



Framework Standard

Saudi Telecom Company

E2E Assurance Process Journey Processes

TM Forum Framework 17.0 Certification

Business Process Framework (eTOM) Release 17.0

Self-Assessment Process Mapping Report

1.3.7 – Problem Handling

Version 1.0

10 October 2017

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1.3.7 Problem Handling

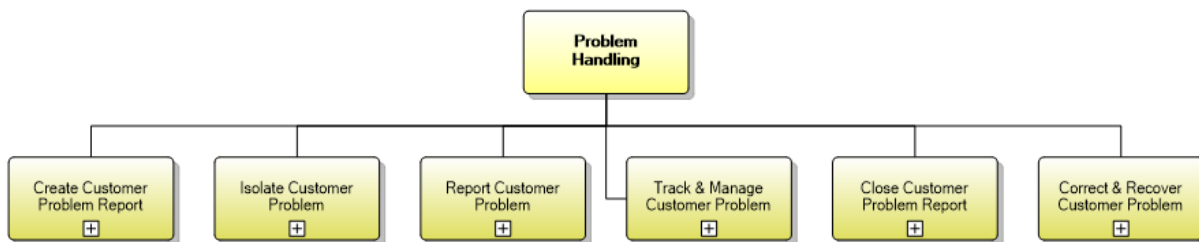


Figure 1: 1.3.7 Problem Handling decomposition

Problem Handling

Process Identifier: 1.3.7

Brief Description

Responsible for receiving trouble reports from customers, resolving them to the customer's satisfaction and providing meaningful status on repair and/or restoration activity to the customer.

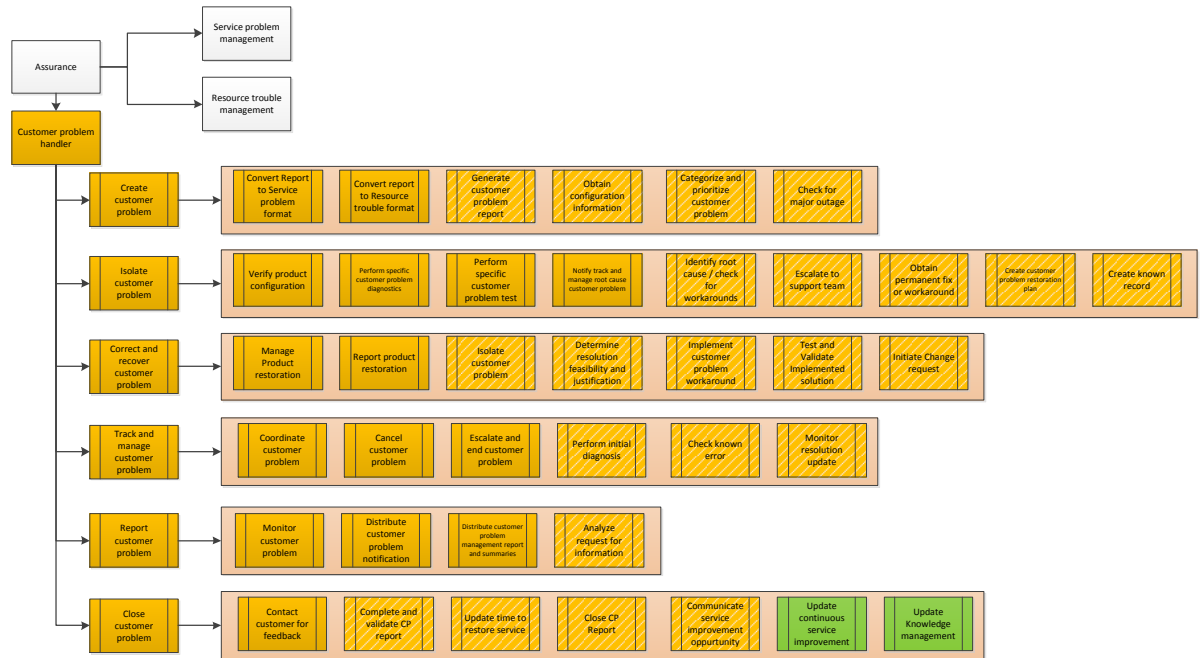
Extended Description

Problem Handling processes are responsible for the management of problems reported by customers and associated with purchased product offerings. The objective of these processes is to receive reports from customers, resolving them to the customer's satisfaction and providing meaningful status on repair and/or recovery activity to the customer. They are also responsible for customer contact and support in relation to any customer-affecting problems detected by other processes or through analysis, including proactively informing the customer and resolving these specific problems to the customer's satisfaction.

Responsibilities of the Problem Handling processes include, but are not limited to:

- Capturing, analyzing, managing and reporting on customer reported problems associated with purchased product offerings;
- Initiating and managing customer problem reports;
- Correcting customer problems;
- Reporting progress on customer problem reports to customer and other processes;
- Assigning & tracking customer problem recovery activities
- Managing customer problem jeopardy conditions.

Problem Handling processes perform analysis, decide on the appropriate actions/responses and carry them out with the intent of restoring normal operation on specific purchased product offerings.



Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Isolate Customer Problem

Process Identifier: 1.3.7.1

Brief Description

Identify the root cause of the customer problem.

Extended Description

The purpose of the Isolate Customer Problem processes is to identify the root cause of the customer problem. The responsibilities of these processes include, but are not limited to:

- Verifying whether the customer is using the purchased product offering correctly
- Performing diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services.

The Isolate Customer Problem processes will make the results of the root cause analysis available to other processes. The Isolate Customer Problem processes will update open

customer problem report, as required during the assessment, and when the root cause has been identified.

The Isolate Customer Problem processes will notify the Track & Manage Customer Problem processes when the analysis is complete.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Report Customer Problem

Process Identifier: 1.3.7.2

Brief Description

Monitor the status of customer problem reports, provide notifications of any changes and provide management reports. This includes customer problems caused by security events.

Extended Description

The objective of the Report Customer Problem processes is to monitor the status of customer problem reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer problem reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Problem Handling processes. These processes record, analyze and assess the customer problem report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Problem Handling process. These specialized summaries could be creation of specific reports required by customers and/or other specific audiences. These processes will make the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Track & Manage Customer Problem

Process Identifier: 1.3.7.3

Brief Description

Ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy.

Extended Description

The purpose of the Track & Manage Customer Problem processes is to ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy.

Responsibilities of these processes include, but are not limited to

- Scheduling, assigning and coordinating tracking any recovery activities, and any repair and restoration activities delegated to other processes;
- Generating the respective service trouble report creation request(s) to Create Service Trouble Report based on specific customer problem reports;
- Undertake necessary tracking of the execution progress;
- Modifying information in an existing customer problem report based on assignments;
- Modifying the customer problem report status;
- Canceling a customer problem report when the specific problem was related to an incorrect customer problem report
- Monitoring the jeopardy status of open customer problem reports, and escalating customer problem reports as necessary.

Note that some specific product and/or service components may be owned and managed by other Parties. In these cases the Track & Manage Customer Problem process is responsible for initiating requests, through other Party Problem Reporting & Management processes for restoration and recovery by the other Party of the specific service components. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. The Track & Manage Customer Problem processes will also inform the Close Customer Problem processes by modifying the customer problem report status to cleared when the customer problem has been resolved.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Close Customer Problem Report

Process Identifier: 1.3.7.4

Brief Description

Ensure that a problem affecting the customer is solved

Extended Description

The purpose of the Close Customer Problem Report processes is to close a customer problem report when the problem affecting the customer is solved. These processes are also responsible for possibly contacting the customer to inquire about the customer's satisfaction with resolution of the problem. These processes monitor the status of all open customer problem reports and recognize that a customer problem report is ready to be closed when the status is changed to cleared.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Create Customer Problem Report

Process Identifier: 1.3.7.5

Brief Description

This process creates a new Customer Problem Report.

