

**Oracle Utilities Customer Care and Billing
Release 2.3.1**

Utility Reference Model

5.1.5 Manage Site Infrastructure

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Oracle Utilities Customer Care and Billing Utility Resource Model 5.1.5, Release 2.3.1

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Chapter 1

Overview

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

- **Brief Description**
 - **Actors/Roles**

Brief Description

Business Process: 5.1.5 Manage Site Infrastructure

Process Type: Process

Parent Process: 5.1. Plan & Design Network

This process takes place when Customer (Residential or Commercial) requests any type of service from the Company. In many cases new site (Premise, Service Point, Meter or Item) need to be added. However, Company has already information about this site (Company currently provides or provided Services in the past for the site address), the similar business logic is applied and similar process is used to update application with additional information related to the Site and services provided.

Actors/Roles

The Manage Site Infrastructure business process involves the following actors and roles:

- **Customer:** Utility Company's Customer.
- **CSR:** CSR or Authorized User of the Customer Care and Billing application.
- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **Field Operations:** Company or department that provides operational support, coordinates and performs field work (installation, repair, maintenance, investigations etc. that allows Utilities to provide services to customers).

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Site Infrastructure business process.
This includes:

- **Business Process Diagrams**
 - **Manage Site Infrastructure (Page1)**

Business Process Diagrams

Manage Site Infrastructure (Page1)

