Mitsubishi Motors Europe

REQUEST TOOL PROJECT

Solution Approach

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Version #	Version date	Prepared by	Summary of changes
0.1 (draft)	December 21, 2021	WS	Initial version created.

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1. Authentication & User Management

- User authentication will be done via SSO with MME intranet.
- Request tool will have two types of users
    - Admin user : A single user account to perform administrative tasks. This user will be maintained in the request tool system.
    - Application users: Various types of users (Requestor, Approver, Supplier etc.) who will be using the system. These users will be maintained in the MME intranet system.

2. Admin Tasks

2.1. Service Catalog Management

Admin users will manage the Services catalog.

Administrators will be able to add/edit/delete Services. Services can have a set of form fields attached to it.

Services can be attached with predefined categories (category and subcategory)



2.2. Request Form Management

There will be two types of request forms.

- Standard Service request forms
- Non Standard request forms

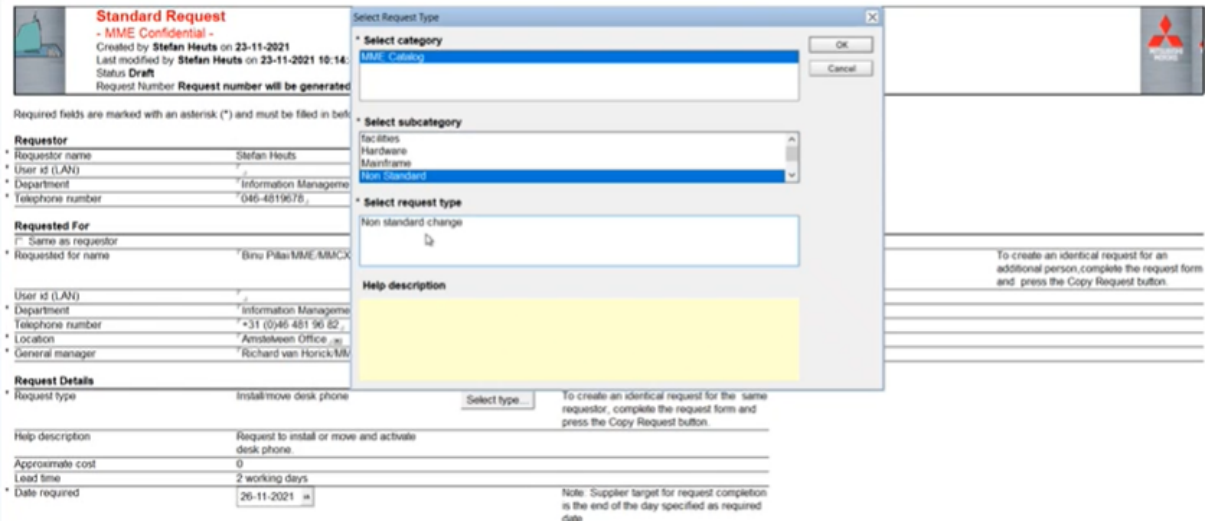
For standard service requests there may be specific forms for some of the service types (like, portal access request) requested.

System administrators will have the ability to add/ edit/ delete form fields.
Depending on the selection of services, a request form with a predefined set of fields will be displayed to the requestor.

A common set of form fields will be visible for both types of forms. On selection of specific service type additional form fields might appear.

Request form design will be simple and user friendly as much as possible so that appending / removing fields does not break form display.

A standard request form example



On selection of Request type/ Service associated set of form fields will appear.

Drupal webform will be used to create request forms

2.3. Email Content Management

The following email templates will be maintained in the system,

- Notification email after user create/modify/delete.
- Notification email on completion of workflow step.

3. The Request Workflow

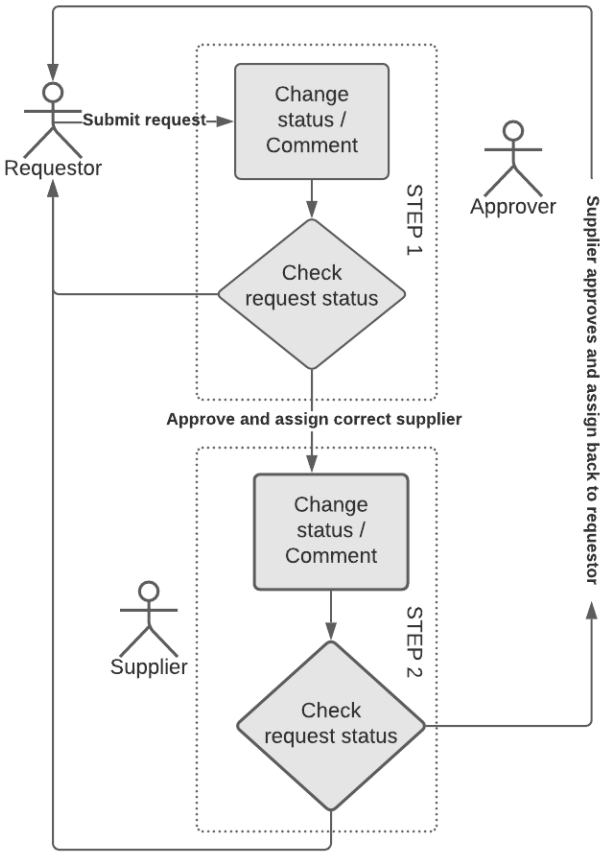
System will not maintain any predefined workflow. Each request will have its own workflow.

