Oracle Utilities SGG V2.0.0 and MDM V2.0.1 Integrations

Utility Reference Model

5.6.3.3a SGG-MDM.Manage Device De-Commissioning (L+G)

May 2013

ORACLE

Oracle Utilities SGG V2.0.0 to MDM V2.0.1 Integration Utility Reference Model 5.6.3.3a

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Chapter 1

Overview

This chapter provides a brief description of the SGG-MDM.Manage Device De-Commissioning (L+G) business process and associated process diagrams. This includes:

- **Brief Description**

Brief Description

Business Process: 5.6.3.3a SGG-MDM.Manage Device De-Commissioning (L+G)

Process Type: Process

Parent Process: 5.6.3 SGG-MDM.Manage Devices

This process gets initiated when a 3rd Party Application (E.g. Customer Care and Billing Application), makes a request for a Device Decommission or a MDM or SGG Authorized User manually requests for a Device Decommission within SGG system. SGG initiates Device Decommission by communicating with respective L+G Head-End System which in turn sends acknowledgement response back to SGG.

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Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the SGG-MDM.Manage Device De-Commissioning (L+G) business process. This includes:

- **Business Process Diagrams**
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- **Business Objects Lifecycle**
  - **D1-DeviceDecommission**
  - **D3-MtrRmvNotifMultiSpeak**
  - **D1-CompletionEvent**

Business Process Diagrams

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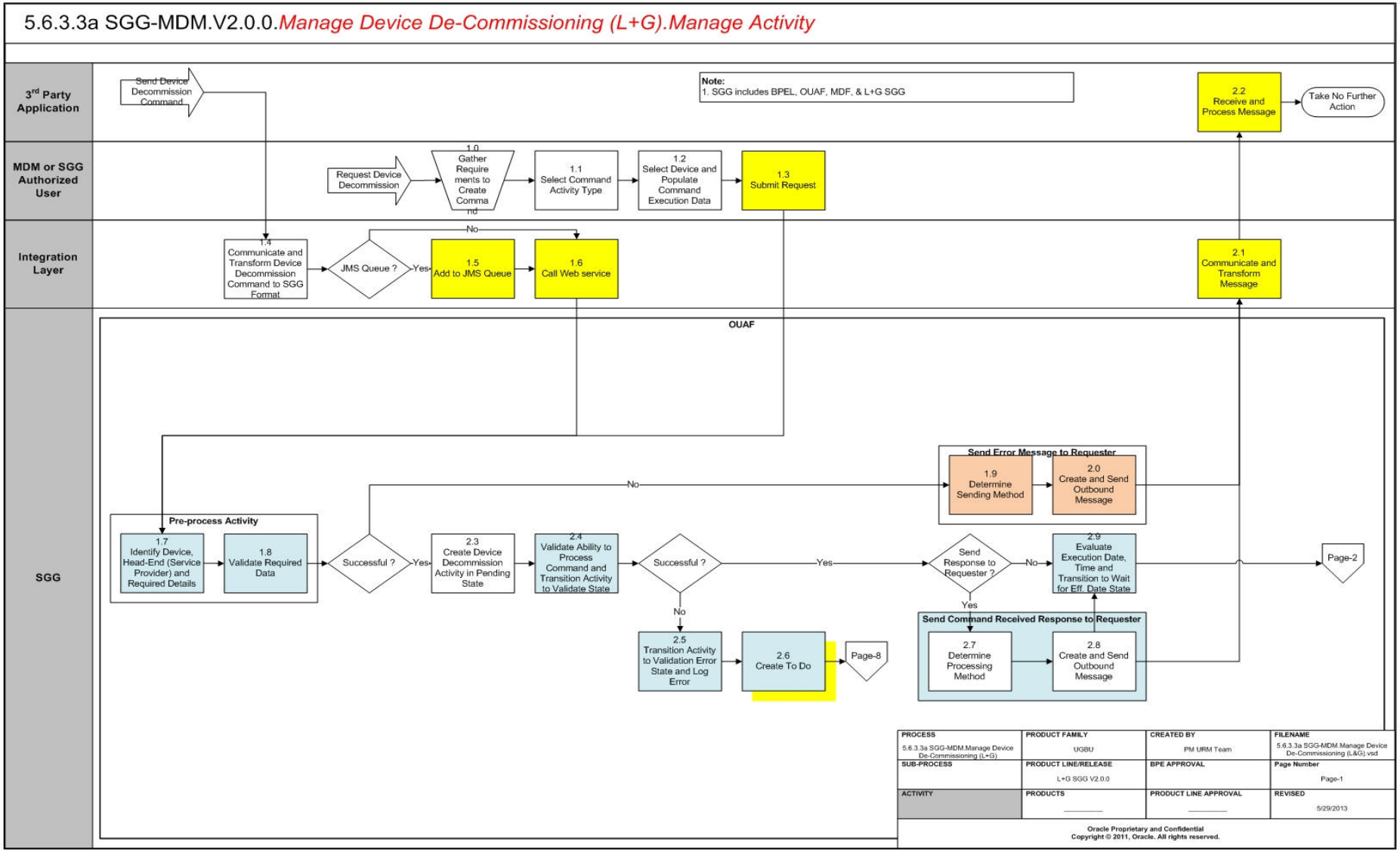

