Scope Document

Tassnief Platform

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Date	Name	Version	Description
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Document Approvals:

Date	Approver Name	Project Role	Signature

Glossary of Terms:

No.	Term/Acronym	Definition
1.	Rating	A service provided by Tassnief to their clients to conduct an analysis and rate the status of the client
2.	IRC	Internal Rating Committee. A committee from within Tassnief employees.
3.	ERC	External Rating Committee. A committee from outside of Tassnief
4.	Client	The client of Tassnief. Any entity that requests a service from Tassnief rating
5.	BA	Business analyst
6.	RA	Rating analyst

1. Introduction

1.1 Document Purpose

This document aims to clarify the business scope of the project, what will be included in the platform business process and what won't in regards of the business aspect of the project. It will also clarify the integration points with external systems and how the system modules will interact with them.

1.2 Project Overview

The project will be created to digitalize Tasnief internal system in regards of personal or processing of any service request/ client. It will govern the service processing by automating the approvals and documenting the delivery of the service.

1.3 Stakeholders

This section includes all the stakeholders that will be participating in this project and a description of them.

No.	Stakeholder	Description
1.	AZM	AZM Tech company
2.	Tassnief	Tassnief is a SIMAH agency concerned with rating
3.	SIMAH	SIMAH credit bureau IT department
4.	Client	Clients of Tassnief wither they were participating through the platform or outside the platform

2. System Structure

Tassnief platform contains 5 modules and integrate with 3 systems to operate in order to allow the platform to preform it's intended functions. The below figure represents the system architecture and how each module and integration point will interact in the system.

2.1 System Modules

Tassnief platform contains the 5 modules grouped by business logic for each module to preform a group of related functions.

1. Employee Management Module

This module is a responsible for managing the employees of Tassnief and allocating tasks for them. It handles the allocation approach, task delegation and escalations.

2. Client Management Module

This module is a responsible for managing client registration and confirmation with compliance regulations to avoid any conflict of interest with clients. In addition to storing and maintaining clients' data and information.

3. Service Management Module

This module will handle the configuration and settings of service attributes which will affect the service flow.

4. Service Flow Module

This module will handle the flow of services provided by Tassnief platform and all actions to be performed on the service request. This module will also include a sub module to preform the tasks.

- Document viewer:
  The system will include a document viewer system to govern the security of documents and give permissions to users according to their role.

5. Billing Module

This module is a financial consolidation system that will be part of Tassnief platform to handle all financial transactions by generating bills, processing the payments and installments.

6. Supporting Service Module

This handles all supporting services such as, reports and tasks logs.

2.2 System Integration Points

Tassnief platform will integrate with the following systems to preform part of the functions.

1. Notifications Center

The system will integrate with a notification center to send platform and Email notifications to the users of the system, clients and external rating committee members.

2. SMS Gateway

The system will integrate with SMS service to send SMS messages to the users of the system, clients and external rating committee members for the purpose of double factor authentication and delivering notifications.

3. Payment Gateway

The system will integrate with a payment gateway to process the invoice payment.

3. Business Process Workflow

This section shows the business process workflow of Tassnief platform.

Tassnief Platform Full Journey

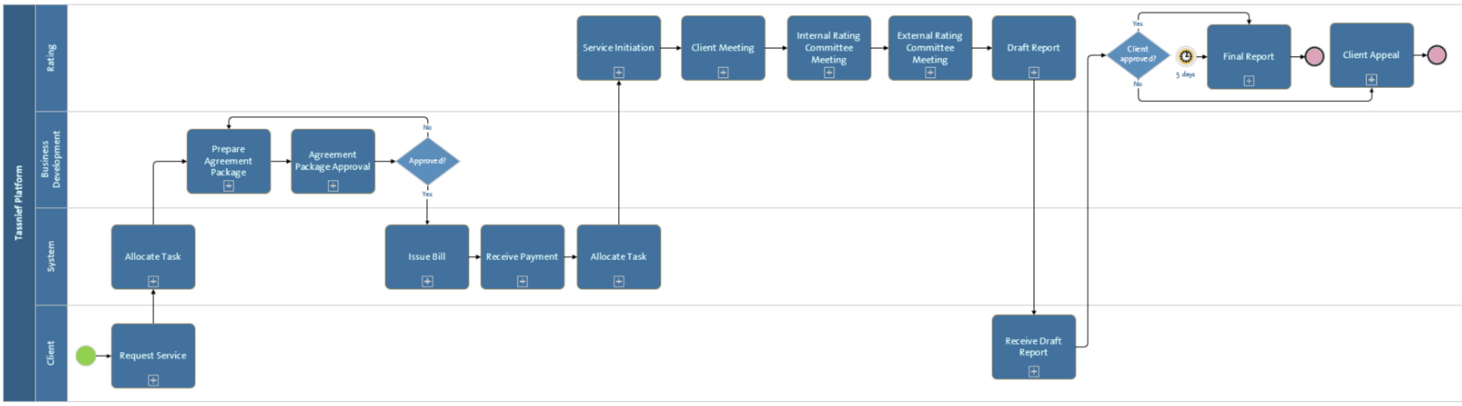

Figure 1: Full Journey Workflow

No.	Actor	Step Name	Step Description	Notes
1.	Client	Request Service	This step is a sub-process that describes how the client requests a service through the platform or other channels	Refer to Request Service
2.	System	Allocate Task	System allocate preparing the agreement package task based on the approach.	Allocation approach is either “Push” or “Drag and Drop” Refer to Allocate Task
3.	BD	Prepare Agreement Package	BD department prepare the agreement package after allocation or if a package has been through the approval cycle and was rejected.	Refer to Prepare Agreement Package
4.	BD	Agreement Package Approval	This step is a sub-process that describes how BD department prepares the agreement package and approves it to be sent to the client.	Refer to Agreement Package Approval
5.	System	Issue Bill	System issues bill after agreement package approval	Refer to Issue Bill
6.	System	Receive Payment	Receives payment from client through the payment gateway.	Refer to Receive Payment
7.	System	Allocate Task	System allocates service initiation task based on the approach.	Allocation approach is either “Push” or “Drag and Drop” Refer to Allocate Task
8.	Rating	Service Initiation	This step is a sub-process that describes how the rating department starts with the service initiation.	Refer to Service Initiation

9.	Rating	Client Meeting	This step is a sub-process that describes how the rating department prepares and conducts the client meeting.	Refer to Client Meeting
10.	Rating	IRC Meeting	This step is a sub-process that describes how the rating department prepares and conducts IRC meeting.	Refer to IRC Meeting
11.	Rating	ERC Meeting	This step is a sub-process that describes how the rating department prepares and conducts ERC meeting.	Refer to ERC Meeting
12.	Rating	Draft Report	This step is a sub-process that describes how the rating department prepares the draft report to be delivered to the client.	Refer to Draft Report
13.	Client	Receive Draft Report	This step is a sub-process that describes how the client receives the draft report through email.	Refer to Receive Draft Report
14.	Rating	Final Report	This step is a sub-process that describes how the rating department prepares the final report after client approval or after 5 days with no response from client.	Client approval is captured through email and uploaded to the system by rating. Refer to Final Report
15.	Rating	Client Appeal	This step is a sub-process that describes how the rating department goes through the client appeal process after client rejection.	Client appeal is captured through email and uploaded to the system by rating. Refer to Client Appeal

