

Frameworkx Standard

Saudi Telecom Company

**E2E Customer Fulfilment Process Journey CBU, EBU,
WBU and Operations Sectors**

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Self-Assessment Process Mapping Report

1.4.5 - Service Configuration & Activation

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1.4.5 Service Configuration & Activation

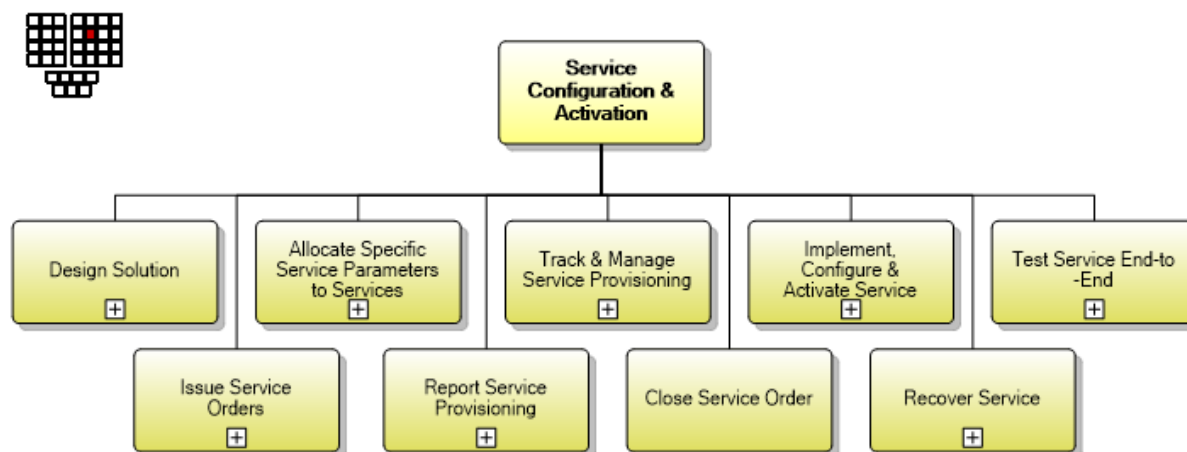


Figure 1: 1.4.5 Service Configuration & Activation decomposition

Service Configuration & Activation

Process Identifier: 1.4.5

Brief Description

Allocation, implementation, configuration, activation and testing of specific services to meet customer requirements.

Extended Description

Service Configuration & Activation processes encompass allocation, implementation, configuration, activation and testing of specific services to meet customer requirements, or in response to requests from other processes to alleviate specific service capacity shortfalls, availability concerns or failure conditions. Where included in the service provider offering, these processes extend to cover customer premises equipment. Responsibilities of the Service Configuration & Activation processes include, but are not limited to:

- Verifying whether specific service designs sought by customers are feasible as part of pre-order feasibility checks;
- Allocating the appropriate specific service parameters to support service orders or requests from other processes;
- Reserving specific service parameters (if required by the business rules) for a given period of time until the initiating customer order is confirmed, or until the reservation period expires (if applicable);
- Implementing, configuring and activating specific services, as appropriate;
- Testing the specific services to ensure the service is working correctly;

- Recovery of specific services;
- Updating of the Service Inventory Database to reflect that the specific service has been allocated, modified or recovered;
- Assigning and tracking service provisioning activities;
- Managing service provisioning jeopardy conditions
- Reporting progress on service orders to other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Design Solution

Process Identifier: 1.4.5.1

Brief Description

Develop an end-end specific service design which complies with a particular customer's requirement

Extended Description

The purpose of the Design Solution processes is to develop an end-end specific service design which complies with a particular customer's requirement.

These processes are invoked when a customer order requires special or unusual end-end service arrangements, which are not able to be satisfied using standard service arrangements. These processes may be invoked as part of a service feasibility assessment, or as a result of a confirmed customer order.

The responsibilities of these processes include, but are not limited to:

- Developing an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility;
- Developing an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process;
- Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks;
- Consideration of the time schedule according with customer requirements;
- Ensure service and provisioning efficiency;
- Undertaking a business assessment, ensuring an appropriate time-to-revenue as a

result of the service and underlying resource investment

- Developing a detailed design identifying the relevant service orders to be issued to the Implement,

Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes.

A specific service design may require inclusion of some or all of the above aspects depending on whether the service design is being undertaken as part of a feasibility assessment, or is being developed as a result of a committed customer order.

These processes invoke requests to Resource Domain provisioning processes to determine the availability of suitable specific resources, or parties through the Service Domain process in the event that the service design requires either the inclusion of outsourced or partner provided specific services.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Allocate Specific Service Parameters to Services

Process Identifier: 1.4.5.2

Brief Description

Issue service identifiers for new services.

Extended Description

The purpose of the Allocate Specific Service Parameters to Services processes is to issue service identifiers for new services.

Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes, these processes determine whether the requested service parameters are available. Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request, these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time, and releasing them when the time period has expired. These processes are responsible for creating a response to the initiating processes with respect to the feasibility assessment.

Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, these processes are

responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Track & Manage Service Provisioning

Process Identifier: 1.4.5.3

Brief Description

Ensure service provisioning activities are assigned, managed and tracked efficiently.

Extended Description

The objective of the Track & Manage Service Provisioning processes is to ensure service provisioning activities are assigned, managed and tracked efficiently.

Responsibilities of these processes include, but are not limited to:

- Scheduling, assigning and coordinating service provisioning related activities;
- Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;
- Escalating status of service orders in accordance with local policy;
- Undertaking necessary tracking of the execution process;
- Adding additional information to an existing service order;
- Modifying information in an existing service order;
- Modifying the service order status;
- Canceling a service order when the initiating customer order is cancelled;
- Monitoring the jeopardy status of service orders, and escalating service orders as necessary
- Indicating completion of a service order by modifying the service order status.

Note that some specific service components may be delivered by other parties. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through Party Order handling for the delivery by the party of the specific service components.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Implement, Configure & Activate Service

Process Identifier: 1.4.5.4

Brief Description

Implement, configure and activate the specific services allocated against an issued service order.

Extended Description

The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order.

These processes are responsible for, but not limited to:

- Assessing and planning the approach to be undertaken for implementation, configuration and activation;
- Re-using standard implementation, configuration and activation processes applicable to specific services;
- Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering.
- Providing notifications as required if the implementation, configuration and activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications
- Updating the information contained in the service inventory as to the configuration of specific services and their status.

At the successful conclusion of these activities, the status of the specific services will be changed from allocated to activated, which means they are in-use.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Test Service End-to-End

Process Identifier: 1.4.5.5

Brief Description

Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels

Extended Description

The responsibility of the Test Service End-to-End processes is to test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels before its activation for the customer.

