

Framework Standard

Saudi Telecom Company

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

TM Forum Framework 17.5 Certification

Business Process Framework (eTOM) Release 17.5

Self-Assessment Process Mapping Report

1.5.6 – Resource Provisioning

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Table of Contents

1.5.6 Resource Provisioning.....	4
Resource Provisioning.....	4
Allocate & Install Resource	5
Configure & Activate Resource	6
Test Resource.....	7
Track & Manage Resource Provisioning	8
Report Resource Provisioning.....	9
Close Resource Order.....	9
Issue Resource Orders	10
Recover Resource.....	11
1.5.6.1 Allocate & Install Resource	12
Allocate & Install Resource	12
Determine Resource Availability.....	13
Reserve Resource.....	15
Release Resource	17
Allocate Resource	18
Install and Commission Resource	19
1.5.6.2 Configure & Activate Resource	20
Configure & Activate Resource	20
Configure Resource.....	21
Implement Resource.....	22
Activate Resource	23
1.5.6.3 Test Resource.....	24
Test Resource.....	25
Test Specific Resources	26
Develop Test Plans	27
Capture Test Results	28
1.5.6.4 Track & Manage Resource Provisioning	29

Track & Manage Resource Provisioning	29
Coordinate Resource Provisioning Activity	30
Track Resource Provisioning Activity	31
Manage Resource Provisioning Activity	32
To see the Order Details by Dispatcher	33
Change Address/Change Technology on Fibre	34
Update Resource Repository	34
1.5.6.5 Report Resource Provisioning	35
Report Resource Provisioning	36
Monitor Resource Order Status	36
Distribute Resource Order Notification	37
Distribute Resource Provisioning Reports	38
1.5.6.6 Close Resource Order	39
1.5.6.7 Issue Resource Orders	41
Issue Resource Orders	41
Assess Resource Request	42
Create Resource Orders	44
Mark Resource Order for Special Handling	45
1.5.6.8 Recover Resource	46
Out of scope	46
Recover Resource N/A	46
Develop Resource Recovery Plan	47
Provide Resource Recovery Proposal Notification	48
Request Resource Recovery Authorization	48
Commence Resource Recovery	49
Complete Resource Recovery	49
Recover Specific Resource	50

1.5.6 Resource Provisioning

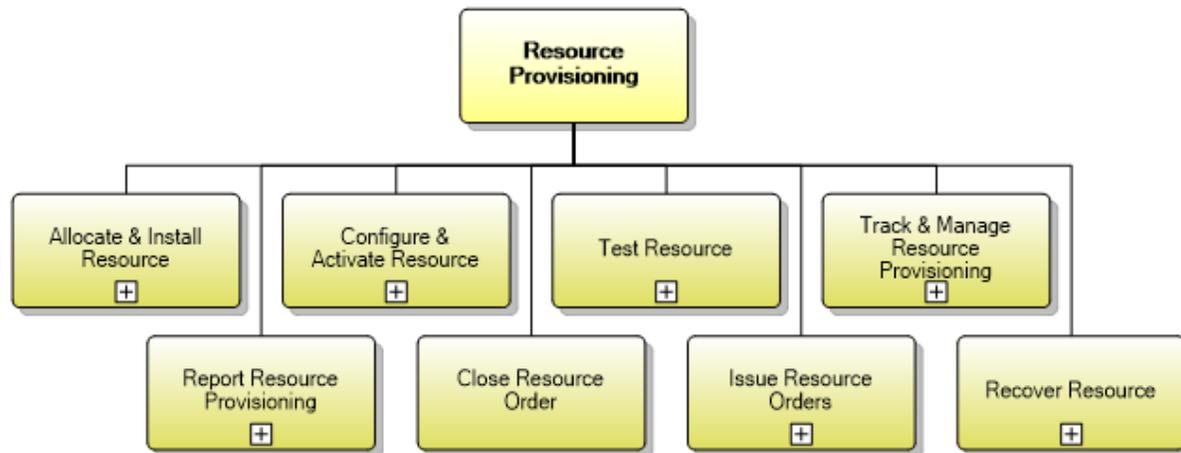


Figure 1: 1.5.6 Resource Provisioning decomposition

Resource Provisioning

Process Identifier: 1.5.6

Brief Description

Allocation, installation, configuration, activation and testing of specific resources to meet the service requirements, or in response to requests from other processes to alleviate specific resource capacity shortfalls, availability concerns or failure conditions.

Extended Description

Resource Provisioning processes encompass allocation, installation, configuration, activation and testing of specific resources to meet the service requirements, or in response to requests from other processes to alleviate specific resource capacity shortfalls, availability concerns or failure conditions.

Responsibilities of the Resource Provisioning processes include, but are not limited to:

- Verifying whether appropriate specific resources are available as part of pre-order feasibility checks;
- Allocating the appropriate specific resources to support service orders or requests from other processes;
- Reserving specific resources (if required by the business rules) for a given period of time until the service order is confirmed;
- Possibly initiating delivery of specific resources to the central office, to site or to the customer premise;
- Installation and commissioning of specific resources after delivery;
- Configuring and activating physical and/or logical specific resources, as appropriate;
- Testing the specific resources to ensure the resource is working correctly;
- Recovery of resources;
- Updating of the Resource Inventory Database to reflect that the specific resource has

been allocated to specific services, modified or recovered;

- Assigning and tracking resource provisioning activities;
- Managing resource provisioning jeopardy conditions
- Reporting progress on resource orders to other processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Allocate & Install Resource

Process Identifier: 1.5.6.1

Brief Description

Allocate specific resources required to support a specific service

Extended Description

The objective of the Allocate & Install Resource processes is to allocate specific resources required to support a specific service.

These activities include but are not limited to:

- Investigating the ability to be able to satisfy specific service orders as a part of a feasibility check;
- Reserving or allocating specific resources in response to issued resource orders;
- Confirming availability of, or initiating an order for, equipment or software with a related party
- Installing and commissioning specific resources following delivery.

Where the Allocate & Install Resource processes are requested by a resource order issued as part of a pre-order feasibility check, these processes determine whether there are adequate specific resources available to fulfill the request. Where there are not sufficient specific resources available, these processes may initiate enquiries using the relevant party management and/or Resource Support & Readiness processes to determine lead times for specific resource availability. Depending on business rules, and on any specific levels of commitment contained in the initiating service order, these processes may reserve specific resources linked to the initiating service order 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 & Install Resource processes are requested by a resource order

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

These process are responsible for initiating, using the party management processes, resource requisition orders for any specific resources in shortfall. Sufficient information is supplied with the resource requisition orders to ensure that the appropriate specific resources are delivered to the appropriate location for installation and configuration. This may include, for example, a central office, a transmission room, or the customer premise.

