution Standardization Board**

- **Q&A**

5 Golden Rules for Implementing SAP S/4HANA

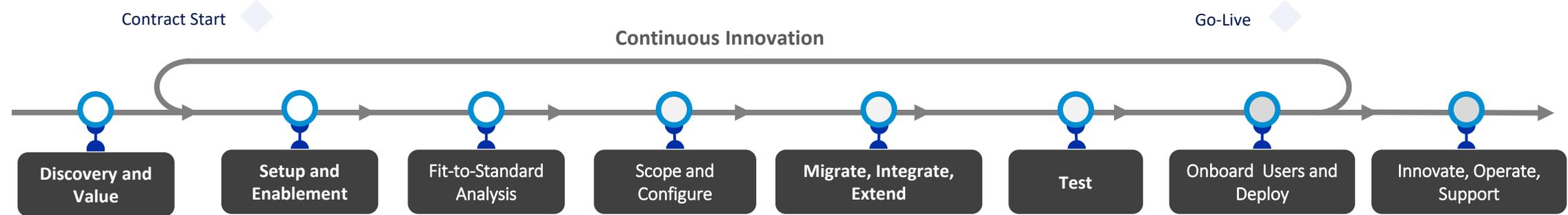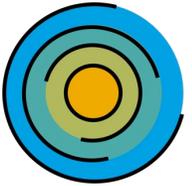# Golden Rules for Implementing SAP S/4HANA with a Cloud Mindset

1. Foster cloud mindset by adhering to **Fit-to-Standard** and **Agile Deployment** detailed in SAP Activate
   - Leverage SAP standard processes where possible
   - Deploy your solution incrementally with short releases and sprints
2. Use **pre-configured solutions** with predefined processes and utilize **SAP Fiori UX**
   - SAP Best Practices
   - SAP Enterprise Management Layer (*)
   - Partner templates (*)
3. Use **modern integration technologies**
   - Use SAP Business Technology Platform (SAP BTP) functionality for Cloud integration
   - Use SAP API Business Hub
4. Use **modern extensions technologies**
   - Develop customer extensions in a side-by-side approach using the SAP Business Technology Platform (SAP BTP)
   - Follow SAP S/4HANA Cloud Extensibility Guide
   - Leverage business logic extensibility within in-app extensibility; avoid classic coding enhancements where possible
5. Ensure **transparency** on deviations
   - Any deviation has to be clearly documented as part of the implementation; this will help the customer replace these with standard capabilities if they are offered in the future
   - Use standard capabilities of SAP Application Lifecycle Management tools to document the solution

Customers that adhere to these rules realized following benefits:

- Faster time to value
- Lower cost of initial deployment and on-going cost of running the solution
- Ability to absorb innovation delivered by SAP at a faster rate
- Lower risk during the deployment of the solution
- Higher flexibility and lower reliance on one system integrator
- Deployment of future-proof solution utilizing modern technologies

(* Not included in the subscription package for SAP S/4HANA Cloud)

Example: Deploy SAP S/4HANA Cloud with SAP Activate

Journey overview and key milestones

Discover	Prepare	Explore	Realize	Deploy	Run

Contract Start

Go-Live

Continuous Innovation

Discovery and Value	Setup and Enablement	Fit-to-Standard Analysis	Scope and Configure	Migrate, Integrate, Extend	Test	Onboard Users and Deploy	Innovate, Operate, Support

Discover the solution capabilities, understand the business value and benefits of the solution to customer's business.

Initial planning and preparation of the project. Onboard and enable project team. Provision initial landscape and ALM tools.

Run a fit-to-standard analysis, validate the solution fit, and identify delta requirements for config, data, integration and extensibility.

Perform a series of agile iterations to configure, extend and test an integrated business environment. Perform data loads, adoption activities, and plan production operations.

Finalize setup of the production landscape, data loads, confirm readiness, and go-live with the new solution.

Continue adoption of the solution across the business. Do regression test for system upgrades. Activate additional functionality as needed.

Golden Rules for Implementation of SAP S/4HANA Cloud
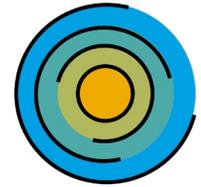
1. **Foster cloud mindset by adhering to Fit-to-Standard and Agile Deployment detailed in SAP Activate**

2. **Use pre-configured solutions with predefined processes and leverage SAP Fiori UX**
   - SAP Best Practices for S/4HANA
   - SAP Enterprise Management Layer
   - Qualified Partner Package

3. **Ensure use of modern Integration technologies****
   - Use the SAP Integration Suite (SAP Business Technology Platform)
   - Use SAP S/4HANA API listed on the SAP API Business Hub
   - Use published/released API's in your SAP S/4HANA system
   - Follow the given SAP Activate guidance

4. **Ensure use of modern Extensibility technologies****
   - Use the SAP Extension Suite (SAP BTP)
   - Develop customer extensions in a side-by-side approach using the SAP Business Technology Platform
   - Backend enhancements should be avoided