This purpose is performed through testing the service end-to-end as far as possible.

These processes test specific services against external party defined test plans, or against test plans developed by the service provider.

Where appropriate test plans are not available these processes are responsible for developing appropriate test plans. These processes are also responsible for capturing and storing the test results for historical and downstream testing comparison purposes. If these tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Issue Service Orders

Process Identifier: 1.4.5.6

Brief Description

Issue correct and complete service orders

Extended Description

The purpose of the Issue Service Orders processes is to issue correct and complete service orders.

The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from parties in relations to specific services. These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or external party initiated request, to determine the associated service orders that need to be issued.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process.

The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Report Service Provisioning

Process Identifier: 1.4.5.7

Brief Description

Monitor the status of service orders, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report Service Provisioning processes is to monitor the status of service orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of service orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.

These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. These specialized summaries could be specific reports required by specific audiences.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Close Service Order

Process Identifier: 1.4.5.8

Brief Description

Close a service order when the service provisioning activities have been completed

Extended Description

The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed.

These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Recover Service

Process Identifier: 1.4.5.9

Brief Description

Recover specific services that are no longer required by customers.

Extended Description

The responsibility of the Recover Service processes is to recover specific services that are no longer required by customers.

These processes follow recovery plans specified by the external party, or against recovery plans developed by the service provider.

Where appropriate recovery plans are not available these processes are responsible for developing appropriate recovery plans.

Where recovery of services is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the recovery proposal and ensuring authorization is received to proceed with the recovery plan. When the recovery activity is about to commence, these processes are responsible for notifying when recovery work is commencing and when it is completed.

When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.4.5.1 Design Solution

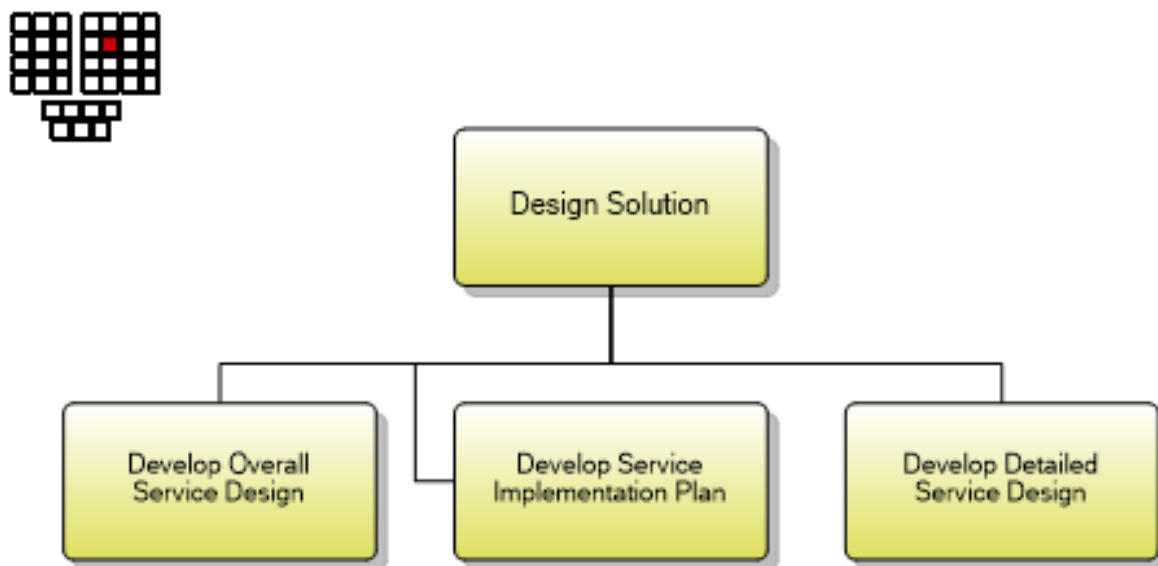


Figure 2: 1.4.5.1 Design Solution decomposition

Design Solution

Process Identifier: 1.4.5.1

Brief Description

Develop an end-end specific service design which complies with a particular customer's requirement

Extended Description

The purpose of the Design Solution processes is to develop an end-end specific service design which complies with a particular customer's requirement.

These processes are invoked when a customer order requires special or unusual end-end service arrangements, which are not able to be satisfied using standard service arrangements. These processes may be invoked as part of a service feasibility assessment, or as a result of a confirmed customer order.

The responsibilities of these processes include, but are not limited to:

- Developing an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility;
- Developing an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process;
- Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks;

- Consideration of the time schedule according with customer requirements;
- Ensure service and provisioning efficiency;
- Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment
- Developing a detailed design identifying the relevant service orders to be issued to the Implement,
Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes.

A specific service design may require inclusion of some or all of the above aspects depending on whether the service design is being undertaken as part of a feasibility assessment, or is being developed as a result of a committed customer order. These processes invoke requests to Resource Domain provisioning processes to determine the availability of suitable specific resources, or parties through the Service Domain process in the event that the service design requires either the inclusion of outsourced or partner provided specific services. **AM**

Once the Sales Support team enters the order in the CRM system, the order is pushed to the design team for delivery of the service. The design team will analyze the requirements, check for availability of facilities to deliver the service and develop a detailed service engineering which will contain all information required for resource provisioning and service activation. The design team mainly consists of two major portions - the access facility and design facility. The design facilities team will determine the ports, switches, cabinets, bandwidth to be used to provide service to the customer and the access facilities is where these resource elements will be configured and activated. If the facilities are not available, the order is sent to held order.

The Design team will design the service on verifying the availability of the service and pass the order on to the field operations and networks. The team does not work on development of implementation plan

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Develop Overall Service Design

Process Identifier: 1.4.5.1.1

Brief Description

Develop an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility;

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Develop an overall service solution design for a particular customer, including customer premises equipment, operational methods, resource assignments and pre-order feasibility; **AM**

Once the Sales Support team enters the order in the CRM system, the order is pushed to the Design team for delivery of the service. The design team will analyze the requirements, check for availability of facilities to deliver the service and prepare service engineering. If the facilities are not available, the order is sent to held order. The service engineering team will design the service on verifying the availability of the service and pass the order on to Operations onsite team.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Develop Service Implementation Plan

Process Identifier: 1.4.5.1.2

Brief Description

Develop an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process;

- Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks;
- Consideration of the time schedule according with customer requirements;
- Ensure service and provisioning efficiency;
- Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment;

Extended Description

Not used for this process element

Explanatory

Consideration of current and future service and underlying resources infrastructure, as well as expected solution results, budget, duration and risks;

- Consideration of the time schedule according with customer requirements;
- Ensure service and provisioning efficiency;
- Undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment;