Following delivery, these processes are responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes. Where installation of the specific resources requires an upfront major resource infrastructure, the installation of both the resource infrastructure and specific resources may be undertaken under the control of the Support Resource Provisioning processes. The Allocate & Install Resource processes will closely interact with the Manage Resource Inventory processes to determine availability of physical and logical specific resources to select from, thereby applying specific selection criteria.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Configure & Activate Resource

Process Identifier: 1.5.6.2

Brief Description

Configure and activate the specific resources allocated against an issued resource order

Extended Description

The objective of the Configure & Activate Resource Processes is to configure and activate the specific resources allocated against an issued resource order. These processes are responsible for, but not limited to:

- Assessing and planning the approach to be undertaken for configuration and activation;
- Re-use standard configuration and activation processes applicable to specific

resources;

- Providing notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications
- Updating the information contained in the resource inventory as to the configuration of specific resources and their status.

At the successful conclusion of these activities, the status of the specific resources 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 Resource

Process Identifier: 1.5.6.3

Brief Description

Test specific resources to ensure they are operating within normal parameters

Extended Description

The responsibility of the Test Resource processes is to test specific resources to ensure they are operating within normal parameters. The objective is to verify whether the resources are working correctly and meet the appropriate performance levels.

These processes test specific resources against supplier/partner 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 resources will be marked as in-service which means the specific resources are available for use.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Track & Manage Resource Provisioning

Process Identifier: 1.5.6.4

Brief Description

Ensure resource provisioning activities are assigned, managed and tracked efficiently

Extended Description

The objective of the Track & Manage Resource Provisioning process is to ensure resource provisioning activities are assigned, managed and tracked efficiently.

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

- Scheduling, assigning and coordinating resource provisioning related activities;
- Escalating status of resource orders in accordance with local policy;
- Undertaking necessary tracking of the execution process;
- Adding additional information to an existing resource order;•
- Modifying information in an existing resource order;
- Modifying the resource order status;•
- Canceling a resource order when the initiating service order is cancelled;
- Monitoring the jeopardy status of resource orders, and escalating resource orders as necessary
- Indicating completion of a resource order by modifying the resource order status.

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 Resource Provisioning processes are responsible for engaging external suppliers in provisioning activities when these have been outsourced or contracted to external parties.

The Track & Manage Resource Provisioning processes will also inform the Close Resource Order processes by modifying the resource order status to complete when the resource order has been fulfilled.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Report Resource Provisioning

Process Identifier: 1.5.6.5

Brief Description

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

Extended Description

The objective of the Report Resource Provisioning processes is to monitor the status of resource orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of resource 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 Resource Provisioning processes.

These processes record, analyze and assess the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning 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 Resource Order

Process Identifier: 1.5.6.6

Brief Description

This process monitors the status of the order and changes the status to closed when it is completed.

Extended Description

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

These processes monitor the status of all open resource orders and recognize that a resource 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.

Issue Resource Orders

Process Identifier: 1.5.6.7

Brief Description

Issue correct and complete resource orders

Extended Description

The purpose of the Issue Resource Orders processes is to issue correct and complete resource orders.

The resource orders may be required to satisfy pertinent service order information received, may arise as a result of requests for resource provisioning to satisfy resource trouble recovery activities, may arise to alleviate resource performance issues, or may arise as a result of information received from other parties in relations to specific resources.

These processes assess the information contained in the service order, through a resource order request, initiating resource process request or other parties initiated request, to determine the associated resource orders that need to be issued.

The issued resource order may require a feasibility assessment to be undertaken, may require new provisioning activities for specific resources, may require a change to a previously issued resource order or may require the deletion/recovery of previously delivered specific resources.

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

Where the initiating request or service order has special or unusual requirements, and a specific feasibility assessment has not been previously undertaken, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process.

Where the initiating request or service order has special or unusual requirements, and a

specific feasibility assessment has been previously undertaken, this process issues the previously determined resource orders.

The orchestration, if required, and tracking of the progress of a resource order is the responsibility of the Track & Manage Resource Provisioning processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Recover Resource

Process Identifier: 1.5.6.8

Brief Description

Recover specific resources that are no longer required.

Extended Description

The responsibility of the Recover Resource processes is to recover specific resources that are no longer required.

These processes follow recovery plans specified by the supplier/partner, or follow 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 resources is likely to impact other in-use specific resources or 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 resources 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.

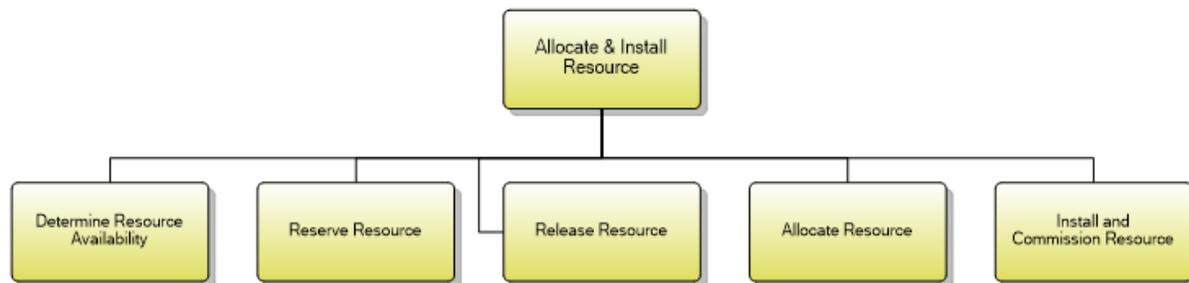
1.5.6.1 Allocate & Install Resource

Figure 2: 1.5.6.1 Allocate & Install Resource decomposition

Allocate & Install Resource**Process Identifier:** 1.5.6.1**Brief Description**

Allocate specific resources required to support a specific service

Extended Description

The objective of the Allocate & Install Resource processes is to allocate specific resources required to support a specific service.

These activities include but are not limited to:

- Investigating the ability to be able to satisfy specific service orders as a part of a feasibility check;
- Reserving or allocating specific resources in response to issued resource orders;
- Confirming availability of, or initiating an order for, equipment or software with a related party
- Installing and commissioning specific resources following delivery.

