Gas Markets – Access Request Management

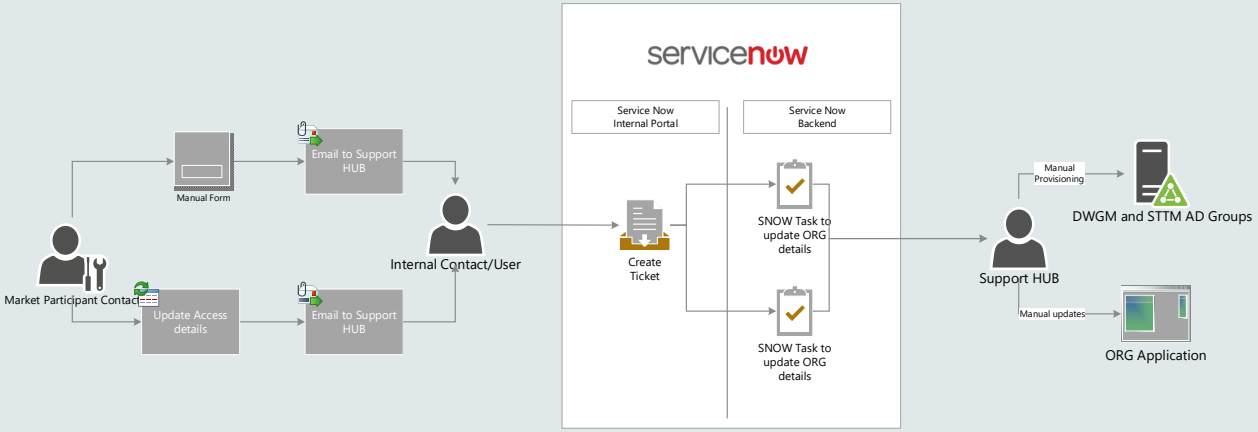
DWGM and STTM Access Requests & Contact Type Updates

Gas Market Requests - Overview

- Current vs Future Process
- Request Access Portal Details
  - Azure Authentication
  - Portal URL
  - Authentication and Authorization
  - Gas Access Form
- Use Cases:
  - Grant Access to New Users
  - Update Access for Existing Users
  - Update/Modify/Delete Contact Type Information

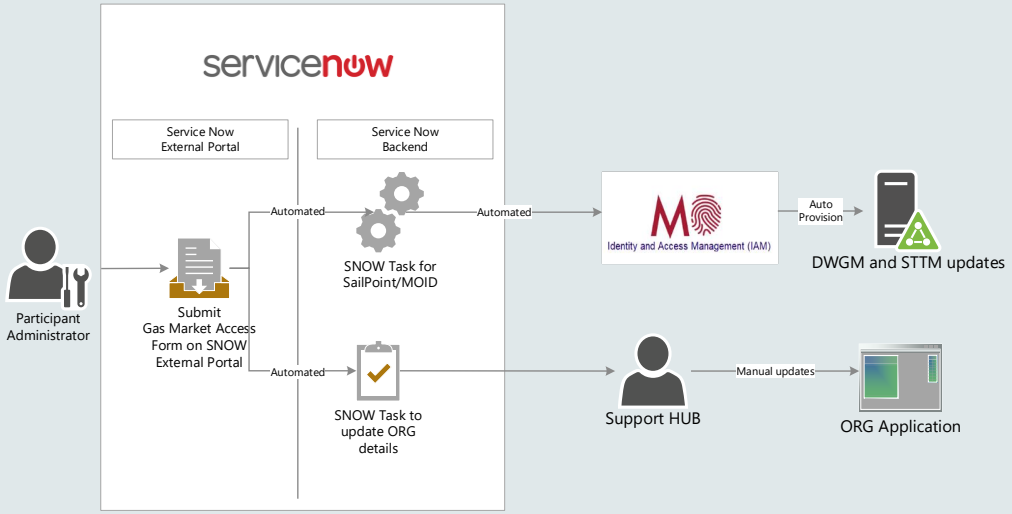
Market Participant Access Request Comparison