Extended Description

The objective of the Create Customer Problem Report process is to create a new customer problem report.

A new customer problem report may be created as a result of customer contacts indicating a problem with their purchased product offerings or, at the request of analysis undertaken by other processes in the CRM or SM&O horizontal process layers, which detect a failure or degradation which may be impacting customers.

These processes are responsible for capturing all the necessary customer information to be included in the new Customer Problem Report.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Correct & Recover Customer Problem

Process Identifier: 1.3.7.6

Brief Description

Restore the service to a normal operational state as efficiently as possible

Extended Description

The objective of the Correct & Recover Customer Problem processes is to restore the purchased product offerings to a normal operational state as efficiently as possible. Depending on the nature of the specific reported failure, or incorrect operation, of the purchased product offering these processes may possibly lead to:

- Educational interaction with the customer to ensure correct usage of the purchased facilities;
- Re-assessment of the customer's needs and withdrawal, upgrade, renewal of the purchased product offerings;
- Requests for activities to be undertaken by other processes in the CRM process layer.
- Identification that restorative activities need to be undertaken in the SM&O processes.

They will also report successful restoration of normal service operation, restoration through temporary work-arounds or an unsuccessful attempt at restoration to Track & Manage Customer Problem through updates to the associated customer problem report.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.3.7.1 Isolate Customer Problem

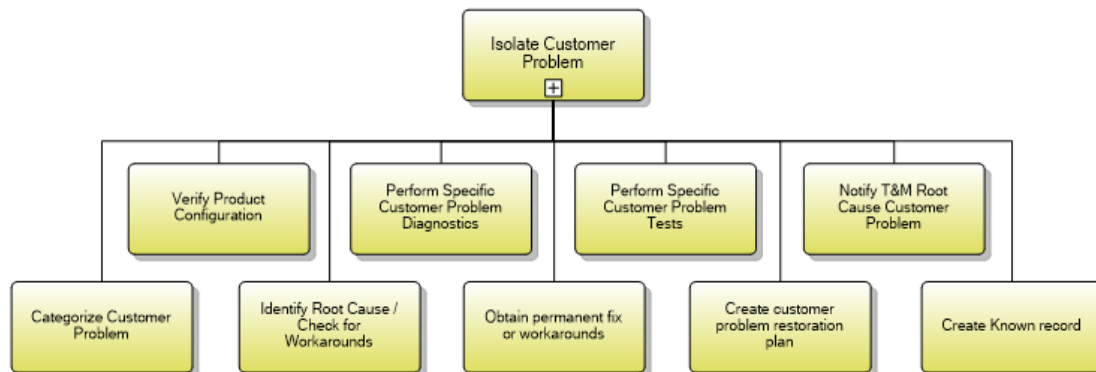


Figure 2: 1.3.7.1 Isolate Customer Problem decomposition

Isolate Customer Problem

Process Identifier: 1.3.7.1

Brief Description

Identify the root cause of the customer problem. AM

Comment for the compliance:

AM (Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”)

See Level4s in scope below for details of support

Extended Description

The purpose of the Isolate Customer Problem processes is to identify the root cause of the customer problem. The responsibilities of these processes include, but are not limited to:

- Verifying whether the customer is using the purchased product offering correctly
- Performing diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services.

The Isolate Customer Problem processes will make the results of the root cause analysis available to other processes. The Isolate Customer Problem processes will update open customer problem report, as required during the assessment, and when the root cause has been identified.

The Isolate Customer Problem processes will notify the Track & Manage Customer Problem processes when the analysis is complete.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Verify Product Configuration

Process Identifier: 1.3.7.1.1

Brief Description

This process verifies whether the customer is using the purchased product offering correctly.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Verifies whether the customer is using the purchased product offering correctly. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

The customer complaints received by the Call Centers are first analyzed by the call center agents. The call center agents are expected to carry out an initial diagnostic based on the product knowledge and documentation available. They carry out an interview/discussion with the customer to verify if the customer is using the product correctly. The agents use the CRM and diagnostics systems to verify the service used by the customer and the current state of the service

The customer care call center attempts an initial verification, based on a structured questionnaire that ensures exhaustive analysis of the problem before passing it on to other organization units for resolution

Tasks X Create Service Request: Create Service Request

Pause Previous Next

Service Request Detail

SR Classification: Technical

Phone #: 112074943

Type: Complaint

Area: More than one s

Sub Area: Internet & OTT

Description: Test Last Time

Customer Information

Account#: 8000200224

Billing Account: 5000560245

Product: Fixed Line Voice

Alternate Phone #/Source Line: 512074943

Preferred Mode Of Communication: SMS

Email Address:

STC SR

Optional

Not used for this process element

Interactions

Not used for this process element

Perform Specific Customer Problem Diagnostics

Process Identifier: 1.3.7.1.2

Brief Description

This process performs diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Performs diagnostics based on the customer provided information to determine whether the root cause of the customer problem is linked to the underlying services.

AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

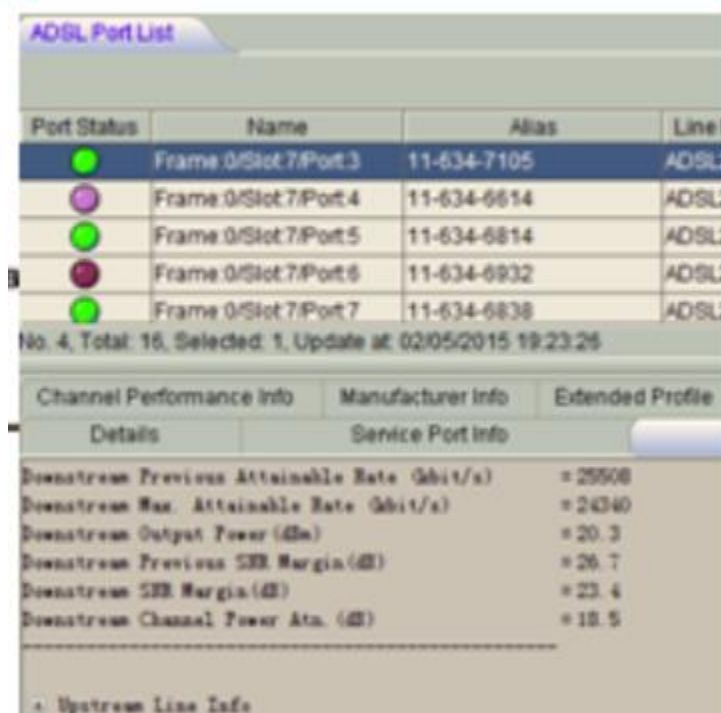
The Call Centers perform an initial diagnostic using the CRM and diagnostics systems discussion with the customer. this is currently structured with product specific diagnostic questionnaires. Currently the first-tier diagnostics are carried out effectively

Second tier diagnostics are carried out by the Tier 1.5 team of the call center, who attempt further diagnosis and remote resolution.

The unresolved tickets from this stage are passed on to the Operations – Filtering team for classification and routing. A third level diagnosis is again carried out by the remote resolution team using diagnostics systems.

step-by-step questionnaires following a logical elimination of problem areas makes the 1 tier information gathering and diagnosis effective. This also leads to the customer sharing all information about the problem exhaustively, thereby avoid creating downstream information shortage and reducing the overall time to resolve a problem ticket.