Where the Allocate & Install Resource processes are requested by a resource order issued as part of a pre-order feasibility check, these processes determine whether there are adequate specific resources available to fulfill the request. Where there are not sufficient specific resources available, these processes may initiate enquiries using the relevant party management and/or Resource Support & Readiness processes to determine lead times for specific resource availability. Depending on business rules, and on any specific levels of commitment contained in the initiating service order, these processes may reserve specific resources linked to the initiating service order 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 & Install Resource processes are requested by a resource order issued in response to a confirmed service order, these processes are responsible for allocating the specific resources required to satisfy the initiating service order. Any previously reserved specific resources are marked as allocated.

These process are responsible for initiating, using the party management processes, resource requisition orders for any specific resources in shortfall. Sufficient information is supplied with the resource requisition orders to ensure that the appropriate specific resources are delivered to the appropriate location for installation and configuration. This may include, for example, a central office, a transmission room, or the customer premise.

Following delivery, these processes are responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes.

Where installation of the specific resources requires an upfront major resource infrastructure, the installation of both the resource infrastructure and specific resources may be undertaken under the control of the Support Resource Provisioning processes.

The Allocate & Install Resource processes will closely interact with the Manage Resource Inventory processes to determine availability of physical and logical specific resources to select from, thereby applying specific selection criteria.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Determine Resource Availability

Process Identifier: 1.5.6.1.1

Brief Description

This process investigates the ability to be able to satisfy specific service orders as a part of a feasibility check. Where the Allocate & Install Resource processes are requested by a pre-feasibility resource order, or by the Design Resources processes, these processes determine whether the requested resources are available.

Extended Description

Not used for this process element

Explanatory

This process investigates the ability to be able to satisfy specific service orders as a part of a feasibility check.

Mandatory

Where the Allocate & Install Resource processes are requested by a pre-feasibility resource order, or by the Design Resources processes, these processes determine whether the requested resources are available.

Allocation and installation of resources is realized using the CRM, GRANITE and WFM system. Granite system is used to store facilities information FTTH inventory. used to manage customer, products, services information, handle orders and tickets, and manage billing. Also used to handle copper inventory

The Operations creates service order basis the sales confirmation. While creating an order WFM (Work Force Management) system is used to assign the technician. When a task is assigned to the technician simultaneously an SMS is sent to customer with the name of the technician and the quality code. This quality code is provided to the technician after installation. The quality code is used to complete the work order by the technician. The equipment/device to be installed at the customer location is auto activated and just needs to be configured in the network.

The required inventory is managed and mapped through Granite and CRM system for FTTH and copper respectively. The task assignment for a particular connection or batch of connection is done through WFM. The operation team assigns task through WFM. This is a work scheduler process for integration of technician in to scheduling process for different activities. Deploying and task allocation to the right number of technician with the right skills in place at the right time is a critical link in delivering superior customer service. Also, optimization of the port is maintained for Main Distribution Frameⁱ. In case there is any change in the customer order or termination of the customer order, the corresponding service order is changed and it reflects in the Granite system.

Allocate & Install Resource process starts after the request for service design comes in Granite XNG system. This system will provide information of the availability of the facilities and this information will be used by the design team to determine if required resources are available at the desired facility and then design the service. While designing the service team will reserve those resources required for the design. When the customer service is terminated or there is a change in the service design, it gets reflected in the Granite system. If the resource (facility) needs to be

removed at the customer location, a request will be sent to the district operations to release the physical resource from the customer premise.

In case the allocated resources are already in use, the District operations team will intimate the service engineering team and request network to update the inventory. The service engineering team will design the service and activate the service and the information will be sent to the district operations team. The district operations team will assign a technician who will visit the customer site and install the facility at the customer site.

Once the request for service comes in WFMS, the operation district section will check the Granite system, which acts as record of inventory. This system will provide information of the availability of the facilities. This information will be used by the field operation team to determine if required resources are available at the desired facility

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Reserve Resource

Process Identifier: 1.5.6.1.2

Brief Description

This process reserves specific resources in response to issued resource orders. Depending on business rules, and on any specific levels of commitment contained in the initiating resource order or resource design request, these processes may reserve specific resources linked to the initiating resource order or resource design request for a period of time

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process reserves specific resources in response to issued resource orders

The service engineering team will determine the availability of the resources on Granite and then design the service. While designing the service, the service engineering team will reserve resources required for the design

Granite system checks the inventory for the resources i.e., if the resource is available. The Field Operations team will determine the availability of the resources on Granite system and then assign the resource to a given customer. Task is allocated for the given installation through WFM.

TB port will be reserved during NFR request in Granite there is no need to perform Pick port. Port will be already assigned to this customer

Assigned TB port can be seen in the 'view more' details tab and the other details as well

<Diagrams Removed due to confidentiality>

Optional

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

Interactions

Not used for this process element

Release Resource

Process Identifier: 1.5.6.1.3

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.

Granite system is used for FTTH inventory and CRM is used for copper inventory. When the customer service is terminated or there is a change in the customer order, the Field operations district team will release the resources that were allocated for the delivery and the same will be reflected in the Granite system. But this reflection is not real time and might involve some manual intervention.

When the customer service is terminated or there is a change in the service design, the service engineering team will release the resources that were allocated for the delivery and the same will be reflected in the Granite system. If the resource (facility) needs to be removed at the customer location, a request will be sent to the district operations to release the physical resource from the customer premise.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Allocate Resource

Process Identifier: 1.5.6.1.4

Brief Description

This process allocates specific resources in response to issued resource orders. Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed customer order, this process is responsible for allocating the specific resources required to satisfy the initiating resource order. Any previously reserved specific resources are marked as allocated.

Extended Description

Not used for this process element

Explanatory

This process allocates specific resources in response to issued resource orders.

Mandatory

Where the Allocate & Install Resource processes are requested by a resource order issued in response to a confirmed customer order, this process is responsible for allocating the specific resources required to satisfy the initiating resource order. Any previously reserved specific resources are marked as allocated.

Operations will create resource order and allocate the resources based upon the information received from the inventory system – Granite for FTTH connection and copper connection.

In case the allocated resources are already in use, the technician will call and open a task for the technical assistance team TMC that will request network to update the inventory. Currently there is a mechanism as prioritization for reserving of order for customers

The design team will allocate the resources based upon the information received from the inventory - Granite. In case the allocated resources are already in use, the technician will intimate the design team and request network team to update the inventory.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Install and Commission Resource

Process Identifier: 1.5.6.1.5

Brief Description

This process is responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

responsible for installing and commissioning specific resources, and updating the resource inventory as part of these processes

Order from CRM goes to GRANITE (For inventory mapping) and then to COMPTEL to create customer profile/ ISP information (Port & Slot), selection of bandwidth & creation of new profile and then to Network Management System (NMS).