3.2 Request Service

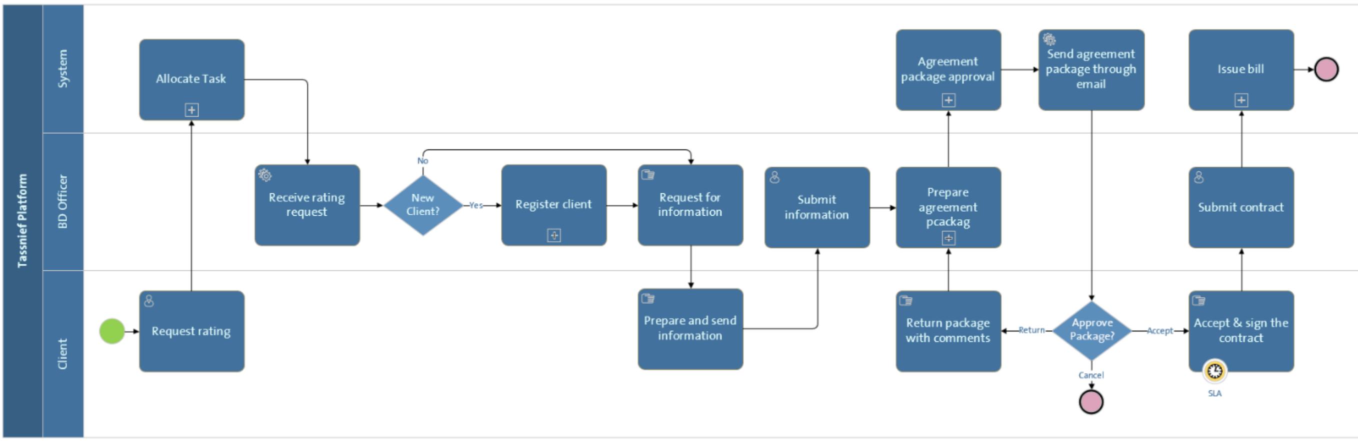

Figure 2: Request Service

NO.	Actor	Step Name	Step Description	Notes
1.	Client	Request rating	Client requests for a rating service through the platform.	The client can request a service through other channels such as(email- phone).
2.	System	Allocate task	System allocate preparing the agreement package task based on the approach.	Allocation approach is either "Push" or "Drag and Drop" Refer to Allocate Task
3.	BD Officer	Receive rating request	BD officer receives rating request from client and checks whether the client is registered or not.	
4.	BD Officer	Register client	Register client if the client is a new client	Refer to Register Client
5.	BD Officer	Request for information	Request for service needed information through email.	The email body is written by the BD officer and sent through the system to the client email.
6.	Client	Prepare and send information	Sends requested information to the BD officer through email	
7.	BD Officer	Submit information	After receiving information from client through email, the BD officer submits the information as request information in the platform	

8.	BD Officer	Prepare agreement package	Prepare agreement package after receiving all request and client information.	Refer to Prepare Agreement Package
9.	System	Agreement package approval	Go through agreement package approval cycle	
10.	System	Send agreement package	Send agreement package to client through email automatically	
11.	Client	Return package with comments	After receiving the agreement package, client return agreement package with comments to the BD officer through email. BD officer goes back to preparing the agreement package again	
12.	Client	Accept and sign the contract	After receiving the agreement package, client accepts and signs the contract and inform BD officer through email.	
13.	BD Officer	Submit contract	Submit the received contract through email to the platform.	
14.	System	Issue bill	System will issue bill.	Refer to Issue Bill

3.3 Allocate Task

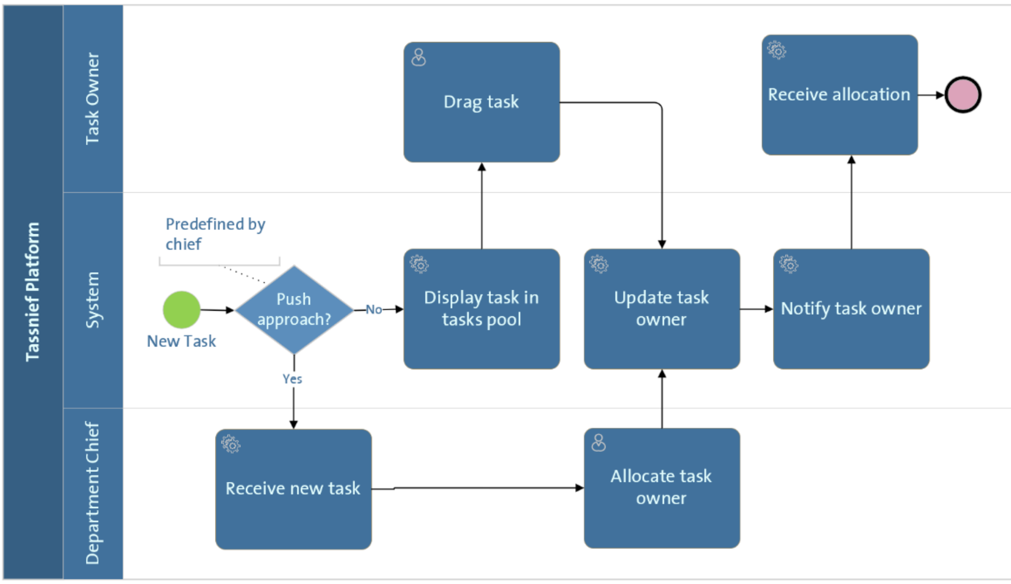

Figure 3: Allocate Task

NO.	Actor	Step Name	Step Description	Notes
1.	System	Display task in tasks pool	System displays the task in tasks pool if the allocation approach was drag and drop.	Allocation approach is predefined by the department chief
2.	Task Owner	Drag Task	A task owner drags a task from the pool that is in status for someone with task owner role to own it.	Pool depends on task status thus; the task is displayed for a specific role
3.	Department Chief	Receive new task	Receive new task by the system if the approach of allocation was push approach	Allocation approach is predefined by the department chief
4.	Department Chief	Allocate task owner	Department chief allocates task owner with the same role that the task status needs action on.	
5.	System	Update task owner	System updates task owner whither it was allocated by the chief or the task dragged by the owner.	
6.	System	Notify task owner	System notifies that the allocation was done successfully and that the new owner of the task is them	
7.	Task Owner	Receive allocation	Task owner receives allocation of the task.	

3.4 Register Client

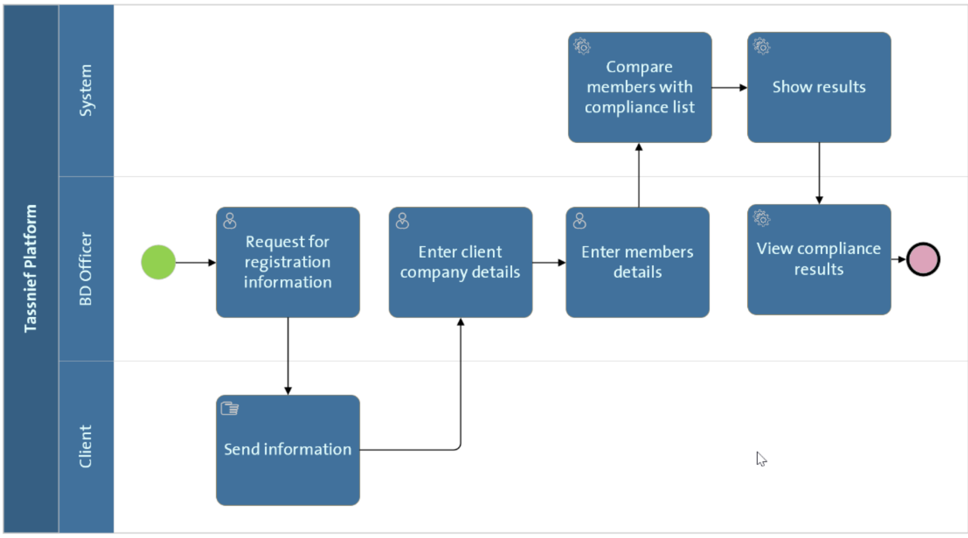

Figure 4: Register Client

No.	Actor	Step Name	Step Description	Notes
8.	BD Officer	Request for registration information	Request for client registration information (client company information and members information) through email	The email body is written by the BD officer and sent through the system to the client email.
9.	Client	Request rating	Send information through email to the BD officer.	
10.	BD Officer	Enter client company details	Enter client company details in the system after receiving the email from client	Ex. Register type- CRN – Sector
11.	BD Officer	Enter members' details	Enter client members' details in the system	Ex. Name – Position – Email – phone number
12.	System	Compare with compliance list	In earlier stages, the compliance department fills a list of restricted clients both based on companies and personal	The list is part of the management and configuration module.
13.	System	Show results	Show if the client information matches a restricted client information.	
14.	BD Officer	View Compliance results	View if the client information matches a restricted client information.	This information helps in deciding the team allocation for the client from Taasnief.