Current Process



Process Step	Description	Pros/Cons
Access Submission	Manual Forms for new access and manual emails for updates to access	• Prone to error • Difficult to trace request to emails • Multiple touch points • Process entirely manual • Lower Operational efficiency as support hub has to deal with multiple tasks
Access Provisioning	Manual	• Access Provisioning is manual

Participant Portal Access



Process Step	Description	Pros/Cons
Access Submission	Digital Form via Service Now portal for External Participants	• Less manual entries as compared to manual forms • Easy to trace request • Fewer touch points • Process automated • ORG entry still manual • Higher Operational efficiency for support hub
Access Provisioning	Automated	• Access Provisioning is automated

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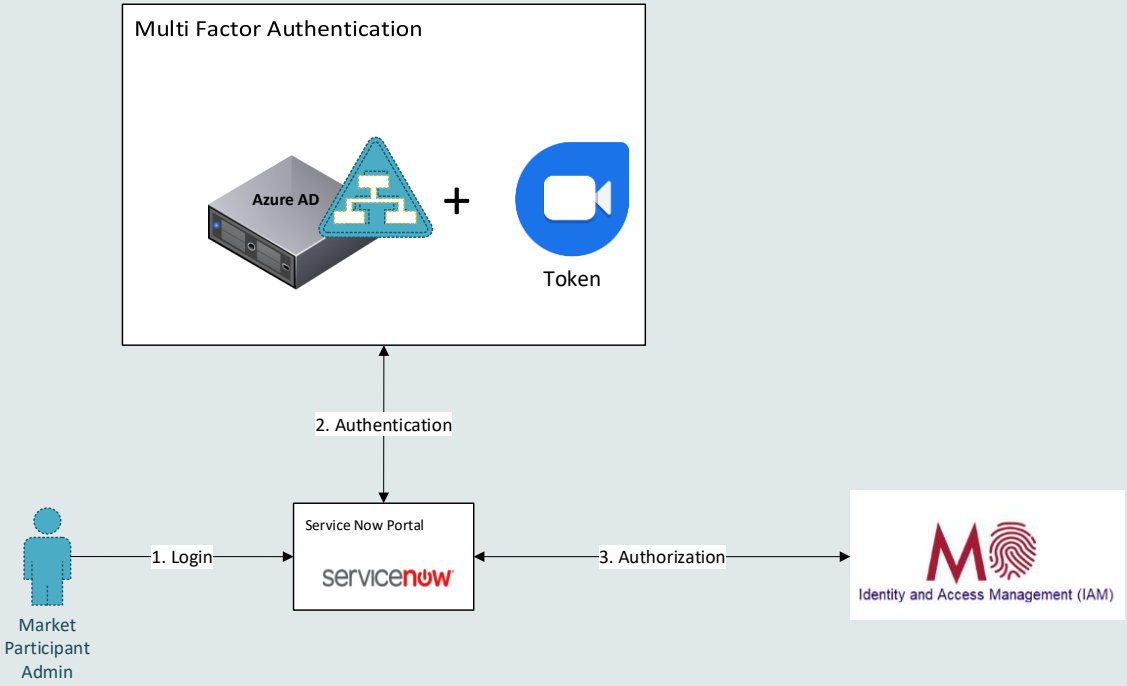
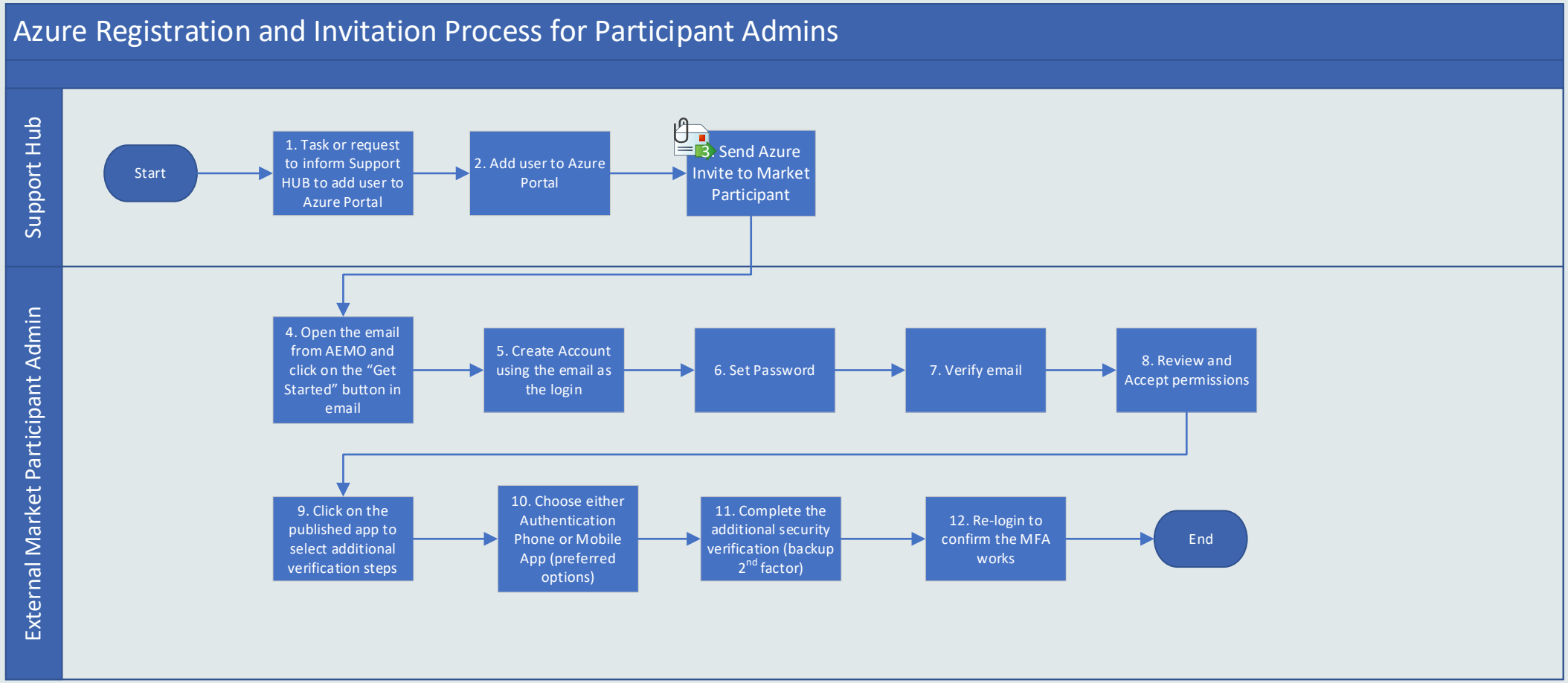
Participant Portal Details

- https://aemo.service-now.com/participantportal
- Overview of the Azure Registration Process
- Authentication and Authorization overview
- Access Form walkthrough