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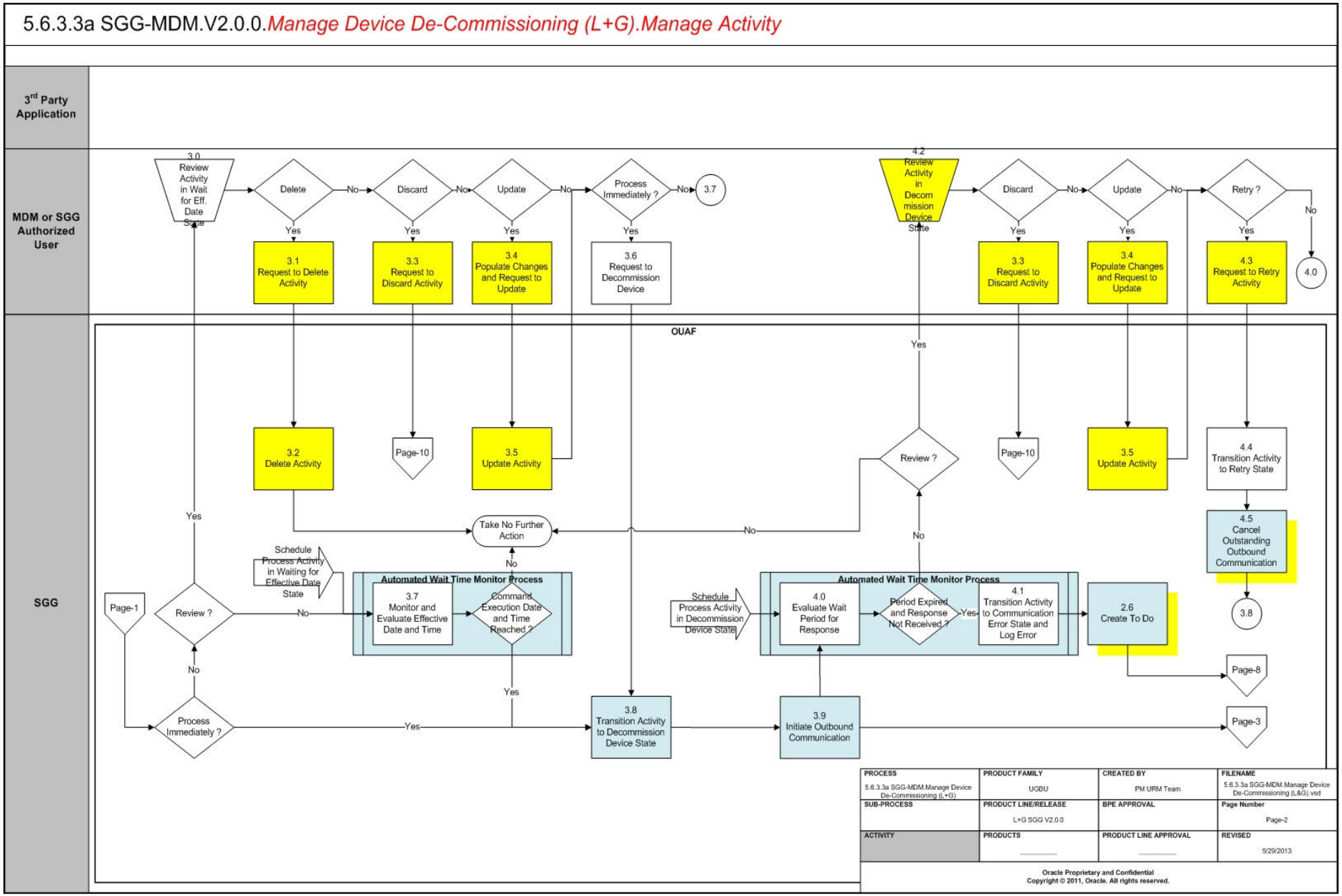
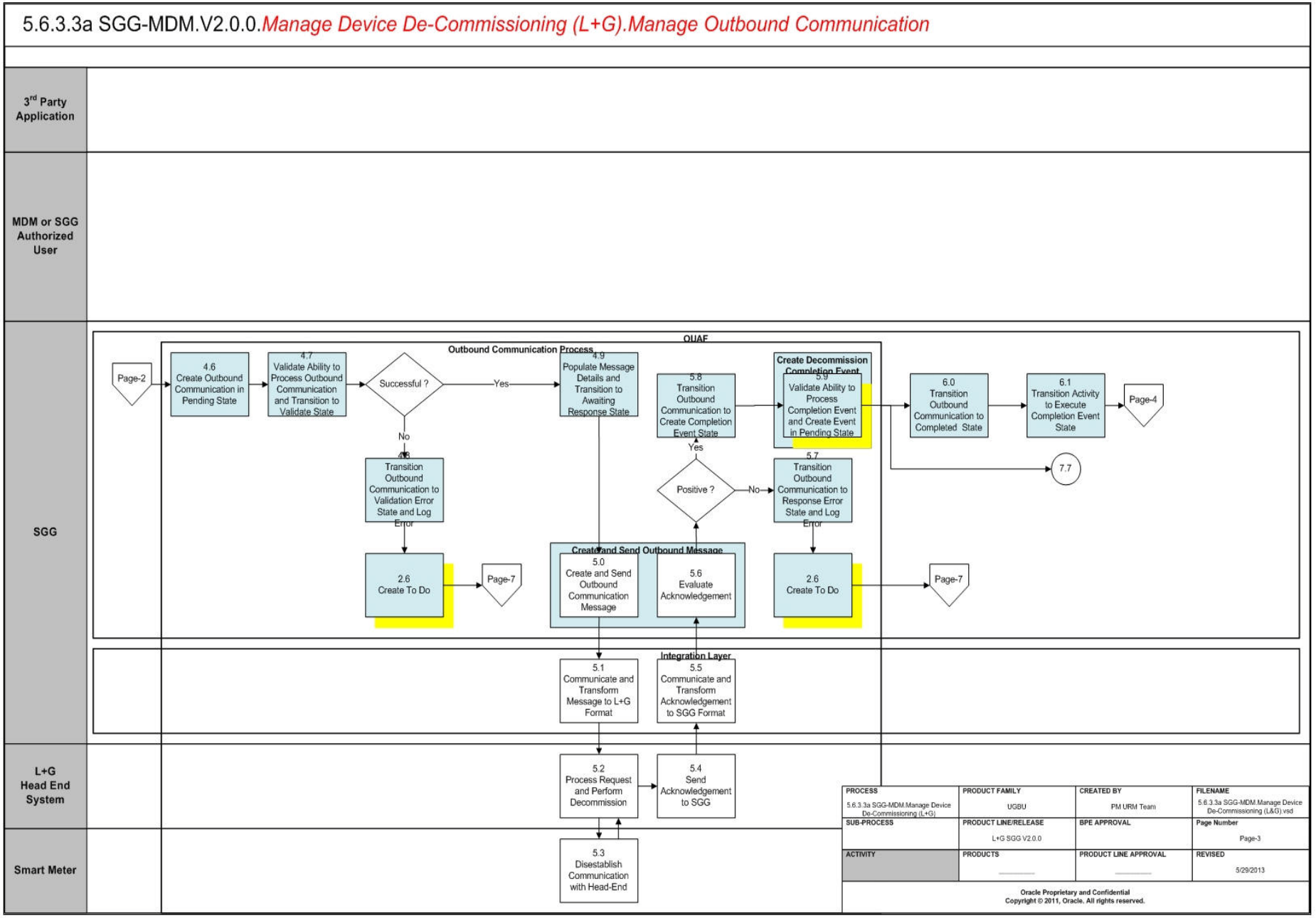
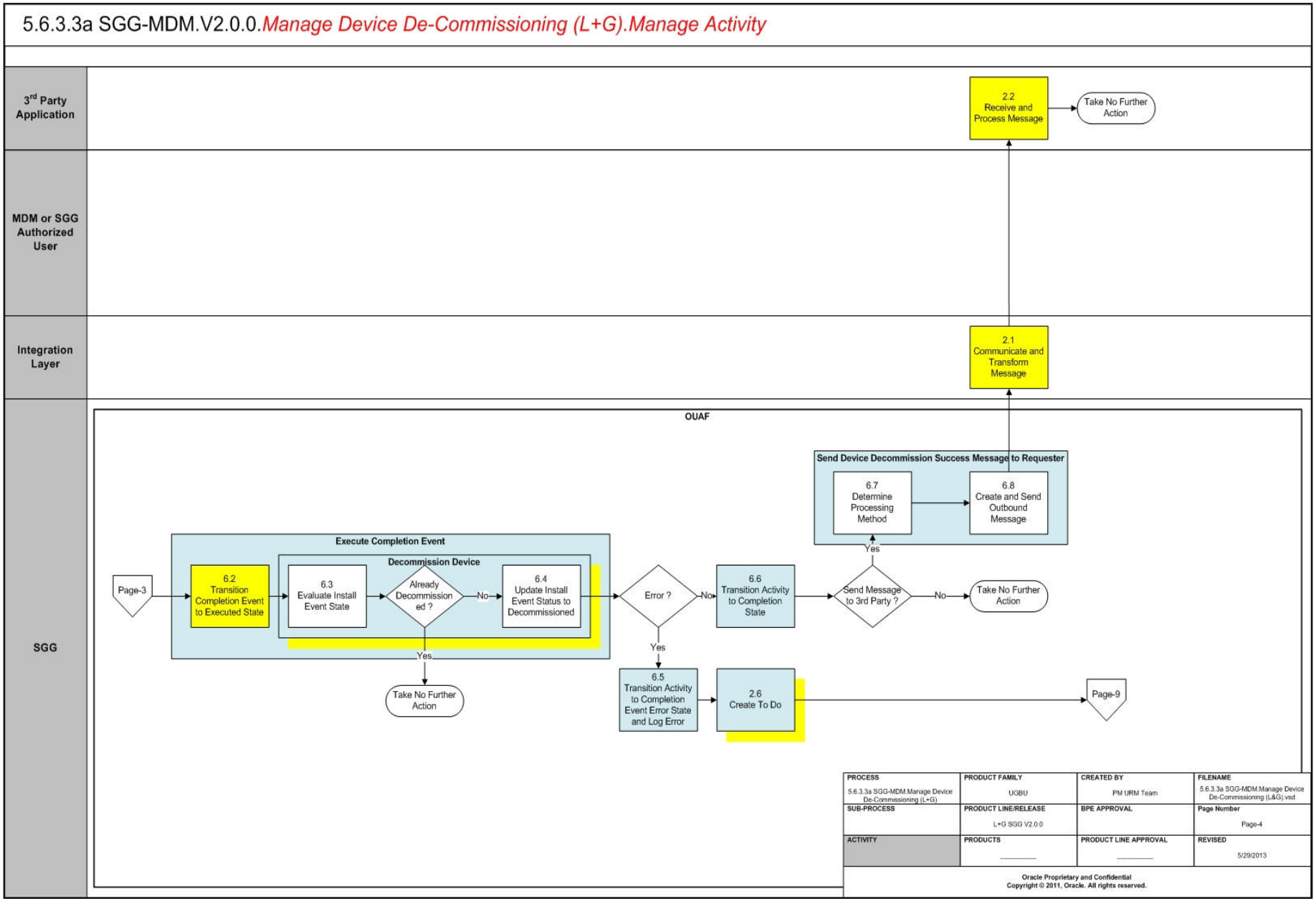