3.5 Prepare Agreement Package

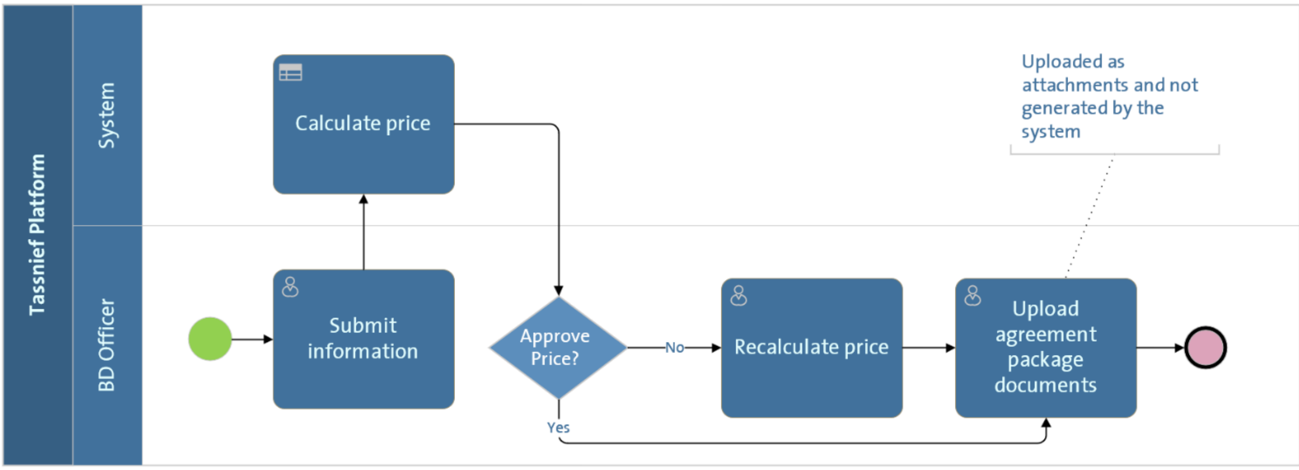

Figure 5: Prepare Agreement Package

No.	Actor	Step Name	Step Description	Notes
1.	BD Officer	Submit information	Submit request information to the system	Ex. (new- renewal)- request type.
2.	System	Calculate price	Calculate price automatically	Based on pricing formulas defined by BD chief
3.	BD Officer	Recalculate price	Renter a price if the price generated by the system if it needs changing	The BD officer have a limited pricing range
4.	BD Officer	Upload agreement package	Upload agreement package documents information as attachments it to the system	Documents are only attached not generated by the system. Attached documents name and format such as: contract

3.6 Agreement Package Approval

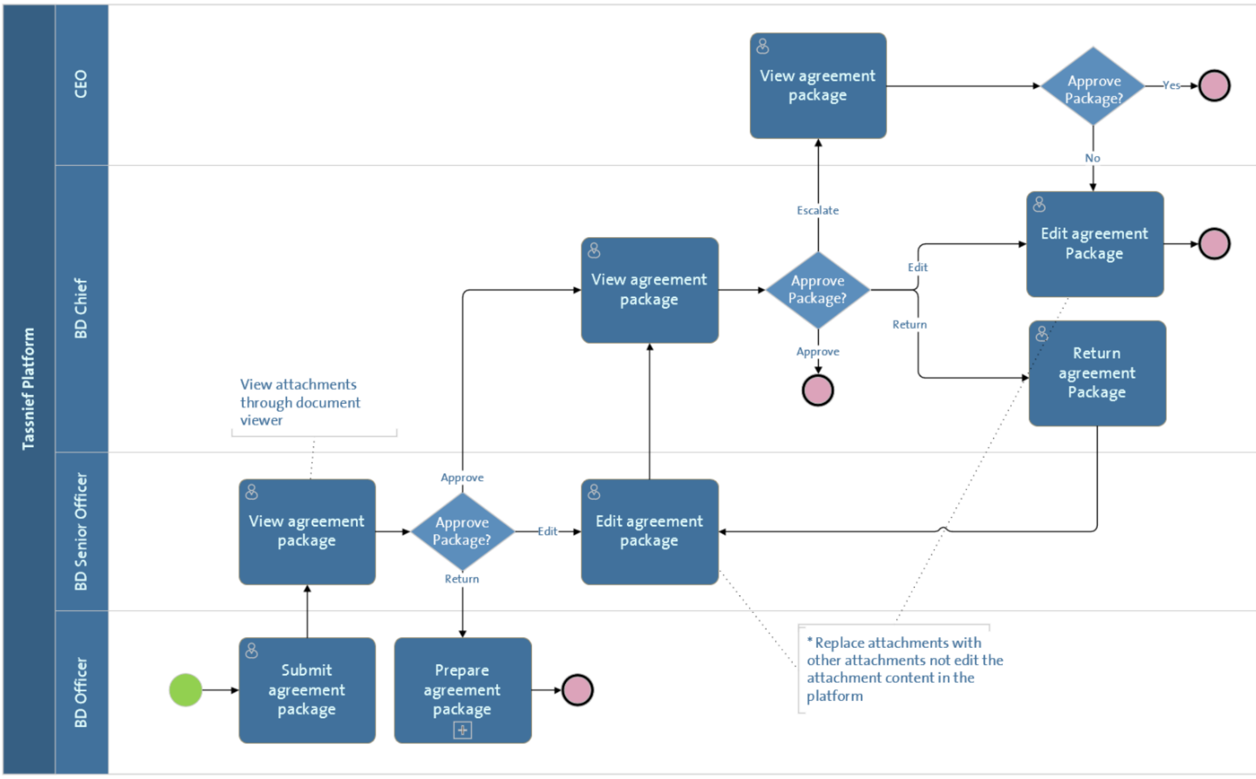

Figure 6: Agreement Package Approval

No.	Actor	Step Name	Step Description	Notes
	BD Officer	Submit agreement package	Submit agreement package after preparing it to the system.	
	BD Senior Officer	View agreement package	View agreement package after submission.	Through document viewer
	BD Senior Officer	Edit Package	Edit agreement package if the BD senior officer decides to.	Agreement package fields are editable to the senior officer (pricing is within limited change)- *attachments can be replaced but not edited through the system.
	BD Senior Officer	Return package	Return agreement package to the BD officer with comments.	A comment filed will be showed to the senior officer.
	BD Senior Officer	Approve package	Approve the agreement package if the senior officer has no comments.	
	BD Chief	View agreement package	View agreement package after senior officer approval	
	BD Chief	Edit Package	Edit agreement package if the BD Chief decides to.	Agreement package fields are editable to the chief. * attachments can be replaced but not edited through the system.
	BD Chief	Return package	Return agreement package to the senior officer with comments.	A comment filed will be showed to the chief.

	BD Chief	Approve package	Approve the agreement package if the BD chief has no comments which is the final approval.	
	BD Chief	Escalate Agreement package	Escalate the agreement package if the BD chief has no comments which is the final approval.	
	CEO	View agreement package	CEO views the agreement package if the BD chief escalates it to the CEO.	
	CEO	Return package	CEO returns the agreement package with comments to the BD chief.	
	CEO	Approve agreement package	CEO approves agreement which is the final approval.	