5. **Ensure Transparency on Deviations**
   - As the customer has full flexibility to do IMG configuration, custom code, etc. Any deviation has to be **clearly documented** as part of the S/4HANA Cloud implementation
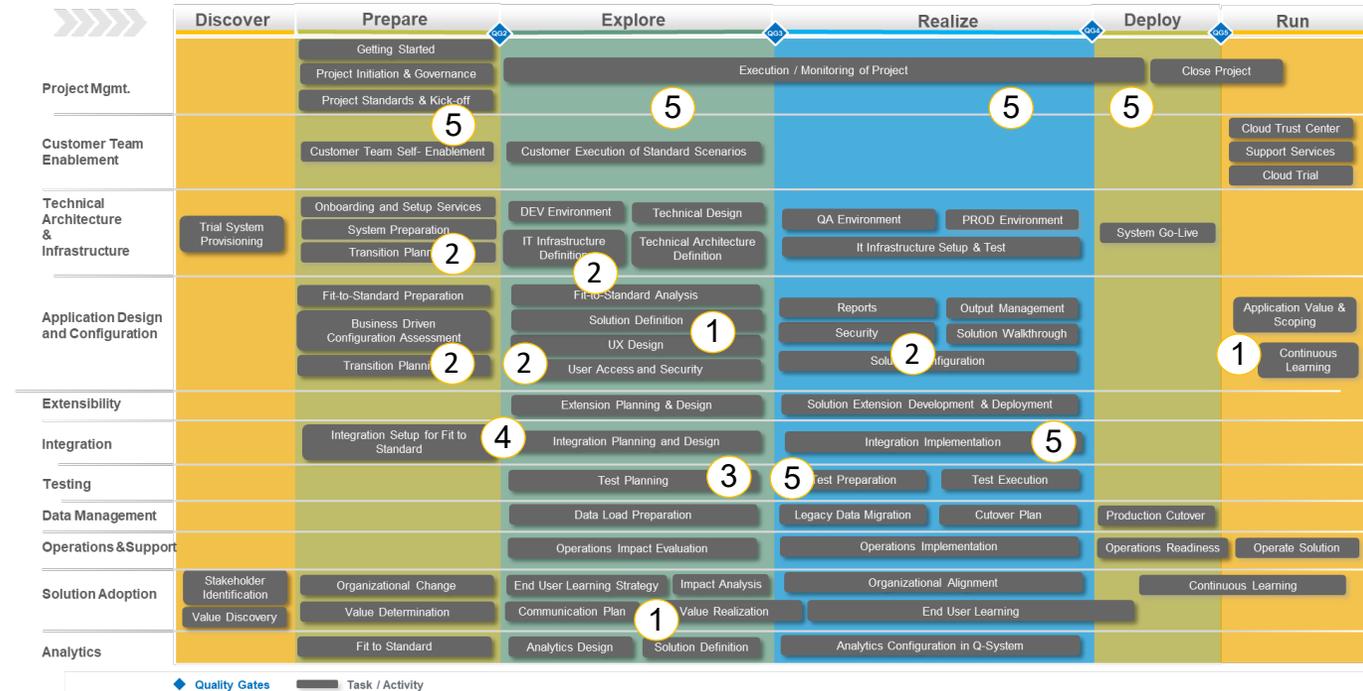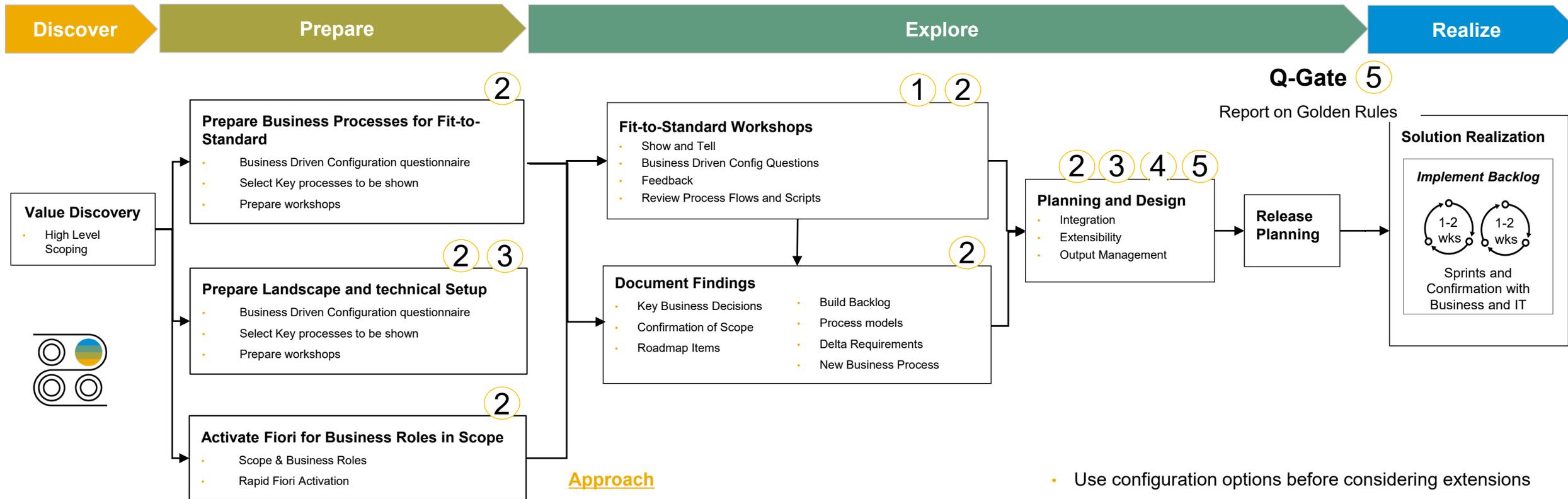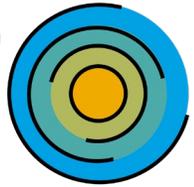

Benefits on using the 5 Golden Rules

- **Faster** implementation by using standard processes (SAP Best Practices or SAP Model Company)

- **Lower** efforts in upgrades – less classic extensions, no changes in SAP Code

- **Business value driven** implementation of extensions and integrations

- **Lower** efforts in future implementations of additional capabilities by re-using new versions of Best Practices and Model Company

* Compliance to cloud content architecture guidelines; no full copy of client 000 configuration
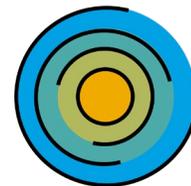** Refer to support note 2920697 for detailed guidance for extensibility

Golden Rules 1 "Cloud Mindset" and 2 "Use Pre-configuration and Fiori"
Conduct Fit-to-Standard Workshops and Technical Design

Discover	Prepare	Explore	Realize

Q-Gate ⑤

Report on Golden Rules

Value Discovery
- High Level Scoping

② Prepare Business Processes for Fit-to-Standard
- Business Driven Configuration questionnaire
- Select Key processes to be shown
- Prepare workshops

② ③ Prepare Landscape and technical Setup
- Business Driven Configuration questionnaire
- Select Key processes to be shown
- Prepare workshops