Manage Device De-Commissioning (L+G) Page 3



Manage Device De-Commissioning (L+G) Page 4



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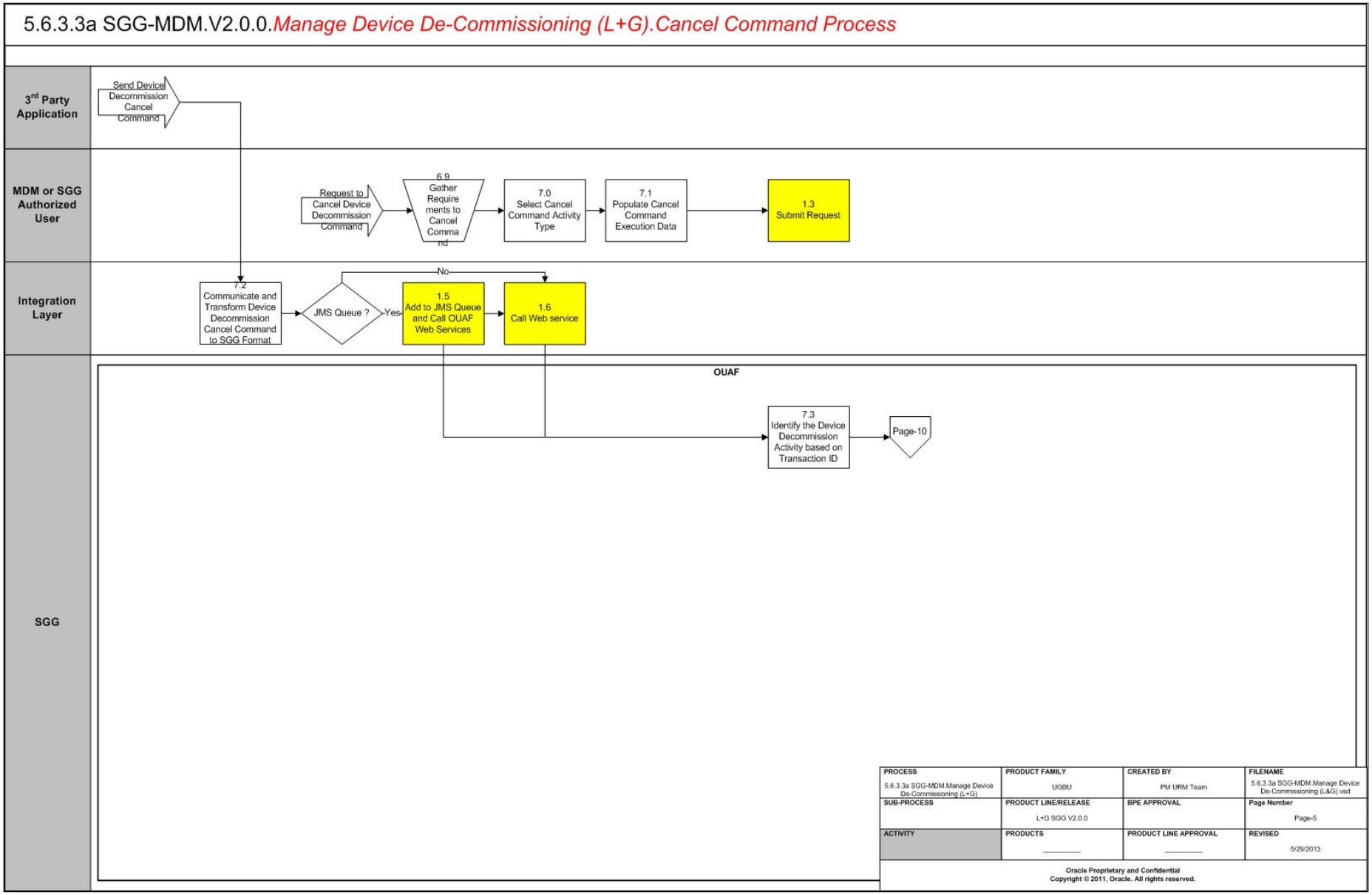