Check ADSL port speed and also other parameters



Port Status	Name	Alias	LineF
●	Frame 0/Slot 7/Port 3	11-634-7105	ADSL1
●	Frame 0/Slot 7/Port 4	11-634-6614	ADSL2
●	Frame 0/Slot 7/Port 5	11-634-6814	ADSL2
●	Frame 0/Slot 7/Port 6	11-634-6932	ADSL2
●	Frame 0/Slot 7/Port 7	11-634-6838	ADSL2

No. 4, Total: 16, Selected: 1, Update at: 02/05/2015 19:23:26

Channel Performance Info	Manufacturer Info	Extended Profile
Details	Service Port Info	
Downstream Previous Attainable Rate (Gbit/s)	= 25508	
Downstream Max. Attainable Rate (Gbit/s)	= 24340	
Downstream Output Power (dBm)	= 20.3	
Downstream Previous SNR Margin (dB)	= 26.7	
Downstream SNR Margin (dB)	= 23.4	
Downstream Channel Power Attn. (dB)	= 18.5	

⌵ Upstream Line Info

Optional

Not used for this process element

Interactions

Not used for this process element

Perform Specific Customer Problem Tests

Process Identifier: 1.3.7.1.3

Brief Description

This process runs tests against the specific services.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Runs tests against the specific services. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

First level tests are carried out using the diagnostics system by the Call Center agents. Once passed on to the Tier 1.5 tests are carried out and remote resolution is attempted. The tickets that are passed on to Operations from this stage are re-considered for remote resolution and Operations carries out another attempt at remote resolution.

Currently, customer problem tests are carried out in the call center (first tier) based on generic procedures which are product specific or problem specific. STC have processes in place to categorize the problems into specific categories to enable specific testing for the same to avoid any redundancies in the remote resolution test activity.

Check ADSL port speed and also other parameters

ADSL Port List			
Port Status	Name	Alias	Line F
●	Frame 0/Slot 7/Port 3	11-634-7105	ADSL2
●	Frame 0/Slot 7/Port 4	11-634-6614	ADSL2
●	Frame 0/Slot 7/Port 5	11-634-6814	ADSL2
●	Frame 0/Slot 7/Port 6	11-634-6932	ADSL2
●	Frame 0/Slot 7/Port 7	11-634-6838	ADSL2

No. 4, Total: 16, Selected: 1, Update at: 02/05/2015 19:23:26

Channel Performance Info	Manufacturer Info	Extended Profile
Details	Service Port Info	
Downstream Previous Attainable Rate (Gbit/s)	= 25508	
Downstream Max. Attainable Rate (Gbit/s)	= 24340	
Downstream Output Power (dBm)	= 20.3	
Downstream Previous SNR Margin (dB)	= 26.7	
Downstream SNR Margin (dB)	= 23.4	
Downstream Channel Power Attn. (dB)	= 18.5	

Upstream Line Info

Optional

Not used for this process element

Interactions

Not used for this process element

Notify T&M Root Cause Customer Problem

Process Identifier: 1.3.7.1.4

Brief Description

This process notifies the Track & Manage Customer Problem processes when the analysis is complete.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

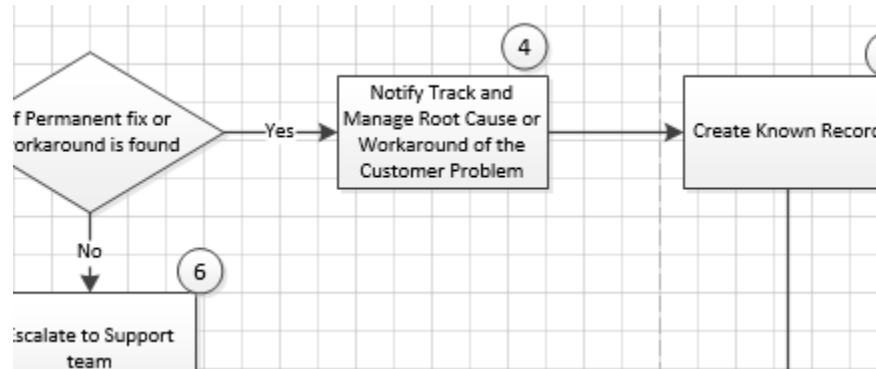
Mandatory

Notifies the Track & Manage Customer Problem processes when the analysis is complete. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 "Trouble Ticket to Solution"

The Tier 1.5 team of the Call Center department carries out the root-cause-analysis of the customer problem, classifies tickets and routes tickets to IT, Network or Field Operations.



Optional

Not used for this process element

Interactions

Not used for this process element

Categorize Customer Problem

Process Identifier: 1.3.7.1.5

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

Use categorized Impact and Urgency levels to focus on the business-critical problems based on the problem prioritization. This process is used to validate and classify the customer problem. Which involves filtering out problems classify them.

Mandatory

This process is responsible for categorizing the customer problem according to the type of the problem, impact, and standardized criteria at CRM level. Moreover, this activity will be carried out with appropriate diligence, in order to provide inputs to the "Track & Manage Customer Problem" process. Analyze customer problem, filter out irrelevant

and false problems. Determine the problem severity based on its impact and set the appropriate priority. **AM**

Comment for the compliance:

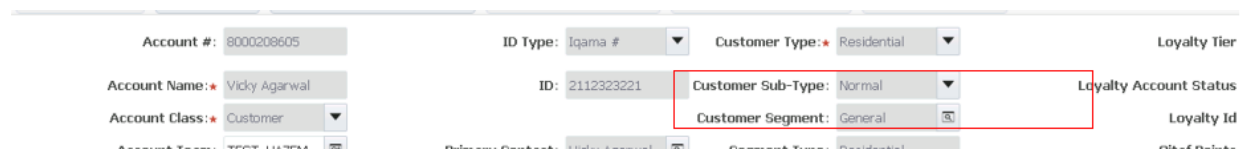
Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

The first tier of the problem handling process, the Call Center agents, currently classify incoming customer problems or trouble tickets. The tickets are classified in the Tier 1.5 after an initial analysis as being

- Customer Specific
- General Issues impacting multiple customers

Accordingly, internal tickets are raised or the customer trouble ticket passed on to provide resolution.

There is structured classification mechanism, defined classes of tickets and corresponding ticket flows to enable a smooth flow of trouble tickets.



The screenshot shows a customer profile form with the following fields: Account #: 8000208605, ID Type: Iqama #, Customer Type: Residential, Loyalty Tier, Account Name: Vicky Agarwal, ID: 2112323221, Customer Sub-Type: Normal, Loyalty Account Status, Account Class: Customer, and Customer Segment: General. A red box highlights the Customer Sub-Type and Customer Segment fields.

Optional

Not used for this process element

Interactions

The Categorize Customer Problem process will notify the Determine Resolution Feasibility and Justification process when the classification is complete.

Identify Root Cause / Check for Workarounds

Process Identifier: 1.3.7.1.6

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

Investigate the customer problem cause and check for workarounds or temporary fix.

Mandatory

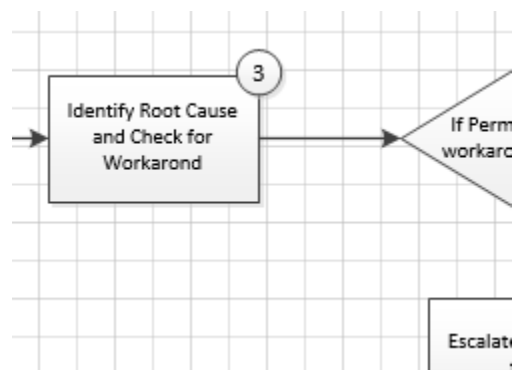
Verify the configuration of the customer’s product. Look for the root cause of the

customer problem. If the cause is determined, recommend a workaround or a temporary fix for the problem. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Currently, customer problems are analyzed and evaluated for identification of root cause at various levels. However, there are limited opportunities to check for workarounds.



Optional

Run various tests and/or diagnostics.

Interactions

Not used for this process element

Obtain permanent fix or workarounds

Process Identifier: 1.3.7.1.7

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

To provide either a temporary fix or workaround to the problem.

