

**Oracle Utilities Mobile Workforce
Management Release 2.0.1**

Utility Reference Model

5.3.2.4 MWM Process Emergency Activities

February 2012

Oracle Utilities Mobile Workforce Management, Release 2.0.1, Utility Reference Model 5.3.2.4

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Chapter 1

Overview

This chapter provides a brief description of the Process Emergency Activities business process and the associated process diagrams. This includes:

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

Brief Description

Business Process: 5.3.2.4 Process Emergency Activities

Process Type: Subprocess

Parent Process: 5.3.2 Manage Fieldwork

Sibling Processes:

A primary function of any public utility's operations or distribution business unit is to initiate and complete activities to handle customer requests or other maintenance tasks. Emergency Activities may be created based on customer contact or on the indication that something is wrong with the equipment or usage at a premise. Emergency Activities are different than Regular Activities in that Emergency Activities are a higher priority, and they may be configured to require the crew to acknowledge that they received the emergency assignment.

Mobile Workforce Management (MWM) activities are generally initiated at utilities by one of the following systems:

- **Customer Information System (CIS):** Creates activities such as new customer turn-ons, leak and emergencies, or collection orders
- **Outage or Work Management:** Creates outage activities, or complex orders that require additional management and tracking in an external system
- **MWM:** Activities can also be created automatically by MWM.

The process described in this document represents typical Emergency Activities and includes steps that take place when Emergency Activities are being initiated and processed. Examples of Emergency Activities are:

- Gas leak
- Wire down
- Water main break

The general business process for Emergency Activities includes the following four steps:

1. **Initiate:** Activities are sent to MWM as an input from a third-party application
2. **Schedule:** MWM assigns activities to crews based on configurable business rules and cost controls
3. **Dispatch:** MWM communicates with the mobile crew by sending and receiving emergency notification of activities
4. **Complete:** MWM captures the crew completion information and ensures that the third-party application is notified as well.

MWM analyzes real-time events and statuses in order to schedule assignments efficiently. Although not clearly documented in each process step, each status update or change in schedule (for example, running late) is handled by the MWM Real-Time Scheduler. The configuration of specific parameters in the Real-Time Scheduler determines how these updates are handled.

Actors/Roles

The Process Emergency Activities business process involves the following actors and roles.

- **Customer:** Contact from customers often requires a crew to be dispatched to the premise or location of emergency
- **Third-Party Application User:** An authorized user of the system that initiated the emergency activity
- **Third-Party Application:** The system that initiated the emergency activity
- **MWM Application Dispatcher:** An authorized MWM user who monitors new and completed activities and crews
- **MWM Application:** The system that monitors activities and crews
- **Crew:** An authorized user of the MWM Mobile application who executes field activities
- **MWM Mobile:** The system that allows mobile crews to receive and update activities while in the field

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the Process Emergency Activities business process. This includes:

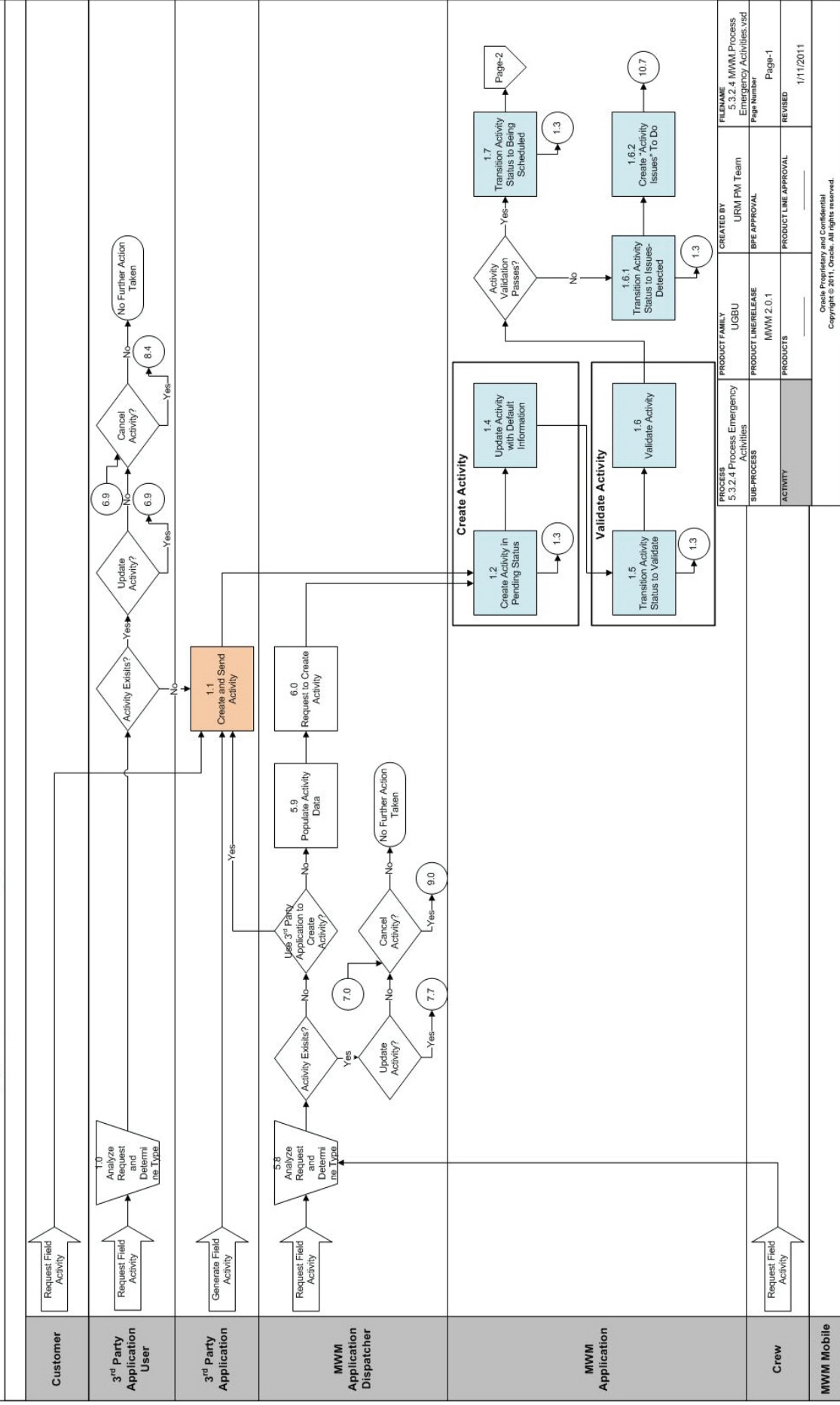
- **Business Process Model Diagrams**
- **Process Emergency Activities, Page 1**
- **Process Emergency Activities, Page 2**
- **Process Emergency Activities, Page 3**
- **Process Emergency Activities, Page 4**
- **Maintain Activities**
- **Update Activities**
- **Cancel Activities**
- **Alert Processing**
- **To Do Processing**
- **Pickup Creation**
- **Pickup Completion**
- **Non-MDT Crew**
- **Crew Logon**
- **Crew Logoff**
- **Business Object Lifecycles**

Business Process Model Diagrams

- **Business Process Diagram 1**
- **Business Process Diagram 2**
- **Business Process Diagram 3**
- **Business Process Diagram 4**
- **Business Process Diagram 5**
- **Business Process Diagram 6**
- **Business Process Diagram 7**
- **Business Process Diagram 8**
- **Business Process Diagram 9**
- **Business Process Diagram 10**
- **Business Process Diagram 11**
- **Business Process Diagram 12**
- **Business Process Diagram 13**
- **Business Process Diagram 14**
- **Business Process Diagram 15**

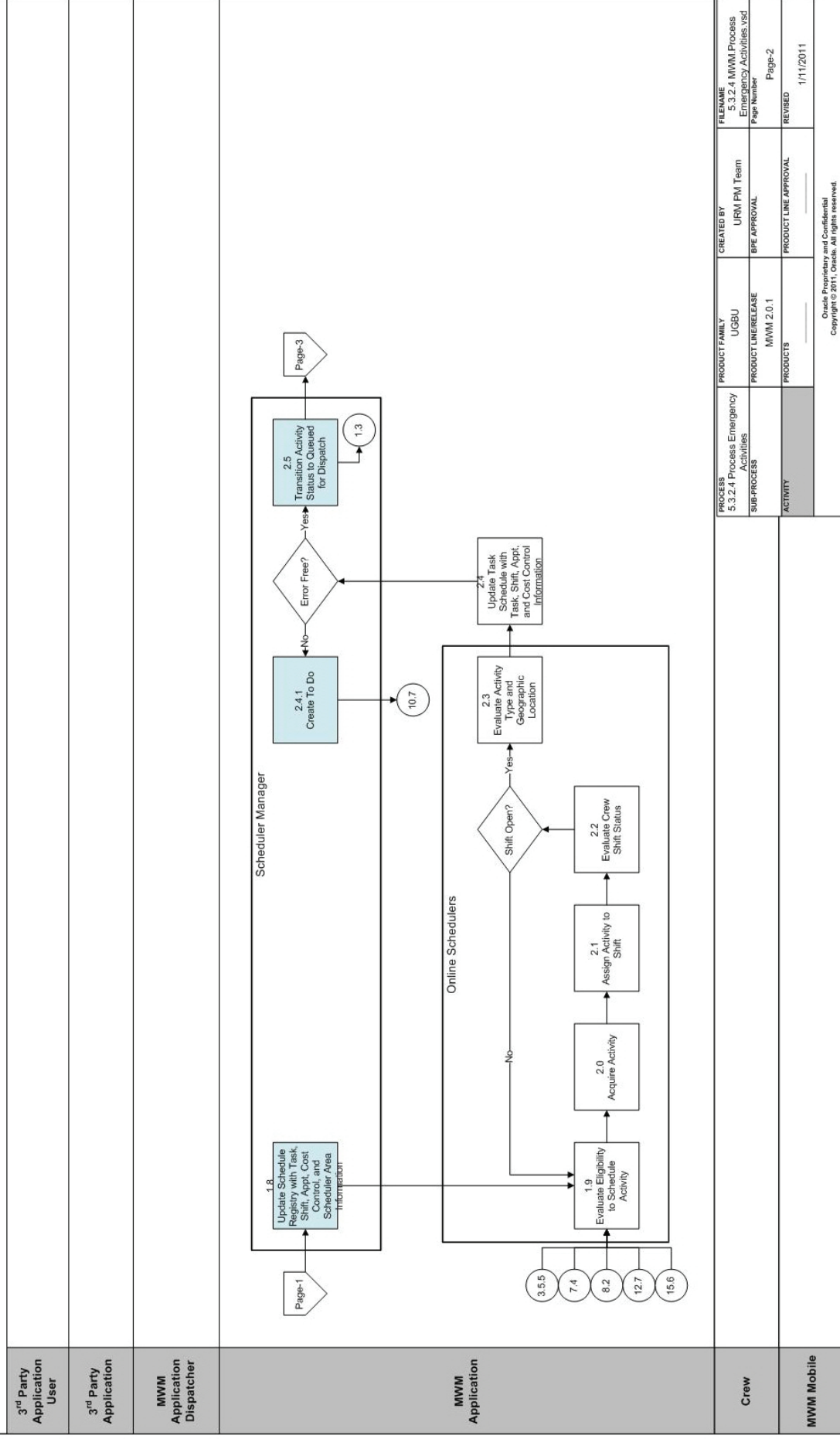
Business Process Diagram 1

5.3.2.4 MWM 2.0.1 Process Emergency Activities – Page 1



Business Process Diagram 2

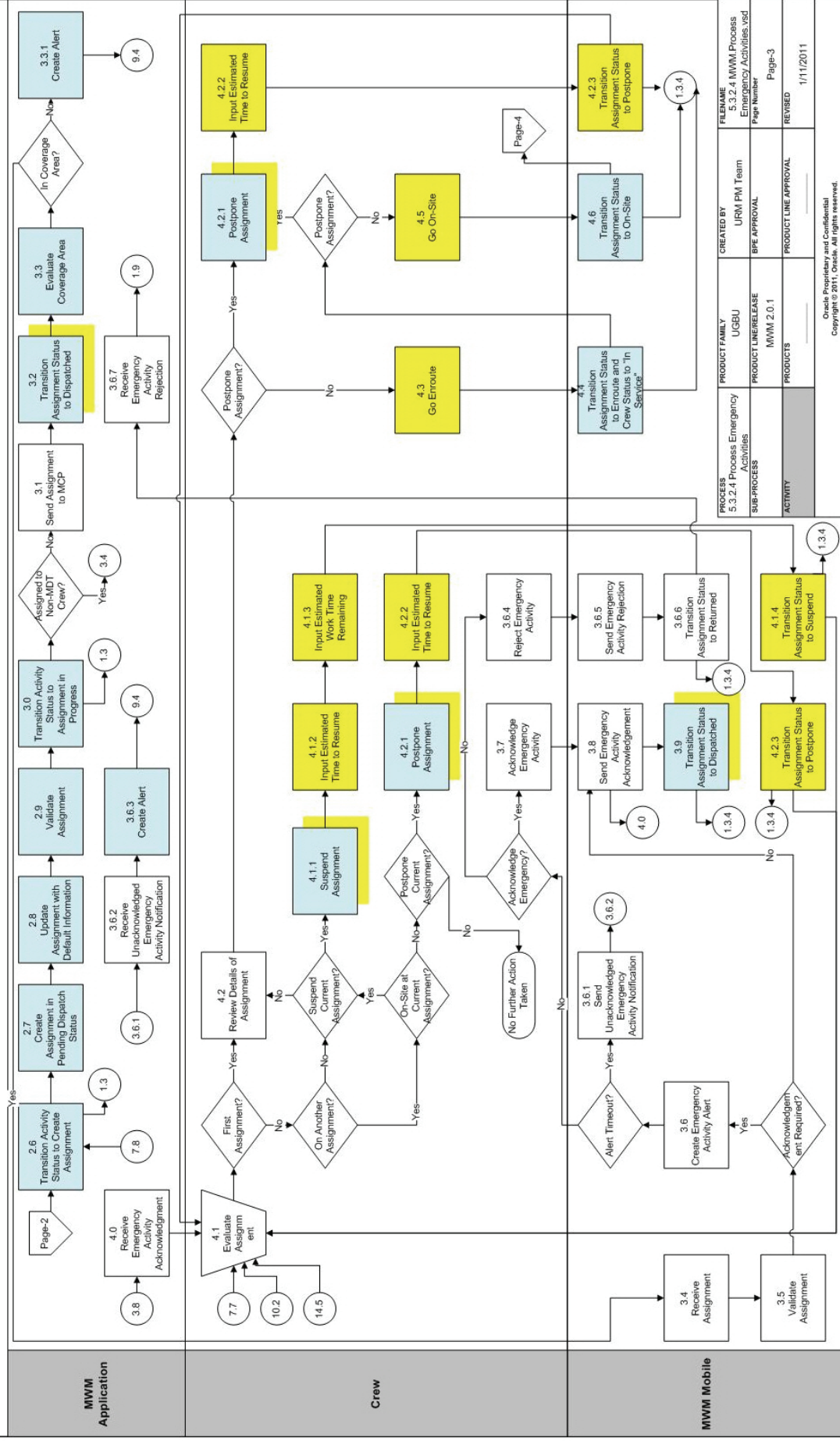
5.3.2.4 MWM 2.0.1 Process Emergency Activities – Page 2



