

**Huawei Tech. Co., Ltd**

**Digital CRM R2.1**

**TM Forum Framework 16.0 Certification**

**Business Process Framework (eTOM) Release 16.0**

**Self-Assessment Process Mapping Report**

**Level 2 Process: 1.3.7 - Problem Handling**

**Version: V1R2 (Primary Review comments, second pass)**

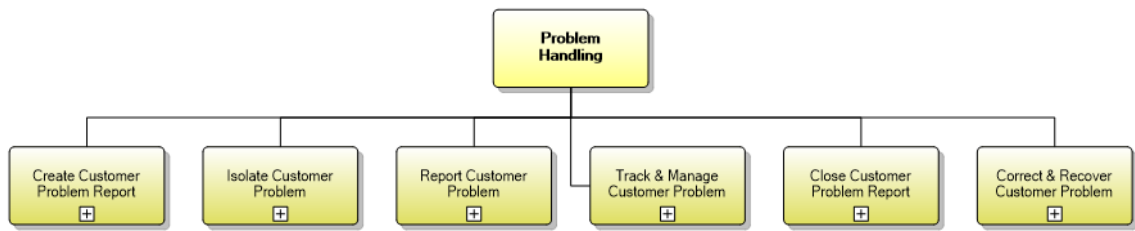
**21<sup>st</sup> February 2017**

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## 1 Level 2: 1.3.7 PROBLEM HANDLING



Framework Process	Level 3 Category	Process Identifier	Brief Description
Isolate Customer Problem	(3) eTOM Process Type	1.3.7.1	Identify the root cause of the customer problem.
Report Customer Problem	(3) eTOM Process Type	1.3.7.2	Monitor the status of customer problem reports, provide notifications of any changes and provide management reports. This includes customer problems caused by security events.
Track & Manage Customer Problem	(3) eTOM Process Type	1.3.7.3	Ensure that recovery activities are assigned, coordinated and tracked efficiently, and that escalation is invoked as required for any open customer problem reports in jeopardy.
Close Customer Problem Report	(3) eTOM Process Type	1.3.7.4	Ensure that a problem affecting the customer is solved

Create Customer Problem Report	(3) eTOM Process Type	1.3.7.5	This process creates a new Customer Problem Report.
Correct & Recover Customer Problem	(3) eTOM Process Type	1.3.7.6	Restore the service to a normal operational state as efficiently as possible

### 1.1 Level 3: 1.3.7.3 Track & Manage Customer Problem

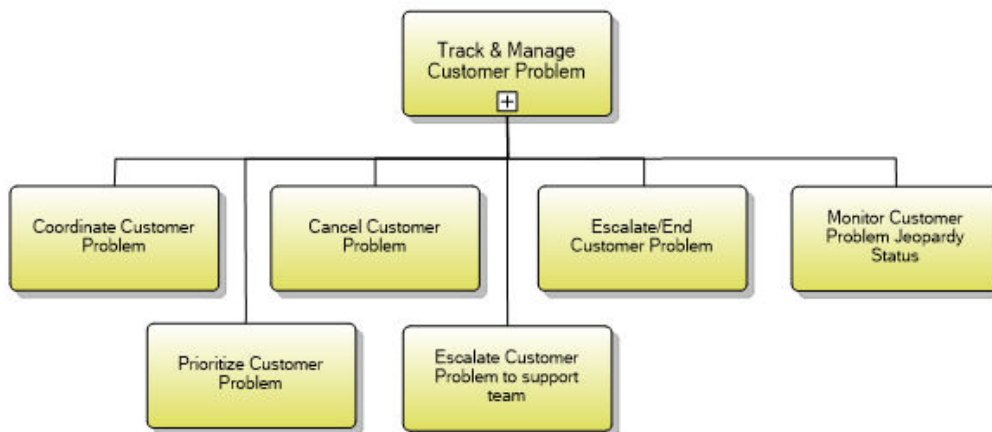


Figure 1 1.3.7.3 Track & Manage Customer Problem decomposition

**Process Identifier:** 1.3.7.3

#### Brief Description

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

#### *Comment for the compliance:*

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

See Level4s in scope below for details of support

#### Extended Description

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

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

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

***Comment for the compliance:***

AM

*Please refer to the Level4s in scope below for details of support*

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

### 1.1.1 Level 4: 1.3.7.3.1 Coordinate Customer Problem

#### LEVEL 4 PROCESS MAPPING DETAILS 1.3.7.3.1 Coordinate Customer Problem

##### Brief Description

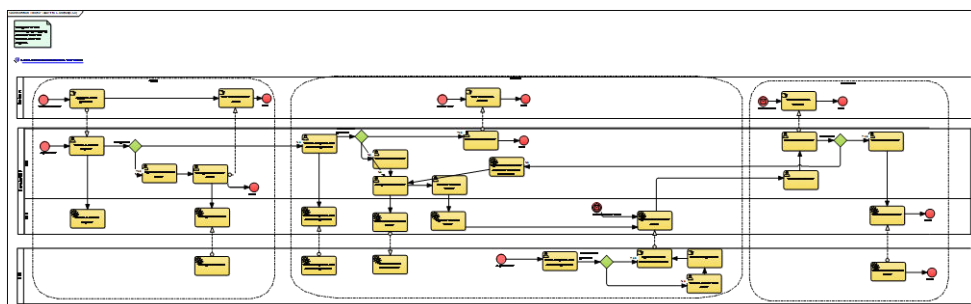
This process coordinates all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence. It schedules, assigns and coordinates any recovery activities, and any repair and restoration activities delegated to other processes. It undertakes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

##### Comment for the compliance:

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

The CSR is the main user of the problem handling function. The coordination between the CSR staffs are supported by the routing function of the system.

