



METER DATA MANAGEMENT V 2.2.0

5.5.5 Monitor and Manage Service Faults

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Brief Description

Business Process: 5.5.5 MDM.v2.2. Monitor and Manage Service Faults

Process Type: Process

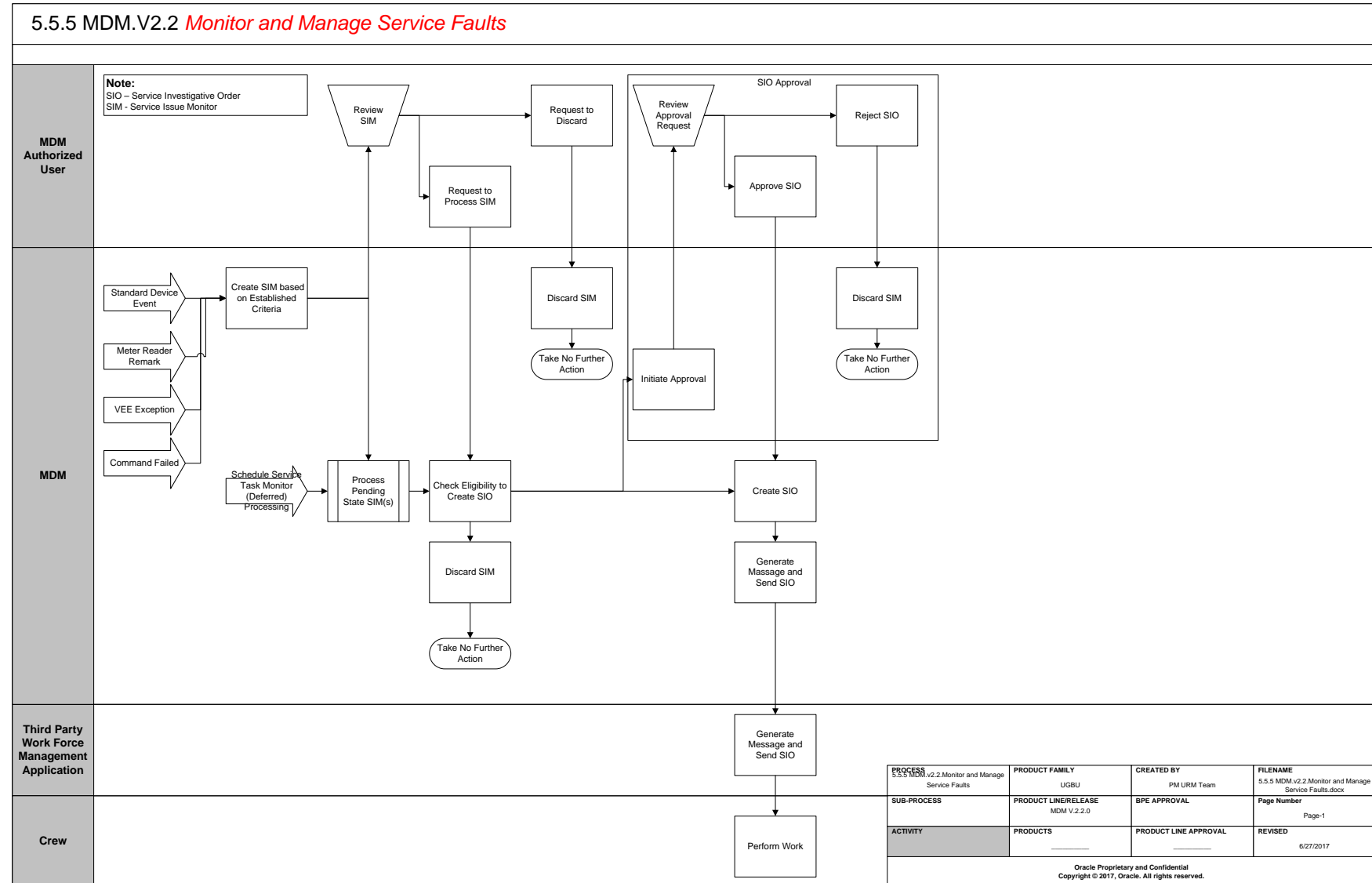
Parent Process:

Sibling Processes:

This process gets initiated by a Device Event or a Meter Reader Remark or a VEE Exception or a Failed Command that refers to a Service Issue Monitor (SIM) to analyze the service point. The Service Issue Monitor initiates a Service Investigative Order (SIO) process based on eligibility criteria to initiate a field action by crew. At times a user approval is required to create this SIO depending on field action.

A Service Investigative Order is sent to a Third Party Workforce Management Application which in turns communicates to the field crew. Field crew performs the action and status is reflected back in Third Party Workforce Management Application and MDM accordingly.

Business Process Model Page 1



Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
07/10/2015	Galina Polonsky	1	Initial Draft
11/18/2015	Galina Polonsky		Minor Updates, Review and Approve

Attachments