

# SRT process flow - Product lead and service lead requests

## SRT Process Flow defined

### 1. Overview

The purpose of this page is to mock the proposed SRT paths for both product lead and service lead engagements. Product lead engagements are currently handled by the SQC, with direct input into EDGE. Service lead engagements currently have input into both the ET and EDGE, however, EDGE only has content built for EMC (Legacy TSS) service lead engagements, and does not have content for any of the other Lines of Business (LOB) or EMC (legacy consulting) lead engagements at this time. Content for these divisions of EMC could have content built for them eventually, and at that point could be redirected down the EMC related process.

### 2. Process Flow proposal

The proposal for the SRT is that every user would log in to the initial page, currently referred to as project info. Project Info page has minor edits that have been made to it to comply with standards of the SQC while incorporating pieces of functionality from the estimation tool. The proposed page that would affect the remaining behavior of the tool would be the Engagement type. Depending on the combination for selection, a user would be driven down a path currently being referred to SRT 3, SRT 4, or hybrid.

- a. SRT 3 - Defined tabs are project info, engagement type, service request info, service/activities, SRT 3 Summary.
- b. SRT 4 path - Defined tabs are Project Info, engagement Type, Deal Governance, Estimates, Pricing, SRT 4 Summary
- c. SRT Hybrid - Defined tabs are Project info, engagement type, service request info, service/activities, Deal governance, Estimates, SRT 3 Summary.

### 3. Engagement Type page

The proposed page that would affect the remaining behavior of the tool would be the Engagement type. The key drivers on this page are Engagement Type and Line of Business (LOB).

- a. Engagement Type - The options for this selection can Product lead, Service lead or Both to be selected. In the event either product lead or service lead is selected only, the tool would need direction from the LOB selection to determine the path. In the event both are selected, the path would automatically be sent down the path of SQC, with additional tabs added for entry of the estimating.
- b. Line of business - The options for this selection currently align with the specific lines of business currently split out by Propel, which are defined as EMC, IIG, RSA and MS.
- c. Delivery Country - This selection has no impact on the process flow, but can impact information in the additional selection of the tool.

A Web Page

http://SRTprocess flow

Project Info Engagement Type

Engagement Type

☐ Product Lead

☐ Service lead

Line of Business

☐ EMC

☐ IIG

☐ RSA

☐ MS

Booking Country

United States ▼

Canada

England

#### 4. Combination available and paths

The page allows for multi-combinations that can occur and based on this alignment, and again, those selections would drive the experience and path the user is guided down, as well as the output of this system for the user. The following combinations are outlined below along with the path for the user.

- a. Product Lead Engagement type, EMC LOB - The user would be directed down SRT 3 path

A Web Page

http:// SRT Process flow

Project info Engagement type Service request info Service/activities SRT 3 Summary

Engagement Type

☒ Product Lead

☐ Service lead

Line of Business

☒ EMC

☐ IIG

☐ RSA

☐ MS

Booking Country

United States ▼

Canada

England

- b. Product Lead Engagement type, Any other LOB besides EMC - The user would be directed down SRT 4 path.

A Web Page

http://SRT Process flow

Project Info Engagement Type Deal Governance Estimates Pricing SRT 4 Summary

Engagement Type

☒ Product Lead  
☐ Service lead

Line of Business

☐ EMC  
☒ IIG  
☐ RSA  
☐ MS

Booking Country

United States  
Canada  
England

- c. Product Lead Engagement type, EMC and any other LOB - The user would be directed down SRT 3 path.

A Web Page

http://SRT Process Flow

Project info Engagement type Service request info Service/activities SRT 3 Summary

Engagement Type

☒ Product Lead  
☐ Service lead

Line of Business

☒ EMC  
☒ IIG  
☐ RSA  
☐ MS

Booking Country

United States  
Canada  
England

- d. Service Lead Engagement type, any LOB - The user would be directed down the SRT 4 path.

A Web Page

http://SRTProcess Flow

Project Info Engagement Type Deal Governance Estimates Pricing SRT 4 Summary

Engagement Type

☐ Product Lead  
☒ Service lead

Line of Business

☒ EMC  
☒ IIG  
☐ RSA  
☐ MS

Booking Country

United States ▼  
Canada  
England

e. Both Product Lead and Service lead engagement type, any LOB - The user would be directed down the hybrid path.

A Web Page

http://SRT Process Flow

Project info Engagement type Service request info Service/activities Deal governance Estimates SRT 3 Summary

Engagement Type

☒ Product Lead  
☒ Service lead

Line of Business

☒ EMC  
☐ IIG  
☒ RSA  
☐ MS

Booking Country

United States ▼  
Canada  
England

## 5. Outputs of the paths

Each of the selected paths outlined in the process flow proposal section of this document would produce a different output that would be used for the target audience. This section outlines the format of those outputs, the medium of transfer, intended audience and the propel entry method.

- a. SRT 3 – Output format – PDF, Medium of Transfer – Email, Intended Audience – SQC, Propel entry method – EDGE.
- b. SRT 4 path - Output format – .XML file , Medium of Transfer –FTP site , Intended Audience – Presales , Propel entry method – API.
- c. SRT Hybrid - Output format – PDF, Medium of Transfer – Email, Intended Audience – SQC, Propel entry method – EDGE.