The relevant process in Huawei BP is "Trouble Ticket to Solution" which can be found here:



The diagram can also be opened here:



Trouble Ticket to  
Solution (CSR). png

In this process, the activities of the diagram are used to realize the “Track Problem Handling Process Capability” in TMF Process Framework.

#	Steps
1.	<p><b>Customer apply to solve problem</b></p> <p>Customer contact customer service centre and apply to solve problem about fixed service or FMC offer.</p>
2.	<p><b>Create a service request</b></p> <p>CSR queries customer standard information, and then create a service request record after identified the contact reason based on the information.</p> <p>Usually, service request include customer type, service request type, etc.</p>
3.	<p><b>Duplicate the trouble ticket</b></p> <p>A duplicate trouble ticket indicates the same problem, fault, or request that a customer reports multiple times in specified time duration.</p> <p>When CSR create a service request, the system displays a message indicating that the service request is duplicate.</p>
4.	<p><b>Query the trouble ticket</b></p> <p>After indicating the service request is duplicate, CSR query and views the trouble ticket that created before.</p>
5.	<p><b>Feedback trouble ticket handle status</b></p> <p>After queried the trouble ticket, CSR can feedback the trouble ticket’s latest handling progress to customer, if customer want to supplement more information, CSR can add a midway opinion.</p>
6.	<p><b>Online diagnose and solve the problem</b></p> <p>If this is the first time that customer apply to solve the problem, CSR can use troubleshooting steps guide to diagnose and solve the problem by the tools provided by BES and OSS.</p>

7.	<p><b>Feedback customer and confirm</b></p> <p><i>After diagnose and solve the problem, CSR can tell customer the result about the problem. If customer confirms the result, that means CSR solve the service request.</i></p>
8.	<p><b>Create trouble ticket</b></p> <p><i>If CSR can't solve the problem, the CSR will generate a trouble ticket, so that the trouble ticket handler can perform further processing.</i></p> <p><i>When CSR creates a trouble ticket for a customer, the system automatically obtains the basic customer information and the history service request records according to the handled number.</i></p>
9.	<p><b>Assign trouble ticket</b></p> <p><i>Based on the trouble ticket information, TT handler can determine to perform operations, if the problem belongs to the BSS domain, the handler can assign the TT to the corresponding department and service agents.</i></p>
10.	<p><b>Handle &amp; update trouble ticket</b></p> <p><i>A trouble ticket handler retrieves a TT, places it in the to-do area.</i></p> <p><i>The handler can perform this task and record your handling opinion on the current TT and submit the TT to the next department.</i></p> <p><i>Through end-to-end processes, ensure that problems are solved.</i></p>
11.	<p><b>Create network trouble ticket</b></p> <p><i>If the problem belongs to the OSS domain, the handler can create a network trouble ticket and assign the TT to the OSS department.</i></p> <p><i>When CSR creates a OSS trouble ticket, the system automatically obtains the basic customer information and the history service request records according to the handled number.</i></p>



12.	<b><i>In-site diagnose and solve the problem</i></b>  <i>When an OSS trouble ticket handler retrieves a TT, he can use use troubleshooting steps guide to diagnose and solve the problem by the professional tools provided OSS.</i>
13.	<b><i>Create off-site work order</i></b>  <i>If the OSS trouble ticket handler can't solve the problem, the CSR will generate an off-site work order.</i>
14.	<b><i>Solve the problem</i></b>  <i>If the OSS trouble ticket handler solves the problem, the handler can fill in the handling process and result, and then submit the trouble ticket.</i>
15.	<b><i>update network trouble ticket status</i></b>  <i>In the OSS domain, after the trouble ticket's processing is complete, OSS trouble ticket system will invoke BSS trouble ticket interface and update the TT status handling progress.</i>
16.	<b><i>Update trouble ticket status</i></b>  <i>BSS trouble ticket will be update by OSS trouble ticket after OSS TT is complete.</i>

**Extended Description**

Not used for this process element

**Explanatory**

Not used for this process element

**Mandatory**

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

**Comment for the compliance**

*AM*

*Please refer to the previous response to Brief Description*

**Optional**

Not used for this process element

**Interactions**

Not used for this process element

## 1.1.2 Level 4: 1.3.7.3.2 Cancel Customer Problem

### LEVEL 4 PROCESS MAPPING DETAILS

#### 1.3.7.3.2 Cancel Customer Problem

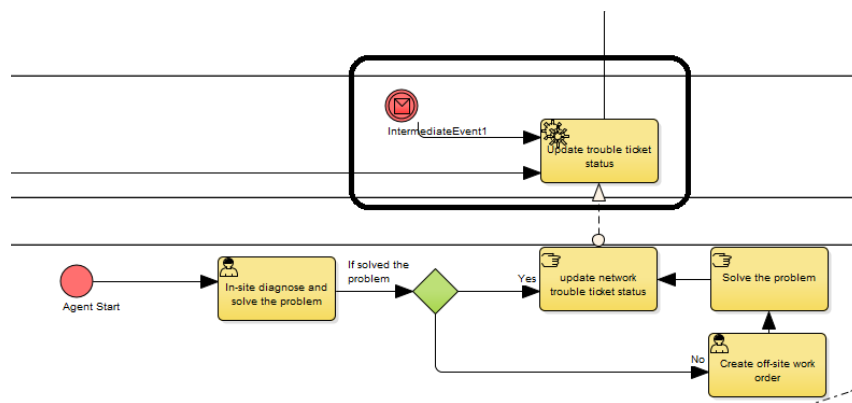
##### Brief Description

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

##### Comment for the compliance:

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

When the problem is identified as solved or incorrect, this problem should be cancelled. The user can update the status of the problem to be closed with the comment to indicate it is invalid.