Mandatory

Check for permanent fixes for the customer and if not available look for possible workarounds as remedy for the problem. AM

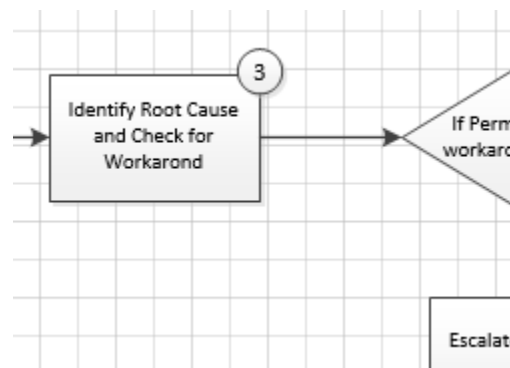
Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

The Tier 1.5 upon completion of the root-cause-analysis of the trouble ticket passes on the ticket to the Operations Department. The Operations team further analyzes the ticket (filtering team) and attempts permanent fixes either through remote resolution or by deploying field technicians to fix issues in resources. Customer CPE related problems are also permanently fixed by the Field Technicians – appointment with the customer are scheduled, field technicians allocated and scheduled in the WFM system and technical fix provided at customer location.

Optional

Not used for this process element



Interactions

Not used for this process element

Create customer problem restoration plan

Process Identifier: 1.3.7.1.8

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

Create a plan for restoration

Mandatory

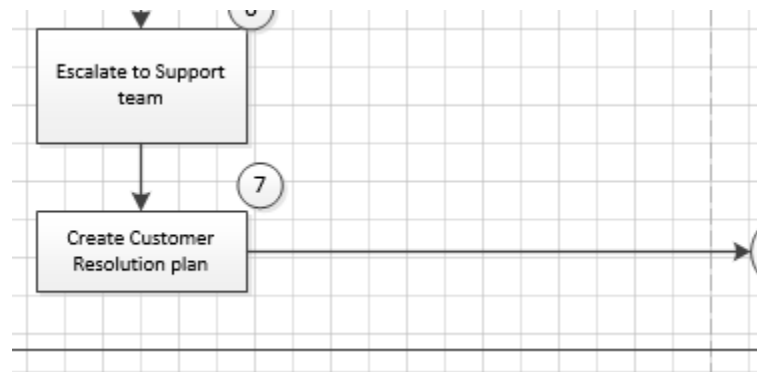
The primary aim is to put a plan to restore the 'normal service' to the

customer as quickly as possible. That should include anything that is needed to allow the customer to return to the normal working, in order to minimize business impact. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Currently Restoration Plans are defined and documented with planned dates of completion in accordance with internal Operational Level Agreements (OLA). Tickets are created, tracked and resolved with a pre-defined plan for restoration and seamless co-ordination between departments.



Optional

Not used for this process element

Interactions

Not used for this process element

Create Known record

Process Identifier: 1.3.7.1.9

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

When a root cause and permanent fix or workaround are identified for a customer problem. A record is created to identify the problem along with any associated root-cause, fix and workarounds.

Mandatory

The record include the details of the problem and the symptoms that occurred, together with precise details of any workaround or fix that can be taken to restore the service and/or resolve the problem. AM

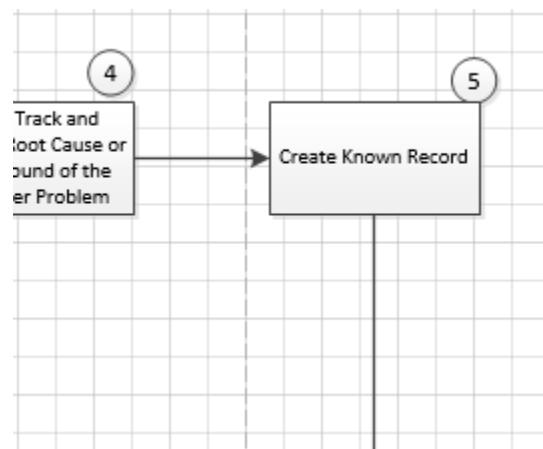
Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Currently, known records, frequently occurring problems or known fixes are recorded and documented by the Call Center Tier1, Tier1.5 or Tier 2. This activity is performed for existing products or new products

Optional

An incident count that can be useful to determine the frequency with which problems are likely to recur and influence priorities.



Interactions

Not used for this process element

1.3.7.2 Report Customer Problem

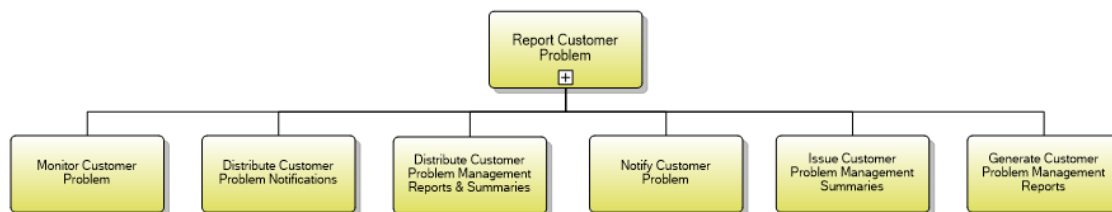


Figure 3: 1.3.7.2 Report Customer Problem decomposition

Report Customer Problem

Process Identifier: 1.3.7.2

Brief Description

Monitor the status of customer problem reports, provide notifications of any changes and provide management reports. This includes customer problems caused by security events.

Extended Description

The objective of the Report Customer Problem processes is to monitor the status of customer problem reports, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer problem reports and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Problem Handling processes. These processes record, analyze and assess the customer problem report status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Problem Handling process. These specialized summaries could be creation of specific reports required by customers and/or other specific audiences. These processes will make the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 "Trouble Ticket to Solution"

Monitoring of customer problem reports and provision of notifications are carried out by various teams depending on the stage and status of the process. All status changes are monitored and tracked using the CRM system by the Call Centers, Call Centers – Tier 1.5, Tier 2 teams.

Reporting of customer problems and problem tickets are carried out by various teams involved in the problem handling value chain. The Call Center reporting team reports list of customer problems related to IT, Network and Field Operations. Further, the Call Center reporting team also summarizes overall process performance, problem trends, call volumes and improvement opportunities.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Monitor Customer Problem

Process Identifier: 1.3.7.2.1

Brief Description

This process is responsible for continuously monitoring the status of customer problem reports.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Continuously monitors the status of customer problem reports. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 "Trouble Ticket to Solution"

Status of created trouble tickets are continuously monitored at STC. System functionalities are implemented to aid the monitoring of customer problems across the end-to-end process.

Optional

Not used for this process element

Interactions

Not used for this process element

Distribute Customer Problem Notifications

Process Identifier: 1.3.7.2.2

Brief Description

This process makes the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Makes the necessary reports about the problem that occurred, the root cause and the activities carried out for recovery of normal operation. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

There is a process of making and distributing reports pertaining to customer problem notifications. The tickets are passed on or new tickets created in internal systems depending on the flow of the process

There are systems and mechanisms in place to enable an end-to-end flow or notification mechanism across the length of the process

Optional

Not used for this process element

Interactions

Not used for this process element

Distribute Customer Problem Management Reports & Summaries

Process Identifier: 1.3.7.2.3

Brief Description

This process records, analyzes and assesses the Customer Problem Management status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer Problem Management process.

These specialized summaries could be specific reports required by specific audiences.

AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

There is a centralized ownership of reporting problem summaries and overall service quality. To report the overall performance of the network and problem resolution processes in place to fix issues.

There are defined processes and clear ownership of problem reporting and summary creation.

Defined SLAs do exist between the internal stakeholders for the process and these are adopted.

Extended Description

Not used for this process element

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Notify Customer Problem

Process Identifier: 1.3.7.2.4

Brief Description

This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes on customer problem reports. Notification lists are managed and maintained by the Support Problem Handling processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Manages notifications to processes and other parties registered to receive notifications of any status changes on customer problem reports. Notification lists are managed and maintained by the Support Problem Handling processes **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Currently, customers or internal stakeholders are periodically, proactively updated about the status of a trouble ticket. Customers are sent SMS or emails regarding status of trouble tickets. Customers are sometimes incidentally notified when contacted for further information about a certain ticket.