3.7 Issue Bill

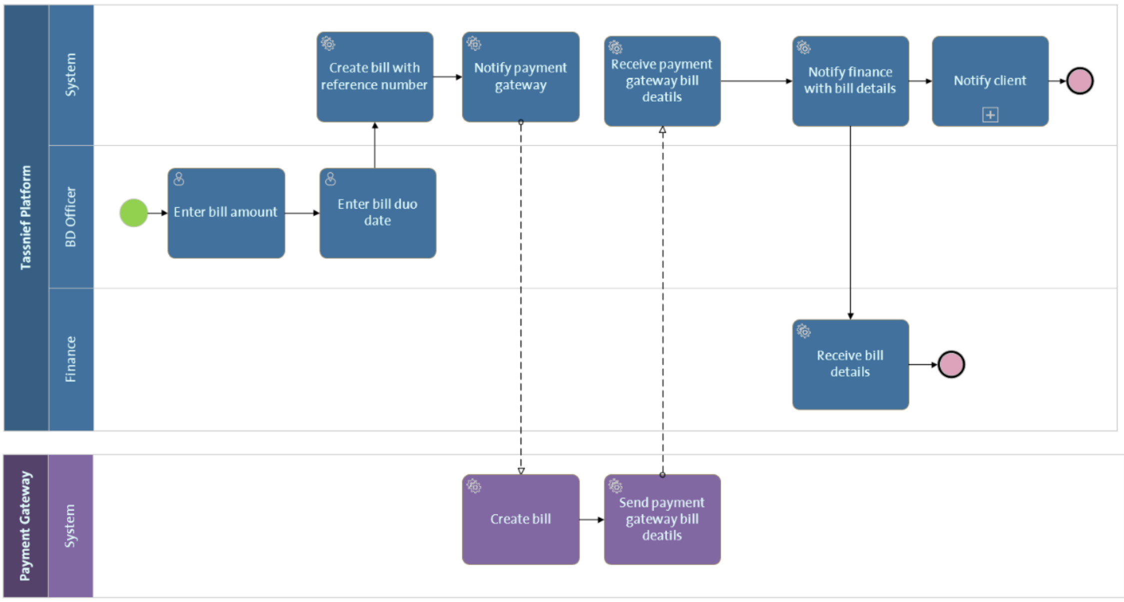

Figure 7: Issue Bill

No.	Actor	Step Name	Step Description	Notes
1.	BD Officer	Enter bill amount	Enter bill amount	
2.	BD Officer	Enter bill duo date	Enter bill duo date	
3.	System	Create bill	Create a bill in the system with a generated reference number	Ex. (new- renewal)- request type.
4.	System	Notify Payment Gateway	System will notify the integrated payment gateway with bill details.	
5.	Payment Gateway system	Create bill	Payment gateway creates a bill with the specified amount	
6.	Payment Gateway system	Send payment gateway bill details	Payment gateway send bill details with the specified amount to Tassnief platform	
7.	System	Receive payment gateway bill details	Receive Payment gateway bill details	Link payment gateway bill with Tassnief bill
8.	System	Notify finance with bill details	Notify finance with bill details	
9.	Finance	Receive bill notification	Receive bill details	
10.	System	Notify client	Notify client with bill issuance and bill details through notification channel	

3.8 Receive Payment

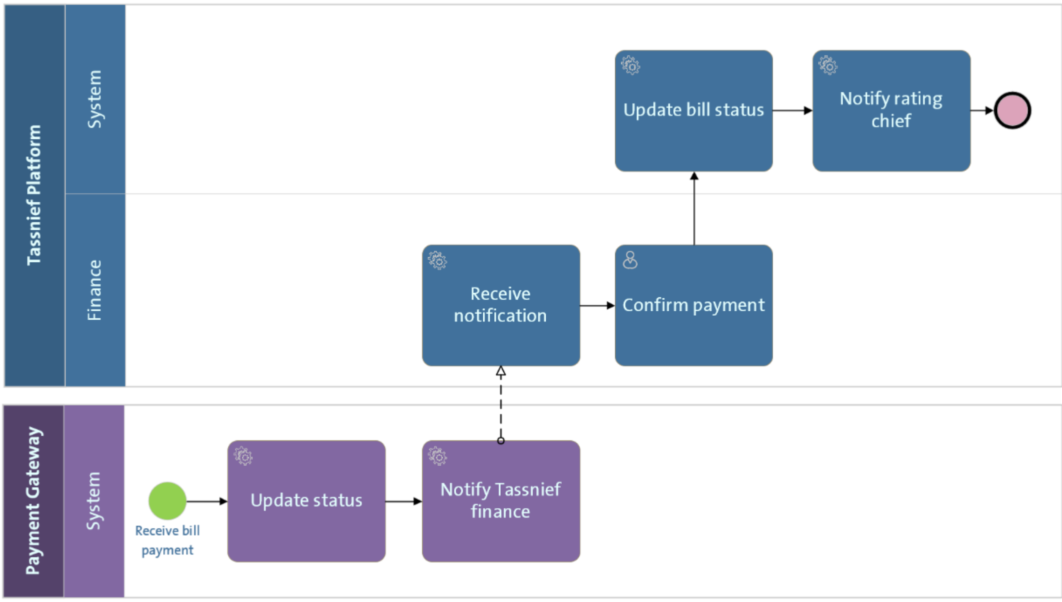

Figure 8: Receive Payment

No.	Actor	Step Name	Step Description	Notes
1.	Payment Gateway system	Update bill status	Update bill status after receiving payment	
2.	Payment Gateway system	Notify Tassnief finance	Payment gateway notifies Tassnief finance with bill payment by client	
3.	Finance	Receive notification	Receive payment notification from payment gateway	
4.	Finance	Confirm payment	Finance confirms payment in Tassnief platform	
5.	System	Update bill status	System updates bill status to" Paid" after finance confirmation.	
6.	System	Notify rating	Notify rating with payment confirmation to start the process	

3.9 Service Initiation

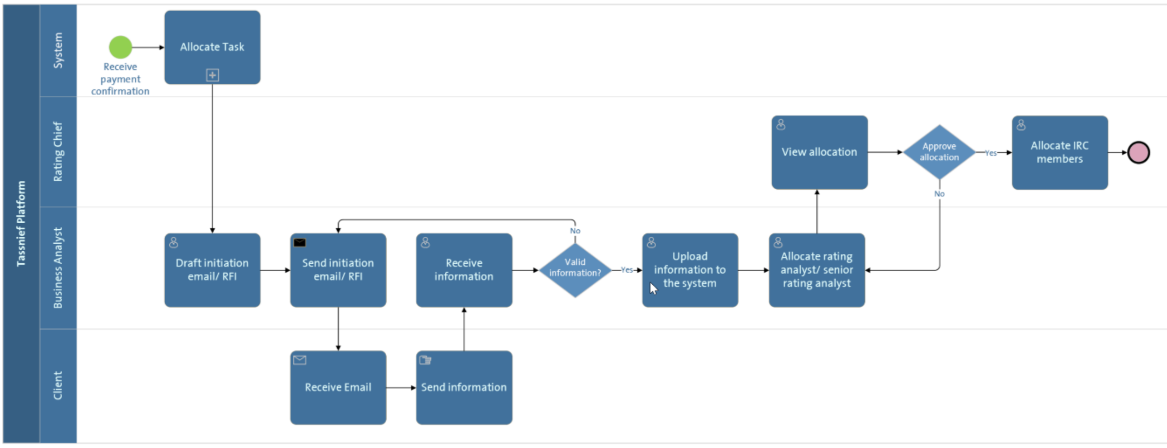

Figure 9: Service Initiation

No.	Actor	Step Name	Step Description	Notes
1.	system	Allocate task	System allocate preparing the agreement package task based on the approach.	Allocation approach is either “Push” or “Drag and Drop” Refer to
2.	Business Analyst	Draft initiation email/RFI	Draft initiation email/RFI body	
3.	Business Analyst	Send initiation email/RFI	Send initiation email/RFI through the system to the client email to get the needed information from client or if client didn’t send the full information	The email body is written by the BA and sent through the system to the client email.
4.	Client	Receive email	Client receives initiation email/RFI	
5.	Client	Send information	Client sends the needed information to the BA through email	
6.	Business Analyst	Upload information to the system	BA uploads the information to the system after receiving it from the client through email	The information can be either attachments or comments in a text filed
7.	Business Analyst	Allocate rating/senior rating analyst	BA allocates the RA and senior RA to the task if the allocation was “push” approach.	*if the allocation approach was “Drag and drop”, the RA and senior RA can drag the tasks whenever the tasks status allows it.

