

**Oracle Utilities Mobile Workforce
Management Release 2.0.1**

Utility Reference Model

5.3.2 MWM Manage Fieldworks

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Oracle Utilities Mobile Workforce Management, Release 2.0.1 Utility Reference Model 5.3.2

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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**
- **Business Process Model, Page 1**
- **Business Process Model, Page 2**

Brief Description

Business Process: 5.3.2 MWM Manage Fieldworks

Process Type: Process

Parent Process:

Sibling Processes:

The Manage Fieldworks business process describes how work in the field is managed and tracked for a utility company. This document describes the typical activities that takes place when a utility company identifies the need to perform fieldwork such as:

- Starting or stopping service for the customer
- Investigating troubles on premises or with the company's property or equipment, and fixing or replacing the equipment
- Providing regular maintenance for equipment
- Obtaining actual meter reads
- Disconnecting or reconnecting equipment based on credit and collection activities
- Restoring services as a part of disaster recovery activities
- Etc.

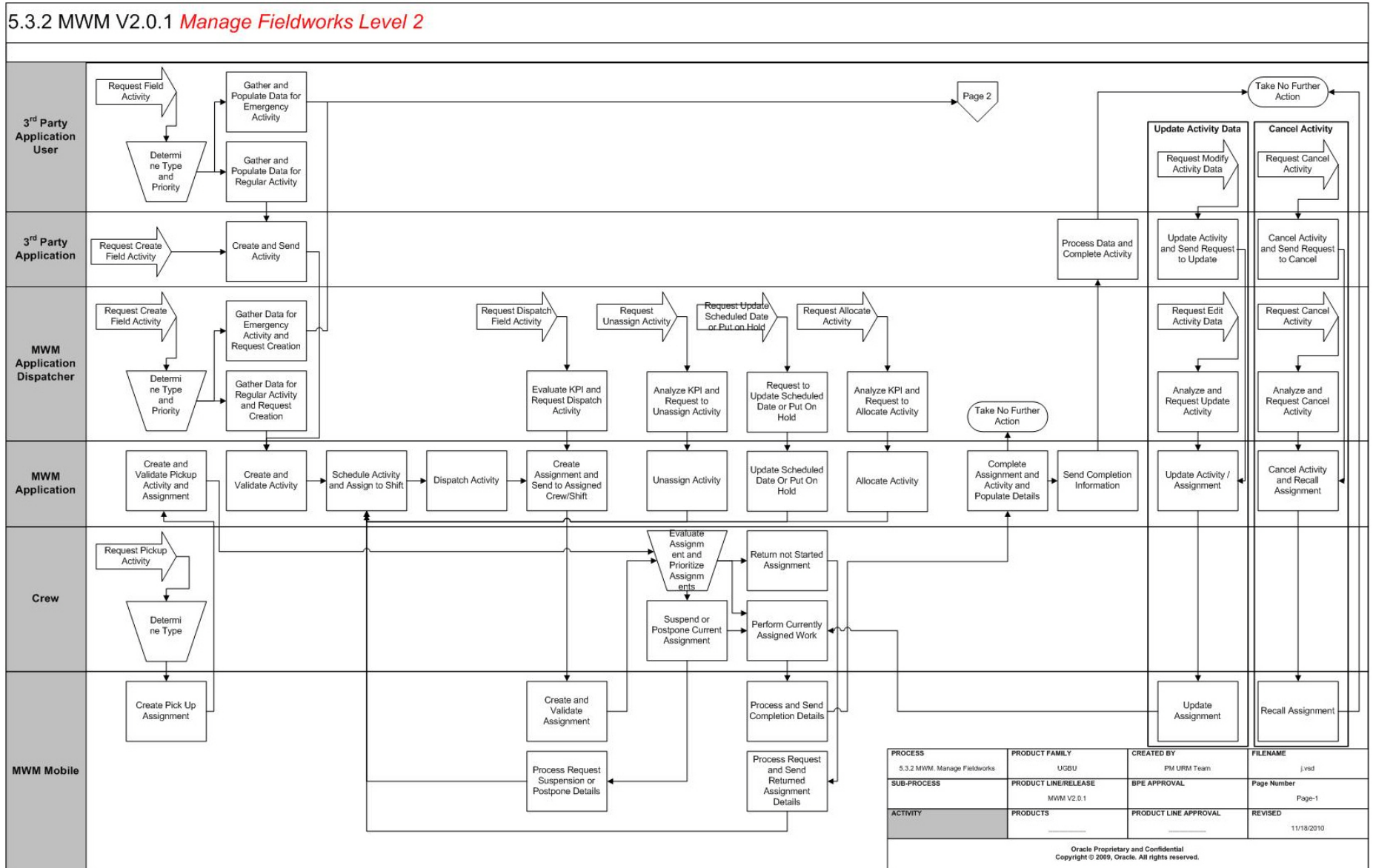
The Manage Fieldwork process represents day to day field operation activities, including processing regular scheduled Field Activities as well as Emergency Field Activities.

An authorized user of Oracle Utilities Mobile Workforce Management (MWM), a third-party application authorized user, or third-party application itself (typically a CIS or asset management application) can create an Activity that contains the required information and instructions. The user or application can then set up an appointment and schedule and dispatch the activity to make it available for the crew that performs the work.

In most situations this process is fully automated. However, the process is controlled by a dispatcher who uses MWM to monitor the workload and crew assignments, and who can modify the process and make decisions based on the current situation and specific business rules.

After receiving the assignment, the crew evaluates it and may decide to change the sequence or priority of assignments, return the assignment, or even generate a new Assignment (pickup Assignment) if additional work is done or needs to be done. After the fieldwork is completed by Field Operations, results are reported by the crew and recorded in MWM. They can be sent to the third-party application as well, if the Activity was initiated by that application.

Business Process Model, Page 1



Business Process Model, Page 2

5.3.2 MWM V2.0.1 *Manage Fieldworks Level 2*