Customers are only notified of trouble ticket statuses when they call the call center and raise a query on the status of the ticket.

Proactive notifications are, however, sent to customers in cases of major outages.

Optional

Not used for this process element

Interactions

Managing notifications to processes and other parties registered to receive notifications of any status changes.

Issue Customer Problem Management Summaries

Process Identifier: 1.3.7.2.5

Brief Description

This process issues specialized summaries of the efficiency and effectiveness of the overall Customer Problem resolution process. These specialized summaries could be specific reports required by specific audiences.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Issue specialized summaries of the efficiency and effectiveness of the overall S/P problem resolution process. These specialized summaries could be specific reports required by specific audiences. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Problem management summaries and reports are prepared by the Call Center reporting team.

The Call Center Operations reports metrics like:

- Volume of tickets raised
- Average time to resolution
- Aging of tickets
- Average Speed to Answer (ASA)
- First Call Resolution (FCR)

Improvement opportunities in the processes are identified and reported to top management.

Optional

Not used for this process element

Interactions

Not used for this process element

Generate Customer Problem Management Reports

Process Identifier: 1.3.7.2.6

Brief Description

This process generates Customer Problem management reports that provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer Problem Management process. These specialized summaries could be specific reports required by specific audiences.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process generates Customer Problem management reports that provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Customer Problem Management process. These specialized summaries could be specific reports required by specific audiences. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

The Reporting team creates management reports and distributes reports on:

- Overall performance of network
- Outages (planned and unplanned)
- Customer Problems Raised
- Development Plans to improve overall resolution processes

There is Consolidated ownership of the reporting process and there is a central reporting function for the end-to-end process, this is also reflected in the clear ownership of the end-to-end process

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.7.3 Track & Manage Customer Problem

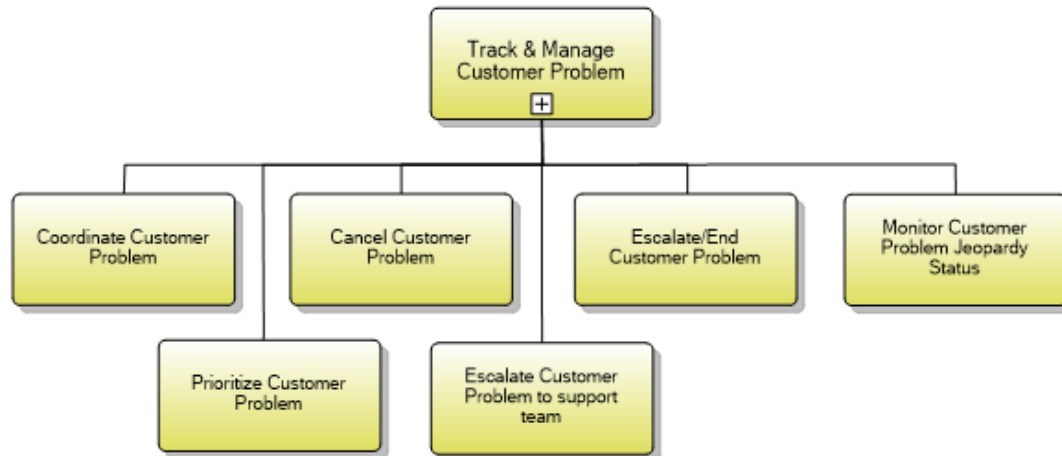


Figure 4: 1.3.7.3 Track & Manage Customer Problem decomposition

Track & Manage Customer Problem

Process Identifier: 1.3.7.3

Brief Description

Ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy.

Extended Description

The purpose of the Track & Manage Customer Problem processes is to ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy. Responsibilities of these processes include, but are not limited to

- Scheduling, assigning and coordinating tracking any recovery activities, and any repair and restoration activities delegated to other processes;
- Generating the respective service trouble report creation request(s) to Create Service Trouble Report based on specific customer problem reports;
- Undertake necessary tracking of the execution progress;
- Modifying information in an existing customer problem report based on assignments;
- Modifying the customer problem report status;
- Canceling a customer problem report when the specific problem was related to an incorrect customer problem report
- Monitoring the jeopardy status of open customer problem reports, and escalating customer problem reports as necessary.

Note that some specific product and/or service components may be owned and managed by other Parties. In these cases the Track & Manage Customer Problem

process is responsible for initiating requests, through other Party Problem Reporting & Management processes for restoration and recovery by the other Party of the specific service components. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. The Track & Manage Customer Problem processes will also inform the Close Customer Problem processes by modifying the customer problem report status to cleared when the customer problem has been resolved.

AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Coordinate Customer Problem

Process Identifier: 1.3.7.3.1

Brief Description

This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates any recovery activities, and any repair and restoration activities delegated to other processes. It undertakes necessary tracking of the execution progress, modifies information in an existing Customer Problem Report based on assignments, and modifies the Customer Problem Report status.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Coordinates all the actions necessary in order to guarantee that all tasks are finished at

the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates any recovery activities, and any repair and restoration activities delegated to other processes. It undertakes necessary tracking of the execution progress, modifies information in an existing Customer Problem Report based on assignments, and modifies the Customer Problem Report status. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Tickets are created in the CRM system by the Call Center agents. This system has capabilities of tracking and managing the ticket through different stages and monitoring the status of tickets. Upon resolution of internal tickets, the status of these tickets is updated internally, post which sequentially the related customer trouble tickets are closed manually.

Optional

Not used for this process element

Interactions

Not used for this process element

Cancel Customer Problem

Process Identifier: 1.3.7.3.2

Brief Description

This process cancels a Customer Problem Report when the specific trouble was related to an incorrect customer problem report.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Cancels a Customer Problem Report when the specific trouble was related to an incorrect customer problem report. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Tickets are cancelled only after a confirmation from the customer on the non-existence of the raised problem anymore. This is done by calling the customer, by the Call Center agents, to verify if the raised problem is not experienced and upon customer confirmation tickets may be cancelled

Optional

Not used for this process element

Interactions

Not used for this process element

Escalate/End Customer Problem

Process Identifier: 1.3.7.3.3

Brief Description

Initiate escalation of customer problem reports as necessary

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure that escalation is being invoked as required for any open customer problem reports in jeopardy. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

All escalations are carried out on the basis of the aging of the tickets in the system. Reports are generated with details on tickets that have not been resolved within the agreed OLAs and these are escalated to the next level of management depending on the aging and actions taken. There is a matrix for escalation of tickets which prescribes the levels of escalation to be followed. There is a documented process in place to handle escalations of trouble tickets

Optional

Not used for this process element

Interactions

Not used for this process element

Monitor Customer Problem Jeopardy Status

Process Identifier: 1.3.7.3.4

Brief Description

Monitoring the jeopardy status of open customer problem reports

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure that any open customer problem reports in jeopardy are identified and reported

M

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 "Trouble Ticket to Solution"

Though escalation mechanisms exist to speed up resolution of prolonged tickets, there are defined processes and system capabilities to classify certain tickets as being in jeopardy. Jeopardy management include system, monitoring and jeopardy reporting. Jeopardy statuses are tracked through reporting mechanisms

Optional

Not used for this process element

Interactions

Not used for this process element

Prioritize Customer Problem

Process Identifier: 1.3.7.3.5

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is responsible for assigning the prioritization to customer problem in order to establish an order for handling it.. Associate Impact and Urgency levels to a problem; to enable focusing on the business-critical problems based on the problem prioritization.

