Oracle Utilities Customer Care and Billing Release 2.3.1

Utility Reference Model

3.3.2 Manage Service Agreement

July 2012

ORACLE

Oracle Utilities Customer Care and Billing Utility Reference Model 3.3.2, Release 2.3.1

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Chapter 1

Overview

This chapter provides a brief description of the Manage Service Agreement business process and associated process diagrams. This includes:

- **Brief Description**
- **Business Process DiagramBusiness Process Diagram**
  - **Start a Premise Based and Non-Premise Based Service**
  - **Stop a Premise Based and Non-Premise Based Service**

Brief Description

Business Process: 3.3.2 Manage Service Agreement

Process Type:

Parent Process:

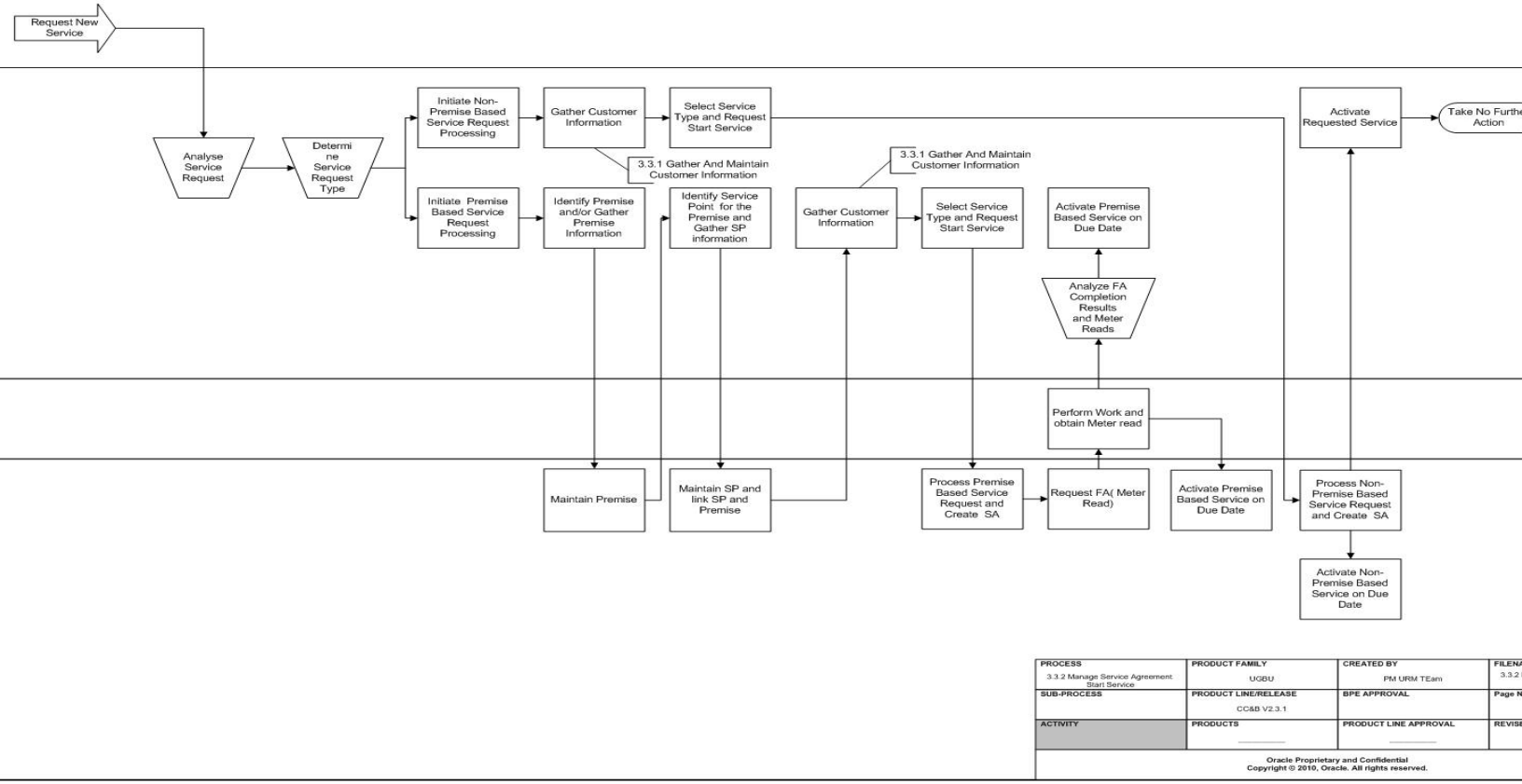
Sibling Processes:

This process takes place when Service (premise-based or non-premise based) has to be established or stopped for the Customer based on Customer request or business decision. The process allows you to understand how relationships between Customer and Organization who provides the Services can be added or stopped. It also includes logical steps that need to be taken to add, finalize or close Service Agreements.

ss Process Diagram

remise Based and Non-Premise Based Service

&B v2.3.1 *Manage Service Agreement. Start a Premise Based and Non-Premise Based Service*



PROCESS	PRODUCT FAMILY	CREATED BY	FILENA
3.3.2 Manage Service Agreement Start Service	UGBU	PM URM TEam	3.3.2
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page N
	CC&B V2.3.1		
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISI

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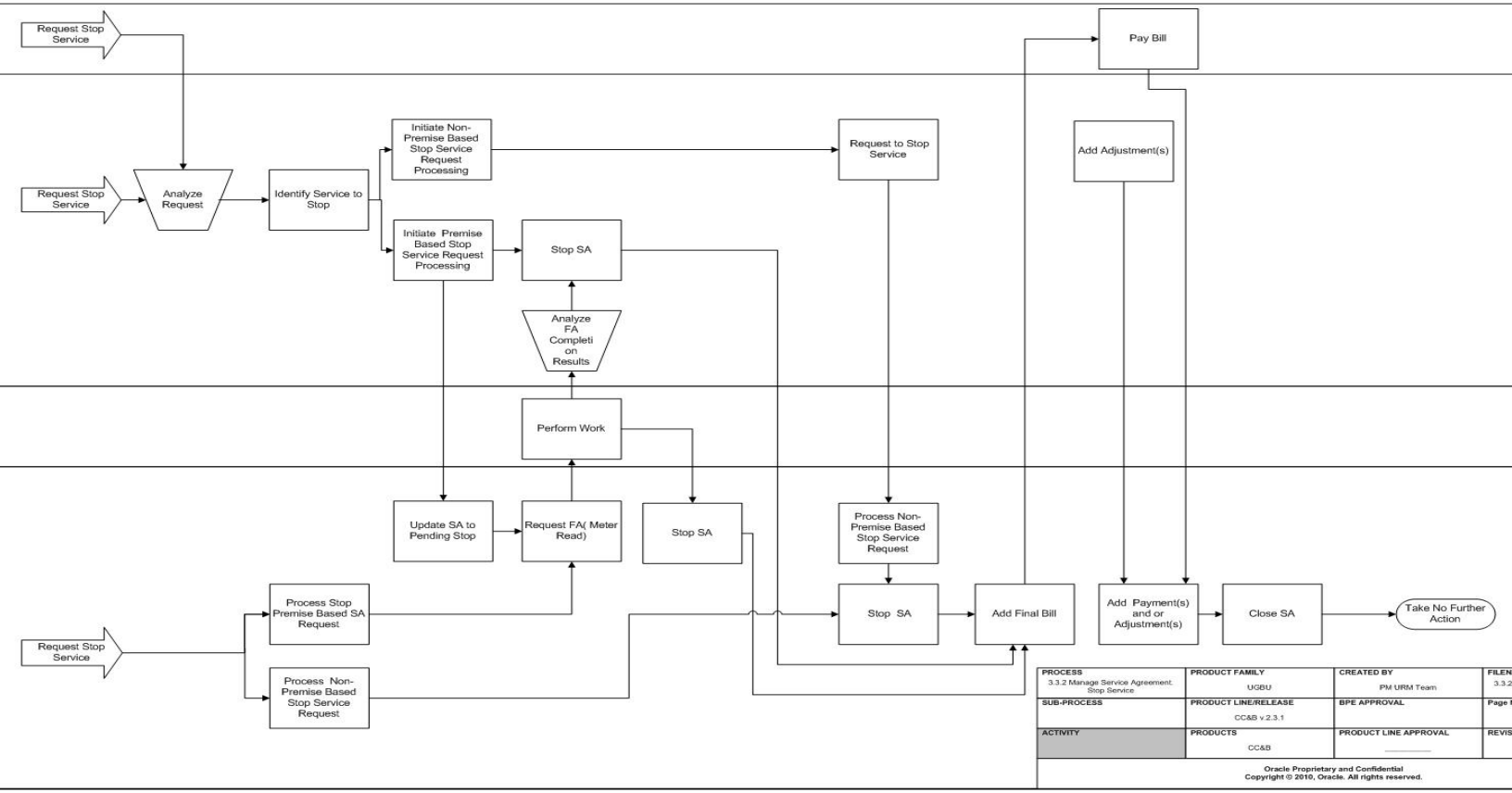
remise Based and Non-Premise Based Service

&B v2.3.1 *Manage Service Agreement. Stop Premise Based and Non-Premise Based Service*