Mandatory

Develop an implementation plan considering training and operational support measures and needs, such as the proper parameter information for the Service Quality Management process; **AM**

The design team work on development of implementation plan such as consideration of current and future service and underlying resources infrastructure, ensuring service and provisioning efficiency, undertaking a business assessment, ensuring an appropriate time-to-revenue as a result of the service and underlying resource investment.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Develop Detailed Service Design

Process Identifier: 1.4.5.1.3

Brief Description

Develop a detailed design identifying the relevant service orders to be issued to the Implement, Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Develop a detailed design identifying the relevant service orders to be issued to the Implement, Configure & Activate Service process and the Allocate Specific Service Parameters to Services processes. **AM**

The Design team will verify the requirements, check for the availability of facilities and develop a detailed service engineering which will contain all information required for resource provisioning and service activation. The service engineering mainly consists of two major portions - the access facility and design facility. The design facilities is where the service design team will determine the ports, switches, cabinets, bandwidth to be used to provide service to the customer and the access facilities is where these resource elements will be configured and activated.

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Optional

Not used for this process element

Interactions

Not used for this process element

1.4.5.2 Allocate Specific Service Parameters to Services

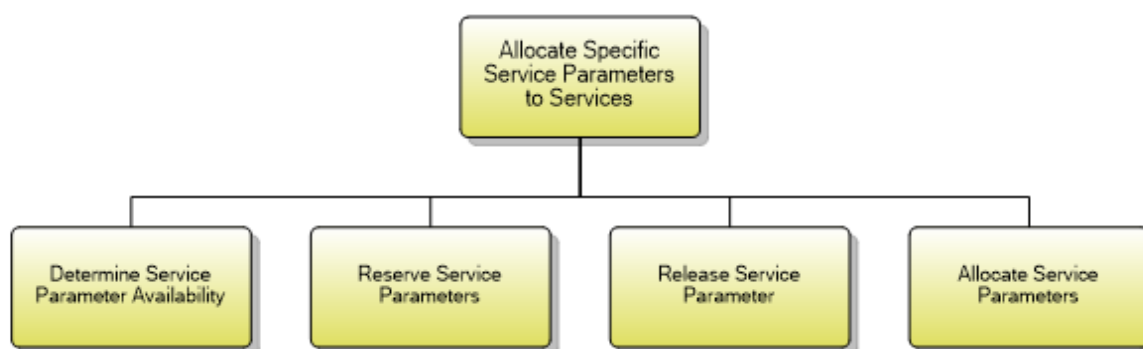


Figure 3: 1.4.5.2 Allocate Specific Service Parameters to Services decomposition

Allocate Specific Service Parameters to Services

Process Identifier: 1.4.5.2**Brief Description**

Issue service identifiers for new services.

Extended Description

The purpose of the Allocate Specific Service Parameters to Services processes is to issue service identifiers for new services.

Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes, these processes determine whether the requested service parameters are available. Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request, these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time, and releasing them when the time period has expired. These processes are responsible for creating a response to the initiating processes with respect to the feasibility assessment.

Where the Allocate Specific Service Parameters to Services processes are requested by a

service order issued in response to a confirmed customer order, these processes are responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated. **AM**

The Design team will design the service for delivery and will determine the availability of the facilities for the service engineering. This information will be used to check for order feasibility and determine whether the service is configurable.

Once the design team will design the services, the team will reserve the service parameters for the confirmed customer order for configuration of the service. These parameters are ports, cabinets, switch etc. from the network which enable the service to be provided to customers. These parameters are determined in the service design and are used to identify the services. These parameters will then be used for activating and configuring the services.

Once the service is no longer in use, the design team will release the facilities that were allocated to the service.

During the designing phase for a confirmed customer order, the design team will design the service and the service activation team will allocate the service parameters for the customer order after checking the availability of facilities.

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Determine Service Parameter Availability

Process Identifier: 1.4.5.2.1

Brief Description

Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes, these processes determine whether the requested service parameters are available.

Extended Description

Not used for this process element

Explanatory

Where the Allocate Specific Service Parameters to Services processes are requested by a pre-feasibility service order, or by the Design Services processes,

Mandatory

these processes determine whether the requested service parameters are available. AM

The service engineering team will design the service for delivery and will determine the availability of the facilities and service parameters such as port numbers, cabinets, switch available for designing the order and required for activation and configuration. This information will be used to check for order feasibility and determine whether the service is configurable.

Optional

Not used for this process element

Interactions

Not used for this process element

Reserve Service Parameters

Process Identifier: 1.4.5.2.2

Brief Description

Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request, these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time AM

Once the design team will design the services, the team will reserve the service parameters for the confirmed customer order for configuration of the service. These parameters will then be used for activating and configuring the services

<Diagram removed due to Confidentiality>

Extended Description

Not used for this process element

Explanatory

Depending on business rules, and on any specific levels of commitment contained in the initiating service order or service design request,

Mandatory

these processes may reserve specific service parameters linked to the initiating service order or service design request for a period of time

Optional

Not used for this process element

Interactions

Not used for this process element

Release Service Parameter

Process Identifier: 1.4.5.2.3

Brief Description

Release the reservation when the time period has expired.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Release the reservation when the time period has expired. **AM**

Once the service is no longer in use, the design team will release the facilities that were allocated to the service. The facilities will be reserved until the order is cancelled or is put in the Held Order queue.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Allocate Service Parameters

Process Identifier: 1.4.5.2.4**Brief Description**

Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order, this process is responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated.

Extended Description

Not used for this process element

Explanatory

Where the Allocate Specific Service Parameters to Services processes are requested by a service order issued in response to a confirmed customer order,

Mandatory

this process is responsible for allocating the specific service parameters required to satisfy the initiating service order. Any previously reserved specific service parameters are marked as allocated. AM

During the designing phase for a confirmed customer order, the design team will design the service and the service activation team will allocate the service parameters for the customer order after checking the availability of facilities.

