

# Tenant Self-Service Portal

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## Problem Overview

The current onboarding process for platform tenants (users of internal systems) at Capital One is characterized by significant inefficiencies, creating bottlenecks in operational workflows. Tenants encounter a extensive, manual procedure that necessitates frequent communication with platform engineers for routine tasks including dataset registration, data mapping creation, and configuration updates. This approach not only leads to considerable operational delays but also increases the risk of human error. Moreover, it burdens skilled engineers with repetitive tasks that could be automated, diverting their focus from more complex, value-added activities.

## Objectives

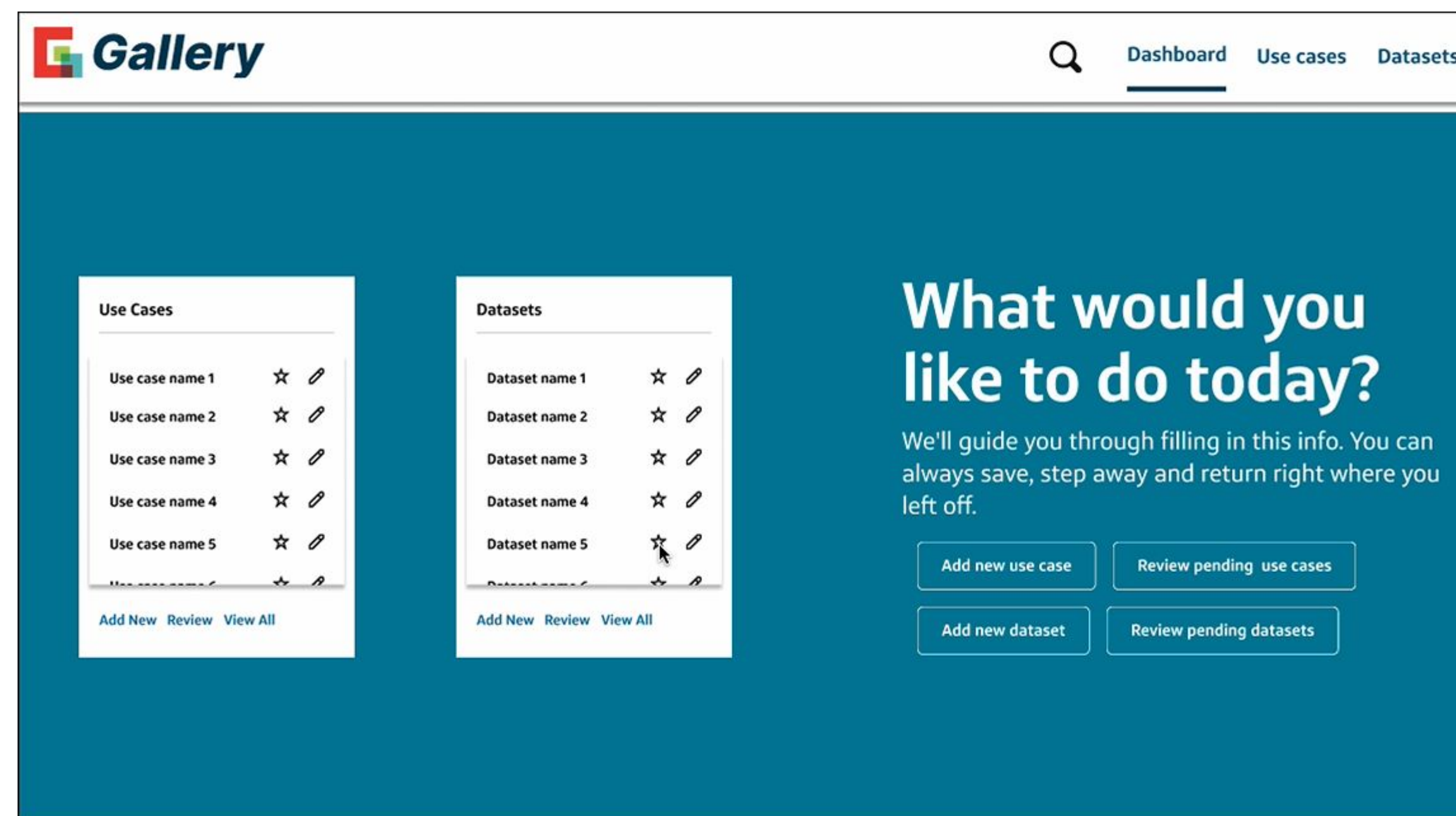
- To create a self-service portal that allows tenants to independently register, update, and manage datasets without engineering involvement.
- To reduce manual back-and-forth between tenants and engineers, minimizing time spent on repetitive tasks and improving overall platform efficiency.
- To provide transparency in the onboarding process, ensuring users can track the approval status of submissions, receive feedback, and make necessary adjustments.
- To streamline the approval workflow by enabling admins to review and provide feedback in a structured and automated manner.