Azure Registration Process



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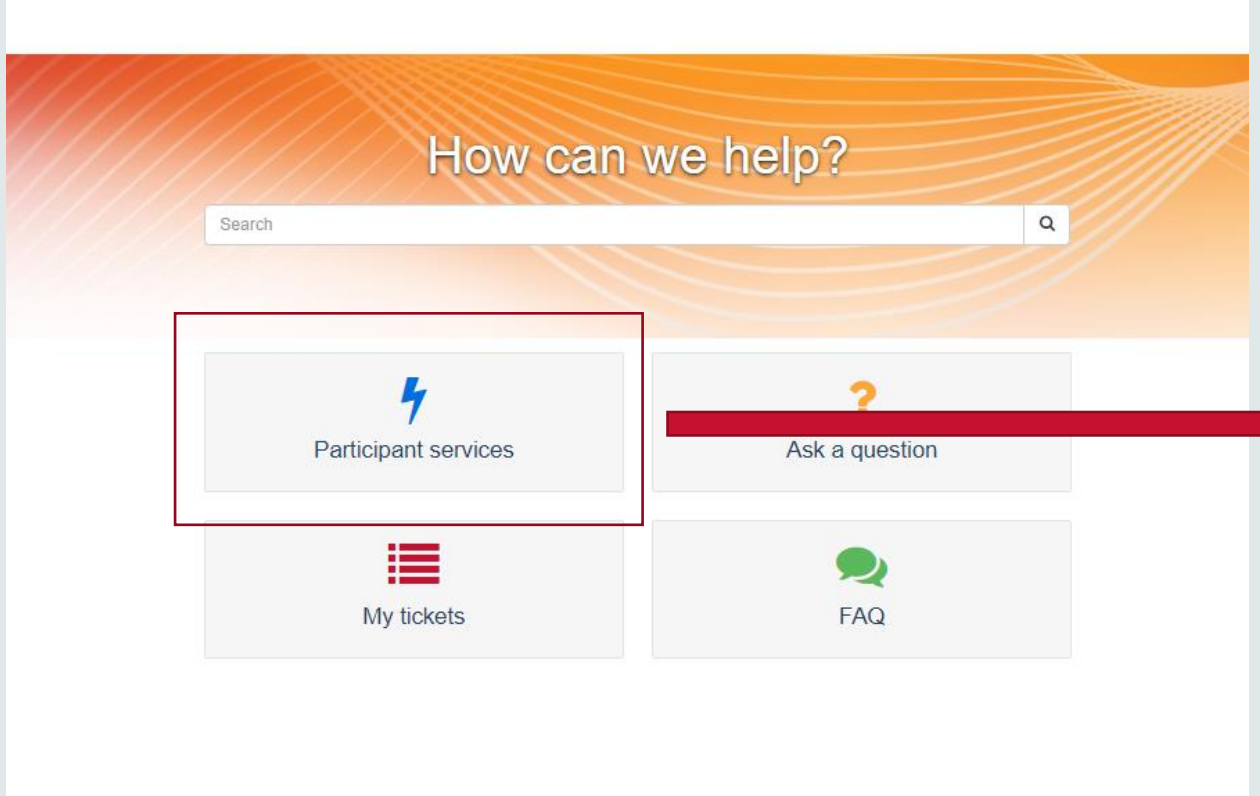
Landing Pages



Participant Services: Main Page

Participant Services: Sub Page with tiles

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Use Case 1: Adding New Users

