Test Data Management Portal – FAQ/Help Section

Welcome to the TDM Portal HELP/FAQ Section which will give you the answers to the Frequently asked questions.

**What is TDM Portal and What is its purpose?**

Similar to all other existing self-service portals, Test Data Management Team has come up with the concept of a Service portal to process all your requests with the help of the portal or with the involvement of the TDM Team.

*The Purpose:*

From the perspective of TDM, the portal will help us (TDM Team) reduce the efforts spent in maintaining a record of all the requests received over a month, in turn helping us spend the time saved in processing your request in a better and an efficient manner.

From the perspective of the user (you), the requests that are simple, which can be automate and doesn’t involve the TDM, this service portal will help you complete those requests. (*Further info down below*)

**Structure of the Portal**

The Portal contains 3 tabs.

1. Service Requests
   1. Self-Service Requests
   2. Non-Self-Service Requests
2. Request Status
3. Request Dashboard

Each section has its own purpose.

1. **Service Requests**: This section has 2 categories depending on the type of request
   1. *Self-Service Request*: Requests like “Addition of funds”, “Extracting accounts from the DB” or “Placing Transactions” fall under this request section.
   2. *Non-Self-Service Request*: Requests that involve analysis to process the request fall under Non-self-service request. Examples being “Account creation in ClientSource or BPS”.
2. Request Status: This section contains the history of all the requests sent by the user (you) under “My Requests”.
3. Request Dashboard:

Generic Flow of the Service Request

Wondering how the portal works! Here is the generic flow of the portal.

<IMAGE>

Summary:

1. User Login’s to the portal with their login credentials.
2. User now selects the type of request that the user wants to be processed.
3. For a non-self-service portal,