3 rd Party Application User	3 rd Party Application	MWM Application Dispatcher	MWM Application	Crew	MWM Mobile
<p>PROCESSES</p> <p>5.3.2.4 Process Emergency Activities</p> <p>SUB-PROCESS</p> <p>ACTIVITY</p>				<p>CREATED BY</p> <p>URM PM Team</p> <p>BPE APPROVAL</p> <p>PRODUCT LINE APPROVAL</p>	<p>FILENAME</p> <p>5.3.2.4 MWM Process Emergency Activities v0d</p> <p>Page Number</p> <p>Page-2</p> <p>REVISED</p> <p>1/11/2011</p>
<p>PRODUCT FAMILY</p> <p>UGBU</p> <p>PRODUCT LINE/RELEASE</p> <p>MWM 2.0.1</p> <p>PRODUCTS</p>				<p>Oracle Proprietary and Confidential</p> <p>Copyright © 2011, Oracle. All rights reserved.</p>	

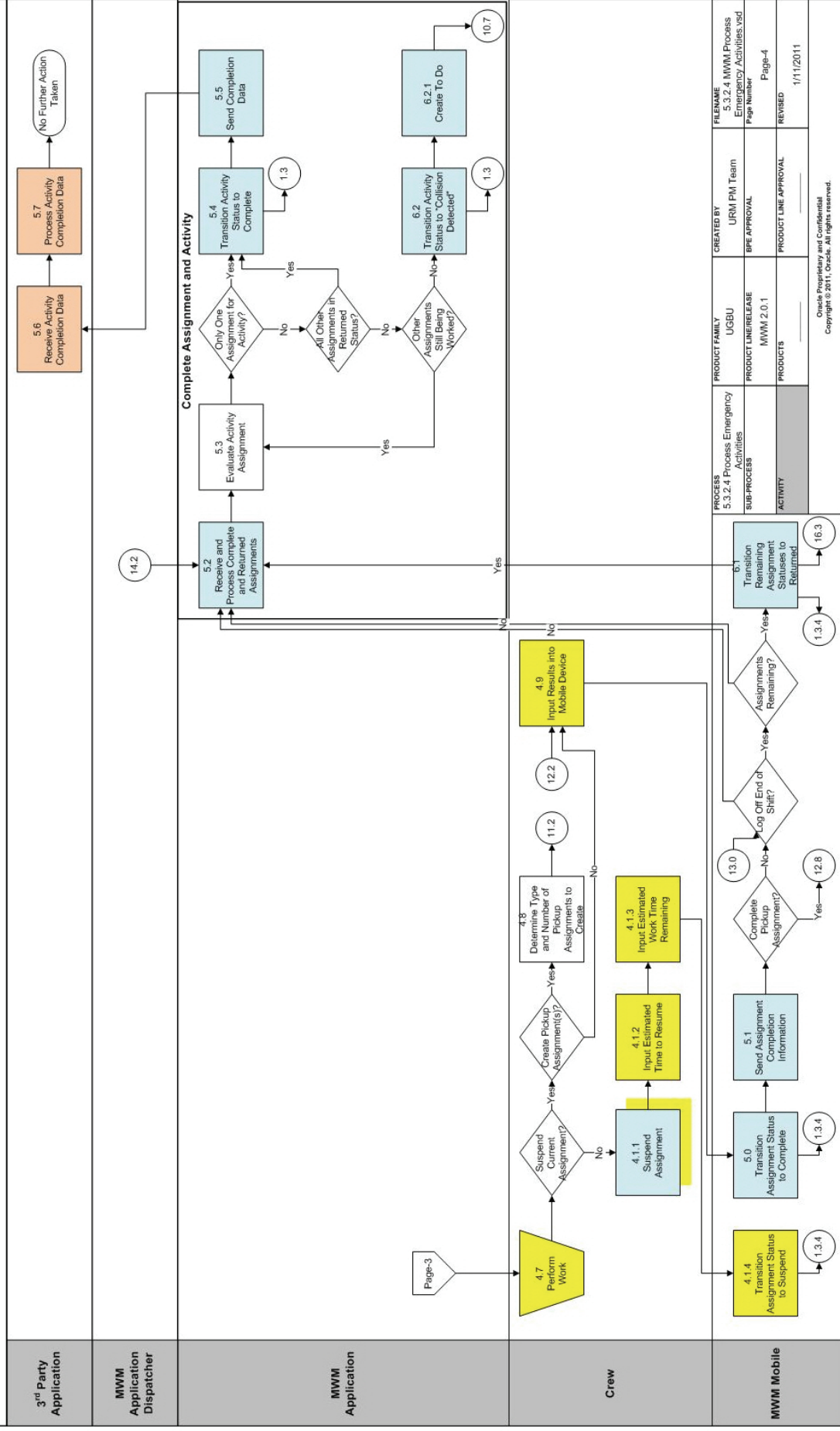
Business Process Diagram 3

5.3.2.4 MWM 2.0.1 Process Emergency Activities – Page 3



Business Process Diagram 4

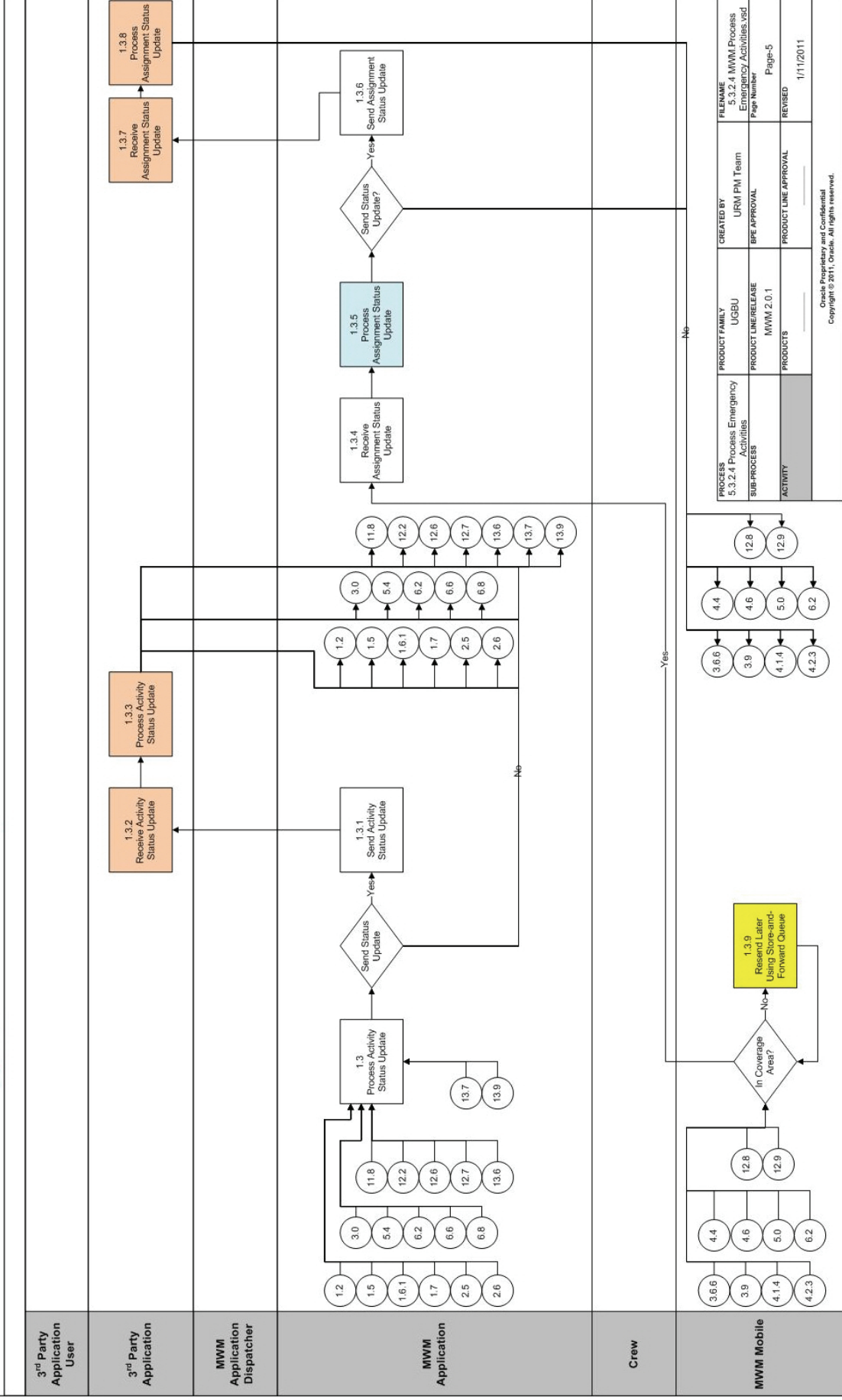
5.3.2.4 MWM 2.0.1 Process Emergency Activities – Page 4



Business Process Diagram 5

Status Update

5.3.2.4 MWM 2.0.1 Process Emergency Activities – Status Update



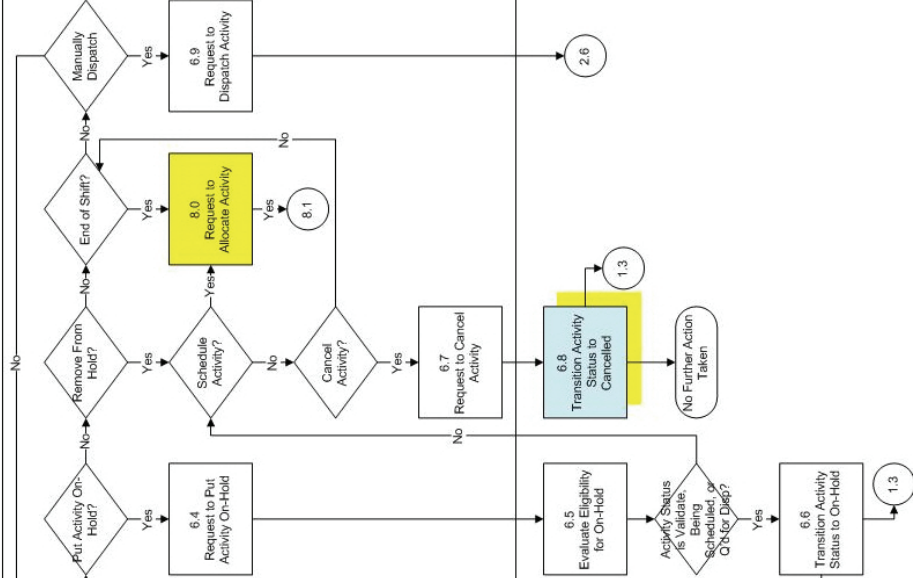
PROCESS	5.3.2.4 Process Emergency Activities	CREATED BY	URM FMI Team	FILENAME	5.3.2.4 MWM Process Emergency Activities.vsd
SUB-PROCESS		PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number	Page-5
ACTIVITY		PRODUCTS	PRODUCT LINE APPROVAL	REVIEWED	1/11/2011