The screenshot of cancelling the problem is as the below:

My phone is broken123010330301 Processing ...

My phone is broken, please handle it asap.

CaseUser 2016-12-30 10:24:01

---

**Task** | Dispatch

\* Task Title  
Enter a task title

\* Description  
Enter task description

\* Handler  
Click to select an owner

\* Expiration Time

\* Priority

**Extended Description**

Not used for this process element

**Explanatory**

Not used for this process element

**Mandatory**

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

***Comment for the compliance:***

*AM*

*Please refer to the previous response to Brief Description*

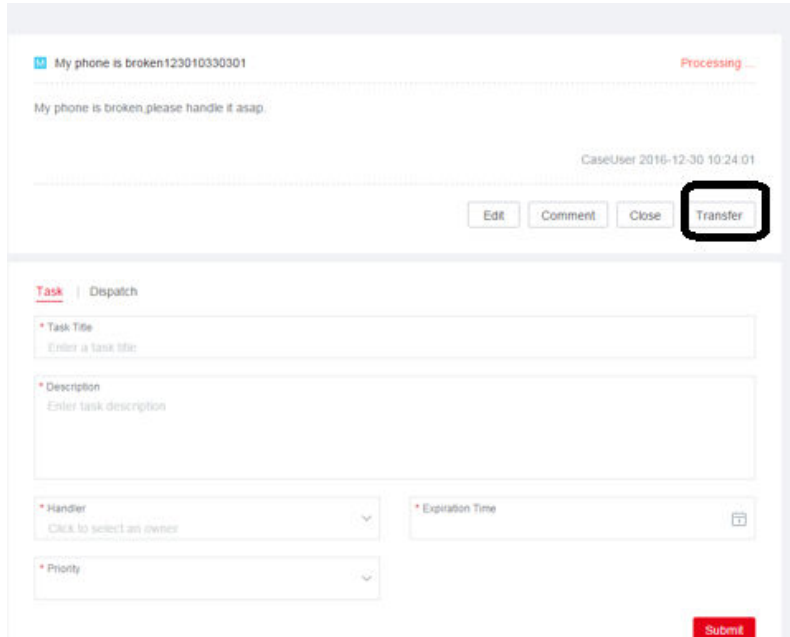
**Optional**

Not used for this process element

**Interactions**

Not used for this process element

### 1.1.3 Level 4: 1.3.7.3.3 Escalate/End Customer Problem

LEVEL 4 PROCESS MAPPING DETAILS 1.3.7.3.3 Escalate/End Customer Problem	
<b>Brief Description</b>	Initiate escalation of customer problem reports as necessary
<b>Comment for the compliance:</b>	<p>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</p> <p>When the user finds the problem is important/critical or it cannot be simply solved by him, the user can escalate the problem to the other expert or the supervisor. This is supported in the system by "transfer" function as the screenshot below.</p>
	 <p>The screenshot shows a customer support ticket interface. At the top, there is a header with the text 'My phone is broken123010330301' and a status indicator 'Processing ...'. Below this, the ticket description reads 'My phone is broken, please handle it asap.' and the user information 'CaseUser 2016-12-30 10:24:01'. A row of action buttons includes 'Edit', 'Comment', 'Close', and 'Transfer', with the 'Transfer' button highlighted by a red rectangular box. Below the buttons is a 'Task' section with a 'Dispatch' tab. It contains several input fields: 'Task Title' (with placeholder 'Enter a task title'), 'Description' (with placeholder 'Enter task description'), 'Handler' (a dropdown menu with 'Click to select an owner'), 'Expiration Time' (with a calendar icon), and 'Priority' (a dropdown menu). A red 'Submit' button is located at the bottom right of the form.</p>
<b>Extended Description</b>	Not used for this process element
<b>Explanatory</b>	Not used for this process element
<b>Mandatory</b>	Ensure that escalation is being invoked as required for any open customer problem reports in jeopardy