8.	Rating Chief	View Allocation	Rating chief views allocation of RA and senior RA chosen by the BA if the allocation was “push” approach. And decides whether they approve it or return it to BA to reallocate them.	
9.	Rating Chief	Allocate IRC members	Allocate IRC members to the case.	

3.10 Client Meeting

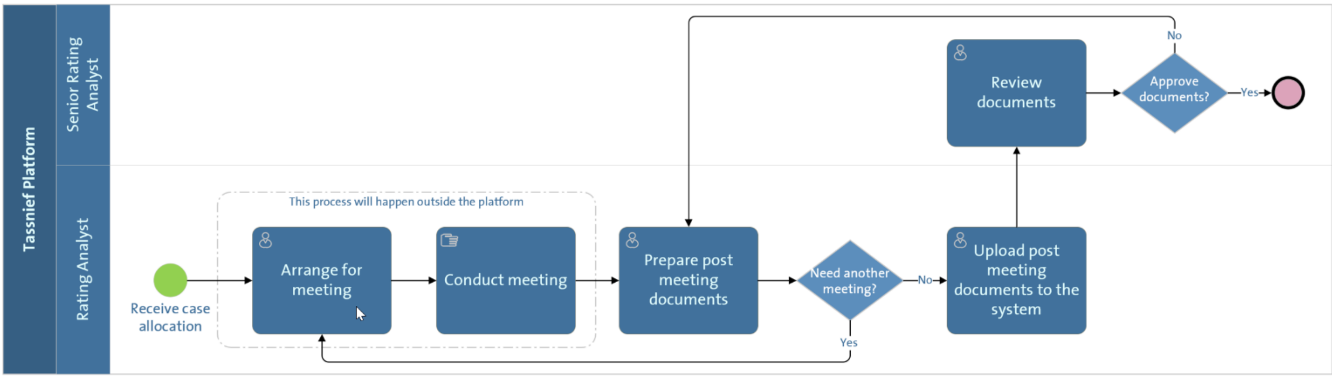

Figure 10: Client Meeting

No.	Actor	Step Name	Step Description	Notes
1.	Rating Analyst	Arrange for meeting	Arrange for the client meeting by communicating with client outside the platform.	The platform is not a part of this process.
2.	Rating Analyst	Conduct Meeting	Conduct client meeting outside the platform.	Whither the meeting was onsite or online the platform is not included in the process.
3.	Rating Analyst	Prepare post meeting documents	Prepare post meeting documents and decides if another meeting is needed and if it was the rating analyst conducts another to make sure documents are sufficient.	The decision of wither another meeting is required is outside the platform.
4.	Rating Analyst	Upload post meeting documents	Uploads post meeting minutes to the system	Meeting documents are attached such as meeting minutes
5.	Senior Rating Analyst	Review documents	Senior views post meeting documents through document viewer	
6.	Senior Rating Analyst	Approve documents	Senior approves post meeting documents	
7.	Senior Rating Analyst	Return documents	Senior returns post meeting documents	

3.11 Internal Rating Committee Meeting

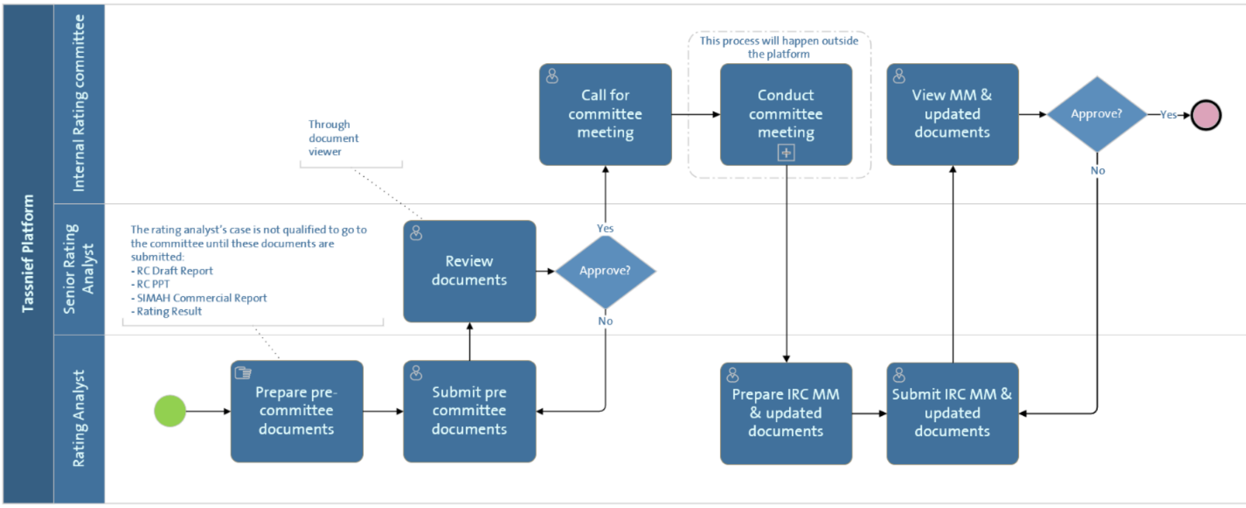

Figure 11: IRC Meeting

NO.	Actor	Step Name	Step Description	Notes
1.	Rating Analyst	Prepare pre-committee documents	Prepare pre-committee documents. Rating analyst's case is not qualified to go to the committee until these documents are submitted: RC Draft Report/ RC PPT/ SIMAH/ Commercial Report/ Rating Result	
2.	Rating Analyst	Submit pre-committee documents	Submit pre-committee documents	Documents are attached and the rating result is an input
3.	Senior Rating Analyst	Review documents	Review pre-committee documents and decide whither they approve it or not. If not, it's returned to rating analyst with comment	Through document viewer
4.	IRC members	Call for committee meeting	Call for committee meeting if members receive a case outside the platform.	
5.	IRC members	Conduct committee meeting	Conduct IRC meeting outside the platform	
6.	Rating Analyst	Prepare IRC MM & updated documents	Prepare the updated documents and meeting minutes after the IRC meeting is conducted outside the platform	
7.	Rating Analyst	Submit IRC MM & updated documents	Submit the updated documents and meeting minutes after the IRC meeting is conducted outside the platform	

8.	IRC members	View MM & updated documents	View the updated documents and meeting minutes after through documents viewer for the documents and decide wither they approve it or return it to rating analyst	

3.12 External Rating Committee Meeting

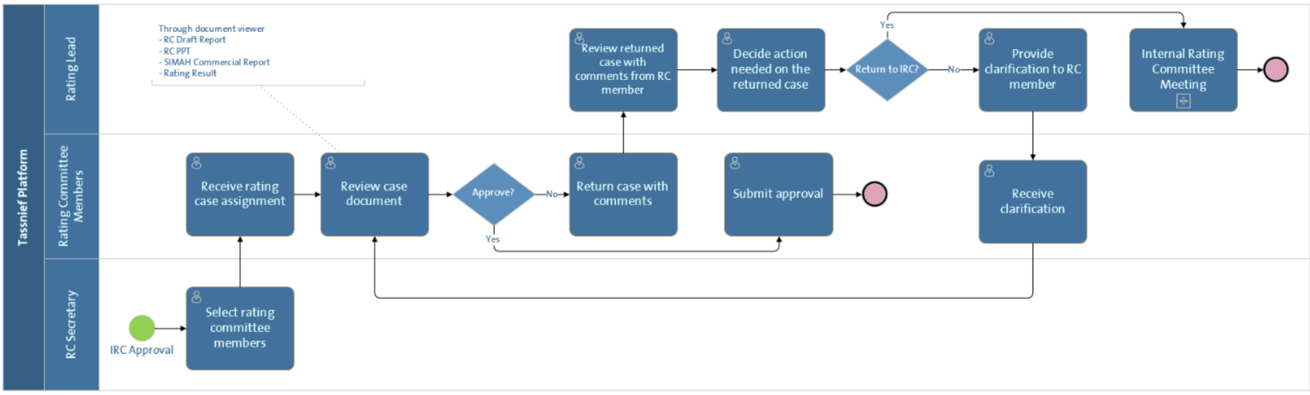

Figure 12: ERC Meeting

NO.	Actor	Step Name	Step Description	Notes
1.	ERC secretary	Select ERC members	Secretary selects ERC members after IRC approval	Secretary can view compliance list thus, can choose members based on it
2.	ERC members	Review rating case assignment	ERC review rating case assignment	
3.	ERC members	Review case documents	ERC review rating case assignment through document viewer	Through document viewer
4.	IRC members	Submit approval	Submit approval in the platform	Case is only approved it all members approval is captured
5.	IRC members	Return case with comments	Return case with comments	
6.	Rating Lead	View returned case	View returned case with comments	
7.	Rating Lead	Decide the needed action to the returned case	Decide the needed action to the returned case	
8.	Rating Lead	Return to IRC	Lead returns the case to IRC if they decide that it need more analysis	
9.	Rating Lead	Provide clarification to ERC member	Provide clarification to ERC member if they decide that it needs more explanation	