Network management system is a part of network management that continuously monitors a failing or slow performing link and provides notification to system administrator.

The operations team will assign a technician through WFM who will visit the customer site and install and commission the equipment at the customer site. After installation the Operation technician will obtain the quality code from the customer and use this quality code in WFM for the task assigned to him.

The design team will design the service and activate the service. Once the service is designed, the information will be sent to the operations team. The operations team will assign a technician who will visit the customer site and install the facility at the customer site

<Diagrams Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

1.5.6.2 Configure & Activate Resource

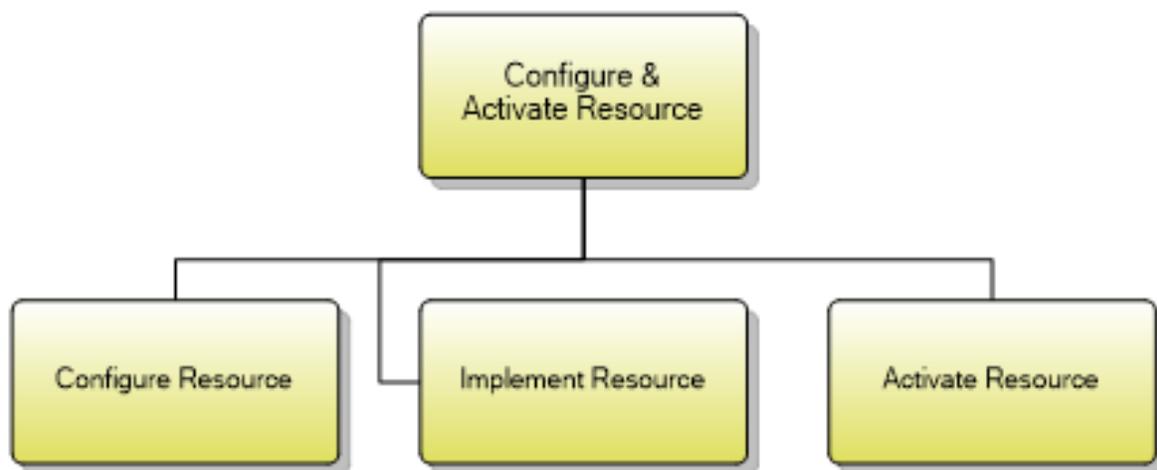


Figure 3: 1.5.6.2 Configure & Activate Resource decomposition

Configure & Activate Resource

Process Identifier: 1.5.6.2

Brief Description

Configure and activate the specific resources allocated against an issued resource order

Extended Description

The objective of the Configure & Activate Resource Processes is to configure and activate the specific resources allocated against an issued resource order. These processes are responsible for, but not limited to:

- Assessing and planning the approach to be undertaken for configuration and

activation;

- Re-use standard configuration and activation processes applicable to specific resources;
- Providing notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications
- Updating the information contained in the resource inventory as to the configuration of specific resources and their status.

At the successful conclusion of these activities, the status of the specific resources 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 Resource

Process Identifier: 1.5.6.2.1

Brief Description

This process assesses and plans the approach to be undertaken for configuration. It re-uses standard configuration and processes applicable to specific resources. It configures and reconfigures specific resources, including customer premises equipment if part of the resource provider offering. It provides notifications as required if the configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. It updates the information contained in the resource inventory as to the configuration of specific resources and their status.

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

This process assesses and plans the approach to be undertaken for configuration. It configures and reconfigures specific resources, including customer premises equipment if part of the resource provider offering. It provides notifications as required if the

configuration activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. It updates the information contained in the resource inventory as to the configuration of specific resources and their status.

<Diagrams Removed due to confidentiality>

Operations will allocate the task through WFM to a given technician. The technician will visit the customer after seeking his time and availability for the physical installation. Every technician carries a standard configuration procedure manual. The facilities that are installed are pre-activated.

Once the resource is configured, the Field operations technician will configure and install the resources as per instructions in the installation manual on the customer location.

After the resource is installed the work order is closed by the technician. The device and equipment are auto activated, just need to be commissioned and configured in the network. Once the resource is commissioned, the status of the resource as allocated to a customer will change from allocated to activated state.

Configuration of resources is always done in two parts. The STC resource such as a cabinet needs to be configured and the customer premise equipment (CPE) needs to be configured. The design team will provide information to the operations team which will assign a technician to visit the customer premise. The technician will visit the customer and install and configure the CPE as per the design. The facilities that are installed are pre-activated.

Optional

Not used for this process element

Interactions

It provides notifications as required

Implement Resource

Process Identifier: 1.5.6.2.2

Brief Description

This process re-uses standard implementation processes applicable to specific resources. It implements specific resources, including customer premises equipment if part of the resource provider offering. It provides notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

It implements specific resources, including customer premises equipment if part of the resource provider offering. It provides notifications as required if the implementation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications.

The technician will visit the customer site and implement and install the resources as per instructions from the operations team for a given customer location. Field operation team also carries an instruction manual for any reference or assistance in installation. In case the operations team faces any challenges during implementation, the team will revert to the service engineering team to sort the issue.

The operations team will receive the design from design. The team will configure the resource which is pre-activated by the design team as per the design. Once the resource is configured, the operations team will implement the design provided by the design team and install the resources as per instructions on the customer location. In case the operations team faces any challenges during implementation, the team will revert to the design team to sort the issue.

- Fiber after Installing ONT and STB, User requires Activation Success message.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

It provides notifications as required

Activate Resource

Process Identifier: 1.5.6.2.3

Brief Description

This process assesses and plans the approach to be undertaken for activation. It re-uses standard activation processes applicable to specific resources. It provides notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. At the successful conclusion of this activity, the status of the specific resources will be changed from allocated to activated, which means they are in-use.

Extended Description

Not used for this process element

Explanatory

This process re-uses standard implementation processes applicable to specific resources.

Mandatory

This process assesses and plans the approach to be undertaken for activation. It provides notifications as required if the activation activity requires a planned outage or is likely to initiate false specific resource alarm event notifications. At the successful conclusion of this activity, the status of the specific resources will be changed from allocated to activated, which means they are in-use.

- Fiber after Installing ONT and STB, User requires Activation Success message.