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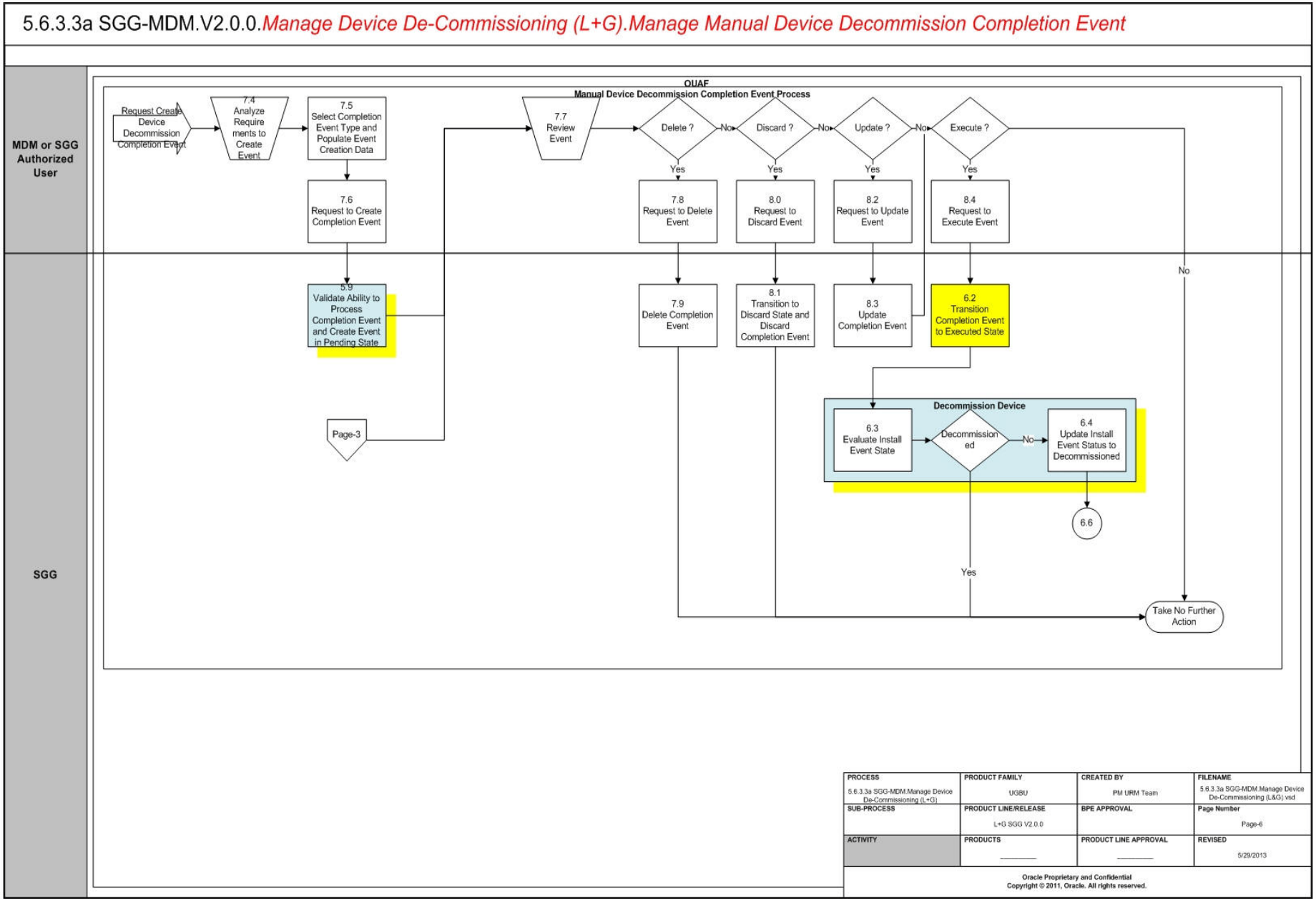

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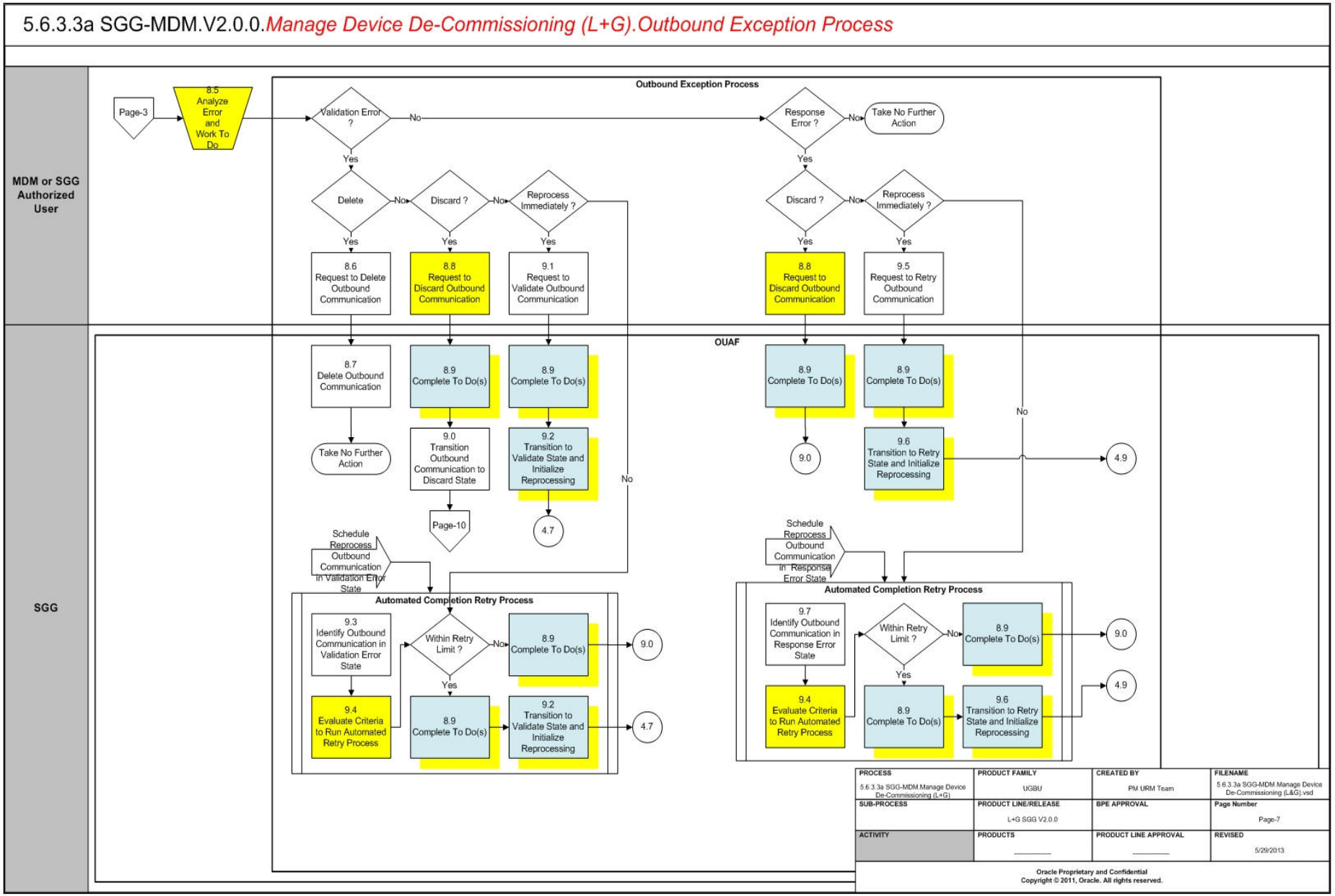