## Approach

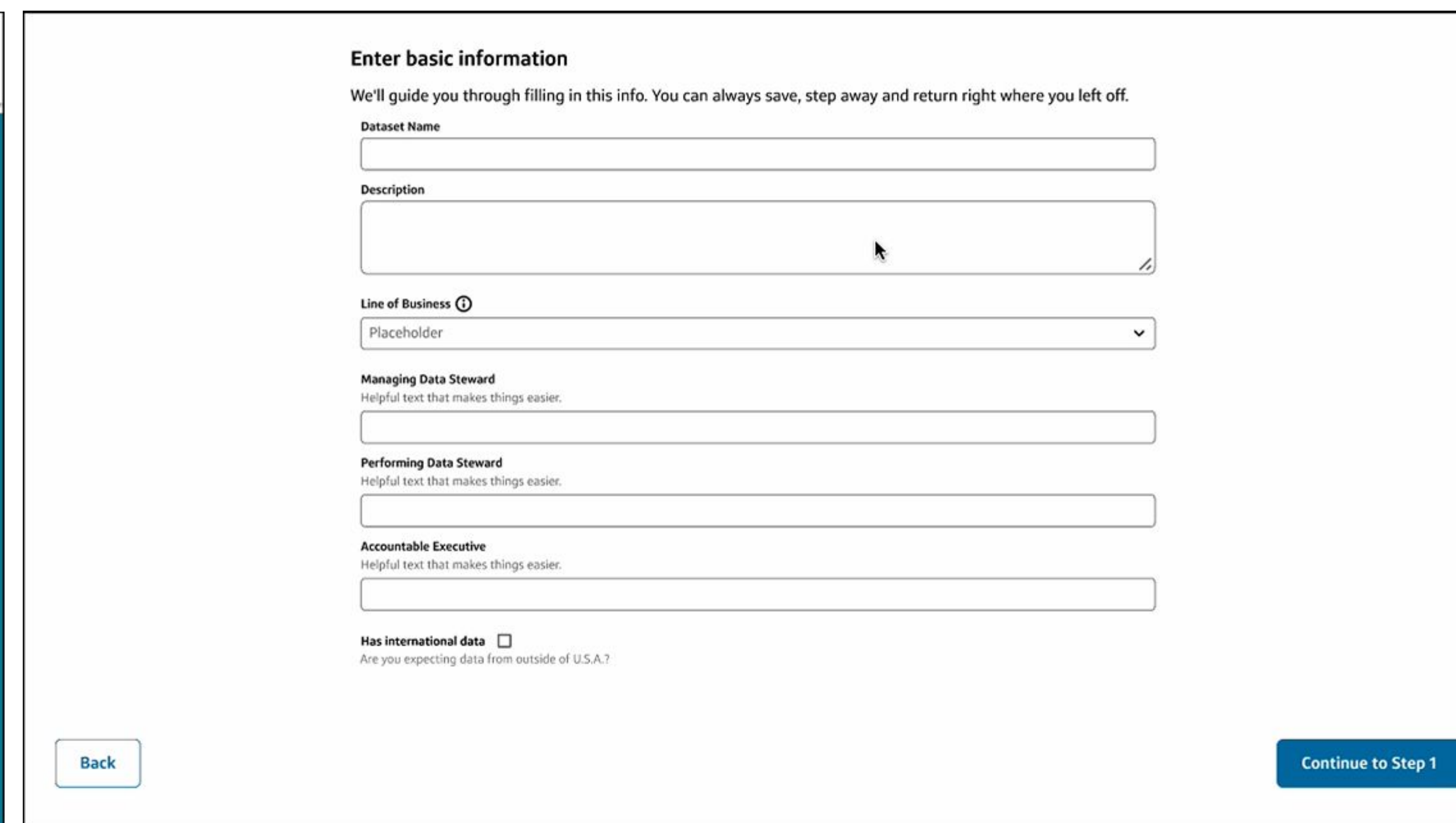
We attempted to replicate the screens using a Figma mock-up that was given by Capital One. Utilizing technologies that are similar to and recommended by Capital One's tech stack, we developed the platform using Vue.js and Node.js. We were provided a mock data set provided in JSON format to use for testing purposes.

