EME Updation System

User definition

- DM (Delivery Management) User
  - These are users who are responsible for the savings generated by their automation.
  - They would want to ensure that EME is accurate and as per their expectation
  - They would share the required approvals and artifacts (The data to prove their claim of the EME)
  - Their interest is in getting the expected EME updated in the system so that they can showcase their achievement with the automation

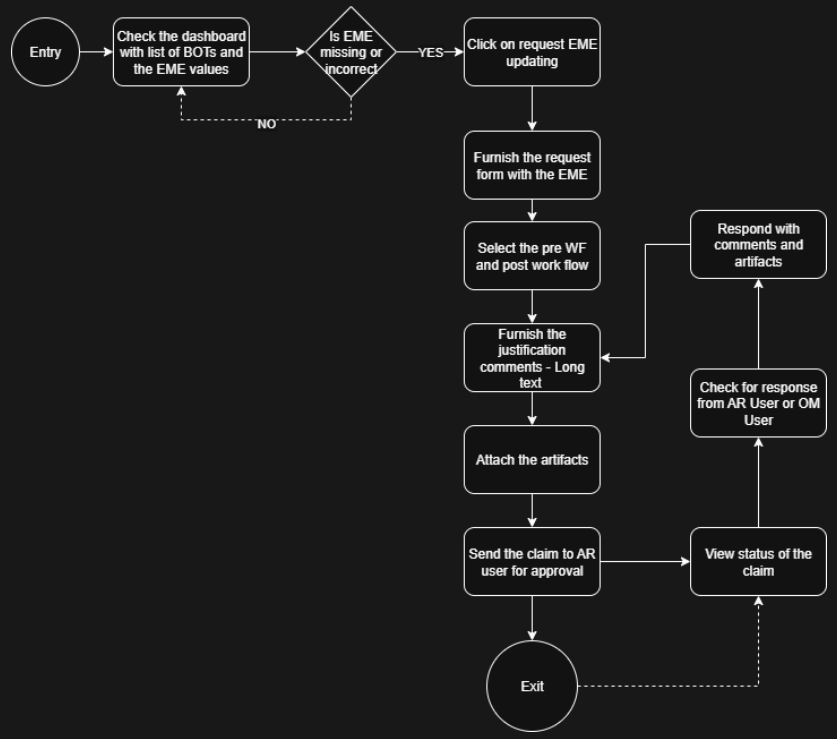
- AR User
  - These users are responsible for the quality and accuracy of the EME
  - They are answerable if a high EME is approved without proper artifacts.
  - Their job is to make sure the requested EME is accompanied with proper rationale and data
  - AR user's interest is in ensuring that no questionable claims are approved, especially EME claims which are of more than 1 Hr

- OM User
  - This user is the manager of the DM user.
  - This user is responsible to approve the claims made by the DM user after vetting the information
  - OM user doesn't have the exact information handy to make the decision. So need to rely of the DM user or Common Dashboard (A centrally managed PBI dashbpard) to get the statistics and other information about the claim.

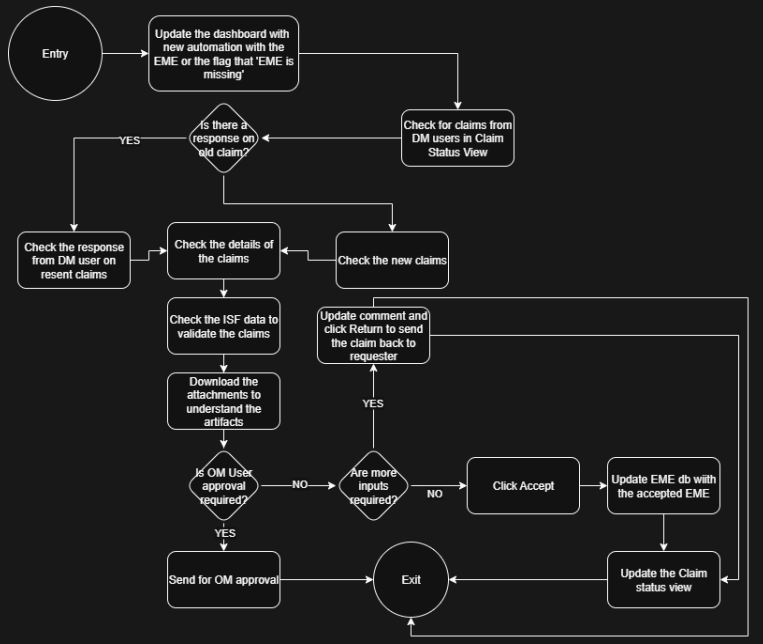
User Goal

- DM User
  - Request EME to be updated in two cases
    - Missing EME
    - Incorrect EME
  - Provide all the required artifacts by fetching the data from ISF dumps and formatting them to make it presentable
  - Attach all the required email communications to prove the claim
  - Seek approval from OM
  - Respond to queries from AR
  - Keep track of the claims made
  - Edit the claims if required
  - Access historical claims if required
  - See history of the communication with the DM user
- AR User
  - Update the list of cases where EME is missing and share this with DM User
  - Validate the requests from DM users
  - Check the ISF data to validate the claims
  - See if there are any other artifacts like emails or slide decks that are shared by the DM user
  - See the status of the OM User's approval
  - Send back the claims back to the DM user asking for more information
  - See history of the communication with the DM user
- OM User
  - See details of the claim by DM user
  - See all the required data from ISF in order to validate the claims
  - See if there are any other artifacts like emails or slide decks that are shared by the DM user
  - Send back the claims back to the DM user asking for more information
  - See history of the communication with the DM user