② Activate Fiori for Business Roles in Scope
- Scope & Business Roles
- Rapid Fiori Activation

① ② Fit-to-Standard Workshops
- Show and Tell
- Business Driven Config Questions
- Feedback
- Review Process Flows and Scripts

② Document Findings
- Key Business Decisions
- Confirmation of Scope
- Roadmap Items
- Build Backlog
- Process models
- Delta Requirements
- New Business Process

② ③ ④ ⑤ Planning and Design
- Integration
- Extensibility
- Output Management

Release Planning

Solution Realization

Implement Backlog

1-2 wks   1-2 wks

Sprints and Confirmation with Business and IT

Approach
- Use SAP S/4HANA Best Practices or SAP Enterprise Management Layer to build the "starter-like" system
- Collect delta requirements on top of SAP Best Practices
- Review Product roadmap before considering development

- Use configuration options before considering extensions
- Use techniques and APIs available also in SAP S/4HANA Cloud for Integration and Extension
- Document all decisions with regards to deviations from the Golden Rule.

Golden Rule 3 "Use modern integration technologies"
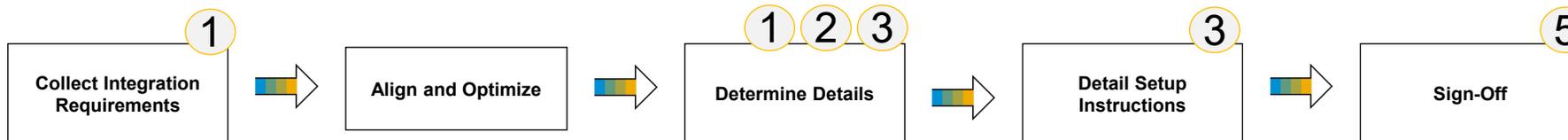## Integration Planning and Design

SAP Run Simple

Integration Scenario and Interface List

Business Information and Tracking

Role: Technical Consultant

Integration ID	Business Area	Scenario ID	Scope Item (Integration Setup) Title	Process Flow Available?	Details	Business Contact	Technical Contact	Best Practice Setup done by customer? Yes o	Custom Driven
Unique ID to track details and decisions	Name the business area where the integration is used	It is recommended to use scope items for managing the business processes.	Title of the scope item of column H	Is a End to End process flow for the busines sprocess available? See task: *Complete Process models*	Describe hich level the integration containing the business object used. This information is needed to find the right interfaces in the following steps	The business information is handed over to an integration specialist/expert. Name the implementation team member that can be contacted for more details if needed.	Name the implementation team member that can be contacted for more details if needed.	If SAP is providing an integrated solution, then mark this as *No Yes* means that the implementation team has to the necessary steps for the integration.	Is the integration designed by the customer? Yes: a setup guide and a test script needs to be written by the customer. See task *Complete Setup Guides No: A setup guide is*
Example									
Example 1	HR	J12	Employee Integration – Employee Central Integration	yes	Person hired in EC, records time in SI4CLD	Jo Miller	Sally Winter	Yes	no
Example 2	Logistics	J45	not available	no	Import POs from 3rd Party system	Anette Bauer	Frank Hoffmann	Yes	yes
Example 3	Finance	J59	Machine learning: Cash Application			Ralph Schultz	Alexander Jones	No	no

Related business scope item needed for business settings for the integration

Integration Scope item if available SAP provides out-of-the-box integrations for various integrations.

Technical consultant completes the list by adding all necessary details to write setup instructions or to apply for a new/extended API.

Process Overview:

① **Collect Integration Requirements**

➔

Align and Optimize

➔

① ② ③ **Determine Details**

➔

③ **Detail Setup Instructions**

➔

⑤ **Sign-Off**

Integrations are part of a business process

Output from fit-to-standard

Eliminate duplicates, optimize landscape

Identify integration Best Practices to use

Identify customer driven integrations

Avoid extending standard integrations

Detail integrations Use SAP S/4HANA APIs preferred (SAP API Business Hub)

Document all integrations with and without public interfaces.

Link to Roadmap Viewer

Extensibility Guide for SAP S/4HANA Cloud

Classification Description

Guidance for Extensibility in SAP S/4HANA Cloud, extended edition

For each scenario the possible extension techniques are listed. The various techniques are classified into one of three categories:

| Extensibility Classification	Classification Description
✔️	• Possible in all S/4HANA solutions. These extension techniques are expected to have no impacts on upgrades.
🟠	• Allowed in *SAP S/4HANA Cloud, extended edition*, but not in *SAP S/4HANA Cloud, essentials edition*. • These classic extensibility techniques would not prevent an upgrade but may need regression testing afterwards. The reason being, they may reuse standard SAP ABAP objects such as tables, data elements, function modules or classes. If those standard objects are changed or replaced as part of the upgrade, the custom extension may no longer work as it was originally designed or may no longer compile at all. These risks could be mitigated if customers voluntarily use the more restrictive form of ABAP, also used in key user extensibility apps. See the section below on Restricted ABAP for more details. Or if this is not sufficiently flexible, customers could nevertheless try to use only whitelisted objects and APIs in their custom developments.
🚫	• Not allowed in *SAP S/4HANA Cloud, extended edition*; not possible in *SAP S/4HANA Cloud, essentials edition*. • These extension techniques typically involve directly changing standard SAP code or some other objects. Such changes may require confirmation or adjustment during the upgrade process, which requires customer business knowledge and judgement and cannot be completed automatically by SAP.