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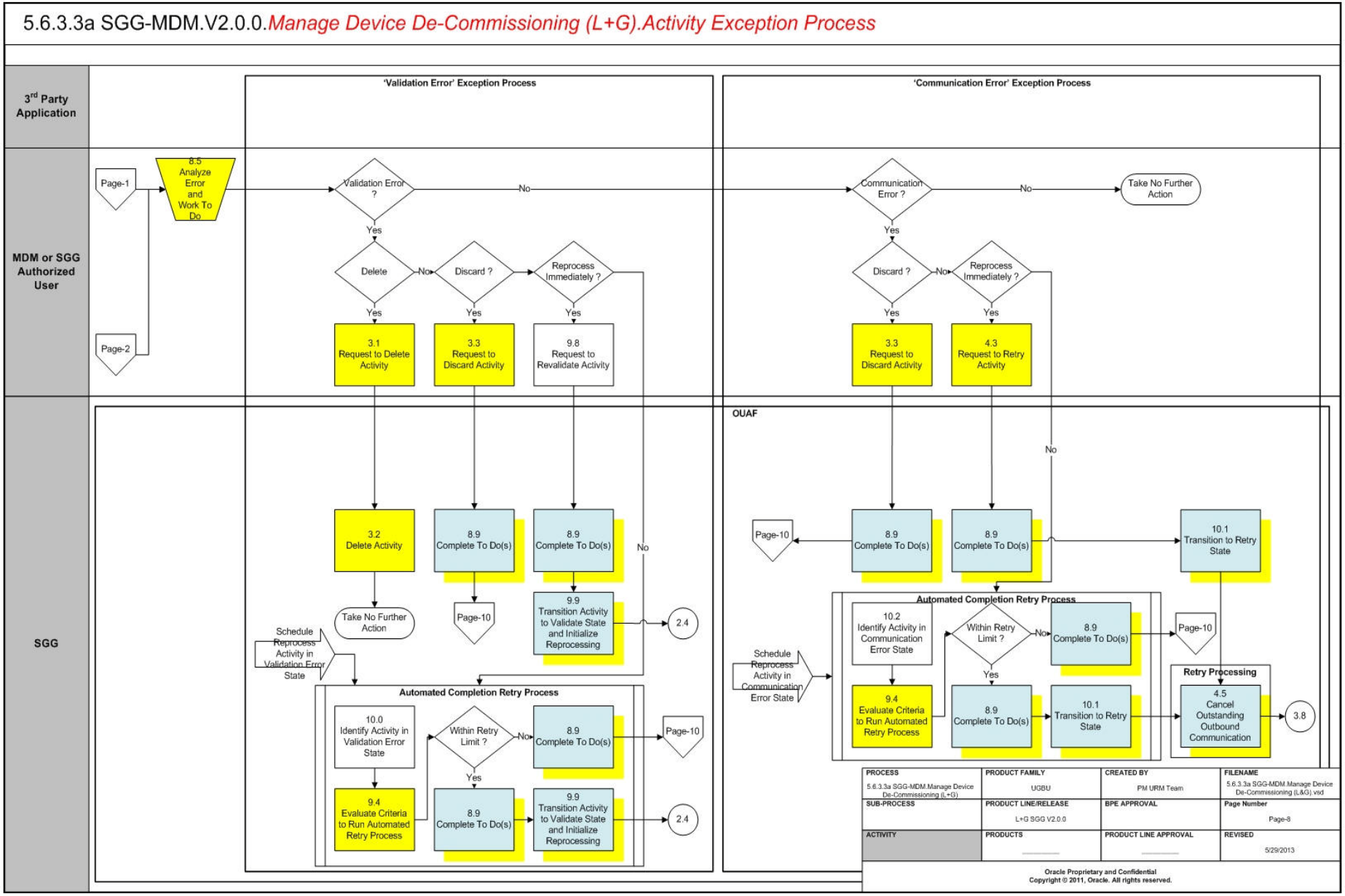