***Comment for the compliance:***

*AM*

*Please refer to the previous response to Brief Description*

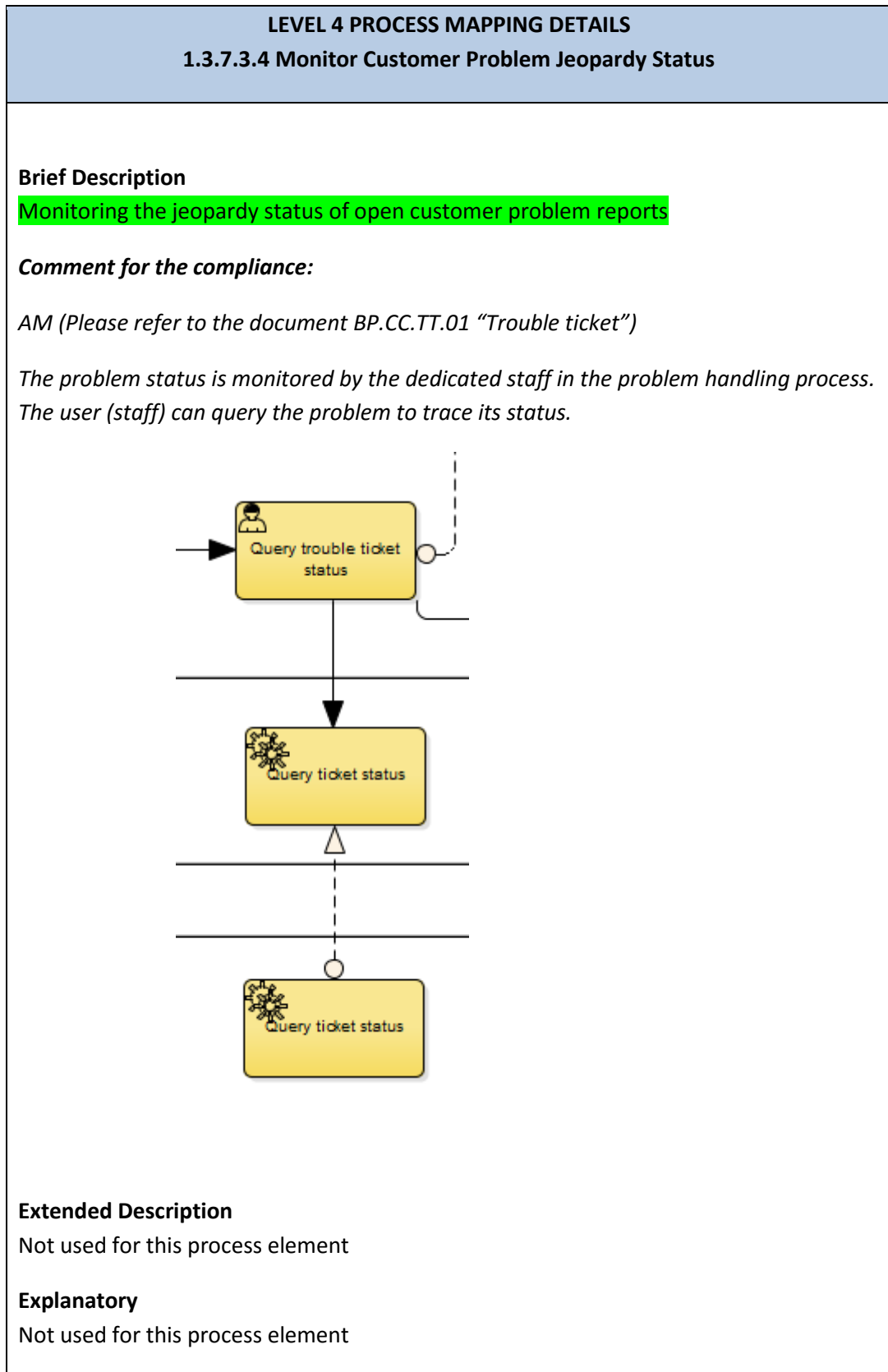
**Optional**

Not used for this process element

**Interactions**

Not used for this process element

#### 1.1.4 Level 4: 1.3.7.3.4 Monitor Customer Problem Jeopardy Status



**Mandatory**

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

***Comment for the compliance:***

AM

*Please refer to the previous response to Brief Description*

**Optional**

Not used for this process element

**Interactions**

Not used for this process element



## 1.1.5 Level 4: 1.3.7.3.5 Prioritize Customer Problem

### LEVEL 4 PROCESS MAPPING DETAILS 1.3.7.3.5 Prioritize Customer Problem

#### Brief Description

To be added

#### Extended Description

Not used for this process element

#### Explanatory

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

#### Comment for the compliance:

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

The user can set the "priority" of the problem to differentiate its degree of importance and urgency. The screenshot below is the entrance of such operation.

The screenshot displays a web form for managing customer issues. It is divided into two main sections: 'Customer Info' and 'Case Info'.  
**Customer Info:** Includes fields for Customer Account (1875468457), Customer Name (Steven), Contact, Contact Mobile Number (1875468457), Email (steven@huawei.com), and Contact Address (Nanjing yuhua...).  
**Case Info:** Includes Case Title (Network problem), Case Category (业务受理->Group business management), Priority (Medium, highlighted with a red box), and Expected Resolution Date (2017-01-20 11:34:20).  
A description field contains the text: 'Customer's phone has some network problem in his home'.  
At the bottom, there is a checkbox labeled 'Assign to Me'.

#### Mandatory

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

***Comment for the compliance:***

*AM*

*Please refer to the previous response to Brief Description*

**Optional**

Not used for this process element

**Interactions**

Not used for this process element

## 1.1.6 Level 4: 1.3.7.3.6 Escalate Customer Problem to support team

LEVEL 4 PROCESS MAPPING DETAILS	
1.3.7.3.6 Escalate Customer Problem to support team	
<b>Brief Description</b>	To be added
<b>Extended Description</b>	Not used for this process element
<b>Explanatory</b>	<p>This process provides the escalations between support levels and actors when a customer problem cannot be solved by the current assigned group. Therefore, the escalation can be carried out between supports levels at CRM level, or, it can be escalated to others actors, such as, service provider or third-parties. It is essential the ability to rapidly escalate customer problems according to clear and agreed rules. The support of a higher level specialist is needed to resolve the problem.</p>
<b>Comment for the compliance:</b>	<p>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</p> <p>The problem can be sent to the supporting team when it involves the technical analysis or diagnosis so it cannot be handled only by the front office staff.</p> <p>The relevant process step is as the below:</p>
	<pre>graph LR; Start((Agent Start)) --&gt; Task[In-site diagnose and solve the problem]; Task -- "If solved the problem" --&gt; Decision{ }; Decision --&gt; Exit[ ];</pre>
<b>Mandatory</b>	Escalate the customer problem, to involve the appropriate support team, with all related customer and problem information to a higher level support.
<b>Comment for the compliance:</b>	