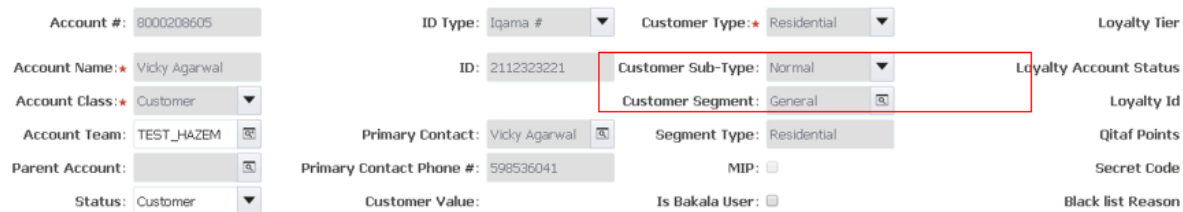
Mandatory

The prioritization is assigned (usually automatically) according to criteria, such as, categorization, customers affected and SLAs. Record and prioritize the Problem with appropriate diligence, in order to facilitate a swift and effective resolution and avoid ambiguities. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Prioritization of a customer trouble ticket is done based on the criticality of the ticket and the importance of the customer, the criticality of the ticket is based on the impact of problem identified on customer’s business, importance of customer and revenue loss for STC due to problem identified also customer problem is prioritized based on the SLA signed.



The screenshot shows a customer account form with various fields. A red box highlights the 'Customer Sub-Type' (Normal) and 'Customer Segment' (General) dropdown menus. Other visible fields include Account # (8000206605), Account Name (Vicky Agarwal), Account Class (Customer), Account Team (TEST_HAZEM), Primary Contact (Vicky Agarwal), Primary Contact Phone # (598536041), Customer Value, Customer Type (Residential), Customer Segment (General), Segment Type (Residential), and Is Bakala User (checkbox).

Optional

Not used for this process element

Interactions

Not used for this process element

Escalate Customer Problem to support team

Process Identifier: 1.3.7.3.6

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process provides the escalations between support levels and actors when a customer problem cannot be solved by the current assigned group. Therefore, the escalation can be carried out between supports levels at CRM level, or, it can be escalated to other actors, such as, service provider or third-parties. It is essential the ability to rapidly escalate customer problems according to clear and agreed rules. The support of a higher-level specialist is needed to resolve the problem.

Mandatory

Escalate the customer problem, to involve the appropriate support team, with all related customer and problem information to a higher-level support. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

There are agreed Operational Level Agreements between the teams involved in the trouble-to-resolution end-to-end process

Tier 1 will rapidly escalate customer problems according to clear and agreed rules to Tier 1.5 if the support of a higher-level specialist is needed to resolve the problem and this is done through hot switch of the calls while the customer is on the call.

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.7.4 Close Customer Problem Report

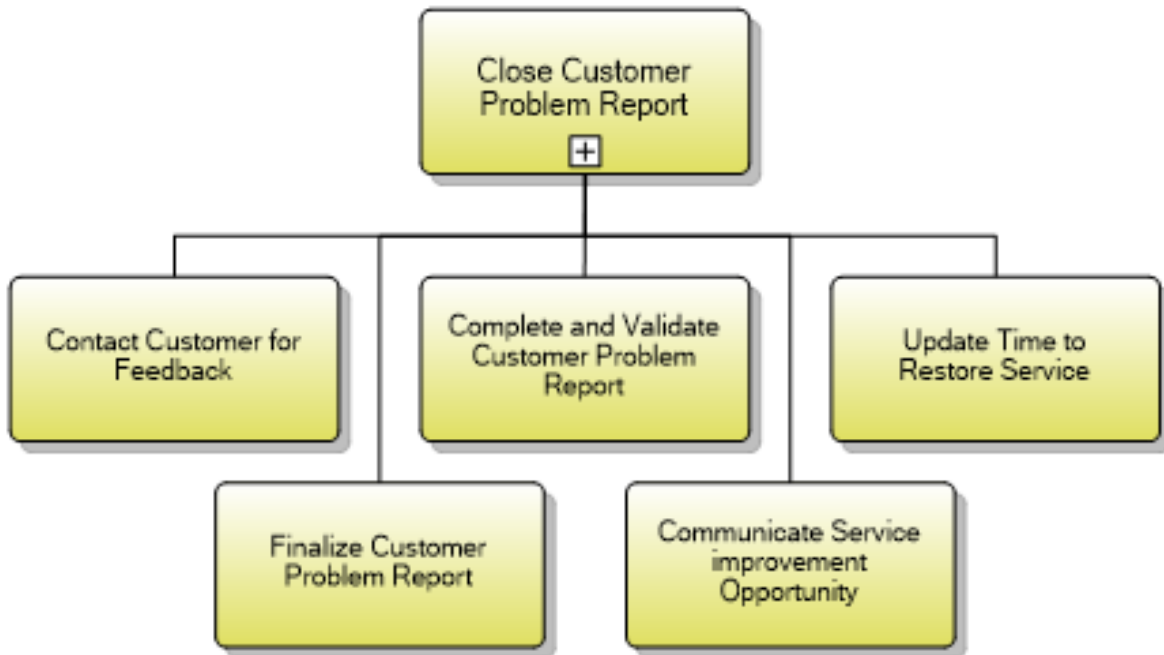


Figure 5: 1.3.7.4 Close Customer Problem Report decomposition

Close Customer Problem Report

Process Identifier: 1.3.7.4

Brief Description

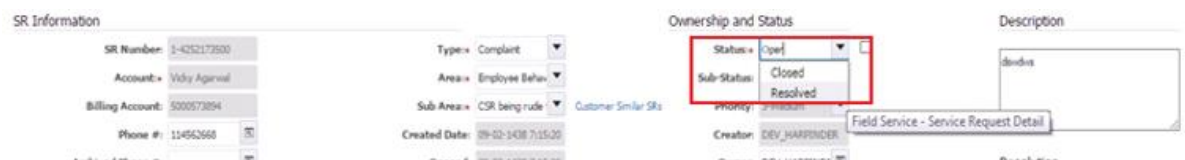
Ensure that a problem affecting the customer is solved

Extended Description

The purpose of the Close Customer Problem Report processes is to close a customer problem report when the problem affecting the customer is solved. These processes are also responsible for possibly contacting the customer to inquire about the customer's satisfaction with resolution of the problem. These processes monitor the status of all open customer problem reports and recognize that a customer problem report is ready to be closed when the status is changed to cleared.

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 "Trouble Ticket to Solution"



Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Contact Customer for Feedback

Process Identifier: 1.3.7.4.1

Brief Description

This process is responsible for contacting the customer to inquire about the customer's satisfaction with resolution of the problem.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Contacts the customer (where appropriate) to inquire about the customer's satisfaction with resolution of the problem. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 "Trouble Ticket to Solution"

The internal tickets are closed by the teams who provide resolutions in the respective areas. The results of these ticket resolutions are notified to the Call Center, to close the customer problem tickets after validation of resolution acceptance with the customer. A defined process exists for the Call Center teams to verify the acceptance of the resolution provided with the customer and confirm service restoration before closing the Customer Problem Ticket.

Optional

Not used for this process element

Interactions

Not used for this process element

Complete and Validate Customer Problem Report

Process Identifier: 1.3.7.4.2

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is used to validate the customer problem report. Which involves root-cause analysis to determine the cause of the resolved problem and also document the process that solved this problem.

Mandatory

Validate whether or not a resolution has been implemented for the customer problem. And ensure that the solution to a problem affecting the customer has been documented. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Customers are contacted for acceptance of provided resolution and upon confirmation of the end customer on the resolution provided customer problem tickets are closed by the call center agents

Optional

Not used for this process element

Interactions

The Complete and Validate Customer Problem Report processes will notify the Update Time to restore Service processes when the analysis is complete.