<Diagram Removed due to confidentiality>

The equipment is pre-activated, just needs to plug in to the system and carry out the configuration

The Design team activates the facility (resource) and the operations team will configure and implement the pre-activated facilities

Optional

Not used for this process element

Interactions

It provides notifications as required

1.5.6.3 Test Resource

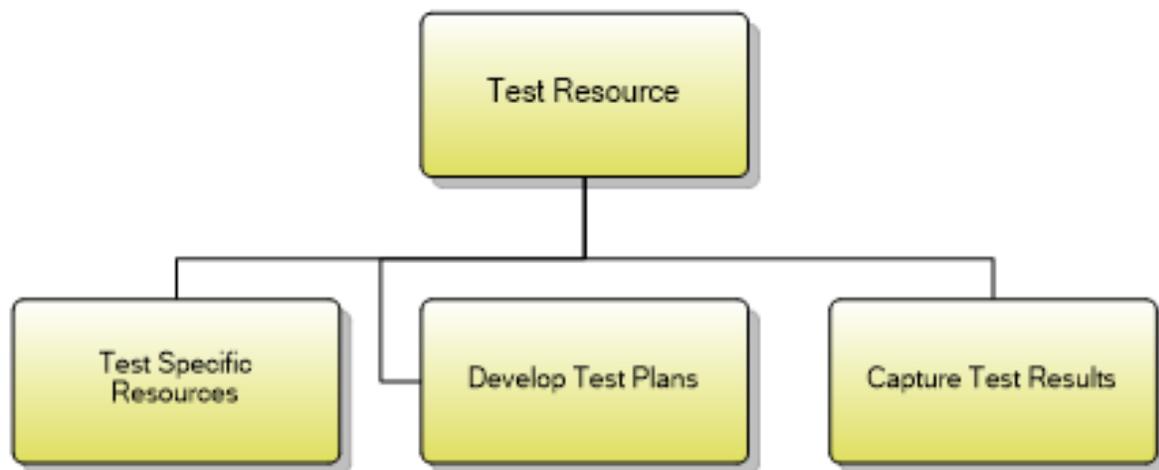


Figure 4: 1.5.6.3 Test Resource decomposition

Test Resource

Process Identifier: 1.5.6.3

Brief Description

Test specific resources to ensure they are operating within normal parameters

Extended Description

The responsibility of the Test Resource processes is to test specific resources to ensure they are operating within normal parameters. The objective is to verify whether the resources are working correctly and meet the appropriate performance levels.

These processes test specific resources against supplier/partner 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 resources will be marked as in-service which means the specific resources are available for use.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Test Specific Resources

Process Identifier: 1.5.6.3.1

Brief Description

This process tests specific resources against supplier/partner defined test plans, or against test plans developed by the service provider.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process tests specific resources against supplier/partner defined test plans, or against test plans developed by the service provider.

Product test team under operations is responsible for testing of all the resources. The technician of Operations does only basic testing of the resource on the parameter. If the testing for a resource fails, procurement department is informed of such failure and the resource is arranged to be returned to or replaced by supplier

The operations team currently does only basic testing of the resources and services provided to the customers. There is documentation in place to check different aspects of facility provisioning.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Develop Test Plans

Process Identifier: 1.5.6.3.2

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

Not used for this process element

Mandatory

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

Technicians follow the troubleshooting guide built That describes each case scenarios with proper testing plan and referral.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Capture Test Results

Process Identifier: 1.5.6.3.3

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.

Test plan developed or extensive testing done, performance of the resources tracked and improvement opportunities identified proactively.

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

<Diagram Removed due to confidentiality>

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

Optional

Not used for this process element

Interactions

Not used for this process element

1.5.6.4 Track & Manage Resource Provisioning

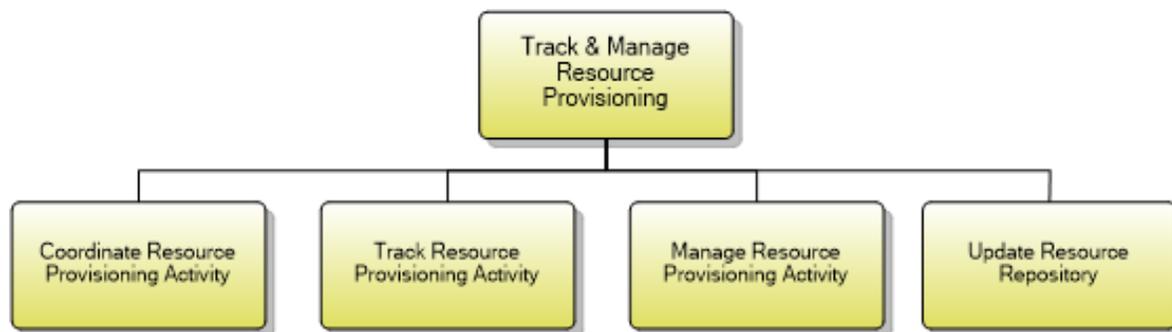


Figure 5: 1.5.6.4 Track & Manage Resource Provisioning decomposition

Track & Manage Resource Provisioning

Process Identifier: 1.5.6.4

Brief Description

Ensure resource provisioning activities are assigned, managed and tracked efficiently

Extended Description

The objective of the Track & Manage Resource Provisioning process is to ensure resource provisioning activities are assigned, managed and tracked efficiently.

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

- Scheduling, assigning and coordinating resource provisioning related activities;
- Escalating status of resource orders in accordance with local policy;
- Undertaking necessary tracking of the execution process;
- Adding additional information to an existing resource order;•

- Modifying information in an existing resource order;
- Modifying the resource order status;
- Canceling a resource order when the initiating service order is cancelled;
- Monitoring the jeopardy status of resource orders, and escalating resource orders as necessary
- Indicating completion of a resource order by modifying the resource order status.

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 Resource Provisioning processes are responsible for engaging external suppliers in provisioning activities when these have been outsourced or contracted to external parties.

The Track & Manage Resource Provisioning processes will also inform the Close Resource Order processes by modifying the resource order status to complete when the resource order has been fulfilled.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Coordinate Resource Provisioning Activity

Process Identifier: 1.5.6.4.1

Brief Description

This process schedules, assigns and coordinates resource provisioning related activities.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process schedules, assigns and coordinates resource provisioning related activities.

Once the service order is created by the Operations, technician will be assigned to the order, based on the required skillset from the available talent pool. The technician will coordinate with the customer to check the availability of the

customer and accordingly meet the customer and complete the provisioning activity.