*AM*

*Please refer to the previous response to Brief Description*

**Optional**

Not used for this process element

**Interactions**

Not used for this process element

## 1.2 Level 3: 1.3.7.4 Close Customer Problem Report

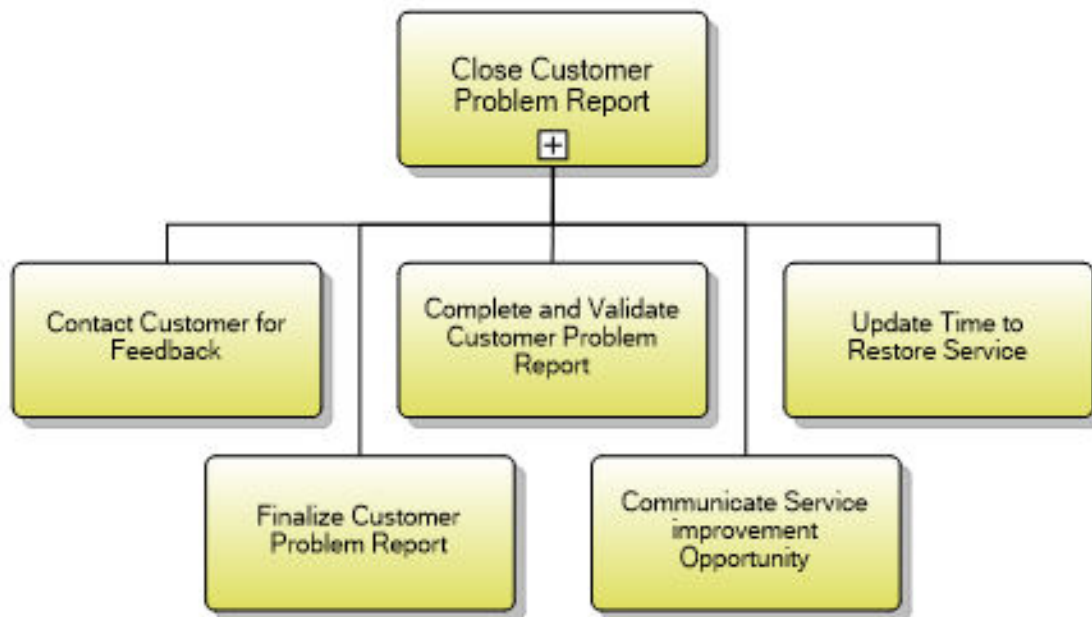


Figure 2 1.3.7.4 Close Customer Problem Report decomposition

**Process Identifier:** 1.3.7.4

### **Brief Description**

Ensure that a problem affecting the customer is solved

### **Comment for the compliance:**

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

The compliance is "partial" because not all the level 4 processes are mapped.

See Level4s in scope below for details of support

### **Extended Description**

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

### **Comment for the compliance:**

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

*See Level4s in scope below for details of support*

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

## 1.2.1 Level 4: 1.3.7.4.1 Contact Customer for Feedback

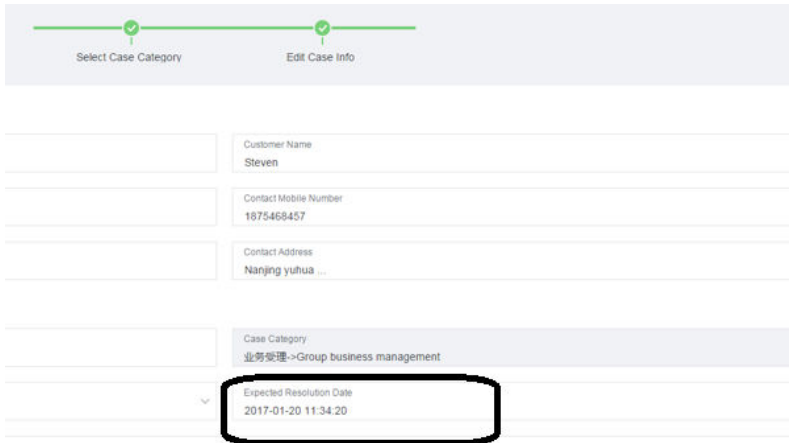
<b>LEVEL 4 PROCESS MAPPING DETAILS</b> <b>1.3.7.4.1 Contact Customer for Feedback</b>
<p><b>Brief Description</b></p> <p>This process is responsible for contacting the customer to inquire about the customer's satisfaction with resolution of the problem.</p> <p><i>Comment for the compliance:</i></p> <p>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</p> <p>The details are same as the previous section.</p>
<p><b>Extended Description</b></p> <p>Not used for this process element</p>
<p><b>Explanatory</b></p> <p>Not used for this process element</p>
<p><b>Mandatory</b></p> <p>Contacts the customer (where appropriate) to inquire about the customer's satisfaction with resolution of the problem.</p> <p><i>Comment for the compliance:</i></p> <p>AM</p> <p>Please refer to the previous response to Brief Description</p>
<p><b>Optional</b></p> <p>Not used for this process element</p>
<p><b>Interactions</b></p> <p>Not used for this process element</p>