Update Time to Restore Service

Process Identifier: 1.3.7.4.3

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Update the time taken to restore a configuration or Service after a failure; measured from the time the service failed until it was fully restored to its normal functionality. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

STC define a ‘problem restoration plan’ as suggested by eTOM. This leads to accurate of estimated dates or time for resolution being estimated and agreed upon by all internal teams based on the internal Operational Level Agreements (OLA). The CRM currently has the capability to measure and report the end-to-end time taken to resolve a customer problem from the time of ticket creation, to calculate estimated time to completion and track performance based on such an estimate

Optional

Not used for this process element

Interactions

The Update Time to restore Service process will notify the Finalize Customer Problem Report process when the update is completed.

Finalize Customer Problem Report

Process Identifier: 1.3.7.4.4

Brief Description

Ensure that a problem affecting the customer is solved.

Extended Description

Not used for this process element

Explanatory

It is used to close a customer problem report when the problem affecting the customer is solved.

Mandatory

Change the customer problem report status to cleared. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Customer problems reports or tickets are finalized by the Call Center agents. The agents call the customer after the problem has been resolved and seek confirmation on resolution from the customer. The customer is expected to provide information on the problem being resolved and full functionality of the product restored.

Optional

Not used for this process element

Interactions

Not used for this process element

Communicate Service improvement Opportunity

Process Identifier: 1.3.7.4.5

Brief Description

Identify opportunities for improvement

Extended Description

Not used for this process element

Explanatory

This process should ensure that the momentum for service improvement is qualified and assuring the communication of the applied changes, new processes, product improvement opportunity is known in the organization

Mandatory

Register the need for improvements in the service. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

The Service Assurance Committee within Call Center department analyzes customer problem tickets to identify common issues affecting overall service performance and suggest opportunities for improvement.

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.7.5 Create Customer Problem Report

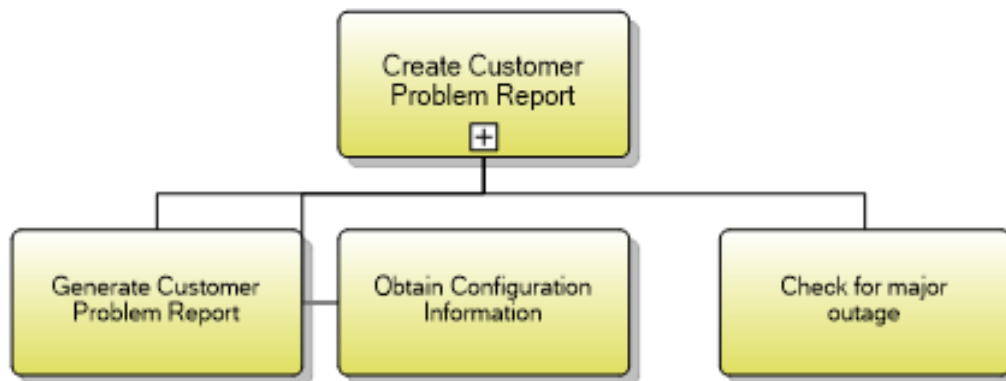


Figure 6: 1.3.7.5 Create Customer Problem Report decomposition

Create Customer Problem Report

Process Identifier: 1.3.7.5

Brief Description

This process creates a new Customer Problem Report.

Extended Description

The objective of the Create Customer Problem Report process is to create a new customer problem report.

A new customer problem report may be created as a result of customer contacts indicating a problem with their purchased product offerings or, at the request of analysis undertaken by other processes in the CRM or SM&O horizontal process layers, which detect a failure or degradation which may be impacting customers.

These processes are responsible for capturing all the necessary customer information to be included in the new Customer Problem Report.

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Information		Ownership and Status	
SR Number: 1-4021817416	Type: Complaint	Status: Open	<input type="checkbox"/>
Account: Vaibhav Agarwal	Area: VOIP	Sub-Status: In Process	
Billing Account: 5000560431	Sub Area: Receive a Calls Customer Similar SRs	Priority: 3-Medium	
Phone #: 114173333	Created Date: 10-02-1438 09:47:4	Creator: DEV_SHAMALM	
Archived Phone #:	Opened: 10-02-1438 09:47:4 Service Request Form Applet	Owner: TEST_RJRRCC	
Product: Fixed Line Voice	Committed: 11-02-1438 10:00:0	Group: R-J/RRCC	
Opportunity #:	Closed:	Assigned To Tier: Tier 2	
Contact: Agarwal	Related SR#:	Fault Ticket#:	

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Generate Customer Problem Report

Process Identifier: 1.3.7.5.1

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is used to Create a new customer problem report including all necessary customer information.

Mandatory

Capture all the necessary customer information and related problem details and include them in the new Customer Problem Report. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

The Call Center creates problems by logging it in the Call logging system when the process is triggered by the customer through the call center. The E-Care teams also house agents who manage the virtual channels of STC Website, Facebook and Twitter. The STC website and My STC application also provide an option for customers to trigger processes through a chat window. A separate team of agents receives customer requests/complaints and interact with customers on the chat channel. Complaints received through this channel are also created as problem reports in CRM by this team.

Optional

Not used for this process element

Interactions

The Generate Customer Problem Report process will notify the Obtain Configuration Information process when the report creation is complete.

Obtain Configuration Information

Process Identifier: 1.3.7.5.2

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is used to get the service configuration information.

Mandatory

Acquisition of configuration information from the ITIL CMS and the placement of the customer problem in a known category and priority. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

All necessary customer information and product configuration information is captured by the call center agents (first tier) during the customer contact call to raise the complaint/problem. The agent utilizes the product knowledge as available with him to obtain this information from the customer.

Optional

Not used for this process element

Interactions

The Obtain Configuration Information process will notify the Categorize & Prioritize Customer Problem process when the information is gathered. And will also interact with configuration management.

Check for major outages

Process Identifier: 1.3.7.5.3

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

Check if the problem is general or specific.

Mandatory

Check if the problem is related to major system/service outage and not only to a specific customer or group of customers. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

The call center agents are being notified by major outage from technical team and they are notified by the affected customer, this is built into the processes and automated.

Optional

Not used for this process element

Interactions

Not used for this process element

1.3.7.6 Correct & Recover Customer Problem

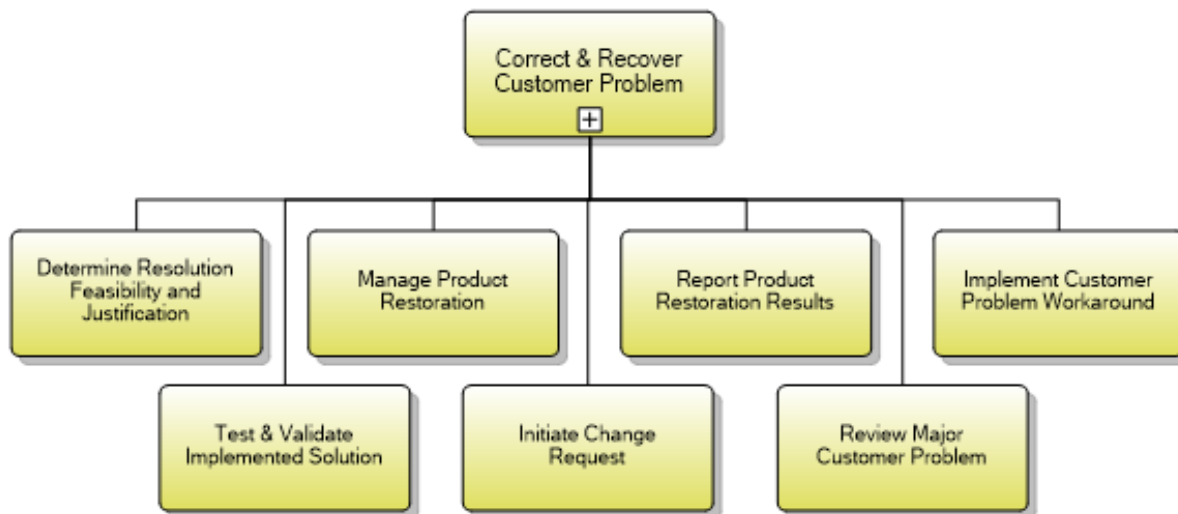


Figure 7: 1.3.7.6 Correct & Recover Customer Problem decomposition

Correct & Recover Customer Problem

Process Identifier: 1.3.7.6

Brief Description

Restore the service to a normal operational state as efficiently as possible

Extended Description

The objective of the Correct & Recover Customer Problem processes is to restore the purchased product offerings to a normal operational state as efficiently as possible. Depending on the nature of the specific reported failure, or incorrect operation, of the purchased product offering these processes may possibly lead to:

- Educational interaction with the customer to ensure correct usage of the purchased facilities;
- Re-assessment of the customer's needs and withdrawal, upgrade, renewal of the purchased product offerings;
- Requests for activities to be undertaken by other processes in the CRM process layer.
- Identification that restorative activities need to be undertaken in the SM&O processes.