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Business Process Diagram 6

Maintain Activities

5.3.2.4 MWM 2.0.1 Process Emergency Activities – Maintain Activities



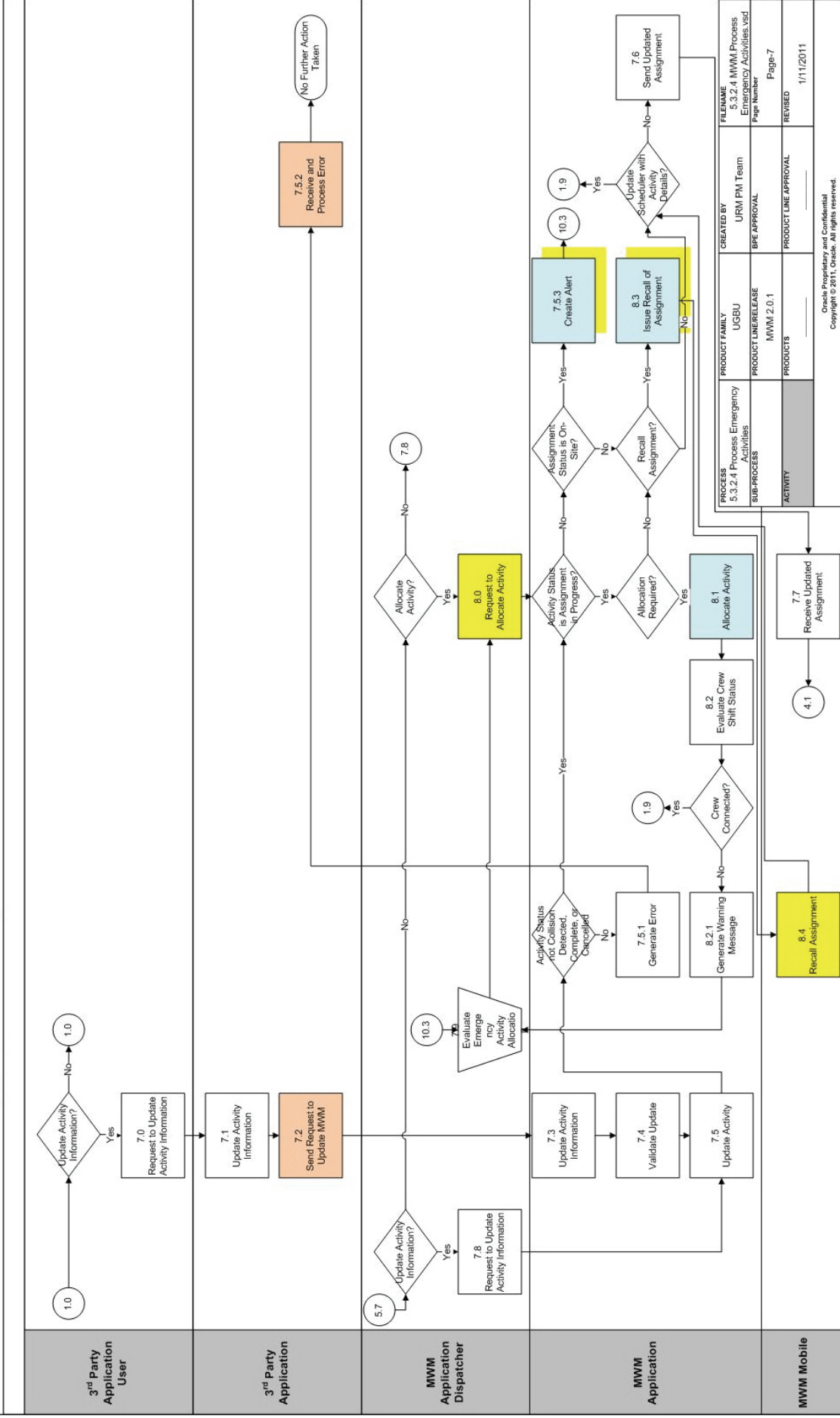
Crew	PROCESS NAME	5.3.2.4 Process Emergency Activities	CREATED BY	URM PM Team	FILENAME	5.3.2.4 MWM Process Emergency Activities.vsd
	SUB-PROCESS	EMERGENCY ACTIVITIES	BPFA APPROVAL		PAGE NUMBER	Page-6
MWM Mobile	ACTIVITY		PRODUCT LINE APPROVAL		REVISED	1/11/2011

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Business Process Diagram 7

Update Activities

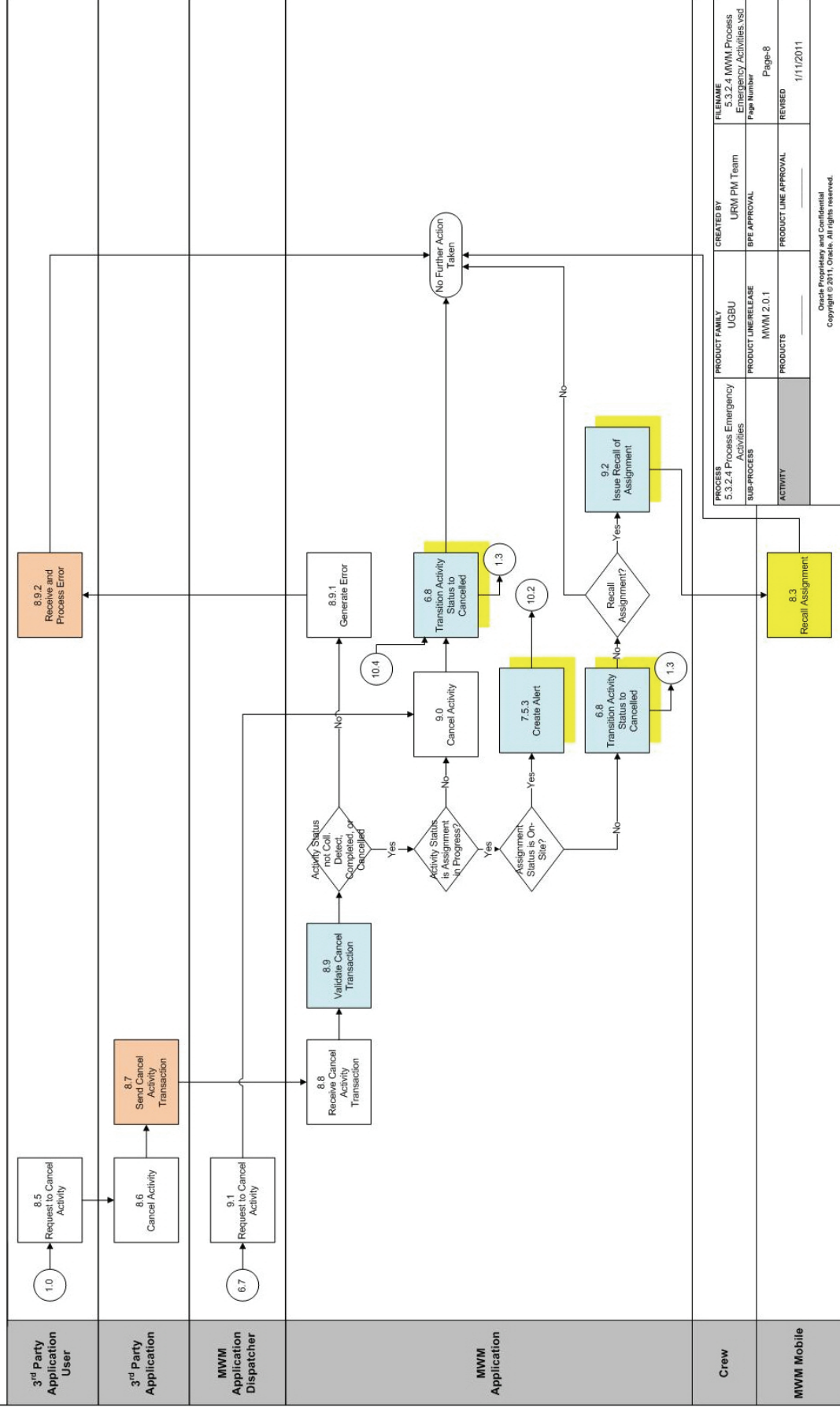
5.3.2.4 MWM 2.0.1 Process Emergency Activities – Update Activities



Business Process Diagram 8

Cancel Activities

5.3.2.4 MWM v2.0.1 Process Emergency Activities – Cancel Activities



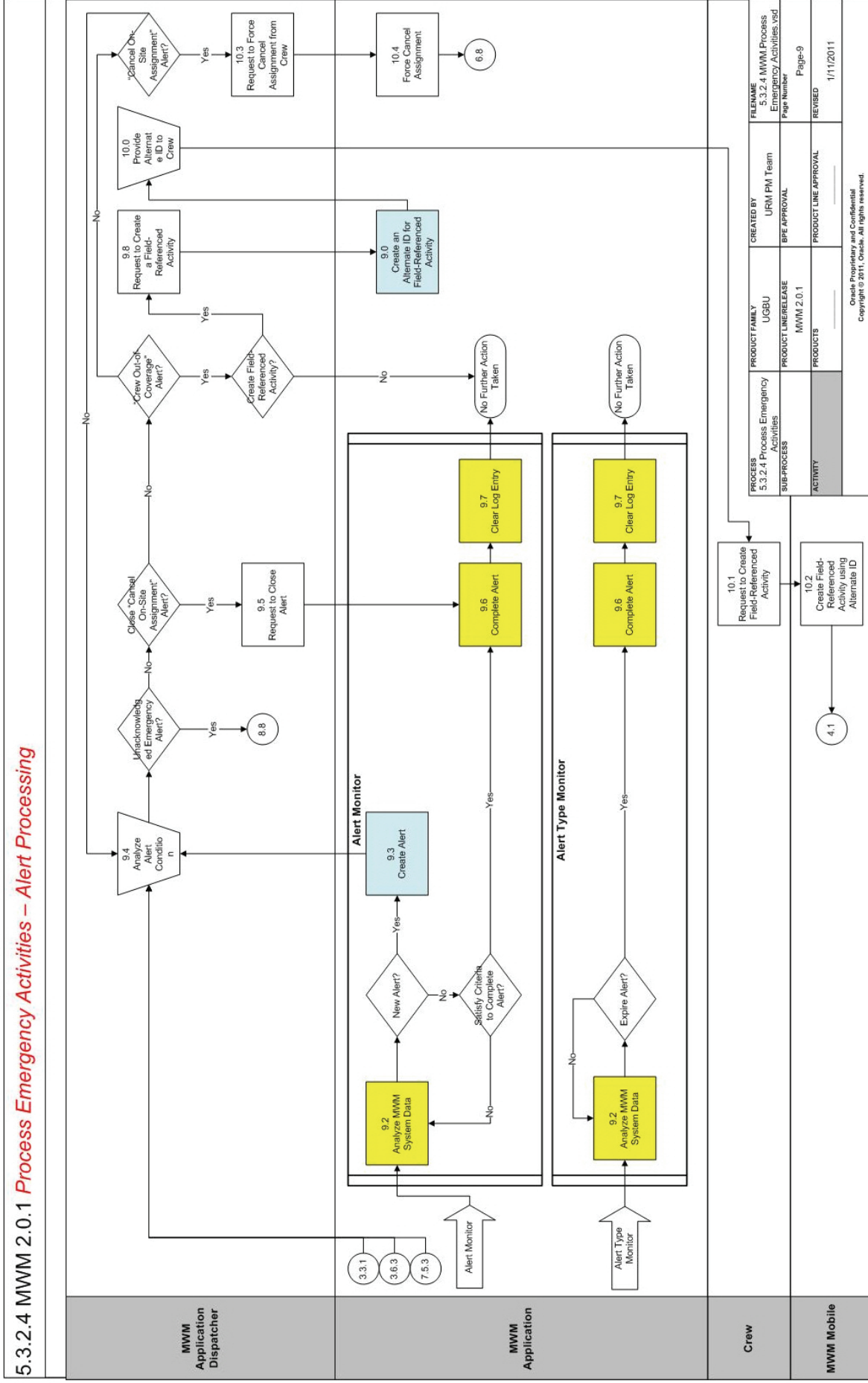
PROCESS	5.3.2.4 Process Emergency Activities	FILENAME	5.3.2.4 MWM Process Emergency Activities.usd
SUB-PROCESS		CREATED BY	URM PM Team
ACTIVITY		BPE APPROVAL	
		PRODUCT FAMILY	UGBU
		PRODUCT LINE/RELEASE	MWM 2.0.1
		PRODUCTS	
		PRODUCT LINE APPROVAL	
		REVISED	1/11/2011