## 1.2.2 Level 4: 1.3.7.4.2 Complete and Validate Customer Problem Report

<b>LEVEL 4 PROCESS MAPPING DETAILS</b> <b>1.3.7.4.2 Complete and Validate Customer Problem Report</b>
<p><b>Brief Description</b> To be added</p>
<p><b>Extended Description</b> Not used for this process element</p>
<p><b>Explanatory</b> This process is used to validate the customer problem report. Which involves root-cause analysis to determine the cause of the resolved problem and also document the process that solved this problem.</p> <p><b>Comment for the compliance:</b>  <i>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</i>  <i>The problem handling records is stored and able to be queried for the further analysis which is normally in the Business Intelligence system.</i>  <i>The compliance for this process is "partial".</i></p>
<p><b>Mandatory</b> Validate whether or not a resolution has been implemented for the customer problem. And ensure that the solution to a problem affecting the customer has been documented.</p> <p><b>Comment for the compliance:</b>  <i>AM</i>  <i>Please refer to the previous response to Brief Description</i></p>
<p><b>Optional</b> Not used for this process element</p>
<p><b>Interactions</b> The Complete and Validate Customer Problem Report processes will notify the Update Time to restore Service processes when the analysis is complete.</p> <p><b>Comment for the compliance:</b></p>



### 1.2.3 Level 4: 1.3.7.4.3 Update Time to Restore Service

LEVEL 4 PROCESS MAPPING DETAILS											
1.3.7.4.3 Update Time to Restore Service											
<b>Brief Description</b>	To be added										
<b>Extended Description</b>	Not used for this process element										
<b>Explanatory</b>	Not used for this process element										
<b>Mandatory</b>	Update the time taken to restore a configuration or Service after a failure; measured from the time the service failed until it was fully restored to its normal functionality.										
<b>Comment for the compliance:</b>	<p>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</p> <p>The "update time" is managed in the problem process as the attribute of the trouble ticket.</p>										
	 <p>The screenshot shows a process flow with two steps: 'Select Case Category' and 'Edit Case Info'. Below the flow is a form with the following fields:</p> <table border="1"><tr><td>Customer Name</td><td>Steven</td></tr><tr><td>Contact Mobile Number</td><td>1875468457</td></tr><tr><td>Contact Address</td><td>Nanjing yuhua ...</td></tr><tr><td>Case Category</td><td>业务管理-&gt;Group business management</td></tr><tr><td>Expected Resolution Date</td><td>2017-01-20 11:34:20</td></tr></table> <p>The 'Expected Resolution Date' field is highlighted with a red box.</p>	Customer Name	Steven	Contact Mobile Number	1875468457	Contact Address	Nanjing yuhua ...	Case Category	业务管理->Group business management	Expected Resolution Date	2017-01-20 11:34:20
Customer Name	Steven										
Contact Mobile Number	1875468457										
Contact Address	Nanjing yuhua ...										
Case Category	业务管理->Group business management										
Expected Resolution Date	2017-01-20 11:34:20										
	<p>The activities in the process are as:</p>										

### **update network trouble ticket status**

*In the OSS domain, after the trouble ticket's processing is complete, OSS trouble ticket system will invoke BSS trouble ticket interface and update the TT status handling progress.*

### **Update trouble ticket status**

*BSS trouble ticket will be update by OSS trouble ticket after OSS TT is complete.*