A workflow starts with a requestor submits a request form. It's the responsibility of the requestor to select the correct approver for the service requested.

Approver declines or approves the request and assigns the correct supplier for the request.

In the next step the supplier either approves or declines the request and assigns back the request to the requestor.

depending on the status of the request, the requestor decides to close or re-initiate the request.



Going forward in each step of the workflow, it is the responsibility of the requestor (may be approver of the previous step) to assign the correct individual or group of individuals sharing the same email address.

A workflow completes with a status of complete / close

Changing status to decline will automatically assign the workflow to the requestor at any step.

In each step of the workflow the assigned individual can optionally add comments.

Automated Email Notification will be sent out to each individual involved on completion of each step of a workflow.

Administrators will have the ability to change status and override the assignment of an active workflow.

Requestor can clone a request and edit as required to start a workflow.

A request can be saved as draft before submitting.

4. Homepage (Dashboard)

- Each individual will have a Dashboard containing a list of requests related (assigned or requested) to them. The new design will include a tabular view of Active and Inactive list of requests. Users can filter by date, status and service type.
- A keyword search will be available where request can be searched by
- Each request will reflect its current status.
- Each request details will show the workflow with history of steps including assignee , date and comments
- Admin users will be able to view all the requests of the system.

5. Reports

Request status report will be available within a date range for the admin user to view.

6. Migration of existing Portal system data

- The relevant existing data in Lotus Notes will be migrated to the new system.
- The existing Lotus Note data will be provided by MME in any standard format(.csv,.xls,or in .xml).

7. Annexure

7.1. Functional requirement: User journey

The functionality will be as mentioned in the requirements specifications document:
• MME Request Tool - User Stories_v0.2.docx which has mentioned in below documents:

S.No.	Requirement Type	Access Type	Requirements
1	Functional	Regular User	Regular User will be able to access the application without having to sign in
2	Functional	Regular User	Regular Users will be able to see overview of all their requests such as Pending Request, Closed Request (Approve, Rejected & canceled Request), request on hold & draft request.
3	Functional	Regular User	Regular User able to create a new request
4	Functional	Regular User	Regular User will be able to save a request as a draft
5	Functional	Regular User	Regular users will receive email notification when a request is created.
6	Functional	Regular User	Regular users will receive email notification when the status of request is changed.
7	Functional	Regular User	Regular users will receive email notification when the request is closed or rejected.
8	Functional	Regular User	Regular users will be able to edit or cancel request
9	Functional	Regular User	Regular users will be able to reject or accept the solution. When the solution is accepted, the request is automatically closed.

10	Functional	Regular User	Regular users will be able to copy a request for re-use.
11	Functional	Regular User	Regular users willl be able to re-open a canceled request
12	Functional	Approver User	Approver users will be able to receive an email when a new request is assigned. The mail contains a link that will take approver directly to the request.
13	Functional	Approver User	Approver users will approve or reject the request or set the request on hold.
14	Functional	Approver User	Approver users will be able to add a comment when I reject the request.
15	Functional	Approver User	Approver users will be able to add a note for the next approver.
16	Functional	Approver User	Approver users will be able to assign the request to another approver.
17	Functional	Approver User	Approver users will be able to request more information about the request, either at the previous approver, or directly at the requester. When doing so, the approver user can set the request on hold and/or re-initiate the request from an earlier stage or from the beginning.
18	Functional	Approver User	Approver user will be able to see an overview with all requests that are assigned to them: - Pending requests - Closed requests o Approved requests o Rejected requests o Canceled requests - Requests on hold
19	Functional	Approver User	Approver users will be able to re-open a rejected request (allows only view/reopen list of requests rejected by same approver).
20	Functional	Supplier User	Supplier users will be able to receive an email

			notification when a new request is assigned to them. The mail contains a link that will take them directly to the request.
21	Functional	Supplier User	Supplier users will able to overview with all requests that are assigned to them: - Pending requests - Closed requests - Requests on hold
22	Functional	Supplier User	Supplier users will be able to send a note, or request more information about the request, either at the last approver, or directly at the requester. When doing so, supplier can set the request on hold and re-activate the request once supplier have the required information
23	Functional	Supplier User	Supplier users will be able to reject or cancel the request, or set the request on hold.
24	Functional	Supplier User	Supplier users will be able to mark the request as executed.
25	Functional	Administrator User	Administrator user will be able to get an overview of all requests: - Pending request - Closed request oApproved requests oRejected requests oCanceled requests - Requests on hold - Draft requests
26	Functional	Administrator User	Administrator users will be able to add, modify, or delete service in the service catalog.
27	Functional	Administrator User	Administrator users will be able to force a rejection or cancelation of a request.
28	Functional	Administrator User	Administrator user will be able to add or remove approvers
29	Functional	Administrator User	Administrator users will be able to

			modify the workflow(s) in the application
30	Functional	Administrator User	Administrator users will be able to change the status of a request inside a workflow
31	Functional	Administrator User	Administrator users will be able to assign a request to another approver in case the next approver is not available
32	Functional	Administrator User	Administrator users will be able to create different request forms (e.g. for Facilities, Finance, HR, MMSN, etc.). Each with their own workflow and approvers.

8. Assumptions

- Reports are limited to as mentioned in the reports section.
- Drupal webform will be used to create request forms
- Drupal default admin theme will be used for administrators.
- Integration (data and/or functional) with any other external system/application has not been considered in the current scope.
- Migration of existing data from Lotus Notes is subject to the capability of Lotus Notes to export existing data in a standard data form.

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