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Business Process Diagram 9

Alert Processing

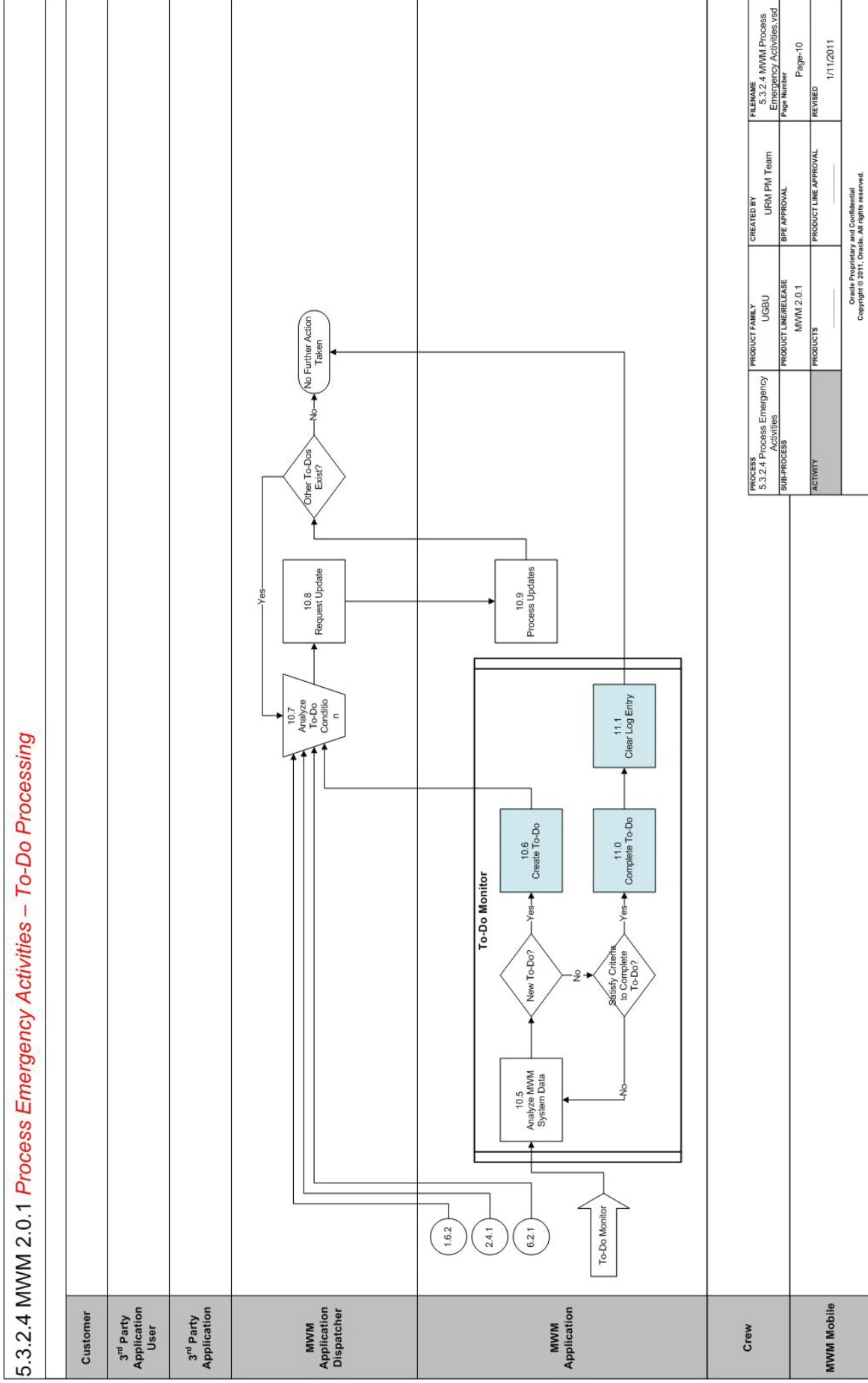
5.3.2.4 MWM 2.0.1 Process Emergency Activities – Alert Processing



Business Process Diagram 10

To-Do Processing

5.3.2.4 MWM 2.0.1 Process Emergency Activities – To-Do Processing

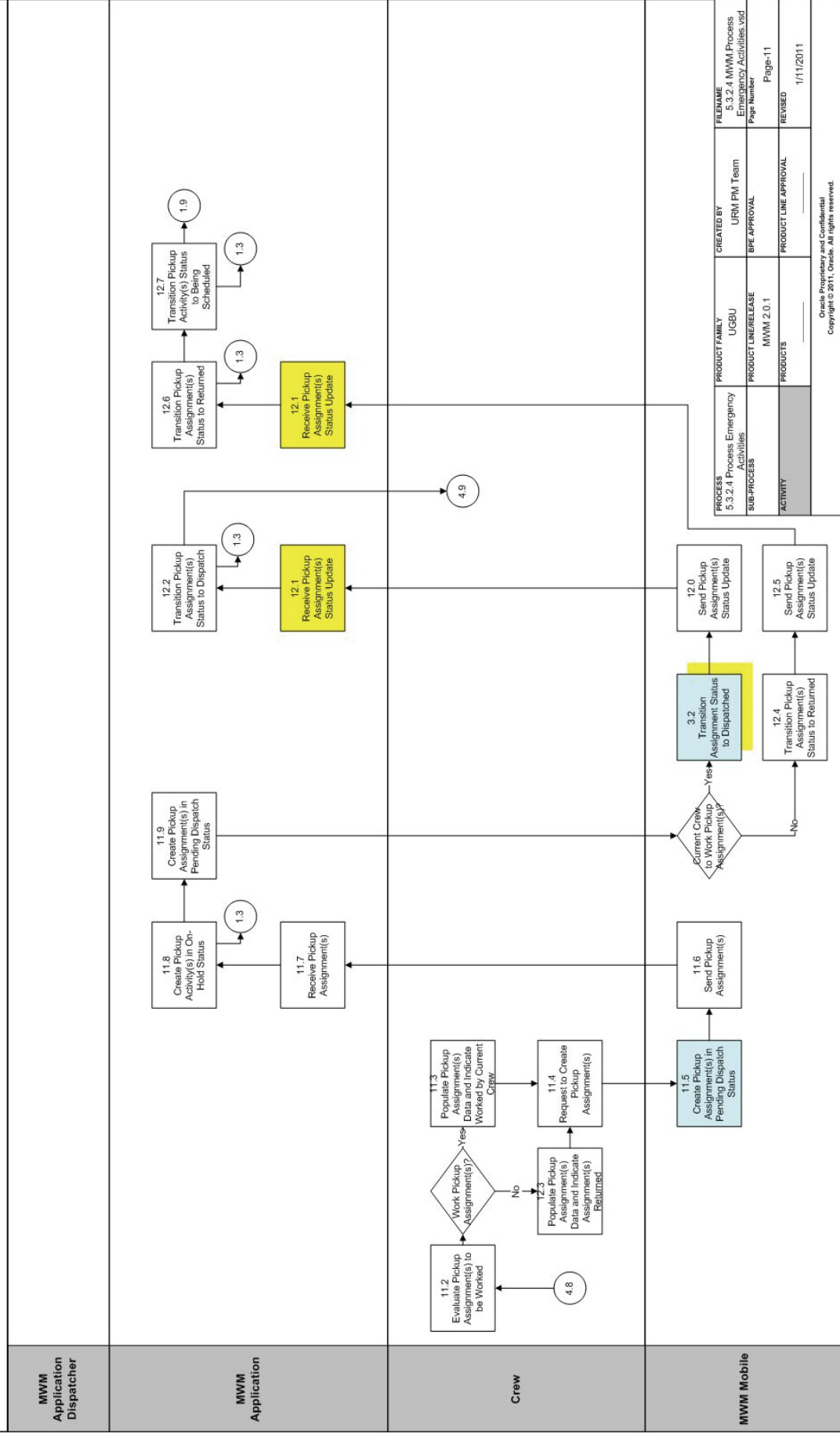


PROCESS	5.3.2.4 Process Emergency Activities	CREATED BY	URM PM Team	REVISION	5.3.2.4 MWM Process Emergency Activities v5d
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL		Page Number	Page-10
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL		REVISED	1/11/2011
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Business Process Diagram 11

Pickup Creation

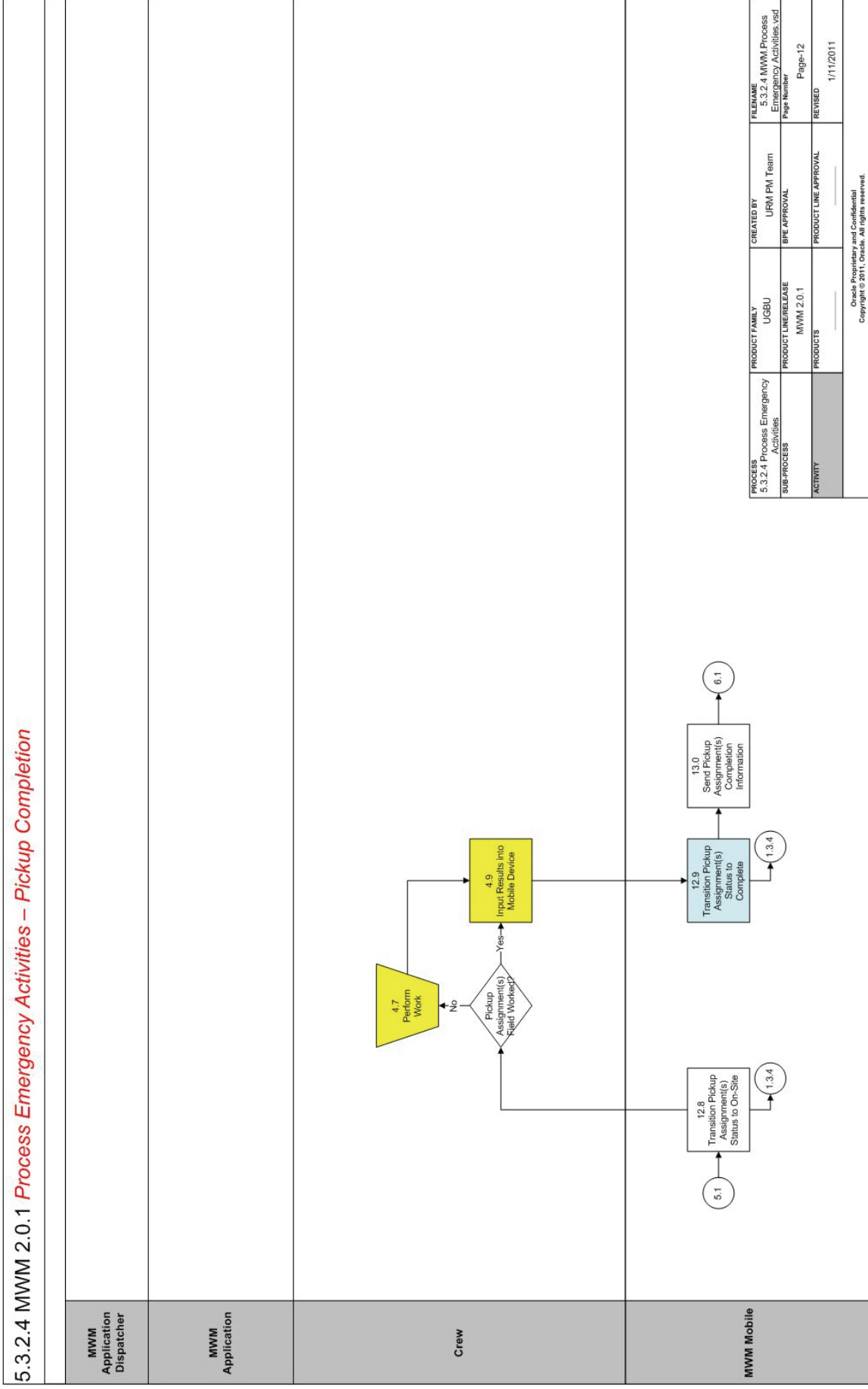
5.3.2.4 MWM 2.0.1 Process Emergency Activities – Pickup Creation



Business Process Diagram 12

Pickup Completion

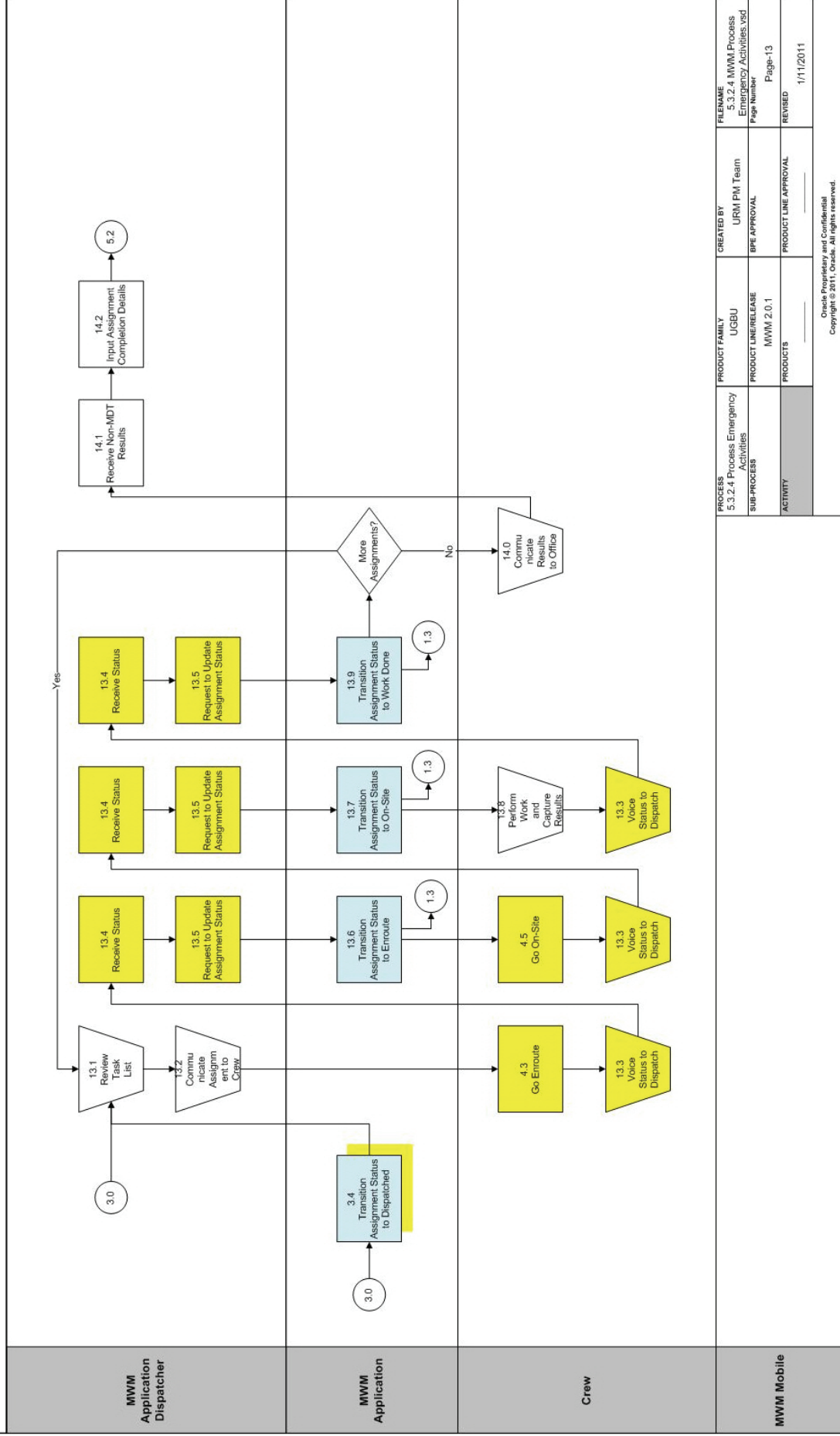
5.3.2.4 MWM 2.0.1 Process Emergency Activities – Pickup Completion