They will also report successful restoration of normal service operation, restoration through temporary work-arounds or an unsuccessful attempt at restoration to Track & Manage Customer Problem through updates to the associated customer problem report. AM

status	Operation status	Config status	Frame	slot
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1

No. 1, Total 797 Updated at: 2015/02/05 17:33:18

ONU Capacity Profile	Alarm Profile	GEM Connection	Multicast For
Details	Running Info	Alarm State	ONU Optics Mo
Temperature alarm upper threshold (°C)		= 85	
Temperature alarm lower threshold (°C)		= -10	
Temperature Warning upper threshold (°C)		= 70	
Temperature Warning lower threshold (°C)		= 0	
Line Current (mA)		= 16	

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Manage Product Restoration

Process Identifier: 1.3.7.6.1

Brief Description

This process attempts to restore the purchased product offerings to a normal operational state as efficiently as possible.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Attempts to restore the purchased product offerings to a normal operational state as efficiently as possible. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

STC Tier 1 and Tier 1.5 work with a documented restoration plan for restoration of services/products to customers. This leads to clarity of date of estimated completion of restoration activities.

Tickets that are not resolved by the Tier 1 and Tier 1.5 are passed on to the Tier 2 team within Operations, which filters tickets based on feasibility of remote resolution. Accordingly, tickets are assigned to a field technician for restoration. Restoration activities are carried out subsequently and work orders are created for field technicians in the Workforce system. Upon completion of restoration activities, the work order in Workforce system is closed and information passed upstream in the process to the Call Center teams.

Optional

Not used for this process element

Interactions

Not used for this process element

Report Product Restoration Results

Process Identifier: 1.3.7.6.2

Brief Description

This process reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Customer Problem through updates to the associated Customer Problem Report.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Reports successful restoration of normal operation or an unsuccessful attempt at restoration to Track & Manage Customer Problem through updates to the associated Customer Problem Report. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

In cases where the customer problem cannot be resolved by the Tier1 and tier 1.5, they either passes on the ticket to related technical team. Once restoration activities are completed, the respective teams close the internal tickets and these are notified to the Call center team. The Tier 1 team uses the restoration results of these tickets to verify customer acceptance and close customer problem tickets in CRM.

Work orders assigned to field technicians are closed by the technicians with details of the restoration and root-cause. This information is again used to close the problem tickets in CRM.

Optional

Not used for this process element

Interactions

Not used for this process element

Determine Resolution Feasibility and Justification

Process Identifier: 1.3.7.6.3

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is used to check if the efforts put to resolve the problem are adequate to the resolution and also acceptable financially and business wise.

Mandatory

Determine whether the problem can be resolved and what will be required. Identify if what is required to solve the problem is adequate to the problem business and financial impacts on the organization. **AM**

The Tier 1 and Tier 1.5 do a basic assessment of the problem. The feasibility of the solution is analyzed based on these analyses and in some cases remote resolution is attempted.

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Optional

Not used for this process element

Interactions

Not used for this process element

Implement Customer Problem Workaround

Process Identifier: 1.3.7.6.4

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is used to execute an identified temporary solution for the customer problem.

Mandatory

Implement a temporary solution in parallel to finding a final fix. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Currently, customer problems are analyzed and evaluated for identification of root cause at various levels. However, there are limited opportunities to check for workarounds.

Optional

Not used for this process element

Interactions

The Implement Customer Problem Workaround process will notify the Test & Validate Implemented Solution process when the implementation is complete.

Test & Validate Implemented Solution

Process Identifier: 1.3.7.6.5

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is used to test an implemented temporary solution for the customer problem.

Mandatory

Test a temporary solution in parallel to finding a final fix. AM

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Tickets coming into Tier2 are either remotely resolved or resolved on the field. Post the resolution a testing of the service is carried out through the Diagnostics systems by the Tier 2 to check if the services have been restored.

Once the services are restored and customer problem has been fixed, the team clears the ticket. Before closure of customer problem tickets in the system, the resolution is verified with the customer. Upon validation of service restoration by the customer, the problem ticket is closed.

status	Operation status	Config status	Frame	slot
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1
●	Activate	Normal	0	1
●	Activate	Initial	0	1

No. 1, Total 797 Updated at: 2015/02/05 17:33:18

ONU Capacity Profile	Alarm Profile	GEM Connection	Multicast For
Details	Running Info	Alarm State	ONU Optics Mo
Temperature alarm upper threshold (°C)		= 85	
Temperature alarm lower threshold (°C)		= -10	
Temperature Warning upper threshold (°C)		= 70	
Temperature Warning lower threshold (°C)		= 0	
Line Current (mA)		= 16	

Optional

Not used for this process element

Interactions

The Test & Validate Implemented Solution process will notify the Manage Product Restoration process when the test is complete.

Initiate Change Request

Process Identifier: 1.3.7.6.6

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is used to initiate a change request to implement a final fix for the customer problem.

Mandatory

The problem analysis will initiate a change request to implement a final fix. The request

contains:

- Full description of the requested fix and problem.
- Financial and business justification.
- Management approval. **AM**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

There is a documented approach and system capability to capture reasons for state changes to raised customer problem tickets. Tickets are opened, closed and re-opened based on specific scenarios but there is lack of a strong change requisition mechanism which demands a clear justification for reason for change.

- Change management process, in place to control activities performed by L1.5 and L2 agents. Changes are listed, which can be approved via a change management flow or pre-approved and ready for execution. CM process to take into consideration communication with external parties and departments that need to be notified and updated (e.g. systems) after changes are performed.

Change ID*+	CRO00000003341
Domain	MNOC
Change Type	MDT
Technology Type	Ericsson
Governor Purpose Reason	Test
Network Type	ESDP
DT Related Type	Core Configuration
Change Category	Corrective Maintenance
Purpose Reason*	Test
Remark	
Impact*	3-Moderate/Limited
Urgency*	3-Medium
Priority	Medium
Risk Level*	Risk Level 1

Optional

Not used for this process element

Interactions

Not used for this process element

Review Major Customer Problem

Process Identifier: 1.3.7.6.7

Brief Description

To be added

Extended Description

Not used for this process element

Explanatory

This process is responsible for assessing problems regarded as having major impacts

Mandatory

To review the resolution of customer problems that have been categorized as major impact, in order to prevent recurrence and learn lessons for the future. **M**

Comment for the compliance:

Please refer to the document ASS-FUL ETE Design V1 r1 and BR-CC.TT.01 “Trouble Ticket to Solution”

Major problems are identified during the ticket classification by the Call Center quality team. The quality team classifies tickets are having impact only on one customer or having impact on multiple customers (major problem). E.g. Outages in an entire district. Major problems are routed to technical team

Major problem information is broadcasted to impacted customers through static messages sent through SMS

Optional

Not used for this process element

Interactions

Not used for this process element