Download latest version from https://launchpad.support.sap.com/#/notes/2920697

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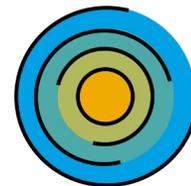
Golden Rule 4 "Use modern extensions technologies"
Extension Planning and Design

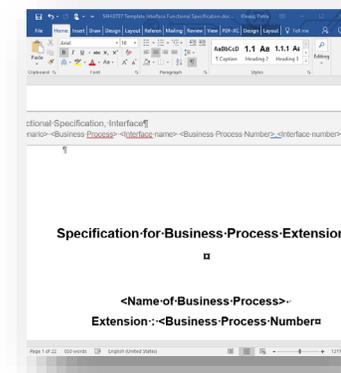Extension Requirement
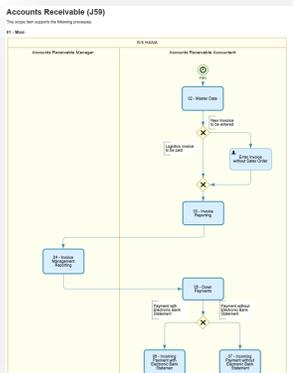
SAP Extensibility Guide

SAP App Center

Decide on Design
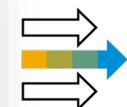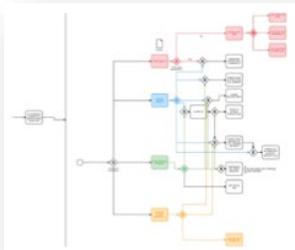
Design Extension and document

HANA Cloud,

Specification·for·Business·Process·Extension

<Name·of·Business·Process>·
Extension·:·<Business·Process·Number¤

Process Overview:

①② Collect Delta Requirements

→ **①** Assess alignment with Extensibility Guidance

→ **③④** Collect Details

→ **⑤** Sign Off

→ **⑤** Detail Setup instructions

Extensions are part of a business process

Output from fit-to-standard

Aim is to minimize extensions and use standard where possible

Use the SAP Extensibility Guide to determine best way to extend the software to meet the requirements

Use in-app key-user extensibility and side by side first, before using classic extensions

Use CDS views instead of ABAP

Use SAP S/4HANA APIs SAP API Business Hub

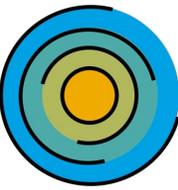Sign-off extension with customer on design and efforts

Document all extensions with and without public APIs.

Link to Roadmap Viewer

Golden Rule 5 "Transparency on Deviations"

Document Exceptions

Project Standards

Business Process Design Document

- Business Process Model
- Process Steps
- Needed Products
- Needed Extensions
- Integrations
- KPIs

Technical Design Document

Test Script

Setup Guide

List of Integrations

Document all exceptions functionally and technically

Q-Gate Decisions

List of Business Processes not adhering to Golden Rules with explanation and links to documents

Document all Q-gate decisions from Explore to Handover

Ensure documents are complete and updated after activity

See Blog

Solution Standardization Board (SSB)

Purpose of Solution Standardization Board

- The purpose of this document is to **provide guidance for the setup and execution of Solution Standardization Board (SSB),** in SAP implementation projects. The role of the SSB is to act as a body overseeing the compliance with 5 Golden Rules and approving developments and modifications deviating from these rules. The board is setup in the customer IT organization and reports to the project sponsor and steering committee (after go-live transitioning to report to CIO or COO).

- This document provides **recommended structure of the board, meeting cadence and process for reviewing / approving and documenting** the objects that go beyond the 5 Golden Rules for implementation of SAP S/4HANA with a cloud mindset.

- This document is created as a **template that needs to be adjusted to fit specific customer situation**. It can be applied in SAP implementation projects for other than SAP S/4HANA solutions, but the guidance will need to be adjusted to fit specific customer objectives and solution extensibility capabilities (e.g. calibrate for the desired level of standardization, solution capabilities, customer internal governance and approval processes).

- Why the need for **standardization** and **5 Golden Rules?**
- To meet the customer's objectives of fit-to-standard and alignment to SAP product roadmap
- To ensure that regular upgrade of the customer's SAP S/4HANA system can be performed with minimal issues and disruptions
- To ensure that deviations from 5 Golden Rules do not negatively impact system performance or system upgrades

- What Extensibility and Integration classification of 5 Golden Rules deviation is relevant for processing by SSB?
  Refer to the [Extensibility Guide](#).
- **Amber** classification deviations are to be reviewed and assessed by SSB
- **Red** classification deviations will be rejected by default by SSB; they should not be implemented in the system to maintain its upgradability and performance

Solution Standardization Board (SSB) Charter
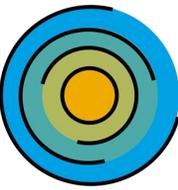
The purpose of the Solution Standardization Board is to ensure integrated SAP solution design that is compliant with 5 Golden Rules to drive high level of business process standardization and simplification.

- **SCOPE AND ROLE**

- The role of the SSB is to act as a body overseeing the standardization of business processes and compliance with 5 Golden Rules.

- SSB evaluates, reviews, approves or rejects requests by project teams for:

- Delta requirements addressed through in-app and side-by-side extensions, especially ones in amber and red category per Extensibility Guide for SAP S/4HANA Cloud

- Required integrations with emphasis on use of allow-listed APIs and compliance with Golden Rules

- Architectural and cross team design decisions, that deviate from Golden Rules

- **KEY ACTIVITIES**

- Evaluate compliance of delta requirements design with 5 Golden Rules and principles of adopting standard functionality

- Review proposed extensions and integrations that fall into amber and red categorization according to Extensibility Guide for SAP S/4HANA Cloud (including custom reports, enhancements, interfaces, workflows or forms requests). Request must be approved before the implementation work can be started.

- Assess alternative design, cross-team impacts and review the value case for the proposed extensibility recommendations.

- Determine whether all risks and implications associated with the design are understood and mitigated / accepted.

- Make decision to approve or reject delta requirements and validate that documentation standard are met.

- Provide input into the regular project Q-Gate review process with respect to approved / rejected requests.

- Report on approved / rejected requests to project steering committee.

- **DECISION RIGHT**

- Recommend, approve or reject extensions, integrations and customization that falls into amber or red categorization (compliance with 5 Golden Rules)

- Recommend, approve or reject technical/architectural design decisions not compliant with 5 Golden Rules

- **ESCALATION PATH**
- SSB escalates to Project Steering Committee

Operations of Solution Standardization Board (SSB)

MEETING CADENCE

- **When:** SSB meets weekly on **\<DAY\>** at **\<TIME\>**
- **Duration:** 60 min
- **Agenda:**
- Review of pre-submitted requests
- Decision/approvals
- Follow-up
- Handling of urgent requests:
- Urgent requests* must be submitted to \<NAME\> by functional and technical teams at least 24 hours before the SSB meeting.