Business Process Diagram 13

Non-MDT Crew

5.3.2.4 MWM V2.0.1 Process Emergency Activities – Non-MDT Crew



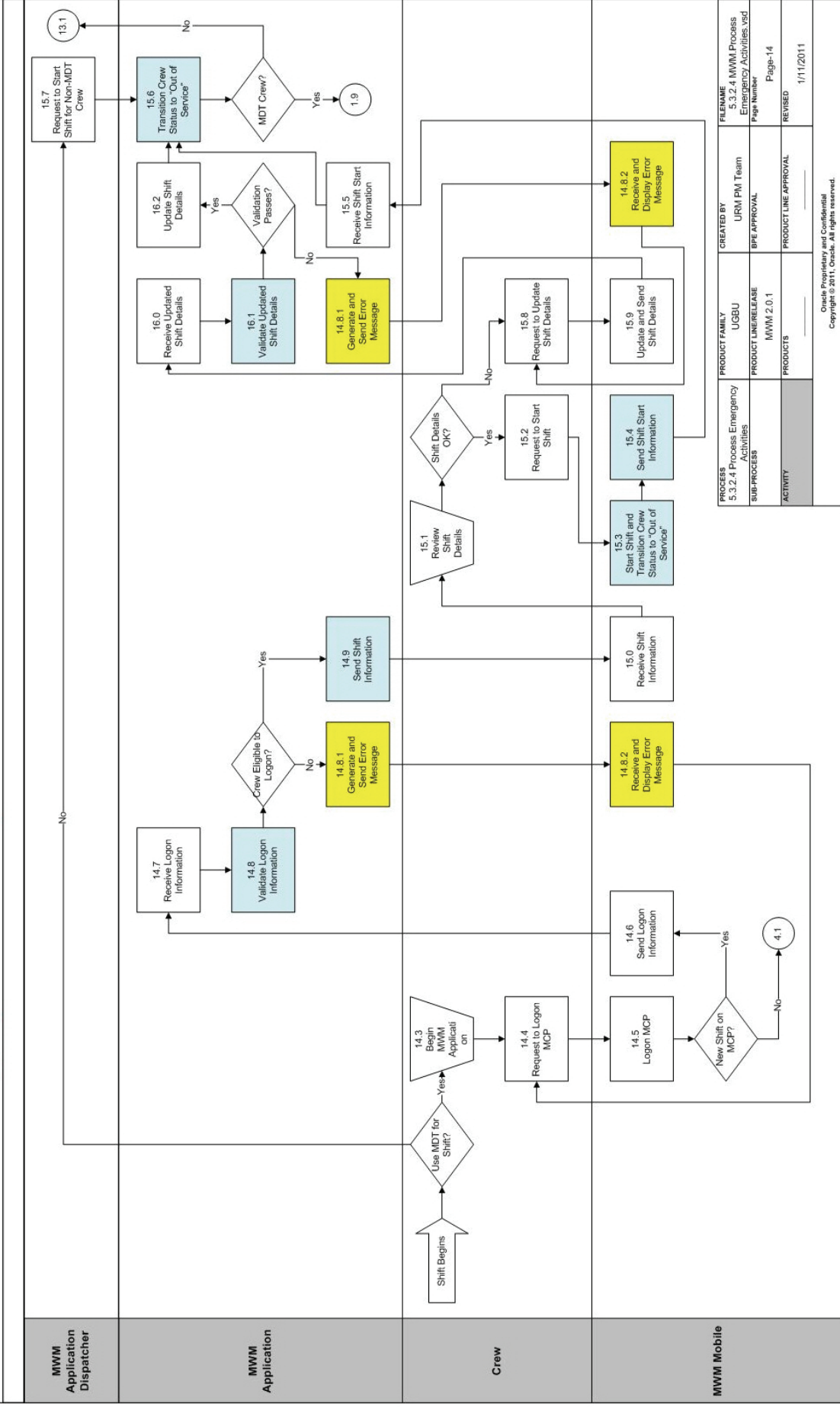
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PROCESS	5.3.2.4 Process Emergency Activities	CREATED BY	URM PIM Team	FILENAME	5.3.2.4 MWM Process Emergency Activities.vsd
SUB-PROCESS		BPE APPROVAL		PRODUCT FAMILY	UGBU
ACTIVITY		PRODUCT LINE APPROVAL		PRODUCT LINE/RELEASE	MWM 2.0.1
				PRODUCTS	
				REVIEWED	1/11/2011

Business Process Diagram 14

Crew Logon

5.3.2.4 MWM V2.0.1 Process Emergency Activities – Crew Logon



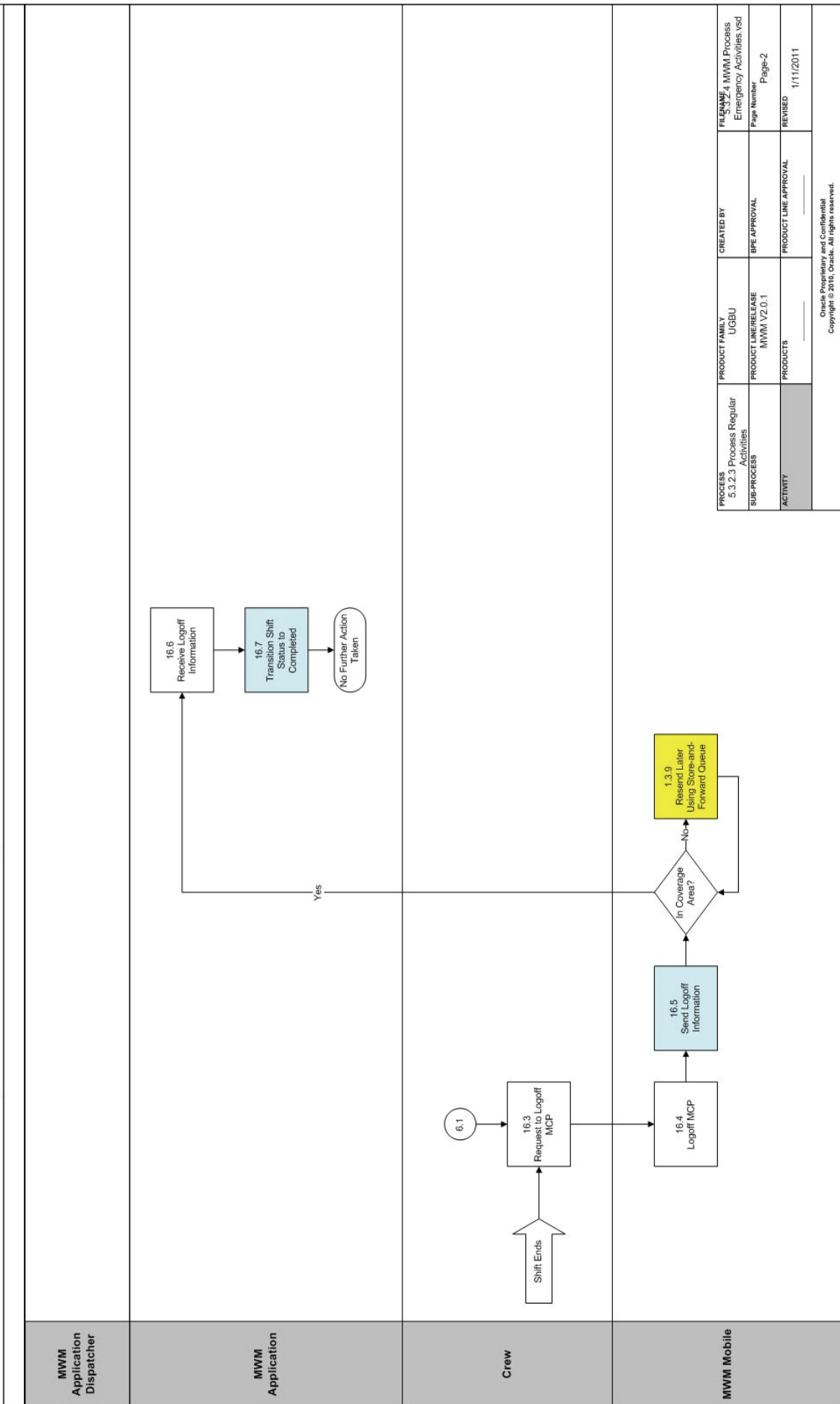
PROCESS	5.3.2.4 Process Emergency Activities	CREATED BY	URM PM Team	FILENAME	5.3.2.4 MWM Process Emergency Activities.usd
SUB-PROCESS		PRODUCT FAMILY	UGBU	PRODUCT LINE/RELEASE	MWM 2.0.1
ACTIVITY		PRODUCTS		BPE APPROVAL	Page-14
				PRODUCT LINE APPROVAL	REVISOR
					1/11/2011

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Business Process Diagram 15

Crew Logoff

5.3.2.3 MWM V2.0.1 Process Regular Activities – Crew Logoff



PROCESS	5.3.2.3 Process Regular Activities	CREATED BY	BPE APPROVAL	FILENAME	5.3.2.4 MWM Process Emergency Activities.vsd
SUB-PROCESS		PRODUCT FAMILY	UUSB	Page Number	Page-2
ACTIVITY		PRODUCT LINE/RELEASE	MWM V2.0.1	PRODUCT LINE APPROVAL	REVISED 1/11/2011
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Process Emergency Activities, Page 1

This section includes detailed descriptions of the steps involved in the “Process Emergency Activities, Page 1” business process, including:

- **1.0 Analyze Request for Activity and Determine Type**
- **1.1 Create and Send Activity**
- **1.2 Create Activity in Pending Status**
- **1.3 Process Activity Status Update**
- **1.3.1 Send Activity Status Update**
- **1.3.2 Receive Activity Status Update**
- **1.3.3 Process Activity Status Update**
- **1.3.4 Receive Assignment Status Update**
- **1.3.5 Process Assignment Status Update**
- **1.3.6 Send Assignment Status Update**
- **1.3.7 Receive Assignment Status Update**
- **1.3.8 Process Assignment Status Update**
- **1.3.9 Resend Later Using Store-and-Forward Queue**
- **1.4 Update Activity with Default Information**
- **1.5 Transition Activity Status to Validate**
- **1.6 Validate Activity**
- **1.6.1 Transition Activity Status to Issues Detected**
- **1.6.2 Create “Activity Issues” To-Do**
- **1.7 Transition Activity Status to Being Scheduled**

1.0 Analyze Request for Activity and Determine Type

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application User

Description: After discussion with the customer or evaluation of the request, the Authorized User determines the Activity type of work to be accomplished in the field. The actions taken include Create and Send Activity, Update Activity, and Cancel Activity.

1.1 Create and Send Activity

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: Based on established business rules, the Authorized User enters the specific type of Activity as determined in step 1.0, inputs an appointment or wanted-by-date, and any specific instructions for the field crew. The Third-Party Application interface sends the Activity to MWM.

1.2 Create Activity in Pending Status

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The Activity is added in MWM and available for field dispatching.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	F1-GEN-BOMON
M2-Activity	F1-GEN-BOMON M2-RPASGSTRS

1.3 Process Activity Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will process any Activity Status updates in order to determine if the Third-Party Application needs updated.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-DEFER-ACT
M2-Activity	M1-DEFER-ACT

1.3.1 Send Activity Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Activity Status changes are sent to any Third-Party Application requiring the update.

1.3.2 Receive Activity Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: Third-Party Application receives the update.

1.3.3 Process Activity Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: Third-Party Application processes the update.

1.3.4 Receive Assignment Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Assignment Status changes sent from the Crew are received by the MWM Application.

1.3.5 Process Assignment Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Assignment Status changes received by the MWM Application are processed.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-SHFINSVC M1-DISPELTSK

1.3.6 Send Assignment Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Assignment Status changes are sent to any Third-Party Application requiring the update.

1.3.7 Receive Assignment Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Assignment Status changes are sent to any Third-Party Application requiring the update.

1.3.8 Process Assignment Status Update

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Assignment Status changes received by the MWM Application are processed.

1.3.9 Resend Later Using Store-and-Forward Queue

See **Status Update** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile attempts to resend any message that could not be sent due to coverage issues.

1.4 Update Activity with Default Information

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Based on the type, the system automatically populates the Activity with default information.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-ACDETINFO M1-ACT-INFO M1-DFFACTDTL M1-ACT-ADGEO
M2-Activity	M1-ACT-INFO M1-DFFACTDTL M1-ACT-ADGEO

1.5 Transition Activity Status to Validate

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Update the status to reflect MWM is now validating the Activity.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-VAL-ACT
M2-Activity	M1-VAL-ACT

1.6 Validate Activity

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the Activity.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-ACT-BS-VL M1-TR-ACT-IS
M2-Activity	M1-ACT-BS-VL M1-TR-ACT-IS
M2-BasicItemActivity	M2-EITMACTVL
M2-CutNonPayItemActivity	M2-EITMACTVL
M2-DisconnectItemActivity	M2-EITMACTVL
M2-ExchangeItemActivity	M2-EITMACTVL
M2-CutNonPayMeterActivity	M2-EMTRACTVL
M2-Disconnect Meter Activity	M2-EMTRACTVL
M2-EchangeMeterActivity	M2-EMTRACTVL
M2-MeterReadActivity	M2-EMTRACTVL

1.6.1 Transition Activity Status to Issues Detected

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: If Validation fails for any reason, MWM updates the status of the Activity to Issues Detected.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-CLR-IDL M1-CRE-ID-TD
M2-Activity	M1-CLR-IDL M1-CRE-ID-TD

1.6.2 Create “Activity Issues” To-Do

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The System automatically creates a To-Do for any Activity that failed Validation and is in the Issues Detected status.