Once the design is received from the design team, the operations will do a validation to ensure that the design is feasible. However, the design team should ensure that the design is validated. Once the design is validated, a technician will be assigned to the order, based on the required skillset from the available talent pool. The call center will coordinate with the customer to check the availability of the customer and accordingly the technician will meet the customer and complete the provisioning activity. The technician is assigned to the work order using the WFMS system

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Track Resource Provisioning Activity

Process Identifier: 1.5.6.4.2

Brief Description

This process tracks the order execution process.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process tracks the order execution process.

The operations team assigns the order to the technician through WFM. This is linked to OMS, if the order is not closed using the quality code by the technician, the order appears open in the CRM system.

There is a tracking by the Operations through WFM report for pending order, if the work order has been scheduled or carried out. Also checks the work order for any modification of information with respect to customer contact details or if any cancellation of customer order due to change in customer mood.

There are two types of escalations for the facilities provisioning process. One is to escalate and provide information to the customers in case of overdue orders. In this case, the team has supervisors who monitor and track the order, in case of orders where there is an overdue, the customer will be informed. The second type is when the team has to coordinate and escalate to internal concerned departments in case the order is not being provisioned on time. This is done over emails.

The operations team receives a configured and activated service design for multiple services from the design team. The operations team will validate if the design is accurate and feasible and if the correct facilities have been allocated. The provisioning of the facilities is tracked using WFMS and the provisioning of facilities for data is done manually.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Manage Resource Provisioning Activity

Process Identifier: 1.5.6.4.3

Brief Description

This process escalates resource orders in accordance with local policy, adds information to an existing resource order, modifies information in an existing resource order, cancels a resource order when the initiating service order is cancelled, and also modifies the resource order status, including setting it to complete when the resource order has been fulfilled.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process escalates resource orders in accordance with local policy, adds information to an existing resource order, modifies information in an existing resource order, cancels a resource order when the initiating service order is cancelled, and also modifies the

resource order status, including setting it to complete when the resource order has been fulfilled.

Operation Service failure carries reporting of the resource provisioning is done using Report from CRM that is generated on a daily basis that provides a list of pending service order. Since CRM is integrated to WFM, it can track the work assigned to the right technician. Also, if any modification is to be done in the work order is managed by the Operation team.

There is a tracking by the Operations if the work order has been scheduled or carried out. Also checks the work order for any modification of information with respect to customer contact details or if any cancellation of customer order due to change in customer mood.

There are two types of escalations for the facilities provisioning process. One is to escalate and provide information to the customers in case of overdue orders. In this case, the team has supervisors who monitor and track the order, in case of orders where there is an overdue, the customer will be informed. The second type is when the team has to coordinate and escalate to internal concerned departments in case the order is not being provisioned on time. This is done over emails notification and SMS sent by the system as per the escalation matrix.

Sometime operation technician does not obtain quality code from customer and close the task assigned in WFM using the quality code. Order is shown as open order in CRM and upon confirmation from operation technician about order closure; the same is closed in CRM system by operation service failure order team. If the customer cancels the order, the resource order for the customer is also cancelled in the system also in case of successful installation of the resource order, the order in closed in the WFM system.

Order 2: WFMS Order Number (IN1016722)

Work Order: CRM Order Number (3-FGY6NB)

PO Num: OM Order Number (124131)

To see the Order Details by Dispatcher

<Diagram Removed due to confidentiality>

Change Address/Change Technology on Fibre

Optional

Not used for this process element

Interactions

Not used for this process element

Update Resource Repository

Process Identifier: 1.5.6.4.4

Brief Description

Update resource state and status

Extended Description

Not used for this process element

Explanatory

Query/Update resources and their state and status at each level in Resource Provisioning.

The state of resource may be one of following:

- Open (it is available for allocation)
- Reserved (it is reserved for provisioning)
- Pending (resource allocated for provisioning but not yet activated)
- Activated (resource provisioned, activated and associated with a service)
- Suspended (resource provisioned for a service, however suspended for reasons)

Lifecycle of the state is as follows:

Open -> Reserved -> Pending -> Activated (then back to Open)-> Suspended (then back to Open)

The status of resource may be one of following:

- Pending (functional but not ready for use)
- Active (functional)
- Deprecated (marked 'bad' resource before purging)

Mandatory

Update resource state and status

The resource like (CPE, modem, routers) repository is maintained by the operation warehouse team. Warehouse team will update the repository as and when facilities are added to or released from the inventory. The information is update to the Granite system which is used by the Operations team to configure and allocate the resource. In case of data discrepancies, This update will be done by TMC after a configuration change request is done by the technician by the mismatch and this will be in the form of a task opened for TMC team, also a ticket will opened for this activity in the ticketing system.

The same will be done in case of faulty port

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

A common process that Assess Resource Request, Determine Resource Availability, Reserve Resource, Allocate Resource, Install and Commission Resource, Release Resource and Activate Resource use to Query and Update resources and their states and status

1.5.6.5 Report Resource Provisioning

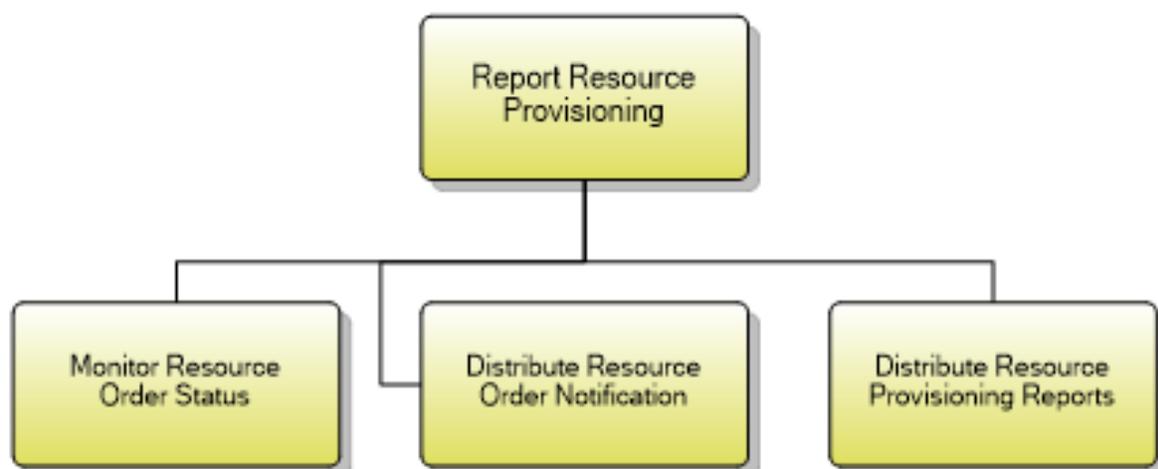


Figure 6: 1.5.6.5 Report Resource Provisioning decomposition

Report Resource Provisioning

Process Identifier: 1.5.6.5

Brief Description

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

Extended Description

The objective of the Report Resource Provisioning processes is to monitor the status of resource orders, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of resource 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 Resource Provisioning processes.