ORGANIZATION

- **Chair:** \<CUSTOMER representative\> and \<System Integrator (SI) representative\>
- **Standing participants PM Office:**
  - \<Customer and SI Project Managers\>
  - \<Chief/Lead SAP Solution Architect (SI)\>
  - \<Chief/Lead SAP Technical Architect (SI)\>
  - \<Customer Enterprise IT Architect\>
  - \<Development Leads responsible for SAP development – customer and SI\>
- **Participants depending on topic:**
- Requesting team leads – \<CUSTOMER\>, \<SI\>
- Team leads(s) impacted by the request
- As needed: SMEs, or Business Process Owners
- **As needed for consultation on 5 Golden Rules**
  - \<SAP 5 Golden Rules Expert\>****

SUBMISSION REQUIREMENTS

- All submitted requests must provide following information:
  - Type of request (Custom Development RICEFW, Business Process Change, Gap Acceptance, or Extensive Configuration Request)
  - Short description of the request
  - Category of request per Extensibility Guide (e.g. Green, Amber, Red)**
  - Estimated effort, cost and value***
  - Time needed to present request in the SSB meeting
  - Link to Design Document, including explanation of considered alternatives
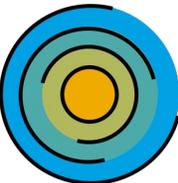
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* Use "Urgent" requests process only in exceptional cases when project deliverable or milestone is at risk. For example, closing out an integration test or go-live critical issues.
** Refer to slide "Extensibility Guide for SAP S/4HANA Cloud" (page 4 of this document).
*** Refer to slide 9 for recommended areas to consider during effort/cost estimation and value assessment.
**** Role can be staffed by SAP Product Expert (PE), SAP Customer Success Manager (CSM), SAP Customer Engagement Executive (CEE) or other knowledgeable expert resource
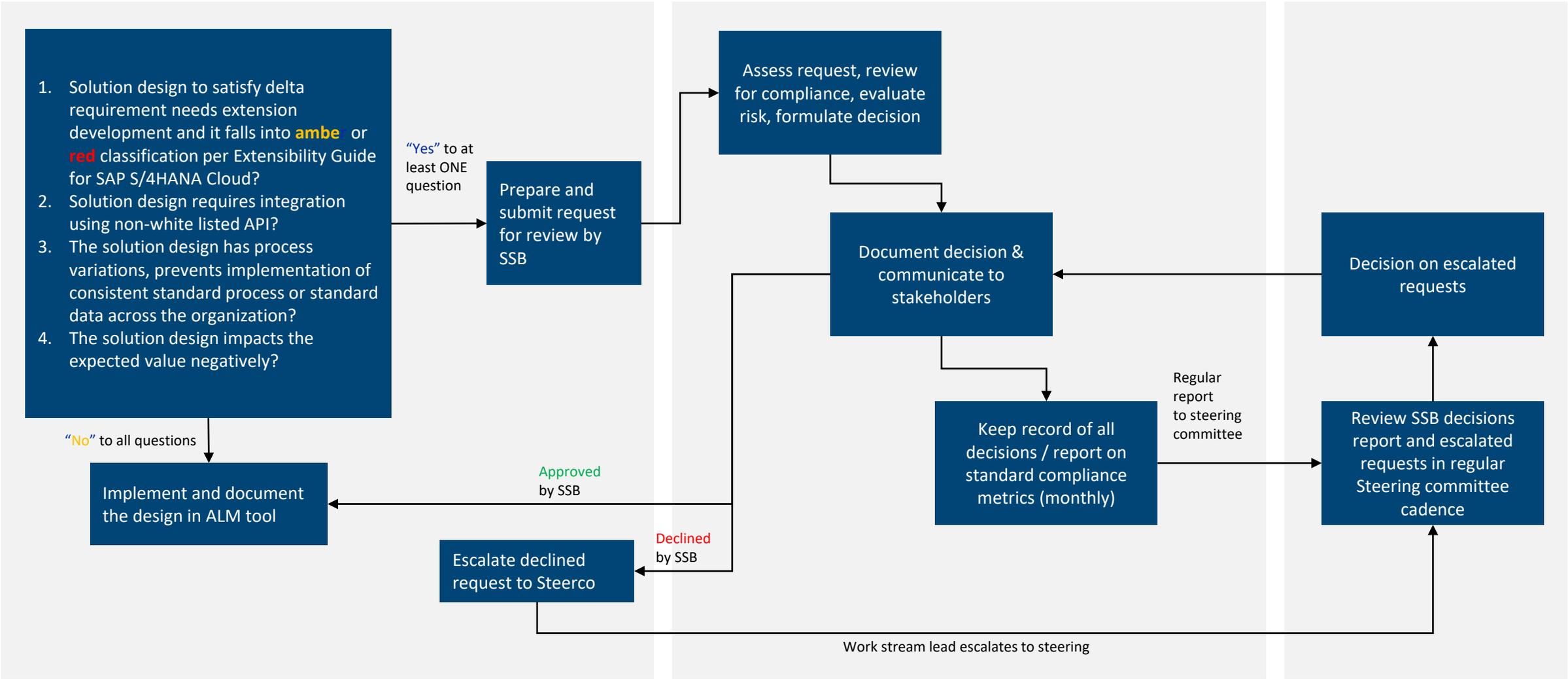
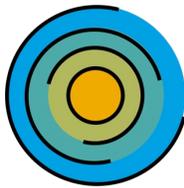# SSB Design Review Process for compliance with Golden Rules