Entities to Configure

To-Do Type

To-Do Role

1.7 Transition Activity Status to Being Scheduled

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM updates the Activity Status to Being Scheduled to signify the MWM Application is now considering this Activity in its real-time scheduling algorithms.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-DEALC-ACT M1-TR-ACT-AC
M2-Activity	M1-DEALC-ACT M1-TR-ACT-AC

Process Emergency Activities, Page 2

This section includes detailed descriptions of the steps involved in the “Process Emergency Activities, Page 2” business process, including:

- **1.8 Update Schedule Registry with Task, Shift, Appointment, Cost Control, and Scheduler Area Information**
- **1.9 Evaluate Eligibility to Schedule Activity**
- **2.0 Acquire Activity**
- **2.1 Assign Activity to Shift**
- **2.2 Evaluate Crew Shift Status**
- **2.3 Evaluate Activity Type and Geographic Location**
- **2.4 Update Task Schedule with Task, Shift, Appointment, and Cost Control Information**
- **2.4.1 Create “Scheduler Registry” To-Do**
- **2.5 Transition Activity Status to Queued for Dispatch**

1.8 Update Schedule Registry with Task, Shift, Appointment, Cost Control, and Scheduler Area Information

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM updates the Schedule Registry with all the information required to accurately evaluate the Activity during real-time scheduling. Information updated includes Task details, Shift information, Appointment details, configured Cost Controls, and the Scheduler Area assigned to this Activity.

Entities to Configure

Task-Type

Shift

Appointment Windows

Scheduler Cost Controls

Scheduler Area

Scheduling Horizon

Drip Mode

Business Object	Available Algorithms
M1-Activity	M1-SCHRD-ACT
M2-Activity	M1-SCHRD-ACT

1.9 Evaluate Eligibility to Schedule Activity

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application evaluates the Activity's eligibility for acquisition by examining the Scheduler Area and configured Scheduling Horizon.

2.0 Acquire Activity

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application acquires the Activity in order to adjust any other assignments based on real-time events.

2.1 Assign Activity to Shift

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Using complex scheduling algorithms, the MWM Application assigns a Shift to the Activity based on least-cost alternatives.

2.2 Evaluate Crew Shift Status

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will only allow transition from the Being Scheduled status once the Shift has been started. Since Emergency Activities are extremely time-sensitive, adding Alert functionality to this step is recommended.

2.3 Evaluate Activity Type and Geographic Location

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Activity type is where the Auto-Dispatch setting is configured.

2.4 Update Task Schedule with Task, Shift, Appointment, and Cost Control Information

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Once the Activity is ready to be dispatched, the MWM Application writes to the Scheduler Registry with updated Assignment information.

2.4.1 Create “Scheduler Registry” To-Do

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: If the MWM Application encounters an error trying to schedule the Activity, a Scheduler Registry To-Do is generated.

Entities to Configure

To-Do Type

To-Do Role

2.5 Transition Activity Status to Queued for Dispatch

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Update the Activity Status to Queued for Dispatch to indicate that the Activity is ready to be sent to a Crew.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-CFM-SSS M1-PD-ACT-SU M1-TR-ACT-AC M1-V-ACT-QD
M2-Activity	M1-CFM-SSS M1-PD-ACT-SU M1-TR-ACT-AC M1-V-ACT-QD

Process Emergency Activities, Page 3

This section includes detailed descriptions of the steps involved in the “Process Emergency Activities, Page 3” business process, including:

- 2.6 Transition Activity Status to Create Assignment
- 2.7 Create Assignment in Pending Dispatch Status
- 2.8 Update Assignment with Default Information
- 2.9 Validate Assignment
- 3.0 Transition Activity Status to Assignment in Progress
- 3.1 Send Assignment to MCP
- 3.2 Transition Assignment Status to Dispatched
- 3.3 Evaluate Coverage Area
 - 3.3.1 Create Alert
- 3.4 Receive Assignment
- 3.5 Validate Assignment
- 3.6 Create Emergency Activity Alert
 - 3.6.1 Send Unacknowledged Emergency Alert Notification
 - 3.6.2 Receive Unacknowledged Emergency Alert Notification
 - 3.6.3 Create Alert
- 3.7 Acknowledge Emergency Activity
- 3.8 Send Emergency Activity Acknowledgement
- 3.9 Transition Assignment Status to Dispatched
- 4.0 Receive Emergency Activity Acknowledgement
- 4.1 Evaluate Assignment
 - 4.1.1 Suspend Assignment
 - 4.1.2 Input Estimated Time to Resume
 - 4.1.3 Input Estimated Work Time Remaining
 - 4.1.4 Transition Assignment Status to Suspend
- 4.2 Review Details of Assignment
 - 4.2.1 Postpone Assignment
 - 4.2.2 Input Estimated Time to Resume
 - 4.2.3 Transition Assignment Status to Postpone
- 4.3 Go En Route
- 4.4 Transition Assignment Status to En Route and Crew Status to “In Service”
- 4.5 Go On-Site
- 4.6 Transition Assignment Status to On-Site

2.6 Transition Activity Status to Create Assignment

See **Business Process Diagram 2** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Update the Activity Status to Create Assignment to indicate the Activity is being copied to an Assignment, which will be dispatched to the Crew.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	F1-GEN-BOMON M1-CRE-ASGN
M2-Activity	F1-GEN-BOMON M1-CRE-ASGN

2.7 Create Assignment in Pending Dispatch Status

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The Assignment is created in Pending Dispatch status and is what is sent to the Crew.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-RSLV-FRA M1-TR-NMDTCR
M1-CutNonPayMeterActivity	M2-EMTRACTPT
M2-DisconnectMeterActivity	M2-EMTRACTPT
M1-ExchangeMeterActivity	M2-EMTRACTPT
M2-MeterReadActivity	M2-EMTRACTPT

2.8 Update Assignment with Default Information

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Based on the type, populate the Assignment with default information.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-ASGN-INFO

2.9 Validate Assignment

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the Assignment.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-ASGNMT-VL

3.0 Transition Activity Status to Assignment in Progress

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The System updates the Activity Status to Assignment in Progress to indicate that the Assignment has been created and has been sent to a Crew.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-AA-RSLTN
M2-Assignment	M1-AA-RSLTN

3.1 Send Assignment to MCP

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application sends the Assignment to the Crew's MCP.

3.2 Transition Assignment Status to Dispatched

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application / MWM Mobile

Description: The MWM Application and MWM Mobile transitions the Assignment status to Dispatched once the Assignment is sent to the MWM Mobile. Or, in the case of a newly created Pickup Assignment, the MWM Mobile will transition the Assignment status to Dispatched if the Crew decides to work the Pickup immediately.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPTS-TRL M1-HDL-VC-DP

3.3 Evaluate Coverage Area

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application evaluates if the Crew is in coverage and either dispatches the Activity or creates and Alert.

3.3.1 Create Alert

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application automatically creates an Alert if the MCP fails to Synchronize Assignment information. It is based on this Alert that the MWM Application Dispatcher may choose to create a Field-Referenced Activity and use Voice dispatch.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-SYNCHASGN

3.4 Receive Assignment

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The Crew receives the Assignment.

3.5 Validate Assignment

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile Validates the Assignment.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-ASGNMT-VL

3.6 Create Emergency Activity Alert

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile System creates an Emergency Activity Alert for the Crew.

3.6.1 Send Unacknowledged Emergency Alert Notification

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Emergency Activities are configured with acknowledgement timers and if it expires, the MWM Mobile System sends an Unacknowledged Emergency Alert.

3.6.2 Receive Unacknowledged Emergency Alert Notification

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM

Description: The MWM System receives an Unacknowledged Emergency Alert Notification.

3.6.3 Create Alert

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM

Description: The MWM System creates an Unacknowledged Emergency Alert thus prompting the MWM Application Dispatcher to take action.

3.7 Acknowledge Emergency Activity

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile System creates an Emergency Activity Alert for the Crew.

3.8 Send Emergency Activity Acknowledgement

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile System sends an Emergency Activity Acknowledgement to the MWM System.

3.9 Transition Assignment Status to Dispatched

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application / MWM Mobile

Description: The MWM Application and MWM Mobile transitions the Assignment status to Dispatched once the Emergency Assignment is acknowledged on the MWM Mobile System. Or, in the case of a newly created Pickup Assignment, the MWM Mobile will transition the Assignment status to Dispatched if the Crew decides to work the Pickup immediately.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPTS-TRL M1-HDL-VC-DP

4.0 Receive Emergency Activity Acknowledgement

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM System receives an Emergency Activity Acknowledgement from the MWM Mobile System.

4.1 Evaluate Assignment

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew evaluates newly received Assignment in order to determine if it can wait or if the current Assignment must be interrupted.

4.1.1 Suspend Assignment

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: If the Crew determines that the current Assignment must be interrupted, they will do so using the Suspend functionality. Suspend Assignment functionality is used when the Crew is On-Site at their current Assignment.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPTS-TRL

4.1.2 Input Estimated Time to Resume

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew must enter the Time to Resume the Assignment when Suspending.

4.1.3 Input Estimated Work Time Remaining

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew must enter the Work Time Remaining when Suspending. If the Assignment is handled by a different Crew or cancelled, the MWM Application will allow the calculation of the time spent on the Assignment for the Crew by subtracting the Work Time Remaining from the default duration as configured on the Activity type.

4.1.4 Transition Assignment Status to Suspend

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile System updates the Assignment Status to Suspend to notify the MWM Application Dispatcher. If further information is required, the Time to Resume and Estimated Work Time Remaining can be viewed.

4.2 Review Details of Assignment

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: Prior to beginning the Assignment, the Crew reviews the Assignment details in order to understand Activity type, location, and any other special requests such as a customer call-ahead.

4.2.1 Postpone Assignment

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: If the Crew determines that the current Assignment must be interrupted, they will do so using the Postpone functionality. Postpone Assignment functionality is used when the Crew is about to go En Route or On-Site at their current Assignment.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPTS-TRL

4.2.2 Input Estimated Time to Resume

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew enters the Time to Resume the Assignment when Postponing.

4.2.3 Transition Assignment Status to Postpone

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile System updates the Assignment Status to Postpone to notify the MWM Application Dispatcher. If further information is required, the Time to Resume can be viewed.

4.3 Go En Route

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew begins to drive to the Assignment location.

4.4 Transition Assignment Status to En Route and Crew Status to “In Service”

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM updates the Assignment status to En Route.

Entities to Configure

Task-Type

Crew Shift

Business Object	Available Algorithms
M1-Assignment	M1-VTSK-NMDT M1-SHF-IN-SV M1-MCPTS-TRL M1-MCPST-VAL M1-MCPSH-ISV
M1-CrewShift	M1-MCPSS-TRL

4.5 Go On-Site

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew arrives at the Assignment location.

4.6 Transition Assignment Status to On-Site

See **Business Process Diagram 3** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The System updates the Assignment status to On-Site.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPTS-TRL

Process Emergency Activities, Page 4

This section includes detailed descriptions of the steps involved in the “Process Emergency Activities, Page 4” business process, including:

- 4.7 Perform Work
- 4.8 Determine Type and Number of Pickup Assignments to Create
- 4.9 Input Results into Mobile Device
- 5.0 Transition Assignment Status to Complete
- 5.1 Send Assignment Completion Information
- 5.2 Receive and Process Complete and Returned Assignments
- 5.3 Evaluate Activity Assignments
- 5.4 Transition Activity Status to Complete
- 5.5 Send Completion Data
- 5.6 Receive Activity Completion Data
- 5.7 Process Activity Completion Data
- 5.8 Analyze Request for Activity and Determine Type
- 5.9 Populate Activity Data
- 6.0 Request to Create Activity
- 6.1 Transition Remaining Assignment Statuses to Returned
- 6.2 Transition Activity Status to “Collision Detected”
- 6.2.1 Create To-Do

4.7 Perform Work

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew physically performs the work as required by the Activity type.

4.8 Determine Type and Number of Pickup Assignments to Create

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew decides additional Activities are needed based on the work performed and at this point determines how many and what type.

4.9 Input Results into Mobile Device

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew captures any results such as meter reading or comments and inputs that into the Mobile Device.

5.0 Transition Assignment Status to Complete

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The System updates the Assignment status to Complete thereby allowing the Crew to continue on to their next Assignment

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPST-COM M1-MCPTS-TRL M1-MCPSN-FRA M1-MCPTS-UPD M1-HNDL-FRA
M2-DisconnectItemAssignment	M2-MCPDVCMP M2-MCPEITCMP
M2-DisconnectMeterAssignment	M2-MCPDVCMP M2-MCPEMTCMP
M2-DisconnectSPAssignment	M2-MCPDVCMP
M2-BasicItemAssignment	M2-MCPEITCMP
M2-CutNonPayItemAssignment	M2-MCPEITCMP
M2-ExchangeItemAssignment	M2-MCPEITCMP M2-MCPNITCMP
M2-CutNonPayMeterAssignment	M2-MCPEMTCMP
M2-ExchangeMeterAssignment	M2-MCPEMTCMP
M2-MeterReadAssignment	M2-MCPEMTCMP
M2-InstallItemAssignment	M2-MCPNITCMP
M2-ExchangeMeterAssignment	M2-MCPNMTCMP
M2-InstallMeterAssignment	M2-MCPNMTCMP

5.1 Send Assignment Completion Information

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: Provide the MWM Application with the Assignment Completion Information.