### **Optional**

Not used for this process element

### **Interactions**

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

### **Comment for the compliance:**

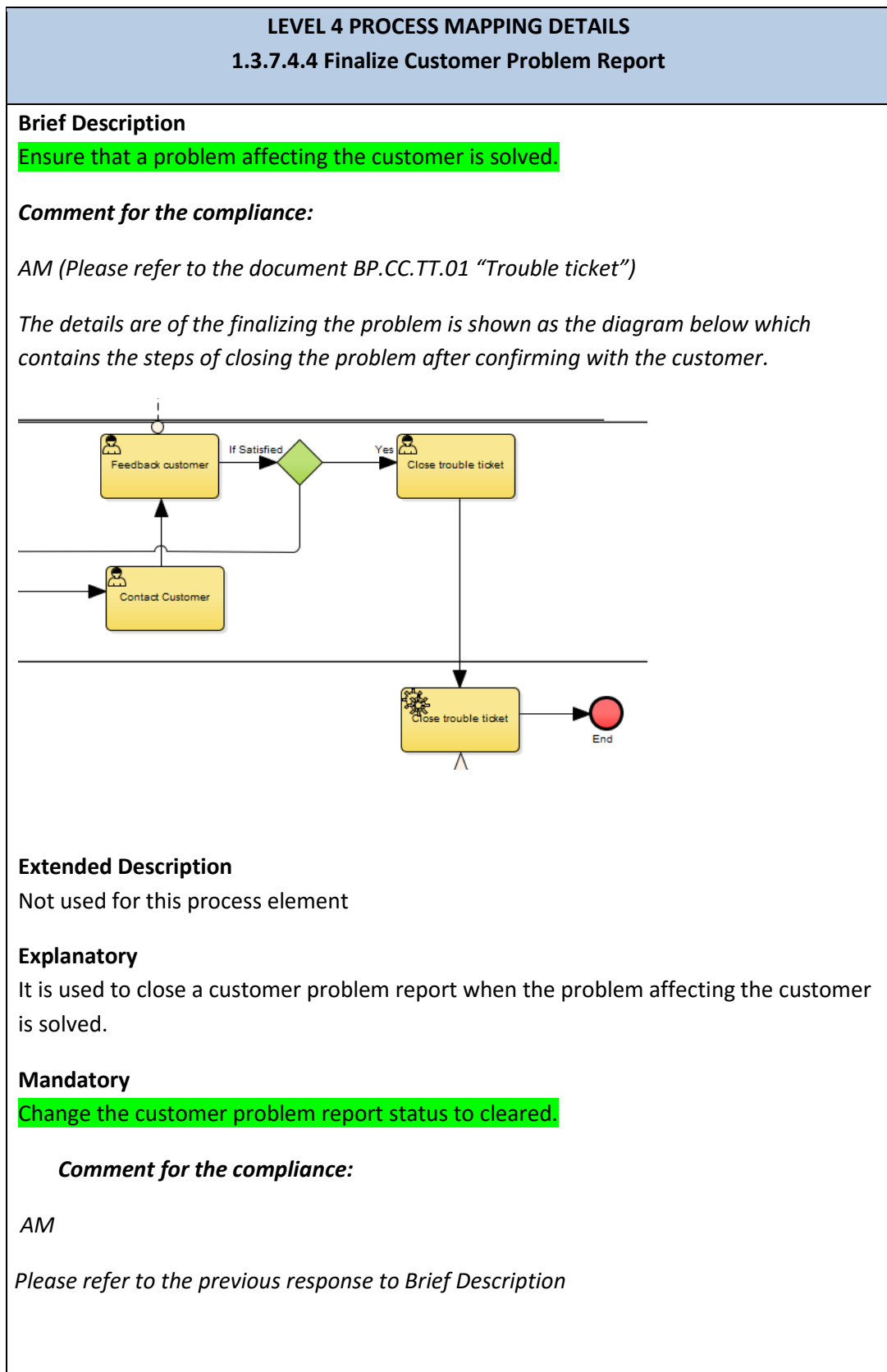
AM

*The notification can be defined in advance and be related to the problem process. The process will notify the necessary handling user at the configured point of process.*

The screenshot displays a configuration form with three main sections: BASIC INFORMATION, TEMPLATE INFORMATION, and COLLABORATION RULE.

- BASIC INFORMATION:**
  - Scenario Name: smls1212
  - Scenario Code: smls1212
  - Media Type: SMS (dropdown menu)
  - Recipient Address: H52618683802
  - Scenario Description: (empty field)
  - Scenario Status: Enabled (radio button selected)
  - Plan Method: Scheduled task (radio button selected)
  - Triggering Time: 2016-12-14 10:33:51
- TEMPLATE INFORMATION:**
  - Notification Template: etest005 (dropdown menu)
- COLLABORATION RULE:**
  - COLLABORATION RULE: BSS0001212 (dropdown menu)

## 1.2.4 Level 4: 1.3.7.4.4 Finalize Customer Problem Report



**Optional**

Not used for this process element

**Interactions**

Not used for this process element

### 1.3 Level 3: 1.3.7.5 Create Customer Problem Report

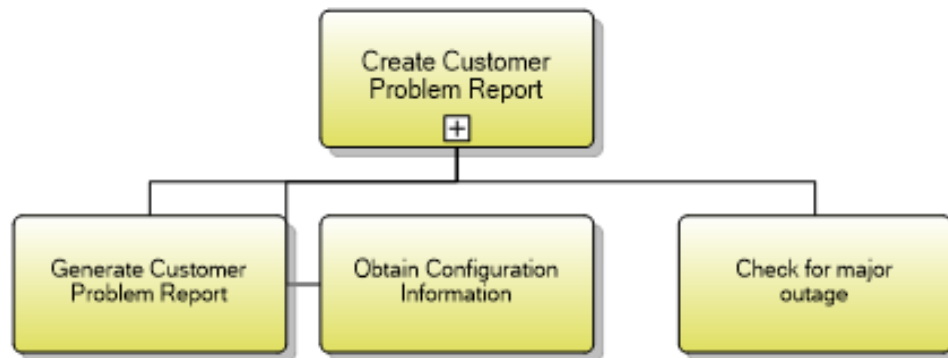


Figure 3 1.3.7.5 Create Customer Problem Report decomposition

**Process Identifier:** 1.3.7.5

**Brief Description**

This process creates a new Customer Problem Report.

**Comment for the compliance:**

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

See Level4s in scope below for details of support

**Extended Description**

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

A new customer problem report may be created as a result of customer contacts indicating a problem with their purchased product offerings or, at the request of analysis undertaken by other processes in the CRM or SM&O horizontal process layers, which detect a failure or degradation which may be impacting customers. These processes are responsible for capturing all the necessary customer information to be included in the new Customer Problem Report.

**Comment for the compliance:**

AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")

See Level4s in scope below for details of support

**Explanatory**

Reserved for future use.

**Mandatory**

Reserved for future use.

**Optional**

Reserved for future use.

**Interactions**

Reserved for future use.

### 1.3.1 Level 4: 1.3.7.5.1 Generate Customer Problem Report

LEVEL 4 PROCESS MAPPING DETAILS	
1.3.7.5.1 Generate Customer Problem Report	
<b>Brief Description</b> To be added	
<b>Extended Description</b> Not used for this process element	
<b>Explanatory</b> This process is used to Create a new customer problem report including all necessary customer information.	
<b>Comment for the compliance:</b>  <i>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</i>  <i>The detailed diagram of the process is same as the previous section.</i>  <i>The activities in the process are as:</i>	
1.	<b>Create network trouble ticket</b>  <i>If the problem belongs to the OSS domain, the handler can create a network trouble ticket and assign the TT to the OSS department.</i>  <i>When CSR creates OSS trouble ticket, the system automatically obtains the basic customer information and the history service request records according to the handled number.</i>
2.	<b>In-site diagnose and solve the problem</b>  <i>When an OSS trouble ticket handler retrieves a TT, he can use troubleshooting steps guide to diagnose and solve the problem by the professional tools provided OSS.</i>

3.	<b>Create off-site work order</b>  <i>If the OSS trouble ticket handler can't solve the problem, the CSR will generate an off-site work order.</i>
4.	<b>Solve the problem</b>  <i>If the OSS trouble ticket handler solves the problem, the handler can fill in the handling process and result, and then submit the trouble ticket.</i>
5.	<b>update network trouble ticket status</b>  <i>In the OSS domain, after the trouble ticket's processing is complete, OSS trouble ticket system will invoke BSS trouble ticket interface and update the TT status handling progress.</i>
6.	<b>Update trouble ticket status</b>  <i>BSS trouble ticket will be update by OSS trouble ticket after OSS TT is complete.</i>

**Mandatory**

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

**Comment for the compliance:**

AM

Please refer to the previous response to Brief Description

**Optional**

Not used for this process element

**Interactions**

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

**Comment for the compliance:**



AM

The notification can be defined in advance and be related to the problem process. The process will notify the necessary handling user at the point of “generating problem”.