## Requirements

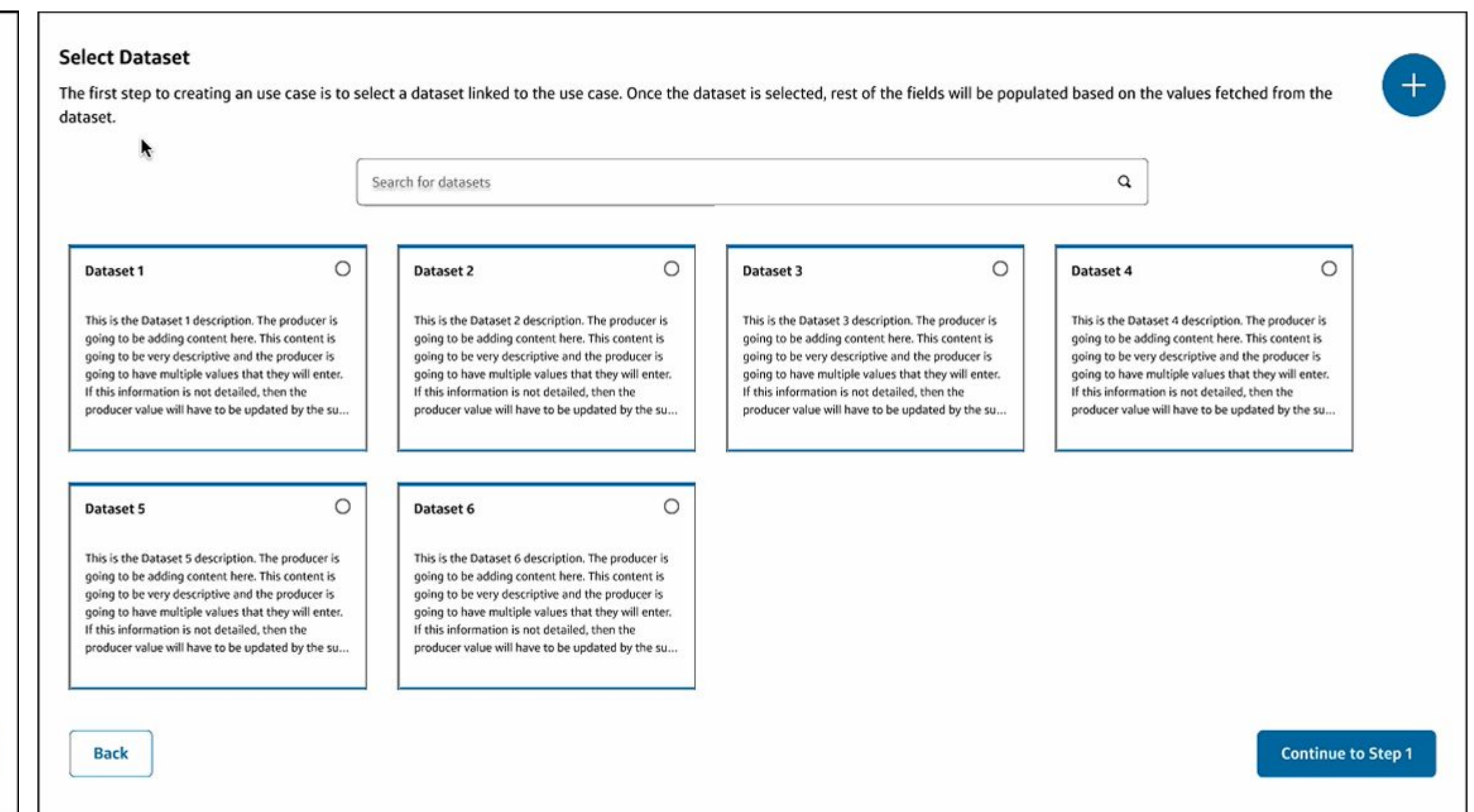
- RESTful API integration with internal systems
- Authentication protocols
- Role-based access control (RBAC) distinguishing users and admins
- Compliance with Capital One's data security standards
- Encryption of sensitive information and secure data transmission
- Data submissions must adhere to data validation protocols
- Maintainability post-production with Capital One internal systems



Landing page



Dataset and Form validation



Dataset & use case storage and retrieval