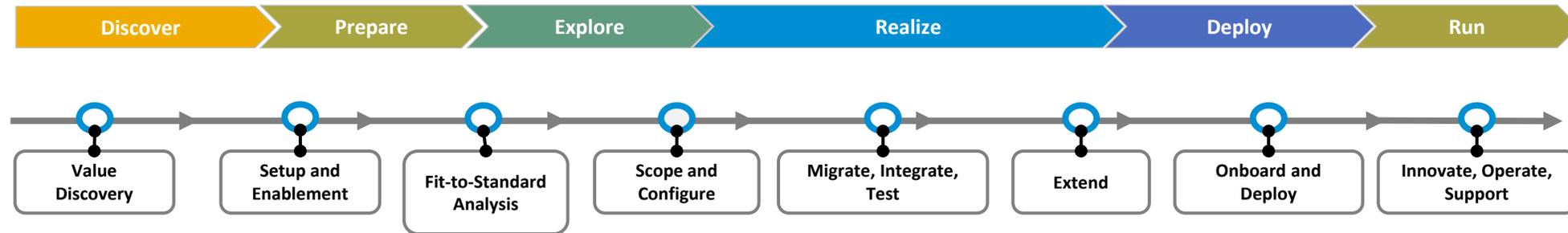**Project Work Stream Team**
(e.g., H2R, O2C, …)

Solution Standardization Board

Steering Committee

1. Solution design to satisfy delta requirement needs extension development and it falls into **amber** or **red** classification per Extensibility Guide for SAP S/4HANA Cloud?
2. Solution design requires integration using non-white listed API?
3. The solution design has process variations, prevents implementation of consistent standard process or standard data across the organization?
4. The solution design impacts the expected value negatively?

"Yes" to at least ONE question

Prepare and submit request for review by SSB

Assess request, review for compliance, evaluate risk, formulate decision

Document decision & communicate to stakeholders

Decision on escalated requests

"No" to all questions

Implement and document the design in ALM tool

Approved by SSB

Keep record of all decisions / report on standard compliance metrics (monthly)

Regular report to steering committee

Review SSB decisions report and escalated requests in regular Steering committee cadence

Declined by SSB

Escalate declined request to Steerco

Work stream lead escalates to steering

SSB activities in project lifecycle and beyond

Discover	Prepare	Explore	Realize	Deploy	Run

| Value Discovery | Setup and Enablement | Fit-to-Standard Analysis | Scope and Configure | Migrate, Integrate, Test | Extend | Onboard and Deploy | Innovate, Operate, Support |

In Discover Phase

- Plan establishing SSB as part of the upcoming implementation

In Prepare Phase

- Project establishes and sets up SSB
- Appoint chair and key roles
- SSB is integral part of project governance
- SSB starts regular cadence and review of compliance with Golden Rules
- SSB requests Q-Gates during the project
- SSB provides input into Q-Gate and receives results

In Explore Phase

- SSB evaluates and assesses all gaps from fit-to-standard*
- SSB re-enforces the "fit-to-standard" mindset in the project
- SSB provides input into Q-Gate and receives results
- SSB considers use of additional services like Gap Validation from SAP as needed
- SSB conducts system audits

In Realize Phase

- SSB evaluates and assesses all requirements deviating from Golden Rules*
- SSB re-enforces the "fit-to-standard" mindset in the project
- SSB mandates required documentation for all deviations
- SSB provides input into Q-Gate and receives results
- SSB conducts system audits

In Deploy Phase

- SSB prepares to transition its function from project mode to operations – reporting changes from project steering to c-level executive office (CIO or COO preferable)
- SSB provides input into Q-Gate and receives results
- SSB ensures compliance with documentation standard before resources roll-off
- SSB conducts system audits

In Run Phase

- SSB continues its function for all new requirements – e.g. assess for compliance with Golden Rules*
- SSB reports regularly on deviations to C-level executive
- SSB plays crucial role in preparation for regular system upgrades – provides transparency on deviations from standard, continuous re-enforcement of fit-to-standard mindset and back-to-standard activities
- SSB conducts system audits

* With focus on amber and red classification per extensibility guide)

Recommendations for effort estimation and value assessment during preparation of SSB requests

- **Estimate <u>effort and cost</u> for SSB requests**

1. Follow your project guidance for effort and cost estimation (e.g. consultant and developer rates; sizing of development efforts)

2. Your estimate should include all effort needed to design, code, test and integrate the requirement during the project

3. Estimate the maintenance cost/effort over period of 5 years, assuming annual upgrade to new release (e.g. coding, testing, integration)

- **Assess <u>value</u> of the SSB requests**

- Value can improve multiple ways, consider the following categories when documenting value of your request:

1. Does it improve efficiency or productivity (e.g. process or resources optimization)?

2. Does it help organization tap into new revenue?

3. Does it help organization improve profit margin?

4. Does it lead to improved experience (for customer, business user, supplier, etc.) and better satisfaction?
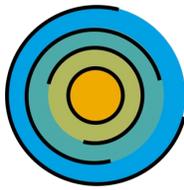
Solution Standardization Board Whitepaper

Tools for preparing for the SSB
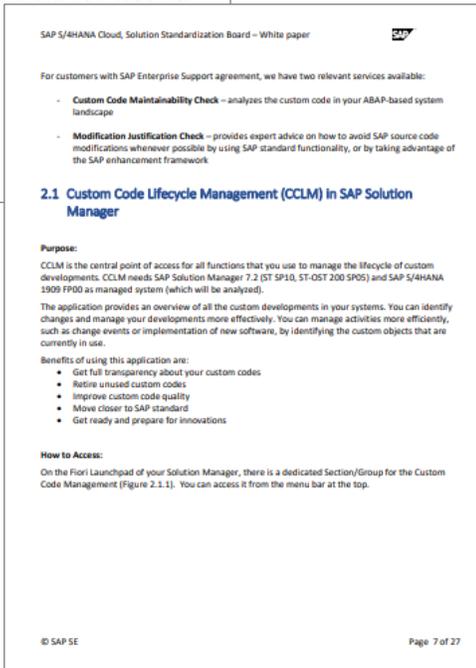
ABAP Object Modification/Enhancement Audit Tools						
	Custom Code Lifecycle Management (CCLM)	**Custom Code Analytics (CCA)**	**ABAP Test Cockpit (ATC)**	**Custom Code Analysis (CCAPPS)**	**ABAP Workbench**	**Modification Browser**
Additional Requirement(s)	Solution Manager and Enterprise Support License	Enterprise Support License	No	No	No	No
Enhancements Check	Yes	Yes	Yes	No	Yes	No
SAP Modification Check	Yes	Yes	Yes	Yes	Yes	Yes
Custom Code Check	Yes	Yes	Yes	No	Yes	No
Code Quality Check	Yes	Yes	Yes	No	Yes	No
Unused Code Check	Yes	No	No	No	No	No