Step 1: Select Organization

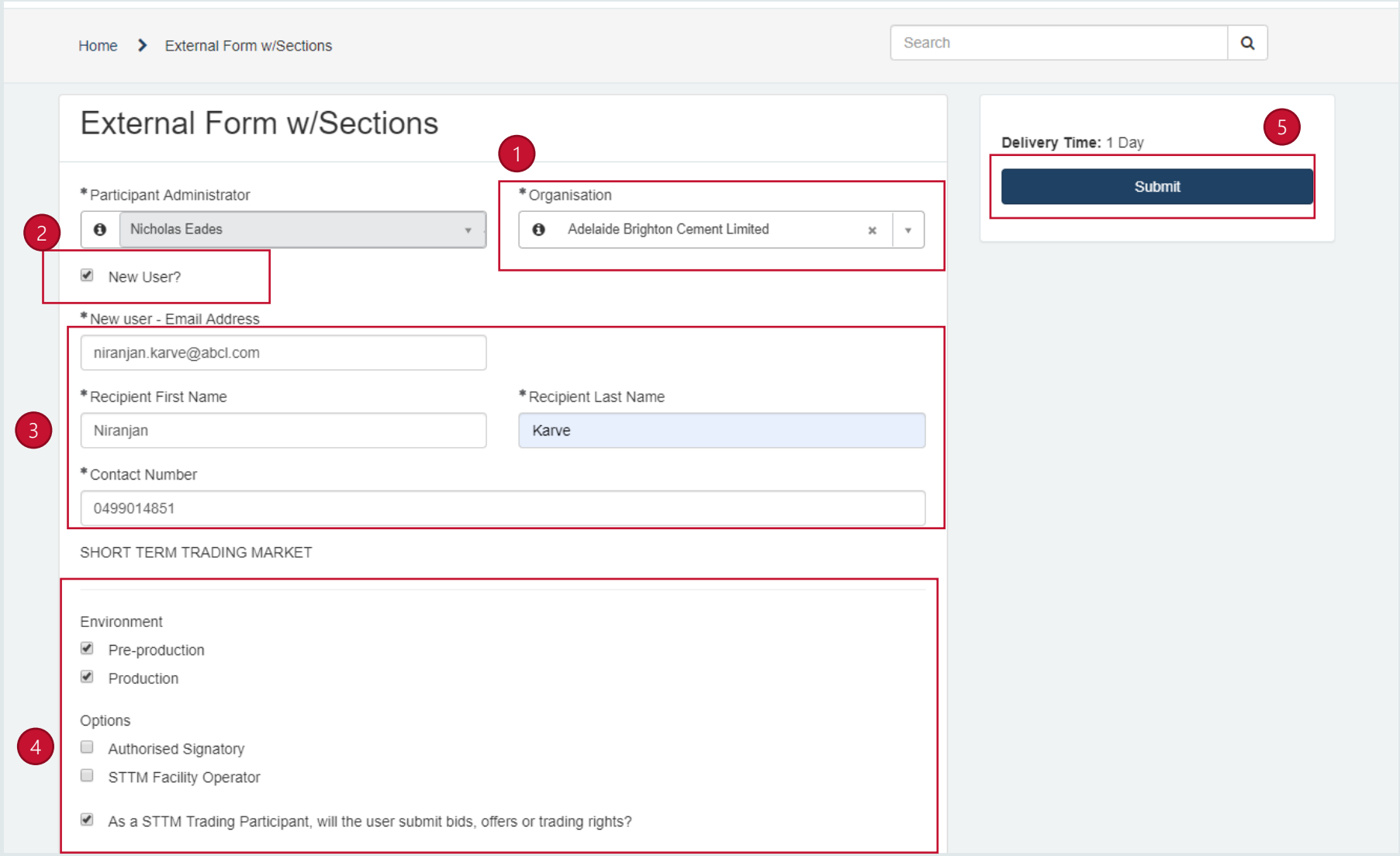
Step 2: Select the New User Check-box

Step 3: Enter user details

Step 4: Select Access Details

Step 5: Submit

A ticket will be generated after submission of the request and AEMO's support Hub will verify the details before progressing with the access request.



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Use Case 2: Modifying Existing User Access