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Optional

Not used for this process element

Interactions

Not used for this process element

1.4.5.3 Track & Manage Service Provisioning

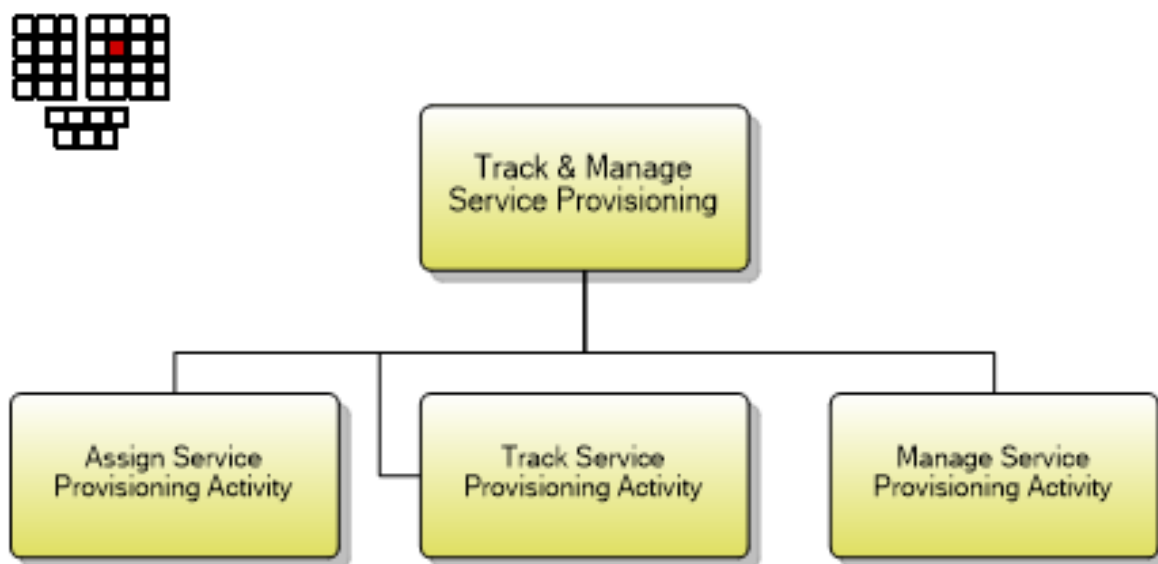


Figure 4: 1.4.5.3 Track & Manage Service Provisioning decomposition

Track & Manage Service Provisioning

Process Identifier: 1.4.5.3

Brief Description

Ensure service provisioning activities are assigned, managed and tracked efficiently.

Extended Description

The objective of the Track & Manage Service Provisioning processes is to ensure service provisioning activities are assigned, managed and tracked efficiently.

Responsibilities of these processes include, but are not limited to:

- Scheduling, assigning and coordinating service provisioning related activities;
- Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;
- Escalating status of service orders in accordance with local policy; • Undertaking necessary tracking of the execution process;
- Adding additional information to an existing service order;
- Modifying information in an existing service order; •
- Modifying the service order status;
- Canceling a service order when the initiating customer order is cancelled;
- Monitoring the jeopardy status of service orders, and escalating service orders as necessary
- Indicating completion of a service order by modifying the service order status.

Note that some specific service components may be delivered by other parties. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through Party Order handling for the delivery by the party of the specific service components. **AM**

The list of service provisioning related activities is provided in detail in the service description document prepared by the Marketing department.

The design team coordinate the service provisioning. The Order Control team will follow up on orders when any KPIs and SLAs are breached by the concerned departments leading to a delay in service and order delivery.

The Design team also follows up with the Sales managers in case the team needs more information on the customer order for service engineering. Once the designing of the service is complete, the order will be passed on to the activation and provisioning team.

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Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Assign Service Provisioning Activity

Process Identifier: 1.4.5.3.1

Brief Description

Schedule, assign and coordinate service provisioning related activities.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Schedule, assign and coordinate service provisioning related activities. AM

The schedule and assignment of the service provisioning related activities is provided in detail in the service description document prepared by the Marketing department. The design team will provision the service as per the customer order requirement and service description.

Optional

Not used for this process element

Interactions

Not used for this process element

Track Service Provisioning Activity

Process Identifier: 1.4.5.3.2

Brief Description

Undertake necessary tracking of the execution process. Monitor the jeopardy status of service orders, and escalating service orders as necessary.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Undertake necessary tracking of the execution process. Monitor the jeopardy status of service orders, and escalating service orders as necessary. AM

The design team coordinate the service provisioning. The Order Control team will follow up on orders when any KPIs and SLAs are breached by the concerned departments leading to a delay in service and order delivery.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Manage Service Provisioning Activity

Process Identifier: 1.4.5.3.3

Brief Description

Responsibilities of this processes include, but are not limited to:

- Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;
- Escalating status of service orders in accordance with local policy; • Undertaking necessary tracking of the execution process;
- Adding additional information to an existing service order;
- Modifying information in an existing service order;•
- Modifying the service order status;
- Canceling a service order when the initiating customer order is cancelled;
- Indicating completion of a service order by modifying the service order status.

Note that some specific service components may be delivered by other parties. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through Party Order handling for the delivery by the party of the specific service components.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Responsibilities of this processes include, but are not limited to:

- Generating the respective resource order creation request(s) to Issue Resource Orders based on specific service orders;
- Escalating status of service orders in accordance with local policy; • Undertaking necessary tracking of the execution process;
- Adding additional information to an existing service order;
- Modifying information in an existing service order;
- Modifying the service order status;

- Canceling a service order when the initiating customer order is cancelled;
- Indicating completion of a service order by modifying the service order status. AM

The design team coordinate the service provisioning. The Order Control team will follow up on orders when any KPIs and SLAs are breached by the concerned departments leading to a delay in service and order delivery.

The Design team also follows up with the Sales managers in case the team needs more information on the customer order for service engineering. Once the designing of the service is complete, the same will be reflected in the system and the order will be passed on to the activation and provisioning team.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Note that some specific service components may be delivered by suppliers/partners. In these cases the Track & Manage Service Provisioning process is responsible for initiating requests, through S/P Requisition Management for the delivery by the supplier/partner of the specific service components

