Oracle Utilities Customer Care and Billing Release 2.3.1

Utility Reference Model

5.3.2 Manage Fieldworks

July 2012

ORACLE

Oracle Utilities Customer Care and Billing Utility Resource Model 5.3.2, Release 2.3.1

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Chapter 1

Overview

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

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

Brief Description

Business Process: 5.3.2 Manage Fieldworks (CCB)

Process Type: Process

Parent Process: 5.3 Connect Products/Services

This process describes how work in the field is managed and tracked for an organization. Current document contains information about typical business process that take place when Utility Company identifies the need to perform field work:

- start or stop service for the Customer,
- investigate troubles on premises and /or Company's property / equipment and perform fixes or replacement of equipment
- provide regular maintenance for equipment
- obtain actual meter reads
- disconnect or reconnect equipment based on credit and collection activities
- restore services as a part of disaster recovery activity etc.

Authorized User or CC&B itself can create Field Activity and Field Order that contains required information and instructions, set up appointment and dispatch Field Order to make it available for the Crew who performs the work. Please note, in most of the situations this process is fully automated in CC&B and CC&B initiates it if other business processes (e.g. Start Premise Based Service, Stop Premise Based Service) require initiation of any field activities. After field work is done by Field Operations, results are reported by crew and recorded in CC&B.

Actors/Roles

The Manage Fieldworks business process involves the following actors and roles:

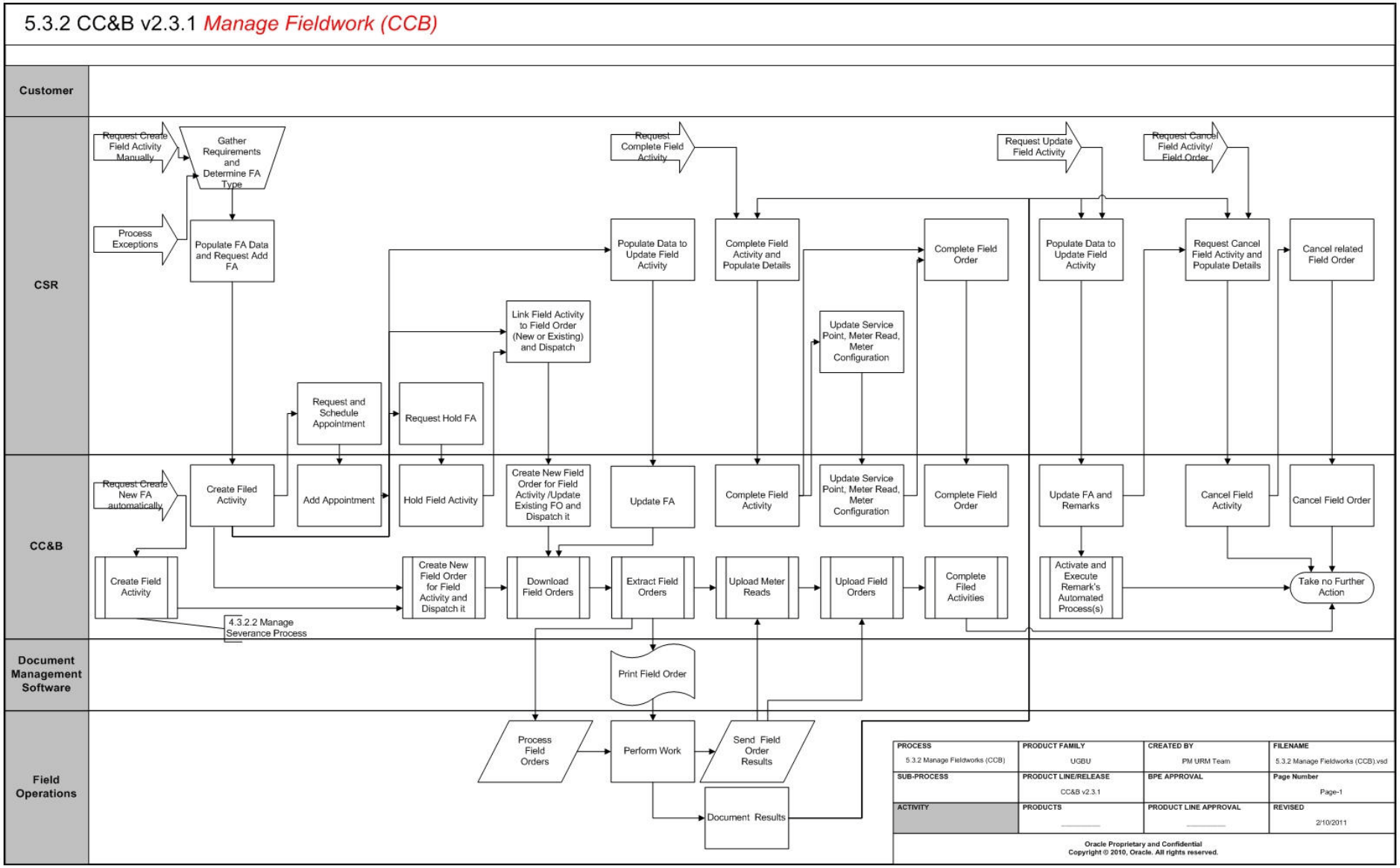
- **Customer**: Utility Company's Customer.
- **CC&B**: The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **CSR**: CSR or Authorized User of the Customer Care and Billing application.
- **Document Management Software**: Document Management Software that allows create and maintain paper or paperless documents and manage document workflow.
- **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 Fieldworks business process. This includes:

- **Business Process Diagrams**
  - **Manage Fieldworks (Page1)**

Business Process Diagrams

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