Table 2.1 Usage Comparison of Six ABAP Code Modification Auditing Tools

Solution Standardization Board template – link
Solution Standardization Board white paper - link
Solution Standardization Board blog - link

A Collaboration of SAP and SAPinsider

Tools SSB should use to audit the system for custom code, SAP code modifications and changes*

Custom Code Management

Custom Code Management Work Center	Configuration Custom Code Managem...

Change Management

Change and Release Management	Administration Cockpit Change Control Manage...	Change Control Management Analytics	Quality Gate Management	License Management System Overview	System Recommendations	Scope and Effort Analyzer Upgrade Planning
					2 Systems	

| Download Service Maintenance Planner | IT Service and Change Management Dashboard | Configuration Change Management | Change Management Work Center | | | |

Analysis of Custom Code

Persistency...   Expert Analysis   UPL control

Custom Code Analysis - Use Cases

Start Custom Code Analysis in Predefined Variants for Special Use Cases:

SAP Clone Finder	Find clones of SAP objects in your namespace
SAP Interface Analysis	Detect dynamic links between SAP and custom code
SAP Reference Analysis	Detect referenced SAP code in custom code
SAP Modification Overview	Get an overview of your SAP modifications
Custom Code Remote Compare	Compare your code within a system landscape

- **Option 1: Custom Code Lifecycle Management (CCLM) in SAP Solution Manager**
- Transparency on custom code is the basis for optimization and an efficient custom code management
- You can continually optimize your custom development, monitor the implementation and track usage and quality.
- Refer to documentation and guides here and blog here

- **Option 2: SAP Custom Code Analysis**
- Identify and analyze custom code in your SAP system using the program "/SDF/CD_CCA"
- Available on all ABAP boxes including, SAP S/4HANA Cloud, extended edition.
- Access the application using short t-code "CC_APPS" (that stands for "Custom Code Apps").

*Refer to SAP Help documentation for detailed capabilities and functionality of these tools. Functional and technical details are beyond scope pf this document.

SAP Premium-level engagement and personalized service

https://www.sap.com/services/premium-engagement/maxattention.html

Q&A

Enablers for Your Digital Transformation

SAP Activate Tools and Community
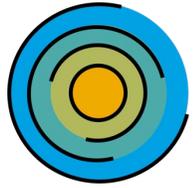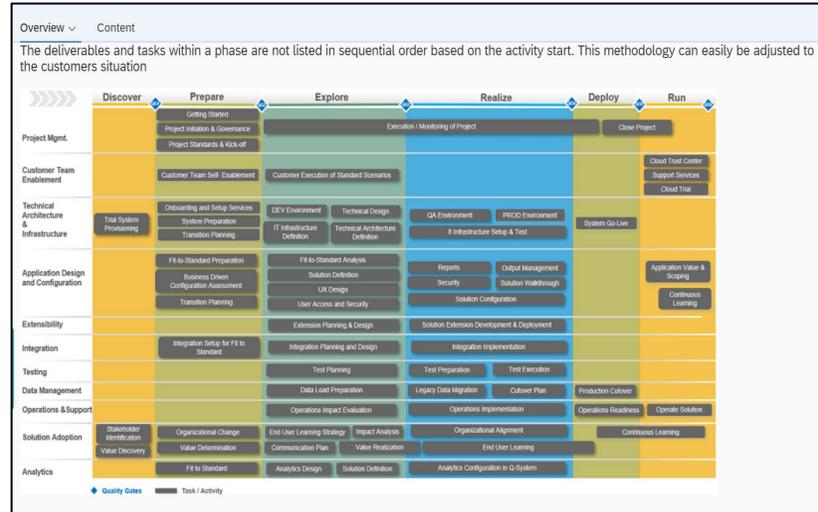
SAP Activate Community