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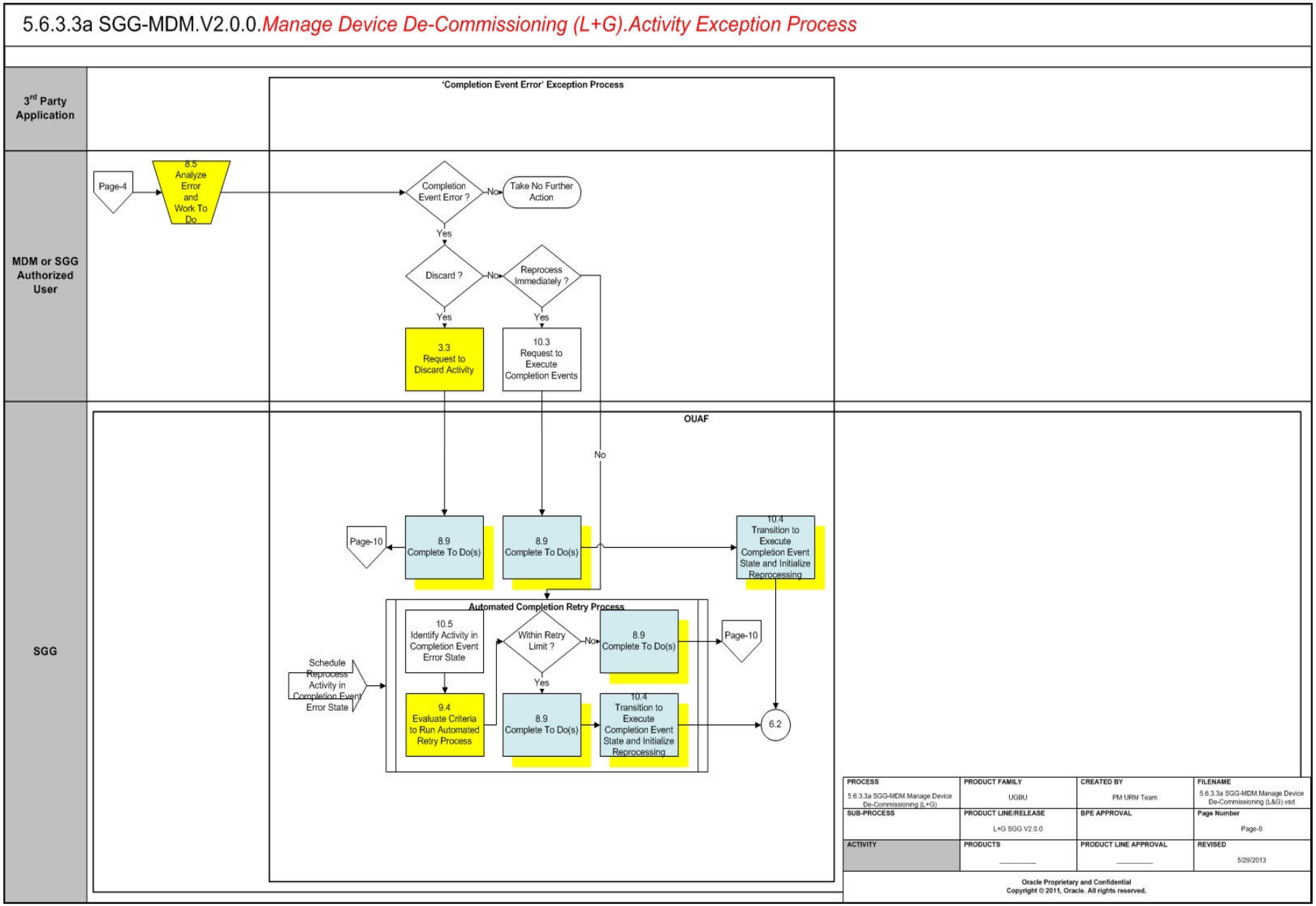
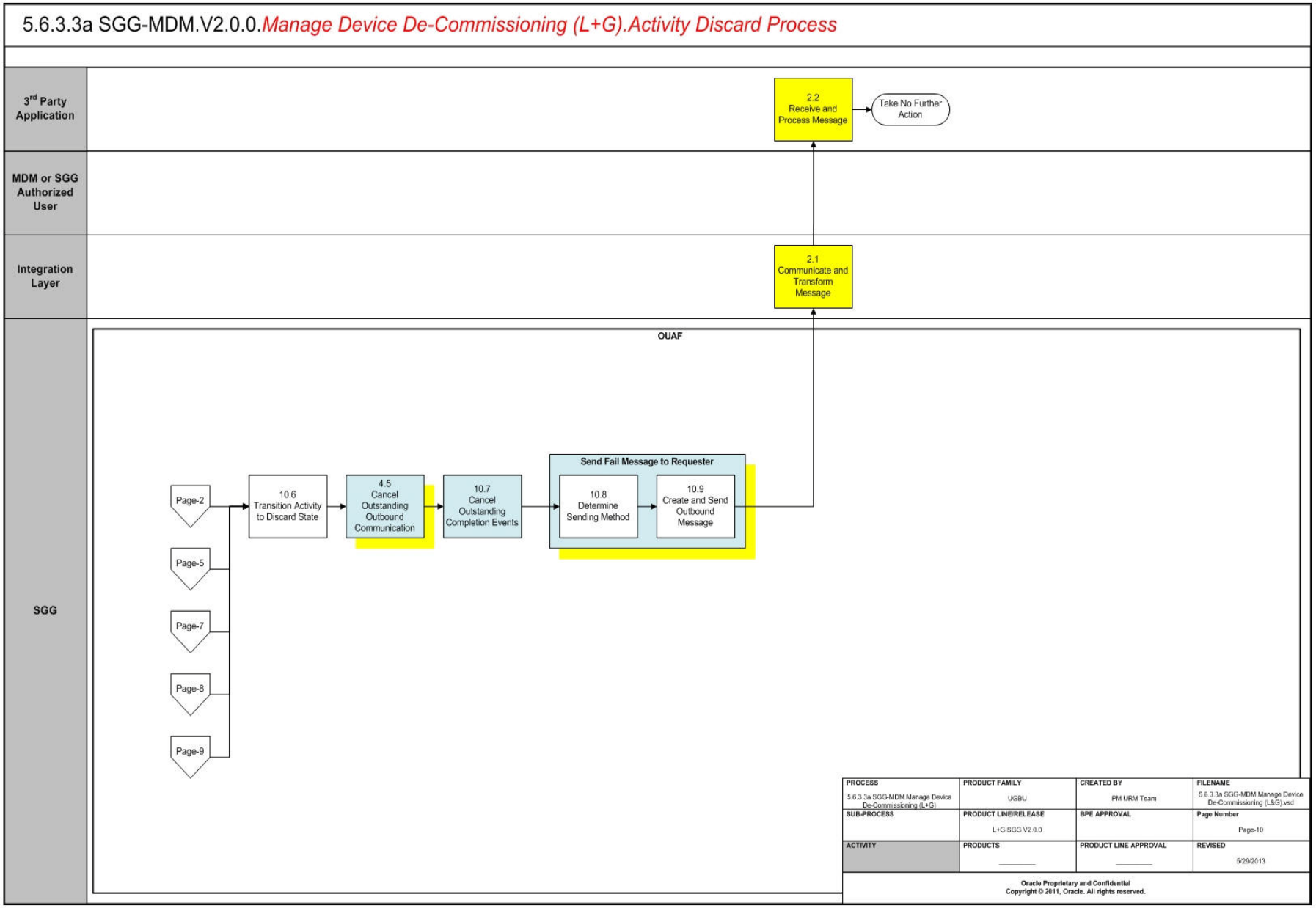


Manage Device De-Commissioning (L+G) Page 10



Manage Device De-Commissioning (L+G) Description

This section includes detailed descriptions of the steps involved in the SGG-MDM.Manage Device De-Commissioning (L+G) business process, including:

- **1.0 Gather Requirements to Create Command**
- **1.1 Select Command Activity Type**
- **1.2 Select Device and Populate Command Execution Data**
- **1.3 Submit Request**
- **1.4 Communicate and Transform Device Decommission Command to SGG Format**
- **1.5 Add to JMS Queue**
- **1.6 Call Web service**
- **1.7 Identify Device, Head-End (Service Provider) and Required Details**
- **1.8 Validate Required Data**
- **1.8 Validate Required Data**
- **1.9 Determine Sending Method**
- **2.1 Communicate and Transform Message**
- **2.2 Receive and Process Message**
- **2.3 Create Device Decommission Activity in Pending State**
- **2.4 Validate Ability to Process Command and Transition Activity to Validate State**
- **2.5 Transition Activity to Validation Error State and Log Error**
- **2.6 Create To Do**
- **2.7 Determine Processing Method**
- **2.8 Create and Send Outbound Message**
- **2.9 Evaluate Execution Date, Time and Transition to Wait for Eff. Date State**
- **3.0 Review Activity in Eff. Date State**
- **3.1 Request to Delete Activity**
- **3.2 Delete Activity**
- **3.3 Request to Discard Activity**
- **3.4 Populate Changes and Request to Update Activity**
- **3.5 Update Activity**
- **3.6 Request to Decommission Device**
- **3.7 Monitor and Evaluate Effective Date and Time**
- **3.8 Transition Activity to Decommission Device State**
- **3.9 Initiate Outbound Communication**
- **4.0 Evaluate Wait Period for Response**
- **4.1 Transition Activity to Communication Error State and Log Error**
- **4.2 Review Activity in Decommission Device State**
- **4.3 Request to Retry Activity**
- **4.4 Transition Activity to Retry State**