10.	IRC members	Receive clarification	IRC member receives clarification from rating lead and gets to decide wither they approve or not	Approved members do not need to approve again

3.13 Draft Report

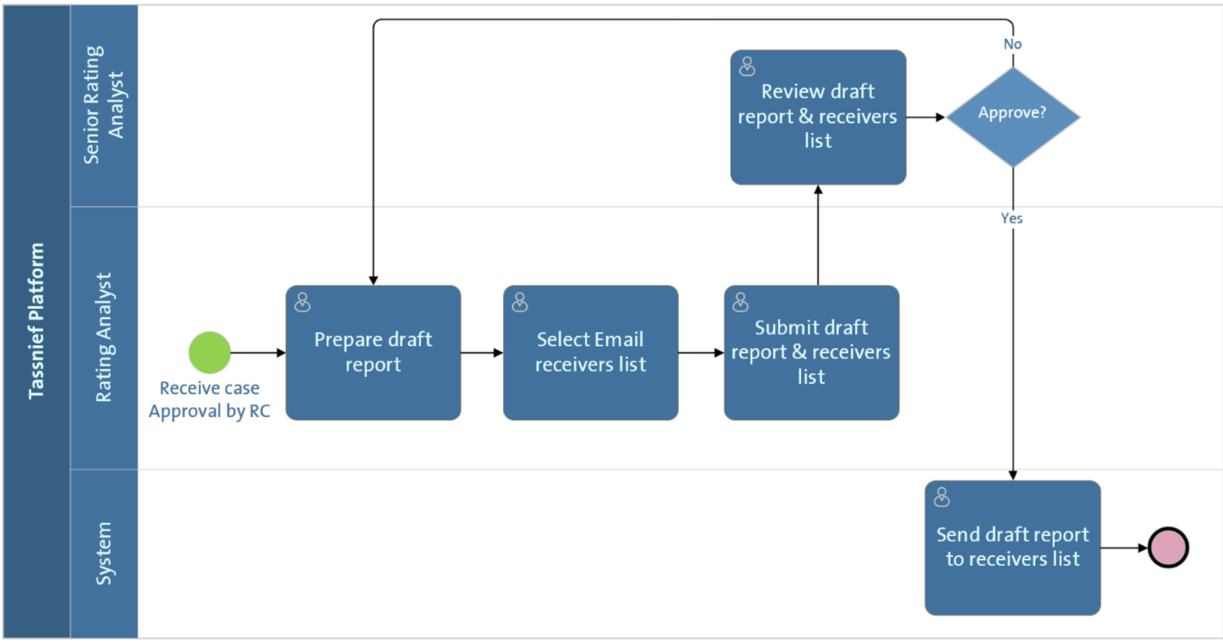

Figure 13: Draft Report

NO.	Actor	Step Name	Step Description	Notes
1.	Rating Analyst	Prepare draft report	Prepare draft report outside the platform	No report is generated by the platform
2.	Rating Analyst	Select Email receives list	Select the receivers list form the client members defined by BD	
3.	Rating Analyst	Submit draft report and receives list	Submit the draft report as an attachment and receivers list to be sent to	
4.	Senior Rating Analyst	Review draft report and receives list	Reviews the report through a document viewer and the receivers list and decide wither to approve or return it to the RA	
5.	System	Send draft report and receives list	Sends the draft report to the receivers list after the senior rating analyst approves it	

3.14 Receive Draft Report

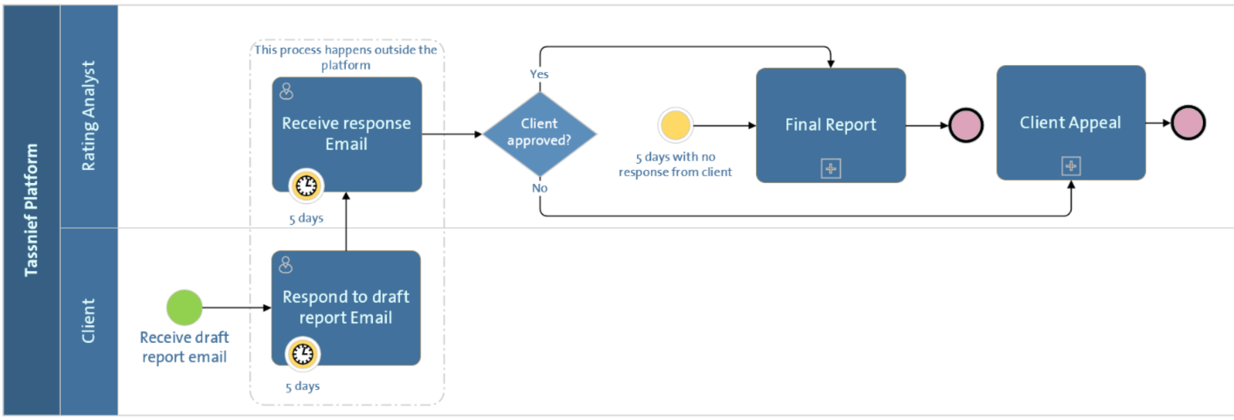

Figure 14: Receive Draft Report

NO.	Actor	Step Name	Step Description	Notes
1.	Client	Respond to draft report	Responds to draft report outside the platform through email within 5 days	
2.	Rating Analyst	Receive Response to draft report	Receives response to draft report outside the platform through email within 5 days	No response is captured by the platform
3.	Rating Analyst	Final report	The rating analyst goes to the final repost if the client has approved to the draft report or it 5 days have passed with no response.	
4.	Rating Analyst	Client appeal	The rating analyst goes to the client appeal if the client hasn't approved to the draft report.	