- Engage SAP Activate experts

- Ask questions and collaborate

- Stay up to date

- Follow the community at
  https://community.sap.com/topics/activate

SAP Roadmap Viewer

- Access implementation guidance for your digital transformation

- View and download SAP Activate methodology assets and accelerators

- Provide feedback to the Activate team

- https://go.support.sap.com/roadmapviewer/#

SAP Best Practices Explorer

- Access and download SAP Best Practices content

- Power your project with ready-to-run processes

- https://rapid.sap.com/bp/
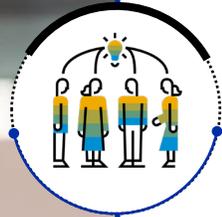
A Collaboration of **SAP** and **SAP**insider
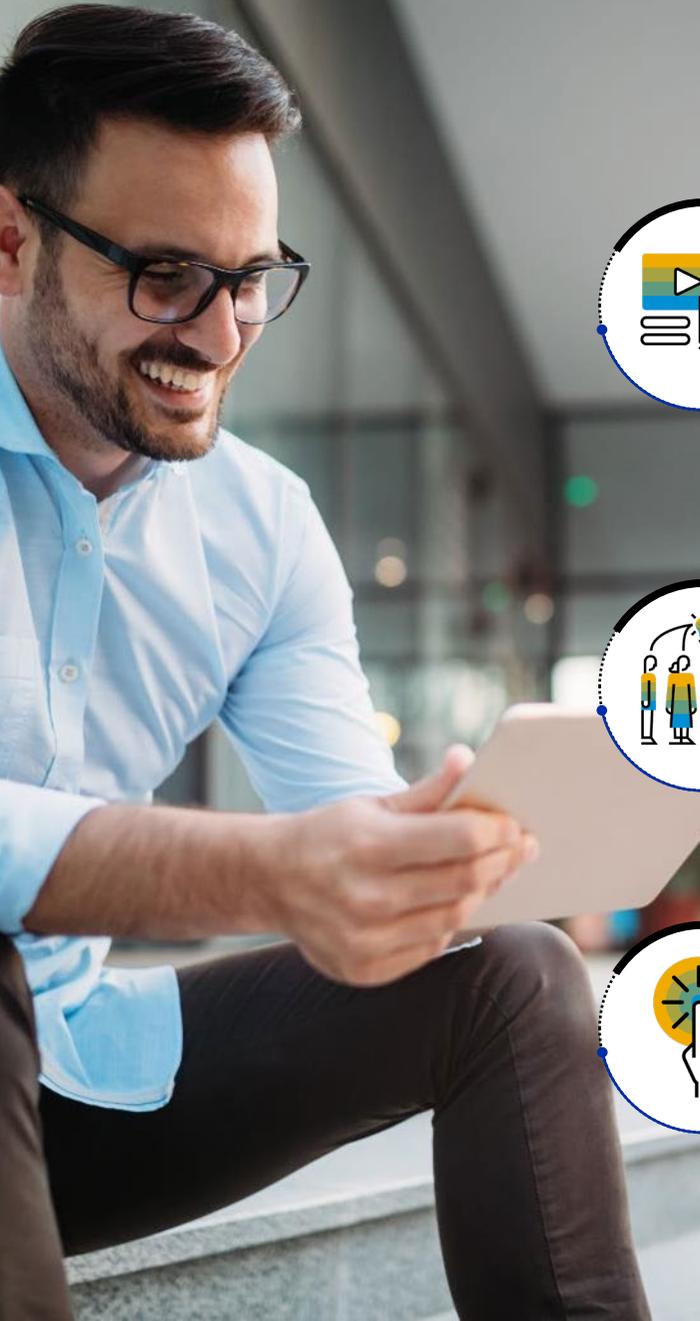
Learn

SAP S/4HANA Cloud Enablement

Join us to learn, share, and exchange on the intelligent, next-generation Cloud ERP business suite.

- Microlearnings
- Learning Journeys
- Digital Learning Opportunities

Engage

SAP S/4HANA Cloud Community

Ask questions, share experiences, and build your knowledge of our next generation business suite

- SAP Help Portal
- Podcast "Inside SAP S/4HANA"
- SAP S/4HANA Cloud Trial

Implement

SAP Best Practices Explorer

Benefit from predefined business processes and search, browse and consume SAP Best Practices

- Roadmap Viewer
- Rise with SAP S/4HANA Cloud
- Upgrade Schedule

SAP Customer Center of Excellence

Global Virtual Summit - April 5-7, 2022

THANK YOU

Mahesh Sardesai

SAP

mahesh.sardesai@sap.com

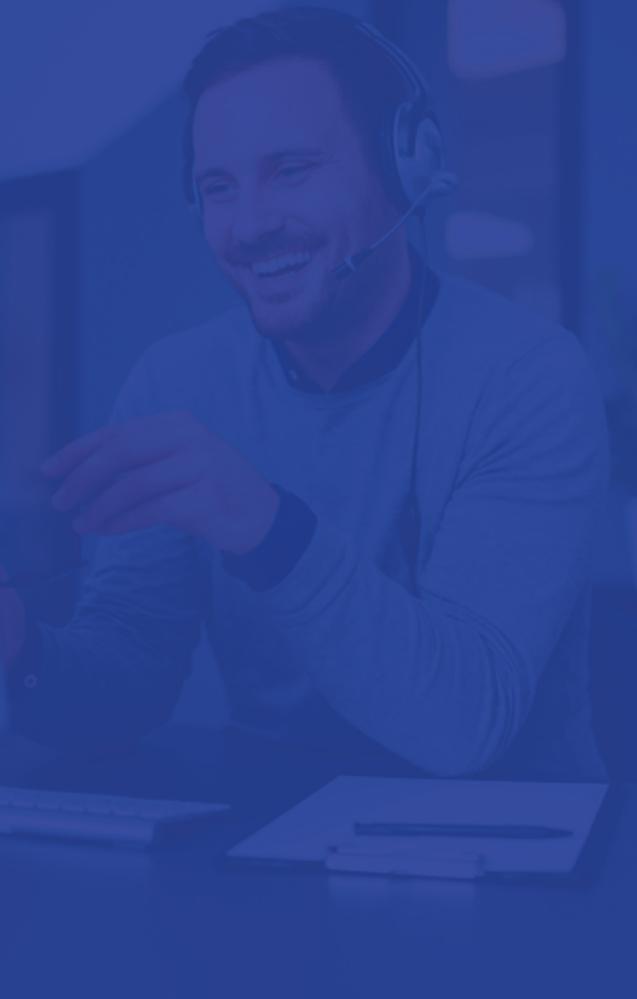A Collaboration of **SAP** and **SAP**insider

VIDEO CONFERENCING GUIDELINES

PLAN AHEAD TO AVOID DISTRACTIONS

ENVIRONMENT

CAMERA POSITIONING

Camera should be centered at or above eye-level, maintain eye contact with the camera

PROPER LIGHTING

Present in a well-lit room with the light facing towards you, avoiding windows behind or next to you

RECOMMENDED BACKGROUND

Bookshelves or neutral pictures make for distraction-free natural backgrounds

PRESENTATION

PREPARATION

Test platform, internet connection, microphone, speakers and video

WHEN TO MUTE

Be sure to mute your microphone when you are not speaking and unmute when necessary

DRESS/OUTFIT

Dress professionally, wearing the same outfit you would in a face-to-face presentation

WARNINGS

TYPING ETIQUETTE

Try not to type while presenting

EATING

Do not eat while presenting and avoid drinking where possible

INTERRUPTIONS

Minimize interruptions such as muting your cell phone and closing your door

MOVEMENT

Avoid a lot of movement, including hand gestures that may stutter the video