1.4.5.4 Implement, Configure & Activate Service

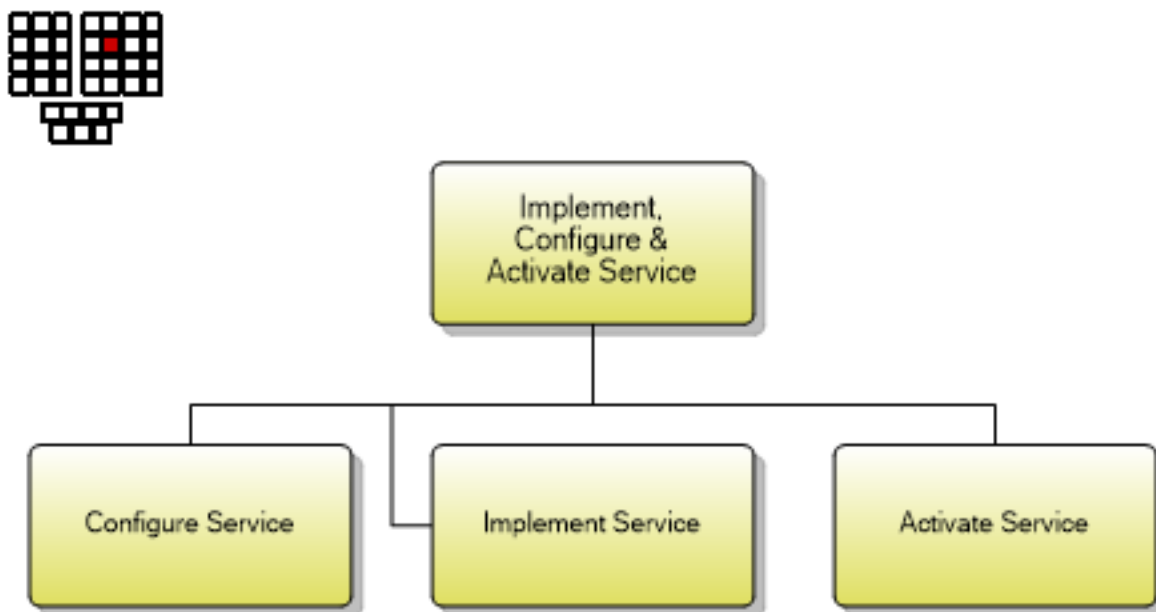


Figure 5: 1.4.5.4 Implement, Configure & Activate Service decomposition

Implement, Configure & Activate Service

Process Identifier: 1.4.5.4

Brief Description

Implement, configure and activate the specific services allocated against an issued service order.

Extended Description

The purpose of the Implement, Configure & Activate Service processes is to implement, configure and activate the specific services allocated against an issued service order.

These processes are responsible for, but not limited to:

- Assessing and planning the approach to be undertaken for implementation, configuration and activation;
- Re-using standard implementation, configuration and activation processes applicable to specific services;
- Implementing, configuring and reconfiguring specific services, including customer premises equipment if part of the service provider offering.
- Providing notifications as required if the implementation, configuration and activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications
- Updating the information contained in the service inventory as to the configuration of specific services and their status.

At the successful conclusion of these activities, the status of the specific services will be changed from allocated to activated, which means they are in-use.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Configure Service

Process Identifier: 1.4.5.4.1

Brief Description

Assess and plan the approach to be undertaken for configuration.

Re-use standard configuration and processes applicable to specific services.

Configure and reconfigure specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Update the information contained in the service inventory as to the configuration of specific services and their status.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Assess and plan the approach to be undertaken for configuration.

Re-use standard configuration and processes applicable to specific services.

Configure and reconfigure specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Update the information contained in the service inventory as to the configuration of specific services and their status.

[Consumer System Operation - Migration & Data Concurrence] team creates all data related for internal plant for e.g.:

- Speed
- Node
- Facility
- Line switch
- Exchange.

The System operation team reuses the standard configuration and process applicable to specific services like MDF configuration.

Activation and configuration of the services is an automated process on CRM. The system is designed to allocate and configure the service parameters based on the information passed from customer orders entered from various channels. Once the service is auto activated and configured in the system, the operations will configure the facilities at the customer premise based on the configured service. The district operations team will coordinate with the STC Corporate Network in case when service configuration and provisioning process will require a planned outage. The Field Operations-District Operations uses standard processes defined by Field Operations-Quality team for configuration of CPEs.

Once the detailed design is prepared by the service engineering team and the facilities have been allocated, the service activation team will check if the design is feasible at the given facility in XNG and if it is, the service activation team will configure the services for those facilities. The service engineering team will check if the facilities reserved for the services are actually available for use at the customer premise. This facilities information available in XNG can be used to check if the facilities are available for configuration and hence determine the feasibility of the design. The service engineering team will configure the facilities such as ports, switches and cabinets as per the service design details. For Mobile related services, the service design team will configure MPLS and mobile gateway to enable the service. This design will then be provided to the activation team for activating the service.

<Diagram removed due to Confidentiality>

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Provide notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Implement Service

Process Identifier: 1.4.5.4.2

Brief Description

Assess and plan the approach to be undertaken for implementation.

Re-use standard implementation processes applicable to specific services.

Implement specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Assess and plan the approach to be undertaken for implementation.

Re-use standard implementation processes applicable to specific services.

Implement specific services, including customer premises equipment if part of the service provider offering.

Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Consumer System Operation-Data & Migration team get the details and create the Plate ID (installed outside the home of ever customer that has the details of the cabinet), complete the application procedure and then the sale is activated.

Implementation of CPE's etc. is part of standard service provider offerings.

Data cleanliness is ensured so that notifications (SMS etc.) are sent to the customers with updated details. Data cleanliness is nothing but data refresh for the customer details which is done by Sales team jointly with Home call center. The customer who has updated their contact details will receive notification regarding the planned outages, but only those customers who have STC connection, as other operators block messages from STC. The broadband customer will receive message while browsing about any scheduled outage

After configuring the services for the allocated facilities as per design, the activation team will implement and activate the service. The service engineering team will evaluate the design and check for the feasibility of the design. The implementation plan is normally provided in the detailed service description document for the services and varies from service to service. The implementation plan is reused for standard services unless some services require specific implementation processes.

<Diagrams removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Provide notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

Activate Service

Process Identifier: 1.4.5.4.3

Brief Description

Assess and plan the approach to be undertaken for activation.

Re-used standard activation processes applicable to specific services.

Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

At the successful conclusion of this activity, the status of the specific services will be changed from allocated to activated, which means they are in-use.

Extended Description

Not used for this process element

Explanatory

At the successful conclusion of this activity, the status of the specific services will be changed from allocated to activated, which means they are in-use.

Mandatory

Assess and plan the approach to be undertaken for activation.

Re-used standard activation processes applicable to specific services.

Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

<Diagram removed due to Confidentiality>

Information regarding the CPE's are passed from the inventory System to (Mediation Engine) to notify to billing and collection team to initiate billing for the customer as the services are activated for the customer.

WFM system assigns technician, port is assigned by technician in field.

- WFM passes the information to inventory System & then inventory System passes the information to Mediation Engine.
- FO technician will complete the field work like Wiring, assigning of port, last step is auto activation.
- Field operations: They assign port through WFM, and then auto activation will happen.

Daily reporting of Auto-activation is Automatic; it is done to check status of previous day

The activation team will do activation of the service as per the design provided by the service engineering team. The service activation team will activate the access and network connections. The service engineering team will implement the facilities such as ports, switches and cabinets as per the service design details as a part of the service activation process. Once activated, the technician will provision the activated facilities at the customer premise.

Optional

Not used for this process element

Interactions

Provide notifications as required if the activation activity requires a planned outage or is likely to initiate false specific service alarm event notifications.