5.2 Receive and Process Complete and Returned Assignments

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application receives the Completed and Returned Assignments.

5.3 Evaluate Activity Assignments

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application evaluates all Assignments associated with the parent Activity. If only one Assignment exists, the Activity Status can be updated. If multiple Assignments exist, the Activity Status is only updated when all Assignments are Completed or Returned.

5.4 Transition Activity Status to Complete

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application updates the parent Activity Status to Complete since all Assignments are either Completed or Returned.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-ACT-CMPL
M2-DisconnectItemAssignment	M2-DISCSVCMP M2-EXTTTCMP
M2-DisconnectMeterAssignment	M2-DISCSVCMP M2-EXTMTRCMP
M2-DisconnectSPAssignment	M2-DISCSVCMP
M2-BasicItemAssignment	M2-EXTTTCMP
M2-CutNonPayItemAssignment	M2-EXTTTCMP
M2-ExchangeItemAssignment	M2-EXTTTCMP M2-NEWTTCMP
M2-CutNonPayMeterAssignment	M2-EXTTTCMP
M2-ExchangeMeterAssignment	M2-EXTTTCMP M2-NEWTTCMP

Business Object	Available Algorithms
M2-MeterReadAssignment	M2-EXTTMCMP
M2-InstallItemAssignment	M2-NEWITMCMP
M2-InstallMeterAssignment	M2-NEWMTRCMP
M2-Activity	M2-SNDACTCMP

5.5 Send Completion Data

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application sends the required completion information to the Third-Party Application in order to close the lifecycle of an Activity.

5.6 Receive Activity Completion Data

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application receives the completion information and ensures it meets requirements.

5.7 Process Activity Completion Data

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application uses the MWM-sent completion information to update its records and attempt to complete the Activity.

5.8 Analyze Request for Activity and Determine Type

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: After discussion with a field crew, another business unit, or based on certain business practices, the MWM Application Dispatcher determines the Activity type of work to be accomplished in the field. The actions taken include Create Activity, Update Activity, and Cancel Activity.

5.9 Populate Activity Data

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: Based on established business rules, the MWM Application Dispatcher enters the specific type of Activity as determined in step 5.3, inputs any specific instructions for the field crew and dispatches it.

6.0 Request to Create Activity

See **Business Process Diagram 1** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher adds the Activity using MWM.

6.1 Transition Remaining Assignment Statuses to Returned

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile will update any remaining Assignments on a field Crew's mobile device to Returned when logging off End-of-Shift.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPTS-TRL M1-MCPST-COM

6.2 Transition Activity Status to “Collision Detected”

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will update an Activity's Status to “Collision Detected” if more than one completed Assignment is received. It is up to the MWM Application Dispatcher to resolve the discrepancy.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-CRE-CD-TD M1-CLS-CD-TD
M2-Assignment	M1-CRE-CD-TD M1-CLS-CD-TD

6.2.1 Create To-Do

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: A “Collision Detected” To-Do is generated by the MWM Application so the Dispatcher can choose to resolve when timely

Entities to Configure

To-Do Type

Maintain Activities

This section includes detailed descriptions of the steps involved in the “Maintain Activities” portion of the “Process Emergency Activities” business process, including:

- **6.3 Analyze Activity for Maintenance**
- **6.4 Request to Put Activity On-Hold**
- **6.5 Evaluate Eligibility for On-Hold**
- **6.6 Transition Activity Status to On-Hold**
- **6.7 Request to Cancel Activity**
- **6.8 Transition Activity Status to Cancelled**
- **6.9 Request to Dispatch Activity**

6.3 Analyze Activity for Maintenance

See **Business Process Diagram 4** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher is often required to maintain Activities based on certain business conditions. Two examples are placing and removing Activities On-Hold and rescheduling some Activities after the Crew Shifts end.

6.4 Request to Put Activity On-Hold

See **Maintain Activities** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher puts the Activity On-Hold.

6.5 Evaluate Eligibility for On-Hold

See **Maintain Activities** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Not all Activities are eligible to be placed On-Hold. Only Activities with a Status of Validate, Being Scheduled, or Queued for Dispatch are eligible.

6.6 Transition Activity Status to On-Hold

See **Maintain Activities** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application changes the Activity Status to On-Hold.

6.7 Request to Cancel Activity

See **Maintain Activities** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher cancels the Activity just removed from On-Hold.

6.8 Transition Activity Status to Cancelled

See **Maintain Activities** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application updates the Activity Status to Cancelled.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-CANCL-ACT
M2-Activity	M1-CANCL-ACT M2-SNDACTCMP

6.9 Request to Dispatch Activity

See **Maintain Activities** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher dispatches the Activity.

Update Activities

This section includes detailed descriptions of the steps involved in the “Update Activities” portion of the “Process Emergency Activities” business process, including:

- **7.0 Request to Update Activity Information**
- **7.1 Update Activity Information**
- **7.2 Send Request to Update MWM**
- **7.3 Update Activity Information**
- **7.4 Validate Update**
- **7.5 Update Activity**
- **7.5.1 Generate Error**
- **7.5.2 Receive and Process Error**
- **7.5.3 Create Alert**
- **7.6 Send Updated Assignment**
- **7.7 Receive Updated Assignment**
- **7.7 Receive Updated Assignment**
- **7.8 Request to Update Activity Information**
- **8.0 Request to Allocate Activity**
- **8.1 Allocate Activity**
- **8.2 Evaluate Crew Shift Status**
- **8.2.1 Generate Warning Message**
- **8.3 Issue Recall of Assignment**
- **8.4 Recall Assignment**

7.0 Request to Update Activity Information

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application User

Description: The Third-Party Application User updates the Activity information. Typically this will be comments or a phone number update.

7.1 Update Activity Information

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application is used to update the Activity.

7.2 Send Request to Update MWM

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application sends the updated Activity to MWM.

7.3 Update Activity Information

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application receives the updated Activity.

7.4 Validate Update

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application validates the updated Activity.

7.5 Update Activity

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application updates the Activity with the new information.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-ACT-ADGEO
M2-Activity	M1-ACT-ADGEO

7.5.1 Generate Error

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will generate an error if the update is being made on an Activity in Completed, Cancelled, or Collision Detected Status.

7.5.2 Receive and Process Error

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application traps the error generated in 7.4.1 to alert the Authorized User to handle appropriately.

7.5.3 Create Alert

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will create an Alert if attempting to update an Activity and the Assignment Status is On-Site.

Entities to Configure

Alert-Type

7.6 Send Updated Assignment

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application sends the new information to the field Crew by sending an updated Assignment.

7.7 Receive Updated Assignment

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile receives the update.

7.8 Request to Update Activity Information

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher updates the Activity Information. Typically this will be a phone number or comment update to an Activity.

7.9 Evaluate Emergency Activity Allocation

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher evaluates the Emergency Activity for manual allocation.

8.0 Request to Allocate Activity

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher allocates the Activity to a designated Crew Shift.

8.1 Allocate Activity

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application allocates the Activity

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-ALLOC-ACT
M2-Activity	M1-ALLOC-ACT

8.2 Evaluate Crew Shift Status

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will prevent the manual allocation of an Emergency Activity to a Crew that is not connected.

8.2.1 Generate Warning Message

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will generate a warning message when manually allocating an Emergency Activity to a Crew that is not connected.

8.3 Issue Recall of Assignment

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: If the Assignment has already been sent to the field Crew MWM Mobile, the MWM Application will try to recall the Assignment.

8.4 Recall Assignment

See **Update Activities** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile receives the recall Assignment request and it is removed from the Crew's list of Assignments to be completed.

Cancel Activities

This section includes detailed descriptions of the steps involved in the “Cancel Activities” portion of the “Process Emergency Activities” business process, including:

- **8.5 Request to Cancel Activity**
- **8.6 Cancel Activity**
- **8.7 Send Cancel Activity Transaction**
- **8.8 Receive Cancel Activity Transaction**
- **8.9 Validate Cancel Transaction**
- **8.9.1 Generate Error**
- **8.9.2 Receive and Process Error**
- **9.0 Cancel Activity**
- **9.1 Request to Cancel Activity**

8.5 Request to Cancel Activity

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application User

Description: The Third-Party Application User cancels the Activity.

8.6 Cancel Activity

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application cancels the Activity.

8.7 Send Cancel Activity Transaction

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application sends the cancelled Activity to MWM.

8.8 Receive Cancel Activity Transaction

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application receives the cancelled Activity.

8.9 Validate Cancel Transaction

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application validates the cancelled Activity.

8.9.1 Generate Error

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application generates an error if the Third-Party Application attempts to cancel an Activity that has already been Completed, Collision Detected, or Cancelled.

8.9.2 Receive and Process Error

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: Third-Party Application

Description: The Third-Party Application traps the error generated in 9.5.1 in order to notify the Third-Party Application User to handle appropriately.

9.0 Cancel Activity

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application cancels the Activity.

9.1 Request to Cancel Activity

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher cancels the Activity based on Activity Business Object lifecycle rules.

Alert Processing

This section includes detailed descriptions of the steps involved in the “Alert Processing” portion of the “Process Emergency Activities” business process, including:

- **9.2 Analyze MWM System Data**
- **9.3 Create Alert**
- **9.4 Analyze Alert Condition**
- **9.5 Request to Close Alert**
- **9.6 Complete Alert**
- **9.7 Clear Log Entry**
- **9.8 Request to Create a Field-Referenced Activity**
- **9.9 Create an Alternate ID for Field-Referenced Activity**
- **10.0 Provide Alternate ID to Crew**
- **10.1 Request to Create Field-Referenced Activity**
- **10.2 Create Field-Referenced Activity using Alternate ID provided by Dispatch**
- **10.3 Request to Force Cancel Assignment from Crew**
- **10.4 Force Cancel Assignment**

9.2 Analyze MWM System Data

See **Cancel Activities** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application monitors for certain conditions and based on that analysis, will generate Alerts.

9.3 Create Alert

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates an Alert.

Entities to Configure

Alert-Type

9.4 Analyze Alert Condition

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher reviews the Alerts and makes decisions based on the Alert Type and other business processes.

9.5 Request to Close Alert

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to close the “Cancel On-Site Assignment” Alert.

9.6 Complete Alert

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application Alert monitor will automatically close Alerts that have met closure conditions.

Entities to Configure

Alert-Type

9.7 Clear Log Entry

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will clear the Alert log entry for any newly closed Alert.

Entities to Configure

Alert-Type

9.8 Request to Create a Field-Referenced Activity

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to create a Field-Referenced Activity using an Alternate ID. The Field-Referenced Activity functionality is used when a field Crew is unable to receive a dispatched Assignment.

9.9 Create an Alternate ID for Field-Referenced Activity

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates and Alternate ID for use by the Crew when creating a Field-Referenced Activity.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Activity	M1-ST-ALT-ID M1-HDL-VC-DP
M2-Activity	M1-ST-ALT-ID M1-HDL-VC-DP

10.0 Provide Alternate ID to Crew

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher provides an Alternate ID to the field Crew.

10.1 Request to Create Field-Referenced Activity

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew creates the Field-Referenced Activity.

10.2 Create Field-Referenced Activity using Alternate ID provided by Dispatch

See **Alert Processing** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile creates a Field-Referenced Activity using the Alternate ID as provided by the Dispatcher.

10.3 Request to Force Cancel Assignment from Crew

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher working the “Cancel On-Site Activity” Alert can force Cancel an Assignment if the field Crew is already On-Site.

10.4 Force Cancel Assignment

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application force Cancels the Activity regardless of the Assignment Status on the MWM Mobile.

To Do Processing

This section includes detailed descriptions of the steps involved in the “Todo Processing” portion of the “Process Emergency Activities” business process, including:

- **10.5 Analyze MWM System Data**
- **10.6 Create To Do**
- **10.7 Analyze To-Do Condition**
- **10.8 Request Update**
- **10.9 Process Updates**
- **11.0 Complete To-Do**
- **11.1 Clear Log Entry**

10.5 Analyze MWM System Data

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application Dispatcher reviews the To-Dos and makes decisions based on the To-Do Type and other business processes.

10.6 Create To Do

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates a To-Do.

Entities to Configure

To-Do Type

10.7 Analyze To-Do Condition

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher reviews the To-Do and takes appropriate action based on business process.

10.8 Request Update

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher updates the Activity as required.

10.9 Process Updates

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application updates the Activity as required.

11.0 Complete To-Do

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application To-Do monitor will automatically close To-Dos that have met closure conditions.

Entities to Configure

To-Do Type

11.1 Clear Log Entry

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will clear the To-Do log entry for any newly closed To-Do.

