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 serivce lead engagements. Product lead engagements are currently handle 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

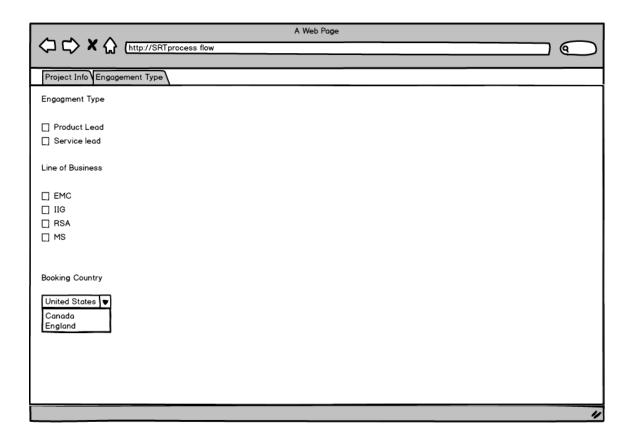
The proposal for the SRT is that every user would log in to the initial page, currently referred to as project info. Project Info page has minor edits that have been made to it to comply with standards of the SQC while incorporating pieces of functionality from the estimation tool. The proposed page 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
- 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).

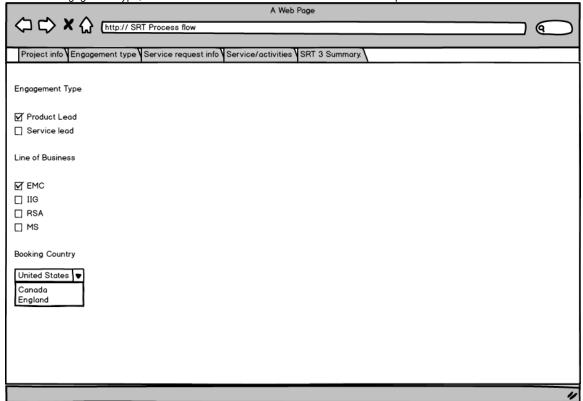
- a. Engagement Type The options for this selection can Product lead, Service lead or Both to be selected. In the event either product lead or service lead is selected only, the tool would need direction from the LOB selection to determine the path. In the event both are selected, the path would automatically 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 allign with the specfic 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



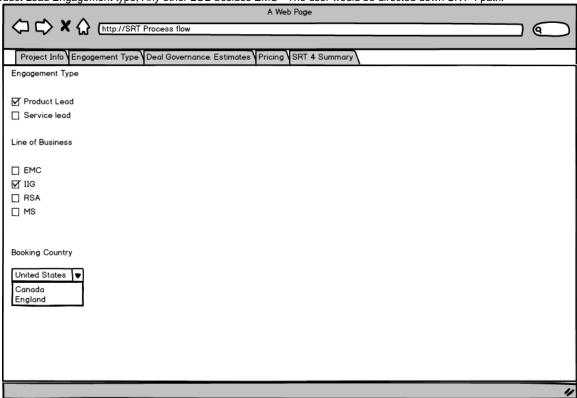
4. Combination available and paths

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.

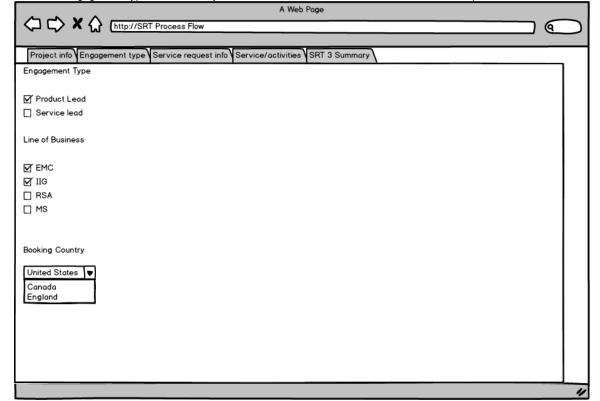
a. Product Lead Engagement type, EMC LOB - The user would be directed down SRT 3 path



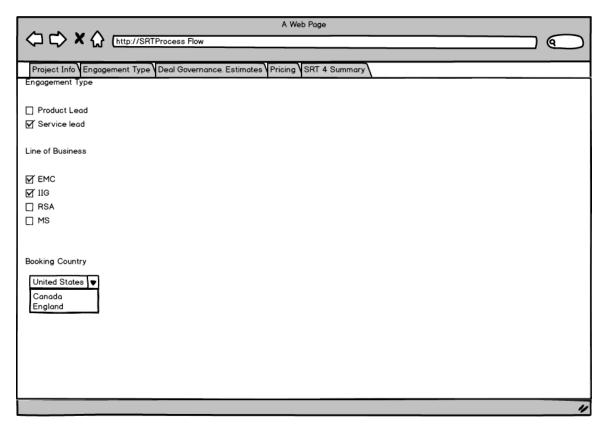
b. Product Lead Engagement type, Any other LOB besides EMC - The user would be directed down SRT 4 path.



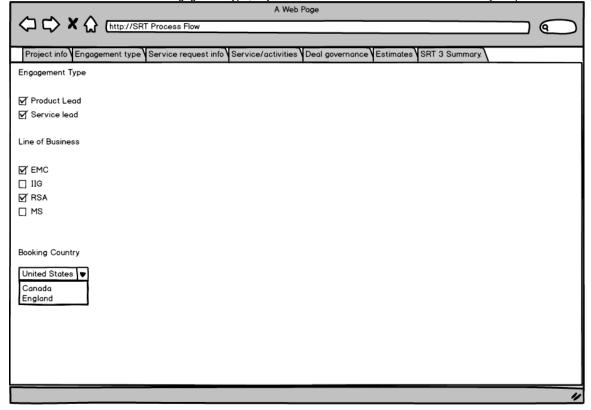
c. Product Lead Engagement type, EMC and any other LOB - The user would be directed down SRT 3 path.



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



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



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 –
- c. SRT Hybrid Output format PDF, Medium of Transfer Email, Intended Audience SQC, Propel entry method EDGE.