1.4.5.5 Test Service End-to-End

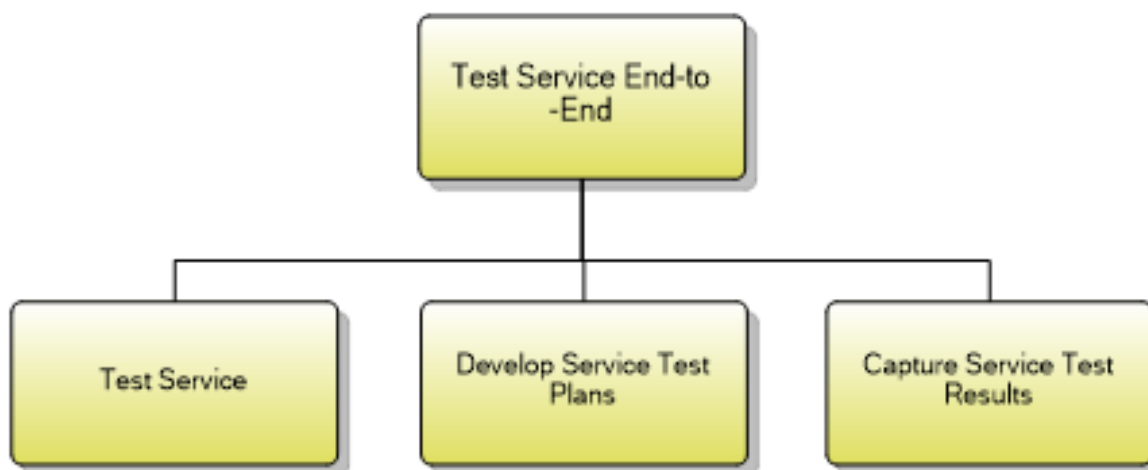
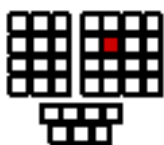


Figure 6: 1.4.5.5 Test Service End-to-End decomposition

Test Service End-to-End

Process Identifier: 1.4.5.5

Brief Description

Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels

Extended Description

The responsibility of the Test Service End-to-End processes is to test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels before its activation for the customer.

This purpose is performed through testing the service end-to-end as far as possible. These processes test specific services against external party defined test plans, or against test plans developed by the service provider.

Where appropriate test plans are not available these processes are responsible for developing appropriate test plans. These processes are also responsible for capturing and storing the test results for historical and downstream testing comparison purposes. If these tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Test Service

Process Identifier: 1.4.5.5.1

Brief Description

Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels before its activation for the customer.

This purpose is performed through testing the service end-to-end as far as possible. These processes test specific services against external party defined test plans, or against test plans developed by the service provider.

Extended Description

Not used for this process element

Explanatory

This purpose is performed through testing the service end-to-end as far as possible. These processes test specific services against supplier/partner defined test plans, or against test plans developed by the service provider.

Mandatory

Test specific services to ensure all components are operating within normal parameters, and that the service is working to agreed performance levels before its activation for the customer.

The service is auto activated through the CRM and Granite systems and provisioned at customer premise by the Operations team. The team will test the service to ensure that the service is activated and configured as per requirement. There are no test plans prepared and the testing is done order by order basis. The services and facilities are tested for correct configuration and activation thereby ensuring end to end testing for each order. The service testing is done order by order basis by Operations team. The orders are tested and based on the test results captured the customer provides a code to the technician if the customer is satisfied with the test results

<Diagram removed due to Confidentiality>

Before the service is delivered to the customer, it is tested to ensure the service is correctly activated and configured as per the design. This is done by the Service Engineering and Order Control Department. However, there are no comprehensive procedures for testing. The facilities are simply tested to ensure that they are activated. No test plans are prepared. The service will be tested to see if it is functioning as required when the resource is provisioned at the customer premise by the technician. However, end to end service testing is not performed.

Optional

Not used for this process element

Interactions

Not used for this process element

Develop Service Test Plans

Process Identifier: 1.4.5.5.2

Brief Description

Where appropriate test plans are not available this process is responsible for developing appropriate test plans.

Extended Description

Not used for this process element

Explanatory

Where appropriate test plans are not available

Mandatory

this process is responsible for developing appropriate test plans.

There is a testing plan specific for each specific kind of service problem, Design team should follow proper testing plan after each activity.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Capture Service Test Results

Process Identifier: 1.4.5.5.3

Brief Description

Capture and store the test results for historical and downstream testing comparison purposes.

If the tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers.

Extended Description

Not used for this process element

Explanatory

If the tests succeed, the specific services will be marked as in-service which means the specific services are available for use by customers.

Mandatory

Capture and store the test results for historical and downstream testing comparison purposes.

The service testing is done order by order basis by Operations team. The orders are tested and based on the test results captured the customer provides a code to the technician if the customer is satisfied with the test results.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

1.4.5.6 Issue Service Orders

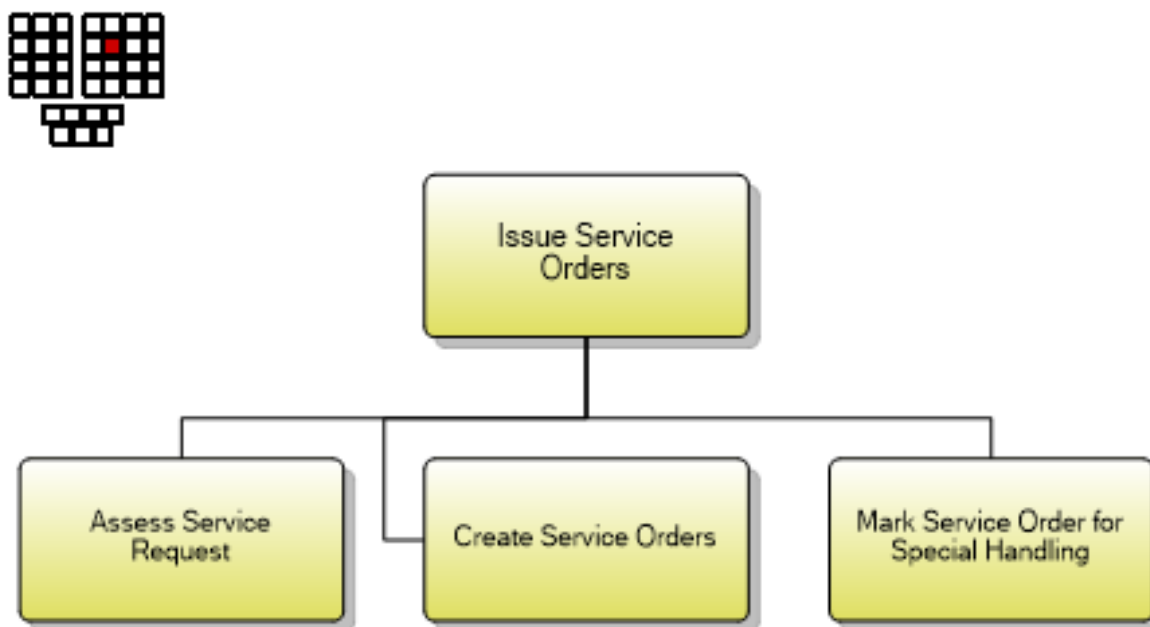


Figure 7: 1.4.5.6 Issue Service Orders decomposition

Issue Service Orders

Process Identifier: 1.4.5.6

Brief Description

Issue correct and complete service orders

Extended Description

The purpose of the Issue Service Orders processes is to issue correct and complete service orders.