Step 1: Select Organization

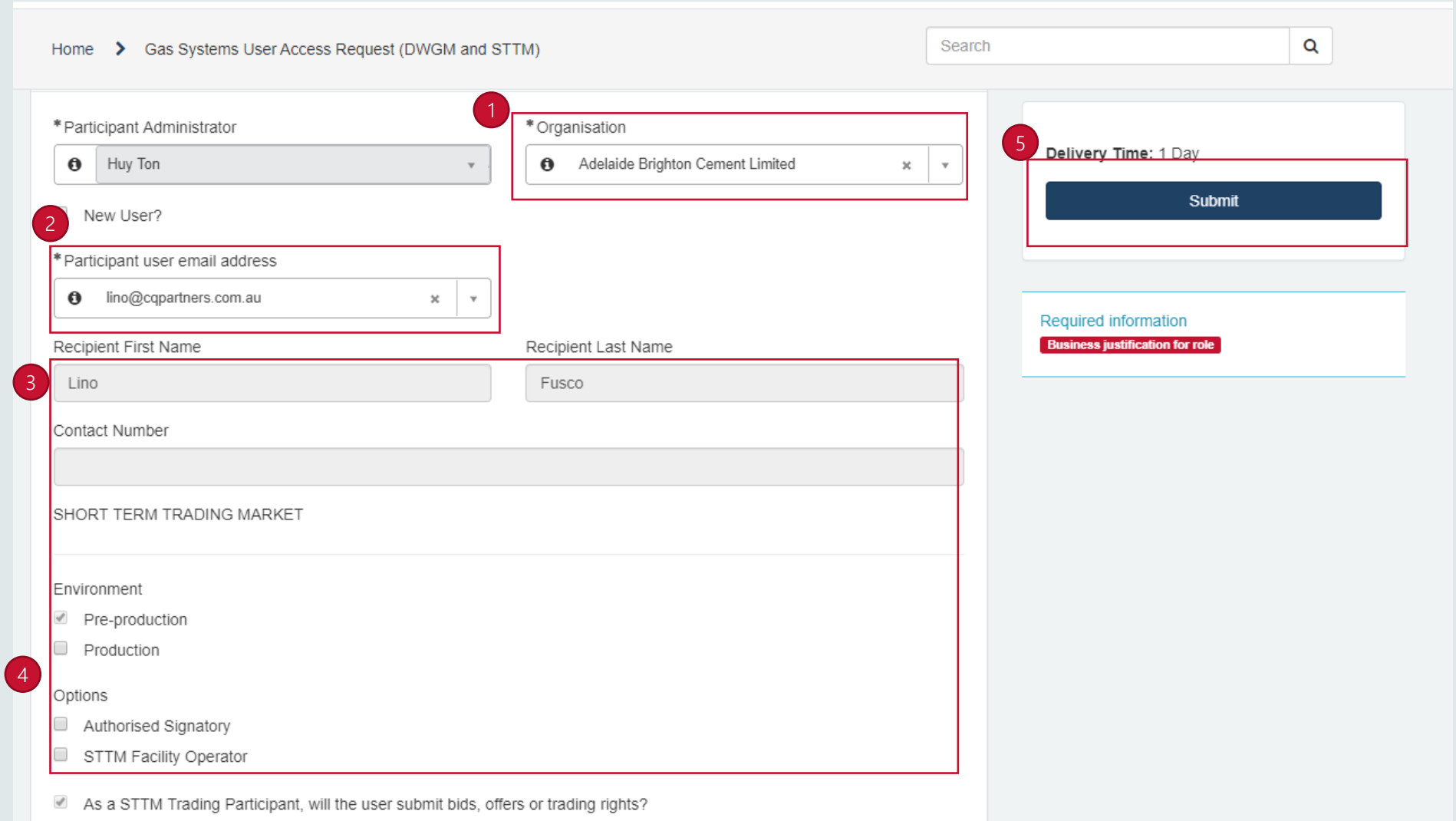
Step 2: Select existing user from drop down

Step 3: Existing user details and access will be shown on screen (greyed out areas)

Step 4: Update access

Step 5: Submit

A ticket will be generated after submission of the request and AEMO's support Hub will verify the details before progressing with the access request.