These processes record, analyze and assess the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process. These specialized summaries could be specific reports required by specific audiences.

<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.

Monitor Resource Order Status

Process Identifier: 1.5.6.5.1

Brief Description

This process is responsible for continuously monitoring the status of resource orders.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for continuously monitoring the status of resource orders.

The provisioning of fixed services is monitored using WFMS and manually respectively. In case of voice, an authentication code is sent to the customer along with the information about the technician assigned to close the order or trouble. The authentication code is to be given to the technician once the customer is satisfied with the service provided. The customer is also notified and communicated with over a message is sent to the customer with the technician information

There is prioritization process for managing customer orders, also notifications are sent to the customers about the order status and the changes to the order status.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Distribute Resource Order Notification

Process Identifier: 1.5.6.5.2

Brief Description

This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for managing notifications to processes and other parties registered to receive notifications of any status changes.

System related notification, SMS or email for the resource order is sent on proactive basis. Daily report is run by operations to know the pending order in CRM.

The facilities provisioning order status changes will be communicated to the different stakeholders by the system. The internal departments will be communicated about order status changes over notification sent by the system.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Distribute Resource Provisioning Reports

Process Identifier: 1.5.6.5.3

Brief Description

This process records, analyzes and assesses the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process, including specific reports required by specific audiences.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process records, analyzes and assesses the resource order status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Resource Provisioning process, including specific reports required by specific audiences.

The performance reporting is done by the performance team. They issue the reports daily and weekly regarding the performance in terms of order closing activities and ticket resolving activities. The performance is presented in the form of a dashboard and provides insights or improvement opportunities. The Operations team is able to determine their progress from the performance reports.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

1.5.6.6 Close Resource Order

Process Identifier: 1.5.6.6

Brief Description

This process monitors the status of the order and changes the status to closed when it is completed.

Extended Description

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

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

Once installation and configuration of resource is done the work order is completed in the system using the quality code. The quality code is updated by the technician in the WFM.

The customer will be contacted by sales call center and if the customer is satisfied with the order, the order will be closed in the 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.

1.5.6.7 Issue Resource Orders

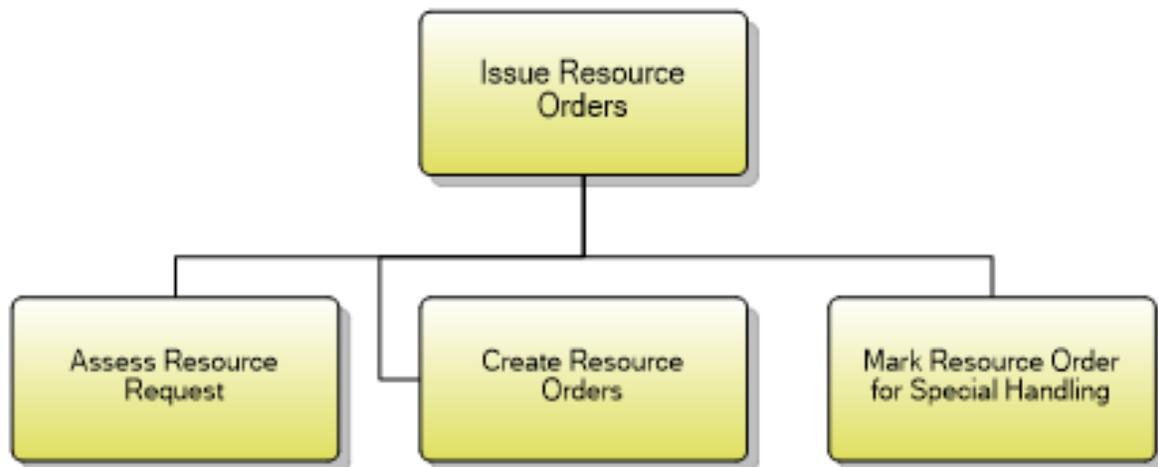


Figure 7: 1.5.6.7 Issue Resource Orders decomposition

Issue Resource Orders

Process Identifier: 1.5.6.7

Brief Description

Issue correct and complete resource orders

Extended Description

The purpose of the Issue Resource Orders processes is to issue correct and complete resource orders.

The resource orders may be required to satisfy pertinent service order information received, may arise as a result of requests for resource provisioning to satisfy resource trouble recovery activities, may arise to alleviate resource performance issues, or may arise as a result of information received from other parties in relations to specific resources.

These processes assess the information contained in the service order, through a resource order request, initiating resource process request or other parties initiated request, to determine the associated resource orders that need to be issued.

The issued resource order may require a feasibility assessment to be undertaken, may require new provisioning activities for specific resources, may require a change to a previously issued resource order or may require the deletion/recovery of previously delivered specific resources.

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

Where the initiating request or service order has special or unusual requirements, and a

specific feasibility assessment has not been previously undertaken, this process marks the issued resource order as requiring special handling, and passes management for further processing to the Track & Manage Resource Provisioning process.

Where the initiating request or service order has special or unusual requirements, and a specific feasibility assessment has been previously undertaken, this process issues the previously determined resource orders.

The orchestration, if required, and tracking of the progress of a resource order is the responsibility of the Track & Manage Resource Provisioning processes.

Explanatory

Reserved for future use.

Mandatory

Reserved for future use.

Optional

Reserved for future use.

Interactions

Reserved for future use.

Assess Resource Request

Process Identifier: 1.5.6.7.1

Brief Description

This process assesses the information contained in the service order, through a resource order request, initiating resource process request or supplier/partner initiated request, to determine the associated resource 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 service order, through a resource order request, initiating resource process request or supplier/partner-initiated request, to determine the associated resource orders that need to be issued.

Based upon the confirmation of the sales, service order is booked in the system by the Operations team. Order is created from CRM and then passed on to the WFM team.

The information exchange between CRM and WFM happen at multiple stages of order: based on the status of order, like Missed customer/ Missed STC. This

happens when the Operation technician is not able to establish communication with the customer for the installation purpose. This can be due to wrong customer data or customer not answering calls from STC. The order during such period will remain open in the system.