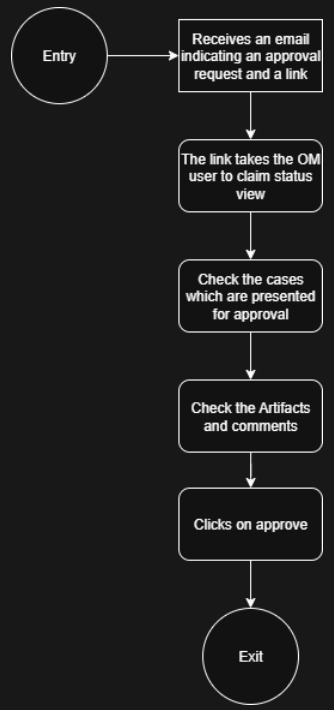
User Flows



DM User

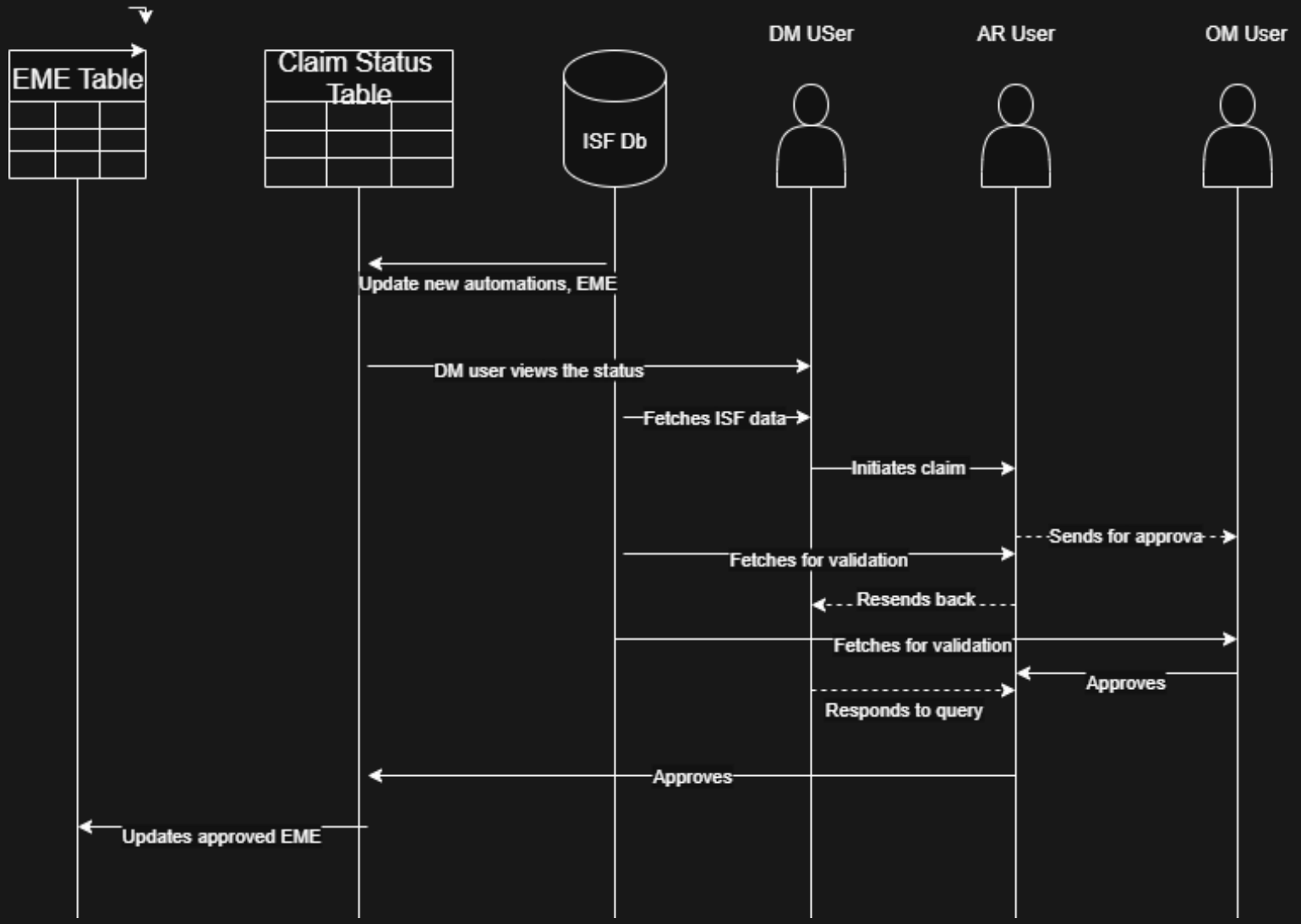


AR User



OM User

Transactions



Claim status view

ERICSSON