The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from parties in relations to specific services. These processes assess the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or external party initiated request, to determine the associated service orders that need to be issued.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process

is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process.

The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Assess Service Request

Process Identifier: 1.4.5.6.1

Brief Description

This process assesses the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service process or party initiated request, to determine the associated service orders that need to be issued.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process assesses the information contained in the customer order, through a service order request, relating to the purchased product offering, initiating service

process or supplier/partner-initiated request, to determine the associated service orders that need to be issue

Once a customer order is entered into the CRM system the customer order is internally assessed to ensure that all the information related to the order for the particular product offering is available for raising the service request. The service request will also be assessed to ensure that all the information to initiate auto activation in CRM is available, is correct and complete. In the scenario when the information is not complete or correct, the deactivated order will be sent back to Customer Care Center or Sales Managers for updating information

The service engineering team will analyze the service orders received for completeness of the information which can be related to customer information, services requested. If required, the service engineering team will follow up with the sales managers to ensure that the information is correct and complete.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Create Service Orders

Process Identifier: 1.4.5.6.2

Brief Description

The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from parties in relations to specific services. The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services. Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders. Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders, and for

creating a record of the relevant initiating request or customer order information and the associated service orders.

Extended Description

Not used for this process element

Explanatory

The service orders may be required to satisfy pertinent customer order information received, may arise as a result of requests for service provisioning to satisfy service problem recovery activities, may arise to alleviate service performance issues, or may arise as a result of information received from suppliers/partners in relations to specific services.

The issued service order may require a service feasibility assessment or a service design to be produced, may require new provisioning activities for specific services, may require a change to a previously issued service order, or may require deletion and/or recovery of previously delivered specific services.

Mandatory

Where, the initiating request or the purchased product offering has a standard set of associated service orders this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or service design has been previously created, this process is responsible for issuing the service orders, and for creating a record of the relevant initiating request or customer order information and the associated service orders.

All created customer orders that require activation are sent to the auto-activation systems for activation. The CRM system automatically creates a new service order for the customer order. This service order will be auto activated if all the required information is correctly entered into the customer order. The CRM system is integrated to MEDIATION SYSTEM, WFMS systems to enable this flow.

The service engineering team does not create service orders. The service orders are created automatically in the system (CRM, CRM) when customer orders are entered.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Mark Service Order for Special Handling

Process Identifier: 1.4.5.6.3

Brief Description

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling, and passes management for further processing to the Track & Manage Service Provisioning process.

The orchestration, if required, and tracking of the service order progress is the responsibility of the Track & Manage Service Provisioning processes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Where the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or specific service design has not been previously created, this process marks the issued service order as requiring special handling,

The products and services provided by CBU are standard off the shelf. The product offerings have a standard process for handling orders. There is a process for prioritizing orders and requirement or capability for marking orders for special handling as order fulfillment processes for CBU services are standard

The service engineering team will analyze the service order and determine whether the service requires a special handling for example - a visit by the Operations team to determine resource availability at the site. The service engineering team will mark such orders for special handling in the system (CRM).

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

and passes management for further processing to the Track & Manage Service Provisioning process.

1.4.5.7 Report Service Provisioning

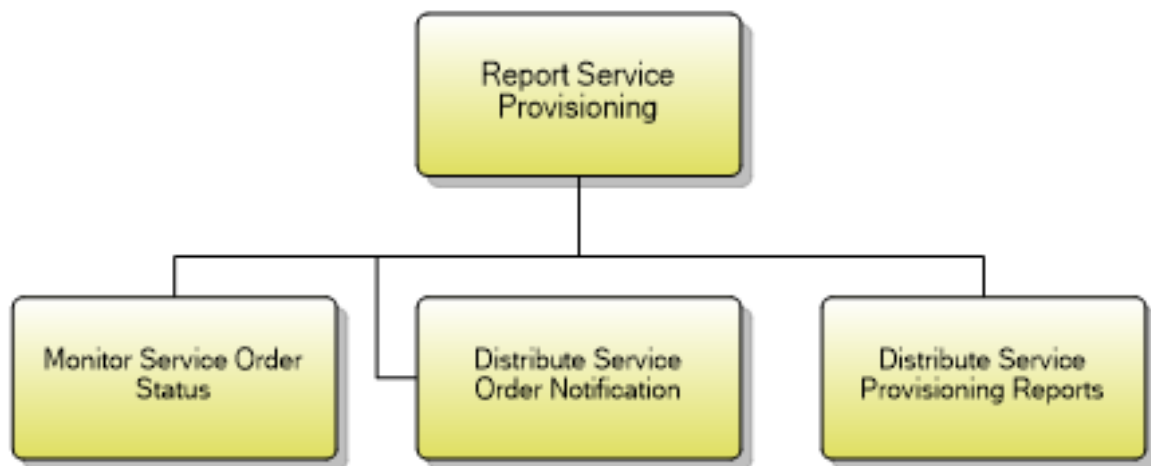
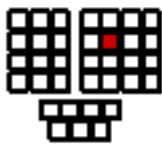


Figure 8: 1.4.5.7 Report Service Provisioning decomposition

Report Service Provisioning

Process Identifier: 1.4.5.7

Brief Description

Monitor the status of service orders, provide notifications of any changes and provide management reports.

Extended Description

The objective of the Report Service Provisioning processes is to monitor the status of service orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of service orders and managing notifications to processes and other parties registered to receive notifications of any status changes. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.

These processes record, analyze and assess the service order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. These specialized summaries could be specific reports required by specific audiences.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Monitor Service Order Status

Process Identifier: 1.4.5.7.1

Brief Description

responsible for continuously monitoring the status of service orders; record, analyze and assess the service order status changes

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Responsible for continuously monitoring the status of service orders; record, analyze and assess the service order status changes

Failure Order team runs a daily report to determine the status of order failure. Failure is either due to wrong entry in CRM or due to crash of MEDIATION SYSTEM system. Team also makes recommendation for providing solution to the problem.