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Use Case 3: Modifying a Contact Type

Step 1: Select Organization

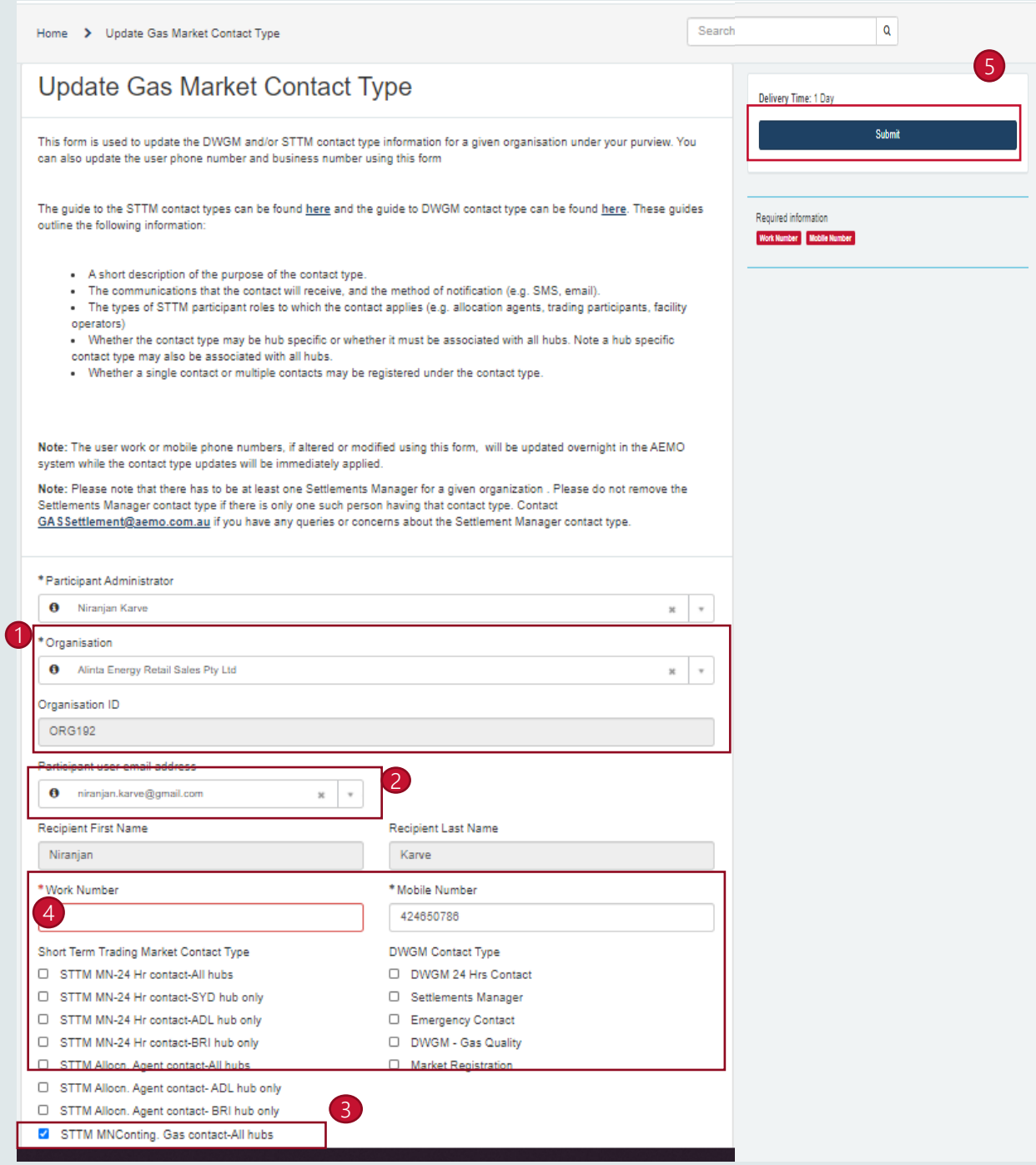
Step 2: Select existing user from drop down

Step 3: Existing user details and access will be shown on screen (blue tick boxes)

Step 4: Update access (select check boxes)

Step 5: Submit

A ticket will be generated after submission of the request and the contact type information will be automatically updated in ORG.



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