3.15 Final Report

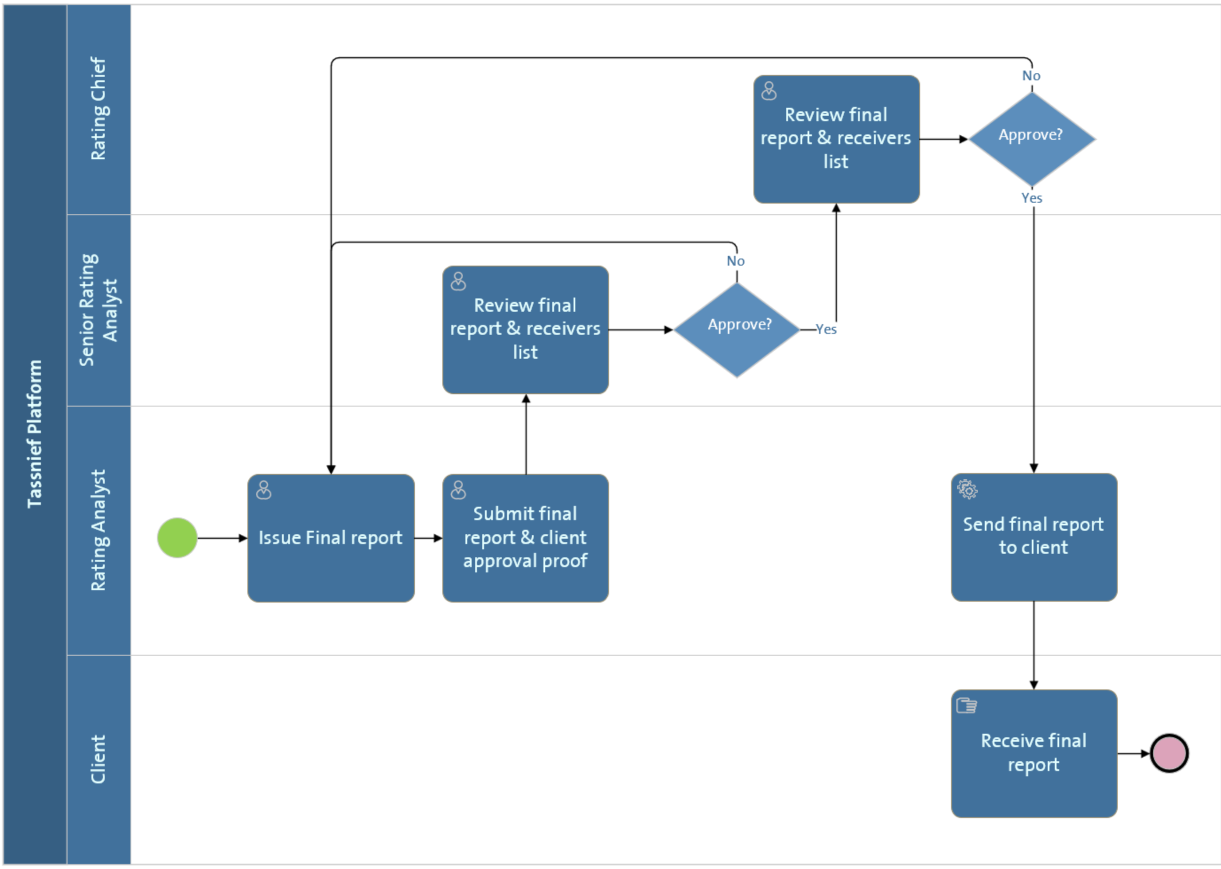

Figure 15: Final Report

NO.	Actor	Step Name	Step Description	Notes
1.	Rating Analyst	Issue Final report	Prepare final report outside the platform	No report is generated by the platform
2.	Rating Analyst	Submit Final report & client approval proof	Submit final report & client approval proof with receivers list	
3.	Senior Rating Analyst	Review final report and receivers list	Review final report & client approval proof with receivers list and decides wither they approve it or not. If not, it's returned to the analyst	
4.	Rating Chief	Review final report and receivers list	Review final report & client approval proof with receivers list after Senior analyst approval and decides wither they approve it or not. If not, it's returned to the analyst.	
5.	Rating Analyst	Send final report	Send final report to client	
6.	Client	Receive final report	Receive final report through email	

3.16 Client Appeal

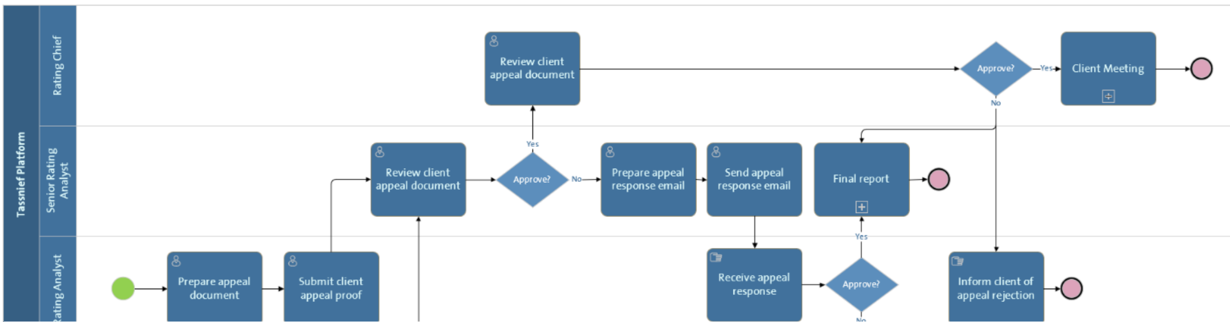

Figure 16: Client Appeal

NO.	Actor	Step Name	Step Description	Notes
1.	Rating Analyst	Prepare appeal document	Prepare appeal document platform	No report is generated by the platform
2.	Rating Analyst	Submit appeal proof	Submit appeal proof received by client to the platform	Proof is attached as an attachment
3.	Senior Rating Analyst	Review client appeal document	Review client appeal document and proof through the document viewer	
4.	Senior Rating Analyst	Prepare appeal response email	Prepare appeal response email if the appeal is not approved	
5.	Senior Rating Analyst	Send appeal response email	Send client appeal response to the client email	The email body is written by the senior rating analyst and sent through the system to the client email.
6.	Client	Receive appeal response email	Receive appeal response email and decides wither they approve of the response or not. If not, the rating analyst have to resubmit the appeal again through the platform	The client response is not captured by the system and only through the RA engagement with the system
7.	Senior Rating Analyst	Final report	The final report is issued if the client accepts the appeal response and the acceptance is captured by the senior rating analyst	

8.	Rating Chief	Review client appeal document	Review client appeal document and proof through the document viewer and decides wither they approve it or not	
9.	Rating chief	Client meeting	Call for client meeting if the appeal is approved by the rating chief and the whole rating process begins again	
10.	Rating Analyst	Inform client of appeal rejection	Inform client of appeal rejection if the rating chief rejects the appeal	

4. Roles and Users

NO.	Role	Department	Description
1.	Admin	-	Manages all the platform users and platform functions
2.	CEO	Organization	CEO of Tassnief organization (only one user)
3.	IRC member	Organization	Internal rating committee member from a specified list of members from inside Tassnief organization
4.	ERC member	Organization	External rating committee member from a specified list of members from outside Tassnief organization
5.	ERC secretary	Organization	External rating committee secretary responsible for facilitating ERC meeting and capturing approvals
6.	Rating Chief	Rating	Rating department chief responsible for higher level of approvals and authorities in rating tasks
7.	BD Chief	BD	BD department chief responsible for higher level of approvals and authorities in BD tasks
8.	Compliance officer	Compliance	Responsible for creating and maintaining compliance list
9.	Rating Lead	Rating	Responsible for leading and governing the rating process
10.	Senior rating analyst	Rating	Responsible for approving and governing the rating analyst activities

11.	Business analyst	Rating	Responsible for initiating the rating process
12.	Rating analyst	Rating	Responsible for the rating activities
13.	BD Senior Officer	BD	Responsible for approving agreement packages and monitoring BD officer activities.
14.	BD Officer	BD	Responsible for register clients and services
15.	Finance	SIMAH finance	Responsible for validating the payment after receiving payment confirmation from payment gateway.
16.	Client	-	Requests service the platform.

5. Services Catalog

The service catalog is grouped by system modules and users, in a way that describes what each user is able to do in a module.

5.1 Employee Management

Role No.	Role	Feature No.	Feature
1.	BD chief	1.1	Pick task allocation approach. (push – drag and drop) for department employees.
		1.2	Assign BD officers to BD senior officers to report to.
		1.3	Assign employee delegations to other employees.
2.	Rating Chief	2.1	Pick task allocation approach. (push – drag and drop) for department employees (within rating department).
		2.2	Assign rating analysts to senior rating analysts to report to.
		2.3	Assign employee delegations to other employees (within rating department).
		2.4	Create IRC members list.
		2.5	Create ERC members list.

5.2 Client Management

Role No.	Role	Feature No.	Feature
1.	Compliance officer	1.1	Create compliance list (a list of client's members and companies that Tassnief is restricted in regards of providing the service to them.)
		1.2	Maintain compliance list (edit – add - delete).
		1.3	View compliance list.
		1.4	View registered clients.
		1.5	View compliance list matching results of a request.
2.	BD Officer	2.1	View compliance list.
		2.2	View compliance list matching results of a request.
		2.3	Register clients (company and members details)
		2.4	View registered clients list.
		2.5	Maintain registered clients list (edit – add delete).
		2.5	View update request to registered clients.
3.	BD Chief	3.1	View compliance list.
		3.2	View compliance list matching results of a request.
		3.3	Register clients.
		3.4	View registered clients list.
		3.5	Maintain registered clients list (edit – add delete).