Operation Channel Support also runs a daily report to determine pending orders for execution. Coordinate the report for held orders on daily basis with the Network and Field Operation Depts.

The service order status is monitored by the Order Control group from Service Engineering and Order Management. In case of any breach in KPIs or SLAs, the Order Control group will highlight and follow up with the concerned department

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Distribute Service Order Notification

Process Identifier: 1.4.5.7.2

Brief Description

Provide notifications of any changes the status of service orders. Notifications are used to notify the owner of the current status of the order and also distributed to the other parties who require it. Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.

Extended Description

Not used for this process element

Explanatory

Notifications are used to notify the owner of the current status of the order and also distributed to the other parties who require it.

Mandatory

provide notifications of any changes the status of service orders.

The team is responsible for running a daily report from CRM and monitors the status of each service order, delay in the order.

The order flows through a workflow in the system and is passed from one department to another as per the workflow. notify the stakeholders of the change in the status of the order. The departments can also view the status the order on the OMS systems.

This activity is not done by the business unit. This step includes activities such as notifying relevant stakeholders of any change in the status of service orders. In case, the order status changes, the order will appear in the relevant stakeholder's activity list based on the workflow.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Notification lists are managed and maintained by the Enable Service Configuration & Activation processes.

Distribute Service Provisioning Reports

Process Identifier: 1.4.5.7.3

Brief Description

Provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process. These specialized summaries could be specific reports required by specific audiences.

Extended Description

Not used for this process element

Explanatory

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

Mandatory

provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Service Configuration & Activation process.

The Performance report published daily provides the status of each service orders, delay for each order, channel wise delay.

This data is shared with the Planning & Performance team, which in turn is shared with higher management during monthly/ quarterly meetings

The reporting team will collect information related to order from the CRM, WFM and XNG. Based on the information the Operations Planning team will report the order status for the orders. This report will also include orders cleared from Service Configuration and Activation, Order put in held queue for lack of design facilities by Service Configuration and Activation, Number of orders closed etc.

<Diagram removed due to Confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

1.4.5.8 Close Service Order

Process Identifier: 1.4.5.8

Brief Description

Close a service order when the service provisioning activities have been completed

Extended Description

The objective of the Close Service Order processes is to close a service order when the service provisioning activities have been completed.

These processes monitor the status of all open service orders, and recognize that a service order is ready to be closed when the status is changed to completed.

When a work order is scheduled in WFM for installation and provisioning for a given customer, a quality code is generated which is sent via SMS to customer. Operation technician carries the installation and obtain the quality code to close the assigned task in WFM using this quality code. If quality code is not used, the order remains open and is shown as "Open Order "in CRM which is required to be closed manually by Operations team.

The district operations team closes the order once the resource is provisioned at customer location. This will trigger the closure of the service order in the CRM system.

<Diagram removed due to Confidentiality>

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

1.4.5.9 Recover Service

Out of scope

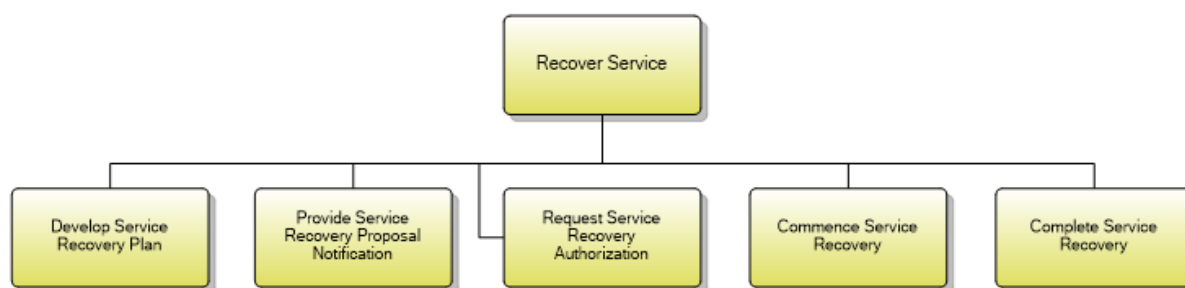


Figure 9: 1.4.5.9 Recover Service decomposition

Recover Service

N/A

Process Identifier: 1.4.5.9

Brief Description

Recover specific services that are no longer required by customers.

Extended Description

The responsibility of the Recover Service processes is to recover specific services that are no longer required by customers.

These processes follow recovery plans specified by the external party, or against recovery plans developed by the service provider.

Where appropriate recovery plans are not available these processes are responsible for developing appropriate recovery plans.

Where recovery of services is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the recovery proposal and ensuring authorization is received to proceed with the recovery plan. When the recovery activity is about to commence, these processes are responsible for notifying when recovery work is commencing and when it is completed.

When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Develop Service Recovery Plan

Process Identifier: 1.4.5.9.1

Brief Description

Where appropriate recovery plans are not available this process is responsible for developing appropriate recovery plans.

Extended Description

Not used for this process element

Explanatory

Where appropriate recovery plans are not available

Mandatory

this process is responsible for developing appropriate recovery plans.

Optional

Not used for this process element

Interactions

Not used for this process element

Provide Service Recovery Proposal Notification

Process Identifier: 1.4.5.9.2

Brief Description

Where recovery of services is likely to impact other in-use specific services, this process is responsible for providing appropriate notification of the recovery proposal.

Extended Description

Not used for this process element

Explanatory

Where recovery of services is likely to impact other in-use specific services,

Mandatory

this process is responsible for providing appropriate notification of the recovery proposal.

Optional

Not used for this process element

Interactions

Not used for this process element

Request Service Recovery Authorization

Process Identifier: 1.4.5.9.3

Brief Description

Ensure authorization is received to proceed with the recovery plan.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

Ensure authorization is received to proceed with the recovery plan.

Optional

Not used for this process element

Interactions

Not used for this process element

Commence Service Recovery

Process Identifier: 1.4.5.9.4

Brief Description

When the recovery activity is about to commence, this processes is responsible for notifying when recovery work is commencing.

Extended Description

Not used for this process element

Explanatory

When the recovery activity is about to commence,

Mandatory

this processes is responsible for notifying when recovery work is commencing.

Optional

Not used for this process element

Interactions

Not used for this process element

Complete Service Recovery

Process Identifier: 1.4.5.9.5

Brief Description

This process is responsible for notifying when it is completed.

When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.

Extended Description

Not used for this process element

Explanatory

When recovered, the specific services and/or associated service specific parameters will be marked as unallocated.

Mandatory

This process is responsible for notifying when it is completed.

Optional

Not used for this process element

Interactions

This process is responsible for notifying when it is completed.