The orders will be created in the CRM system. There is clear process defined to mark orders for special handling. There are KPIs defined to measure and handle orders with different severities differently provides some special handling for some orders such as VIP orders.

The operations team receives the order which has been designed and activated from the design team. The operations team assesses the order for its correctness. In case there needs to be some change or more information is required the team follows up with the design team. Sales department breaks the order into service orders to be designed by the design department and then passed onto to the operations. The sales department based on their understanding of the products and services offered to the customer create orders and the same are entered in the CRM system.

The sales department will create the resource orders in the system based on the requirements of the customers and the services and orders provided to fulfill those requirements. The orders will be created in the CRM system.

The order is created in the CRM based upon the customer requirement and is assigned to the technician for installation through WFM.

The work or task for the installation of the resource is managed through WFM. Work is assigned to the technician who is shown as available or free in WFM. Task is allocated based on the skills of the available technicians (available in the zone) and the number of the orders in the queue. Field Operation Held Order team also runs a report from CRM to check for any pending order or held order and determine the root cause of pending. Administering of system for tracking of resource order is done by the Operation Team in each district.

User can see the order details in the task Description about the assigned TB port, Order Type, Order Sub Type and the OSP information.

<Diagrams Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Create Resource Orders

Process Identifier: 1.5.6.7.2

Brief Description

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

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

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

Where the initiating request or the purchased product offering has special or unusual requirements, and a specific feasibility assessment and/or resource design has been

previously created, this process is responsible for issuing the resource orders, and for creating a record of the relevant initiating request or customer order information and the associated resource orders.

Upon the confirmation of the customer order from the sales team, the operations team creates resource order in CRM system. Special instruction if any is mentioned in the resource order. These instructions are followed by operation technician while carrying out the installation activities for resource. This is linked to WFM for allocation of work to the technician for creation of the resource order. Resource orders are created by Operation as per the customer requirement

The sales department will create the resource orders in the system based on the requirements of the customers and the services and orders provided to fulfill those requirements. The orders will be created in the CRM system

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

Not used for this process element

Mark Resource Order for Special Handling

Process Identifier: 1.5.6.7.3

Brief Description

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

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 resource design has not been previously created, this process marks the issued resource order as requiring special handling, and

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

There is a clear process defined to mark orders for special handling. There are KPIs defined to measure and handle orders with different severities differently and hence all the orders are treated as the same. The department though sometimes provides some special handling for some orders such VIP orders.

<Diagram Removed due to confidentiality>

Optional

Not used for this process element

Interactions

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

1.5.6.8 Recover Resource

Out of scope

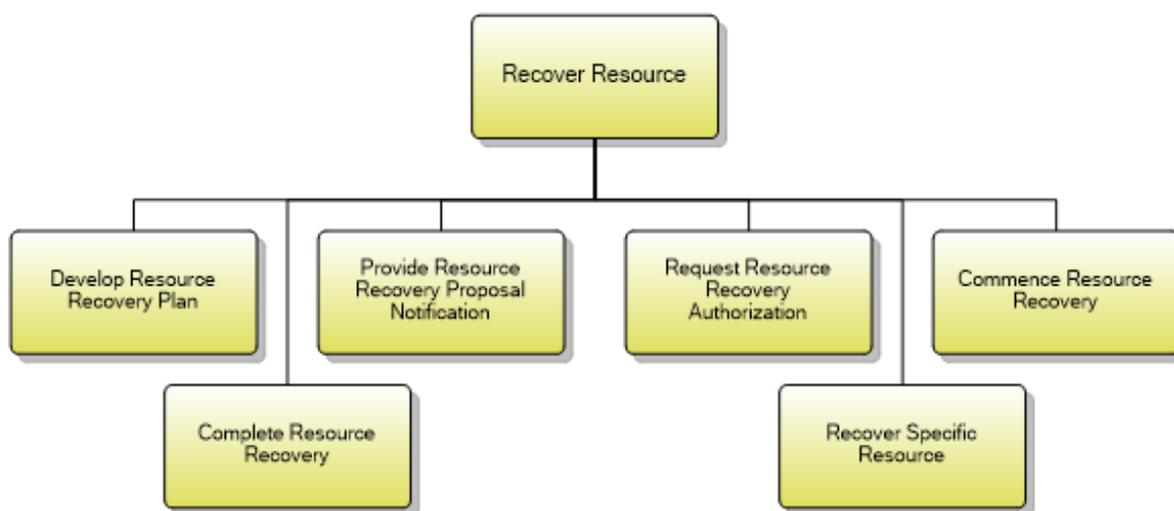


Figure 8: 1.5.6.8 Recover Resource decomposition

Recover Resource N/A

Process Identifier: 1.5.6.8**Brief Description**

Recover specific resources that are no longer required.

Extended Description

The responsibility of the Recover Resource processes is to recover specific resources that are no longer required.

These processes follow recovery plans specified by the supplier/partner, or follow 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 resources is likely to impact other in-use specific resources or 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 resources 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 Resource Recovery Plan

Process Identifier: 1.5.6.8.1**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

Not used for this process element

Mandatory

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

Optional

Not used for this process element

Interactions

Not used for this process element

Provide Resource Recovery Proposal Notification

Process Identifier: 1.5.6.8.2

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

Not used for this process element

Mandatory

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.

Optional

Not used for this process element

Interactions

Not used for this process element

Request Resource Recovery Authorization

Process Identifier: 1.5.6.8.3

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 Resource Recovery

Process Identifier: 1.5.6.8.4

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

Not used for this process element

Mandatory

When the recovery activity is about to commence, 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 Resource Recovery

Process Identifier: 1.5.6.8.5

Brief Description

This process is responsible for notifying when it is completed.

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

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process is responsible for notifying when it is completed.

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

Optional

Not used for this process element

Interactions

Not used for this process element

Recover Specific Resource

Process Identifier: 1.5.6.8.6

Brief Description

This process recovers a specific resource that is no longer required.

Extended Description

Not used for this process element

Explanatory

Not used for this process element

Mandatory

This process recovers a specific resource that is no longer required.

Optional

Not used for this process element

Interactions

Not used for this process element

ⁱ Main distribution frame (MDF or main frame) is a signal distribution frame for connecting equipment (inside plant) to cables and subscriber carrier equipment (outside plant). The MDF is a termination point within the local telephone exchange where exchange equipment and terminations of local loops are connected by jumper wires at the MDF. All cable copper pairs supplying services through user telephone lines are terminated at the MDF and distributed through the MDF to equipment within the local exchange