Entities to Configure

To-Do Type

Pickup Creation

This section includes detailed descriptions of the steps involved in the “Pickup Creation” portion of the “Process Emergency Activities” business process, including:

- 11.2 Evaluate Pickup Assignment(s) to be Worked
- 11.3 Populate Pickup Assignment(s) Data and Indicate Worked by Current Crew
- 11.4 Request to Create Pickup Assignment(s)
- 11.5 Create Pickup Assignment(s) in Pending Dispatch Status
- 11.6 Send Pickup Assignment(s)
- 11.7 Receive Pickup Assignment(s)
- 11.8 Create Pickup Activity(s) in On-Hold Status
- 11.9 Create Pickup Assignment(s) in Pending Dispatch Status
- 12.0 Send Pickup Assignment(s) Status Update
- 12.1 Receive Pickup Assignment(s) Status Update
- 12.2 Transition Pickup Assignment(s) Status to Dispatch
- 12.3 Populate Pickup Assignment(s) Data and Indicate Assignment(s) Returned
- 12.4 Transition Pickup Assignment(s) Status to Returned
- 12.5 Send Pickup Assignment(s) Status Update
- 12.6 Transition Pickup Assignment(s) Status to Returned
- 12.7 Transition Pickup Activity(s) Status to Being Scheduled

11.2 Evaluate Pickup Assignment(s) to be Worked

See **To-Do Processing** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew decides which Pickup Assignment(s) will be worked immediately by the current Crew and which will be returned to be rescheduled by MWM and worked at a later date and/or time.

11.3 Populate Pickup Assignment(s) Data and Indicate Worked by Current Crew

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew inputs the Assignment type and indicates that the Pickup will be worked by the current Crew. This process can be repeated as many times as required.

11.4 Request to Create Pickup Assignment(s)

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew requests the MWM Mobile to create the Assignment(s).

11.5 Create Pickup Assignment(s) in Pending Dispatch Status

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile creates the Pickup Assignment(s) in the Pending Dispatch status.

11.6 Send Pickup Assignment(s)

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the newly created Pickup Assignment(s) to the MWM Application.

11.7 Receive Pickup Assignment(s)

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application receives the Pickup Assignment(s).

11.8 Create Pickup Activity(s) in On-Hold Status

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will create the Activity(s) for each Assignment received. A Pickup Activity will be created in the On-Hold status.

11.9 Create Pickup Assignment(s) in Pending Dispatch Status

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will create Assignment(s) related to the newly created Activity(s).

12.0 Send Pickup Assignment(s) Status Update

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile will send all Dispatched Assignment status changes to the MWM Application.

12.1 Receive Pickup Assignment(s) Status Update

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application receives the Assignment(s) status update.

12.2 Transition Pickup Assignment(s) Status to Dispatch

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application transitions the Assignment(s) status to Dispatch for those Assignments being worked by the current Crew immediately.

12.3 Populate Pickup Assignment(s) Data and Indicate Assignment(s) Returned

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew inputs the Assignment type and indicates the Pickup will be worked by another Crew. This process can be repeated as many times as required.

12.4 Transition Pickup Assignment(s) Status to Returned

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile transitions the Assignment(s) status to Returned for those Assignments being worked by the another Crew at a future date or time.

12.5 Send Pickup Assignment(s) Status Update

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile will send all Returned Assignment status changes to the MWM Application.

12.6 Transition Pickup Assignment(s) Status to Returned

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application transitions the Assignment(s) status to Returned for those Assignments being worked by the another Crew at a future date or time.

12.7 Transition Pickup Activity(s) Status to Being Scheduled

See **Pickup Creation** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application transitions the Activity(s) status to Being Scheduled for those Pickup Assignments being Returned so the Online Schedulers can allocate the Pickup to another Crew Shift.

Pickup Completion

This section includes detailed descriptions of the steps involved in the “Pickup Completion” portion of the “Process Emergency Activities” business process, including:

- **12.8 Transition Pickup Assignment(s) Status to On-Site**
- **12.9 Transition Pickup Assignment(s) Status to Complete**
- **13.0 Send Pickup Assignment(s) Completion Information**

12.8 Transition Pickup Assignment(s) Status to On-Site

See **Pickup Completion** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile transitions the Assignment(s) status to On-site for those Assignments being worked by the current Crew.

12.9 Transition Pickup Assignment(s) Status to Complete

See **Pickup Completion** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile transitions the Assignment(s) status to Complete for those Assignments being worked by the current Crew.

13.0 Send Pickup Assignment(s) Completion Information

See **Pickup Completion** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the Assignment(s) completion information to the MWM Application.

Non-MDT Crew

This section includes detailed descriptions of the steps involved in the “Non-MDT Crew” portion of the “Process Emergency Activities” business process, including:

- **13.1 Review Task List**
- **13.2 Communicate Assignment to Crew**
- **13.3 Voice Status to Dispatch**
- **13.4 Receive Status**
- **13.5 Request to Update Assignment Status**
- **13.6 Transition Assignment Status to En Route**
- **13.7 Transition Assignment Status to On-site**
- **13.8 Perform Work and Capture Results**
- **13.9 Transition Assignment Status to Work Done**
- **14.0 Communicate Results to Office**
- **14.1 Receive Non-MDT Results**
- **14.2 Input Assignment Completion Details**

13.1 Review Task List

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher reviews all Non-MDT Crew Tasks in order to begin the Crew's scheduled route for the day.

13.2 Communicate Assignment to Crew

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: MWM Application Dispatcher communicated the first Assignment to the Non-MDT Crew.

13.3 Voice Status to Dispatch

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew communicates En Route status to Dispatch.

13.4 Receive Status

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: MWM Application Dispatcher receives the Crew status.

13.5 Request to Update Assignment Status

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses the system to update the Assignment to En Route status.

13.6 Transition Assignment Status to En Route

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application updates the Assignment status to En Route.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-VTSK-NMDT M1-SHF-IN-SV M1-MCPTS-TRL M1-MCPST-VAL M1-MCPSH-ISV

13.7 Transition Assignment Status to On-site

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM

Description: MWM Application updates the Assignment status to On-site.

Entities to Configure

Task-Type

Business Object	Available Algorithms
M1-Assignment	M1-MCPTS-TRL

13.8 Perform Work and Capture Results

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew performs the work as defined on the Assignment and captures the results to be input later.

13.9 Transition Assignment Status to Work Done

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application updates the Assignment status to Work Done.

Entities to Configure

Task-Type

Business Object

Available Algorithms

M1-Assignment

M1-MCPTS-TRL

14.0 Communicate Results to Office

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew provides the office with all Assignment results.

14.1 Receive Non-MDT Results

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: MWM Application Dispatcher collects all Non-MDT Assignment results.

14.2 Input Assignment Completion Details

See **Non-MDT Crew** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: MWM Application Dispatcher enters all Assignment completion data into the system.

Crew Logon

This section includes detailed descriptions of the steps involved in the “Crew Logon” portion of the “Process Emergency Activities” business process, including:

- 14.3 Begin MWM Application
- 14.4 Request to Logon MCP
- 14.5 Logon MCP
- 14.6 Send Logon Information
- 14.7 Receive Logon Information
- 14.8 Validate Logon Information
- 14.8.1 Generate and Send Error Message
- 14.8.2 Receive and Display Error Message
- 14.9 Send Shift Information
- 15.0 Receive Shift Information
- 15.1 Review Shift Details
- 15.2 Request to Start Shift
- 15.3 Start Shift and Transition Crew Status to “Out of Service”
- 15.4 Send Shift Start Information
- 15.5 Receive Shift Start Information
- 15.6 Transition Crew Status to “Out of Service”
- 15.7 Request to Start Shift for Non-MDT Crew
- 15.8 Request to Update Shift Details
- 15.9 Update and Send Shift Details
- 16.0 Receive Updated Shift Details
- 16.1 Validate Updated Shift Details
- 16.2 Update Shift Details

14.3 Begin MWM Application

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew starts the MWM Application

14.4 Request to Logon MCP

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew requests to logon the MCP.

14.5 Logon MCP

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile accepts User ID and Password and executes the MCP Initial Script.

Scripts to Configure

M1-MCPIntScr

14.6 Send Logon Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the logon credentials to the MWM Application for validation.

14.7 Receive Logon Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the MCP logon credentials.

14.8 Validate Logon Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the MCP logon credentials.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-CRSHFVAL

14.8.1 Generate and Send Error Message

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application generates and sends an error message if the MCP logon credentials or Crew Shift updates fail validation.

14.8.2 Receive and Display Error Message

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile receives and displays the error message prompting the Crew to try logging on again or correcting applicable Crew Shift updates.

14.9 Send Shift Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application sends the Crew's shift information to be confirmed by the Crew.

Entities to configure: Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-CSDETINFO M1-CRSHFINFO

15.0 Receive Shift Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile receives the Shift information.

15.1 Review Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew reviews the Shift details.

15.2 Request to Start Shift

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew confirms the Shift details and requests to start the Shift.

15.3 Start Shift and Transition Crew Status to “Out of Service”

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile starts the Shift and transitions the Crew status to “Out of Service”.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-MCPSS-TRL (Out of Service) M1-MCPSS-TRL (Pending) M1-MCPSS-TRL (Planned) M1-MCPSS-TRL (Started) F1-AT-RQ

15.4 Send Shift Start Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the Shift start information.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-SYNCHSHFT

15.5 Receive Shift Start Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the Shift start information.

15.6 Transition Crew Status to “Out of Service”

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application transitions the Crew status to “Out of Service”.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-SHFOUTSVC M1-DISPELTSK

15.7 Request to Start Shift for Non-MDT Crew

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher will start the Non-MDT Crew Shift.

15.8 Request to Update Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew is able to update the Shift details and make changes if necessary.

15.9 Update and Send Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile updates the Shift details and sends the information to the MWM Application for validation.

16.0 Receive Updated Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the updated Shift details.

16.1 Validate Updated Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the updated Shift details.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-CRSHFVAL

16.2 Update Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application updates the Shift details.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-SYNCHSHFT

Crew Logoff

This section includes detailed descriptions of the steps involved in the “Crew Logoff” portion of the “Process Emergency Activities” business process, including:

- **16.3 Request to Logoff MCP**
- **16.4 Logoff MCP**
- **16.5 Send Logoff Information**
- **16.6 Receive Logoff Information**
- **16.7 Transition Shift Status to Completed**

16.3 Request to Logoff MCP

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew requests to Logoff the MCP.

16.4 Logoff MCP

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile processes the Logoff request.

16.5 Send Logoff Information

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the Logoff request to the MWM Application.

Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-MCPSS_TRL M1-MCPSS-VAL M1-MCPFN-TSK M1-MCPSS-COM

16.6 Receive Logoff Information

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the Logoff request.

16.7 Transition Shift Status to Completed

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application transitions the Crew Shift status to Completed.

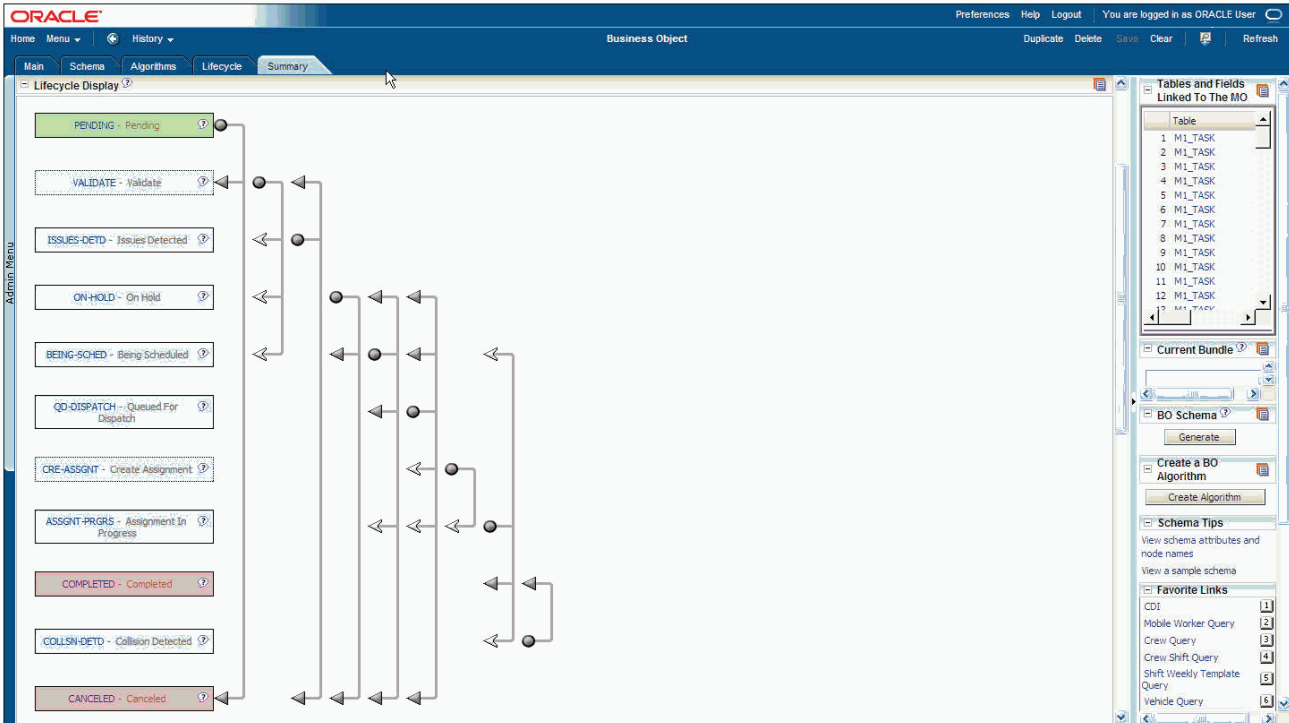
Entities to Configure

Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-FINALTASK M1-SHFTCOMPL M1-MCPSS-UPD

Business Object Lifecycles

Activity Lifecycle



Assignment Lifecycle