**BASIC INFORMATION**

* Scenario Name sms1212	* Scenario State <input type="radio"/> Disabled <input checked="" type="radio"/> Enabled
* Scenario Code sms1212	* Push Method <input checked="" type="radio"/> Scheduled task <input type="radio"/> Send upon request
* Media Type SMS	* Sender ...
* Recipient Address 18001883892	* Triggering Time 2016-12-14 10:33:31
* Scenario Description Enter the scenario description	

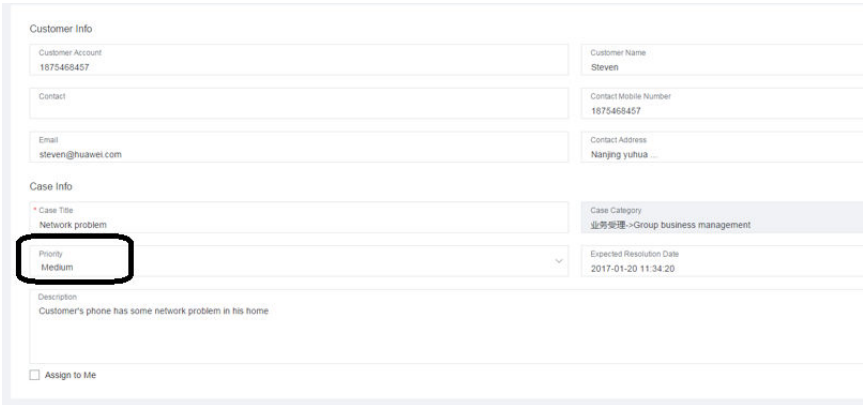
**TEMPLATE INFORMATION**

* Notification Template sms1202	...	New
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**COLLABORATION RULE**

* COLLABORATION RULE sms1212	...	New
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## 1.3.2 Level 4: 1.3.7.5.2 Obtain Configuration Information

LEVEL 4 PROCESS MAPPING DETAILS	
1.3.7.5.2 Obtain Configuration Information	
<b>Brief Description</b>	To be added
<b>Extended Description</b>	Not used for this process element
<b>Explanatory</b>	<b>This process is used to get the service configuration information.</b>
<b>Comment for the compliance:</b>	<p>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</p> <p>The details are same as the previous section.</p>
<b>Mandatory</b>	Acquisition of configuration information from the ITIL CMS and the placement of the customer problem in a known category and priority.
<b>Comment for the compliance:</b>	<p>AM</p> <p>The user can set the "priority" of the problem to differentiate its degree of importance and urgency. The screenshot below is the entrance of such operation.</p>
	

## Optional

Not used for this process element

## Interactions

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

### ***Comment for the compliance:***

AM

*The notification can be defined in advance and be related to the problem process. The process will notify the necessary handling user at the configured point of process.*

BASIC INFORMATION	
* Scenario Name sims1212	* Scenario Status <input type="radio"/> Disabled <input checked="" type="radio"/> Enabled
* Scenario Code sims1212	* Web Method <input checked="" type="radio"/> Scheduled task <input type="radio"/> Send upon request
* Media Type JSON	Sender ▼
* Recipient Address EMSEK@EMSEK.COM	* Triggering Time 2016-12-14 10:35:51
Scenario Description Enter the scenario description	
TEMPLATE INFORMATION	
* Notification Template etes005	New
COLLABORATION RULE	
* COLLABORATION RULE ES104R01212	New

### 1.3.3 Level 4: 1.3.7.5.3 Check for major outage

LEVEL 4 PROCESS MAPPING DETAILS	
1.3.7.5.3 Check for major outage	
<b>Brief Description</b>	To be added
<b>Extended Description</b>	Not used for this process element
<b>Explanatory</b>	Check if the problem is general or specific.
<b>Mandatory</b>	Check if the problem is related to major system/service outage and not only to a specific customer or group of customers.
<b>Comment for the compliance:</b>	<p>AM (Please refer to the document BP.CC.TT.01 "Trouble ticket")</p> <p>The outage handling is done by technical team. The problem tickets can be handled singly or in the batch. When the problems belong to the same category, the back-office team can solve the problems in the unified task. Thus the issues from the group of customers are handled efficiently.</p>
	<pre>graph TD; Start(( )) --&gt; Update[update network trouble ticket status]; Update --&gt; Solve[Solve the problem]; Create[Create off-site work order] --&gt; Solve; Solve --&gt; Update;</pre> <p>The flowchart illustrates a process flow. It starts with a start symbol (a circle with a vertical line) leading to a task box labeled 'update network trouble ticket status' with a 'Yes' label. From this box, an arrow points to a task box labeled 'Solve the problem'. Below 'Solve the problem' is another task box labeled 'Create off-site work order' with a 'No' label. An arrow points from 'Create off-site work order' up to 'Solve the problem'. An arrow also points from 'Solve the problem' back to 'update network trouble ticket status'. A dashed line is drawn below the 'Create off-site work order' box.</p>
<b>Optional</b>	Not used for this process element
<b>Interactions</b>	Not used for this process element