- **4.5 Cancel Outstanding Outbound Communication**
- **4.6 Create Outbound Communication in Pending State**
- **4.7 Validate Ability to Process Outbound Communication and Transition to Validate State**
- **4.8 Transition Outbound Communication to Validation Error State and Log Error**
- **4.9 Populate Message Details and Transition to Awaiting Response State**
- **5.0 Create and Send Outbound Communication Message**
- **5.1 Communicate and Transform Message to L+G Format**
- **5.2 Process Request and Perform Decommission**
- **5.3 Disestablish Communication with Head-End**
- **5.4 Send Acknowledgement to SGG**
- **5.5 Communicate and Transform Response to SGG Format**
- **5.6 Evaluate Acknowledgement**
- **5.7 Transition Outbound Communication to Response Error State and Log Error**
- **5.8 Transition Outbound Communication to Create Completion Event State**
- **5.9 Validate Ability to Process Completion Event and Create Event in Pending State**
- **6.0 Transition Outbound Communication to Completed State**
- **6.1 Transition Activity to Execute Completion Event State**
- **6.2 Transition Completion Event to Executed State**
- **6.3 Evaluate Install Event State**
- **6.4 Update Install Event Status to Decommissioned**
- **6.5 Transition Activity to Completion Event Error State and Log Error**
- **6.6 Transition Activity to Completion State**
- **6.7 Determine Processing Method**
- **6.8 Create and Send Outbound Message**
- **6.9 Gather Requirements to Cancel Command**
- **7.0 Select Cancel Command Activity Type**
- **7.1 Populate Cancel Command Execution Data**
- **7.2 Communicate and Transform Device Decommission Cancel Command to SGG Format**
- **7.3 Identify the Device Decommission Activity based on Transaction ID**
- **7.4 Analyze Requirements to Create Event**
- **7.5 Select Completion Event Type and Populate Event Creation Data**
- **7.6 Request to Create Completion Event**
- **7.7 Review Event**
- **7.8 Request to Delete Event**
- **7.9 Delete Completion Event**
- **8.0 Request to Discard Event**
- **8.1 Transition to Discard State and Discard Completion Event**

- **8.2 Request to Update Event**
- **8.3 Update Completion Event**
- **8.4 Request to Execute Event**
- **8.5 Analyze Error and Work To Do**
- **8.6 Request to Delete Outbound Communication**
- **8.7 Delete Outbound Communication**
- **8.8 Request to Discard Outbound Communication**
- **8.9 Complete To Do(s)**
- **9.0 Transition Outbound Communication to Discard State**
- **9.1 Request to Validate Outbound Communication**
- **9.2 Transition to Validate State and Initialize Reprocessing**
- **9.3 Identify Outbound Communication in Validation Error State**
- **9.4 Evaluate Criteria to Run Automated Retry Process**
- **9.5 Request to Retry Outbound Communication**
- **9.6 Transition to Retry State and Initialize Reprocessing**
- **9.7 Identify Outbound Communication in Response Error State**
- **9.8 Request to Revalidate Activity**
- **9.9 Transition Activity to Validate State and Initialize Reprocessing**
- **10.0 Identify Activity in Validation Error State**
- **10.1 Transition to Retry State**
- **10.2 Identify Activity in Communication Error State**
- **10.3 Request to Execute Completion Events**
- **10.4 Transition to Execute Completion Event State and Initialize Reprocessing**
- **10.5 Identify Activity in Completion Event Error State**
- **10.6 Transition Activity to Discard State**
- **10.7 Cancel Outstanding Completion Events**
- **10.8 Determine Sending Method**
- **10.9 Create and Send Outbound Message**

1.0 Gather Requirements to Create Command

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User analyzes requirements and gathers information required to create Device Decommission request.

1.1 Select Command Activity Type

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User selects Activity Type to create a Device Decommission command request.

Entities to Configure
Activity Type

1.2 Select Device and Populate Command Execution Data

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User selects the device and populates required data such as request effective and expiration dates, priority, etc. Authorized User also indicates if any existing Commissioning request needs to be checked before Decommissioning.

1.3 Submit Request

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User submits request using Device Decommissioning Manual Request screen.

Business Object(s)
D1-DeviceDecommission

1.4 Communicate and Transform Device Decommission Command to SGG Format

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Integration Layer

Description: Integration Layer facilitates the communication between the 3rd Party Application and the SGG Application. It receives the Device Decommission request, transforms, and converts the request into format compatible with SGG Application.

1.5 Add to JMS Queue

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Integration Layer

Description: Integration Layer adds the Device Decommission command request to JMS queue.

1.6 Call Web service

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Integration Layer

Description: Integration Layer calls web services to process the Device Decommission request.

1.7 Identify Device, Head-End (Service Provider) and Required Details

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Pre-process Activity

Actor/Role: SGG

Description: SGG initiates pre-processing of the Device Decommissioning request that came from 3rd Party Application. It attempts to read the request message and determines the Device for which the request is made, and the Head-End system that communicates with the device. It also identifies the Activity Type to be assigned for the Activity to be created.

Entities to Configure
Device
Head-End System (Service Provider)
Activity Type
To Do Type
To Do Role

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-CRAINFO (Command Request Activity Information) D1-DETACTTYP (Determine Activity Type) D1-DDR (Determine Device and Recipient)

1.8 Validate Required Data

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Pre-process Activity

Actor/Role: SGG

Description: SGG validates the availability and correctness of required information. Usually, system checks Requester information, Device information, Effective Date/Time and Expiration Date/Time, etc.

Entities to Configure
Device
3rd Party Application (Requester)

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-GINPVAL (Common Input Validation)

1.9 Determine Sending Method

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Send Error Message to Requester

Actor/Role: SGG

Description: SGG determines the method to send the error message to 3rd Party Application.

Note: Sending mechanism could be different and depends on Application landscape. Currently it is determined based on customer requirements.

2.0 Create and Send Outbound Message

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Group: Send Error Message to Requester

Actor/Role: SGG

Description: SGG creates the outbound message to be sent to the 3rd Party Application on error, and sends it based on the send method.

2.1 Communicate and Transform Message

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: Integration Layer

Description: Integration Layer receives the outbound message from SGG, transforms, and converts it into format compatible with 3rd Party Application.

2.2 Receive and Process Message

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: 3rd Party Application

Description: 3rd Party Application receives message from SGG and processes it.

2.3 Create Device Decommission Activity in Pending State

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG creates Device Decommission Activity in 'Pending' state.