4.	Business Analyst	4.1	View compliance list matching results of a request.
		4.2	View registered client details of an assigned case.
5.	Rating Chief	5.1	View compliance list.
		5.2	View compliance list matching results of a request.
		5.3	View registered client details of an assigned case.
		5.4	View registered clients list.
		5.4	Request update on a registered client from BD.
6.	Rating Analyst	6.1	View compliance list matching results of a request.
		6.2	View registered client details of an assigned case.
7.	CEO	7.1	View compliance list.
		7.2	View compliance list matching results of a request.
		7.3	Register clients.
		7.5	View registered clients list.
8.	System	8.1	Compare registered clients with compliance list.

5.3 Service Management

Role No.	Role	Feature No.	Feature
1.	BD Chief	1.1	Create pricing limitations for BD department users.
		1.2	Maintain pricing limitations for BD department users.
		1.3	Create payment installments packages.
		1.4	Maintain payment installments packages.
2.	System	2.1	Calculate pricing limitations for BD department users.
		2.2	Calculate payment installments duo date.

5.4 Service Flow

Role No.	Role	Feature No.	Feature
1.	BD Chief	1.1	Allocate new service requests to BD officer (if allocation approach was “Push”).
		1.2	View Allocation of BD officer for tasks (if allocation approach was” Drag and Drop”).
		1.3	View all new service requests.
		1.4	View service status.
		1.5	View agreement package.
		1.4	Approve agreement package.
		1.6	Escalate agreement package.
		1.7	Return agreement package to BD senior officer with comments.
		1.8	Edit agreement package.
		1.9	Assign permissions in document viewer to department employees.

2.	BD Senior Officer	2.1	View service status.
		2.2	View agreement package.
		2.3	Approve agreement package.
		2.4	Return agreement package to BD officer with comments.
		2.5	Edit agreement package.
3.	BD Officer	3.1	View assigned services. (if allocation approach was “Push”).
		3.2	Drag a service (if allocation approach was” Drag and Drop”).
		3.3	View service status.
		3.4	Draft service RFI email to client.
		3.5	Upload service request documents obtained by client to the system.
		3.6	Enter price for an agreement package.
		3.7	Upload agreement package documents.
		3.8	View agreement package status.
		3.9	View returned agreement package comments.
		3.10	Edit agreement package after return.
		3.11	Submit signed contract by the client to the system.
4.	CEO	4.1	View agreement package.
		4.2	Approve Agreement package.
		4.3	Return agreement package to BD chief with comments.
5.	Rating Chief	5.1	Allocate new service requests to BA (if allocation approach was “Push”).

		5.2	View allocation of BA for tasks (if allocation approach was” Drag and Drop”).
		5.3	View allocation of rating analyst and senior rating analyst by BA.
		5.4	Approve allocation of rating analyst and senior rating analyst by BA.
		5.5	Return allocation of rating analyst and senior rating analyst by BA.
		5.6	Allocate IRC members.
		5.7	Assign permissions in document viewer to department employees.
		5.8	View final report and receivers list.
		5.9	Approve final report and receivers list.
		5.10	Return final report and receivers list.
		5.11	View client appeal document.
		5.12	Approve client appeal document.
		5.13	Call for a client meeting if appeal document was approved.
		5.14	Reject client appeal document.
6.	Rating Lead	6.1	View returned case by ERC with comments.
		6.2	Return case to IRC if the lead decide that it need more analysis
		6.3	Provide clarification to ERC member if the lead decide that it needs more explanation
7.	Senior rating analyst	7.1	View assigned services. (if allocation approach was “Push”).
		7.2	Drag a service (if allocation approach was” Drag and Drop”).
		7.3	View post meeting documents through document viewer
		7.4	Approve post meeting documents

		7.5	Return post meeting documents
		7.6	Review pre-committee documents
		7.7	Approve pre-committee documents
		7.8	Return pre-committee documents to rating analyst with comment
		7.9	View draft report and receivers list.
		7.10	Approve draft report and receivers list.
		7.11	Return draft report and receivers list.
		7.12	View final report and receivers list.
		7.13	Approve final report and receivers list.
		7.14	Return final report and receivers list.
		7.15	View client appeal document.
		7.16	Approve client appeal document.
		7.17	Reject client appeal document.
		7.18	Draft appeal response to client.
		7.19	Send appeal response to rating analyst.
		7.20	Call for final report if client approves client response.
8.	Rating Analyst	8.1	View assigned services. (if allocation approach was “Push”).
		8.2	Drag a service (if allocation approach was” Drag and Drop”).
		8.3	Prepare post client meeting documents.
		8.4	Submit post client meeting documents.
		8.5	Prepare pre- IRC documents.

		8.6	Submit pre-IRC documents.
		8.7	Prepare IRC MM and updated documents.
		8.8	Submit IRC MM and updated documents.
		8.9	Prepare draft report.
		8.10	Select draft report receivers list.
		8.11	Submit draft report and receivers list.
		8.12	Submit client response to draft report.
		8.13	Prepare final report.
		8.14	Select final report receivers list.
		8.15	Submit final report and receivers list.
		8.16	Prepare client appeal proof.
		8.17	Submit client appeal proof.
		8.18	Send client appeal email.
		8.19	Submit client appeal email response.
9.	IRC member	9.1	Call for committee meeting.
		9.2	View pre-IRC meeting documents through document viewer.
		9.3	Approve IRC meeting minutes and updated documents.
		9.4	Return IRC meeting minutes and updated documents.
10.	ERC member	10.1	Review rating case assignment.
		10.2	View ERC case documents through document viewer.
		10.3	Approve ERC case documents.

		10.4	Return ERC case documents.
		10.5	Review clarification for returned case documents.
11.	ERC secretary	11.1	Select ERC members.
12.	System	12.1	Send Initiation email created by BA.
		12.2	Send draft report email to receivers list.
		12.3	Send final report email to receivers list.
		12.4	Send client appeal response email to receivers list.
13.	Compliance	13.1	View cases allocation.
		13.2	Raise a flag for a case that doesn't confirm to compliance rules

5.5 Billing

Role No.	Role	Feature No.	Feature
1.	BD officer	1.1	Enter bill amount.
		1.2	Enter bill duo date
2.	Finance	2.1	Receive payment confirmation for payment gateway.
		2.2	Confirm payment.
3.	System	3.1	Create bill with reference number.
		3.2	Notify payment gateway with bill details.
		3.3	Receive payment gateway bill details.
		3.4	Notify finance with bill details.
		3.5	Notify client with bill details.
		3.6	Update bill status.
		3.7	Notify rating chief.
4.	Finance	4.1	Receive notification of payment from payment gateway.
		4.2	Confirm payment.

5.6 Supporting Services

Role No.	Role	Feature No.	Feature
1.	System	1.1	Generate reports for the tasks in the platform.
		1.2	Generate real time system transactions audit log
		1.3	Generate 360° rating service process dashboard
		1.4	Generate ad-hoc reports & queries
		1.5	Generate real time system transactions audit log
2.	Admin	2.1	Manage user permissions and privileges (edit – add -delete).
		2.2	Authenticate and authorize user access.
		2.3	View real time system transactions audit log
		2.4	View 360° rating service process dashboard
		2.5	View ad-hoc reports & queries

6. Assumptions

6.1 Client Engagement

1- Client can only submit a request through the platform and other than that will only receive email for the rest on engagement.
2- Client can submit the request through t]other channels than the platform such as: email-phone
3- The employee that manages the client task is one responsible for capturing the client response and submitting proof as an attachment to the task in the platform.

6.2 Documents

1- No documents or reports are generated by the system.
2- No editable documents on the system. Attachments can be downloaded and deleted or replace only.

6.3 Billing

1- Billing will be inside Tassnief platform while payment will be through a payment gateway that is to be decide.