Business Objects
D1-DeviceDecommission

2.4 Validate Ability to Process Command and Transition Activity to Validate State

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG validates ability to process Device Decommission request. Typically, system validates for Decommission status of Device, Ability of Head-End to support Device Decommission command, etc. User can also specify for system to check for any existing Decommissioning or Commissioning commands, before processing the current request.

Entities to Configure
Activity Type
Processing Method for Device Decommission

Business Objects	Available Algorithms
D1-DeviceDecommission	F1-AT-RQJ (Transition to Default Next Status (Java)) D1-VALACTTDI (Validate Activity Type and Transition to Error State If Invalid) D1-VALDVCNAD (Validate Device Not Already Decommissioned) D1-VHCPDCOMM (Validate Head-end's Capability to perform Decommission Device) D1-CACTDCOMM (Check for Existing Active Decommissioning Command Request) D1-CHKFCOMM (Check for Concurrent Commissioning Command Request)

2.5 Transition Activity to Validation Error State and Log Error

See **Manage Device De-Commissioning (L+G) Page 1** on page 2-2 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: If any error occurs during validations, SGG transitions the Activity to 'Validation Error' state and logs an error.

Business Objects
D1-DeviceDecommission

2.6 Create To Do

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: Once an error is logged, SGG creates a 'To Do' entry for the Authorized User.

Entities to Configure
To Do Type
To Do Role

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-CTDEBOE (Create To Do Entry for BO in Error)

2.7 Determine Processing Method

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Send Command Received Response to Requester

Actor/Role: SGG

Description: SGG determines the method of sending Acknowledgement to the 3rd Party Application.

Entities to Configure
Processing Role

Business Objects	Available Algorithms
D1-DeviceDecommission D1-OutboundMessage	D1-RRER (Send Received Response to External Requester)

2.8 Create and Send Outbound Message

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Group: Send Command Received Response to Requester

Actor/Role: SGG

Description: SGG creates the message and sends it based on the identified sending method.

Entities to Configure
Processing Role

Business Objects	Available Algorithms
D1-DeviceDecommission D1-OutboundMessage	D1-RRER (Send Received Response to External Requester)

2.9 Evaluate Execution Date, Time and Transition to Wait for Eff. Date State

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: If command's effective date and time is available, SGG uses it to determine execution date and time. If the Effective Date and Time is not available, SGG processes the Outbound Communication immediately. If effective Date and Time is in the future, System waits till then in 'Wait for Effective Date' state.

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-WAITEFFDT (Wait for Effective Date) F1-AT-RQJ (Transition to Default Next Status (Java))

3.0 Review Activity in Eff. Date State

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User reviews and analyzes the Activity.

Business Objects
D1-DeviceDecommission

3.1 Request to Delete Activity

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: If MDM or SGG Authorized User determines that the Activity is not required, Authorized User requests to delete Activity record.

Business Objects
D1-DeviceDecommission

3.2 Delete Activity

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG deletes the Activity.

Note: Once an Activity record is deleted it is permanently removed from the system and cannot be recovered. This option is not recommended for common business practice.

Business Objects
D1-DeviceDecommission

3.3 Request to Discard Activity

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: If MDM or SGG Authorized User determines that the Activity is not required, Authorized User requests to discard it. .

Business Objects
D1-DeviceDecommission

3.4 Populate Changes and Request to Update Activity

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User modifies Activity data and requests to perform appropriate updates.

Business Objects
D1-DeviceDecommission

3.5 Update Activity

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG updates the Activity with data populated by Authorized User.

Business Objects
D1-DeviceDecommission

3.6 Request to Decommission Device

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: If command's effective date and time is in the future and MDM or SGG Authorized User identifies the need to execute command immediately, Authorized User requests to initiate the command processing.

Business Objects
D1-DeviceDecommission

3.7 Monitor and Evaluate Effective Date and Time

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG periodically monitors to check if the command effective date and time has reached.

Customizable process
D1-CRWT (Command Request Wait - Monitor)

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-WAITEFFDT (Wait for Effective Date)

3.8 Transition Activity to Decommission Device State

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG transitions Activity to 'Decommission Device' state to initiate Outbound Communication when command effective date and time has reached. The other possible option of transition and initiation is when the Authorized User makes a manual request for Decommission Device.

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-WAITEFFDT (Wait for Effective Date)

3.9 Initiate Outbound Communication

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG determines the processing method for Device Decommission Outbound Communication and initiates the Outbound Communication process.

Entities to Configure
Outbound Communication Processing Method
Outbound Communication Type

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-CDCOBC (Create Decommission Outbound Communication for Activities)

4.0 Evaluate Wait Period for Response

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG periodically checks if the Activity expiration wait time configured for monitoring the Outbound Communication response has expired or not.

Customizable Processes
D1-CRWT (Command Request Wait - Monitor)

Entities to Configure
Activity Type

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-WTTMOUTEX (Wait Time Out - Transition to Exception)

4.1 Transition Activity to Communication Error State and Log Error

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: If the Activity wait time for Outbound Communication response has expired, SGG transitions the Activity to 'Communication Error' state and logs an error.

Entities to Configure
Activity Type

Business Objects
D1-DeviceDecommission

4.2 Review Activity in Decommission Device State

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User reviews and analyzes the Activity.

Business Objects
D1-DeviceDecommission

4.3 Request to Retry Activity

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User requests to recreate the Outbound Communication process.

Business Objects
D1-DeviceDecommission

4.4 Transition Activity to Retry State

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG transitions Activity to 'Retry' state.

Business Objects
D1-DeviceDecommission

4.5 Cancel Outstanding Outbound Communication

See **Manage Device De-Commissioning (L+G) Page 2** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG cancels any existing outstanding Outbound Communications.

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-COOC (Cancel Outstanding Outbound Communication)

4.6 Create Outbound Communication in Pending State

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: SGG

Description: SGG creates Device Decommission Outbound Communication in 'Pending' state.

Entities to Configure
Outbound Communication Processing Method
Outbound Communication Type

Business Objects	Available Algorithms
D1-DeviceDecommission **D3-MtrRmvNotifMultiSpeak**	D1-CDCOBC (Create Decommission Outbound Communication for Activities) D1-COMMINFO (Communication Information) D1-GDRFFPA (Default required fields from Parent Activity)

4.7 Validate Ability to Process Outbound Communication and Transition to Validate State

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: SGG

Description: SGG validates ability to process Outbound Communication. Typically, system checks for communication type.

Entities to Configure
Communication Type

Business Objects	Available Algorithms
D3-MtrRmvNotifMultiSpeak D3-MtrRmvNotifMultiSpkType	D1-VALCOMTP (Validate Communication Type) F1-AT-RQJ (Transition to Default Next Status (Java))

4.8 Transition Outbound Communication to Validation Error State and Log Error

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: SGG

Description: If any error occurs during validations, SGG transitions the Outbound Communication to 'Validation Error' state and logs an error.

Business Objects
D3-MtrRmvNotifMultiSpeak D3-MtrRmvNotifMultiSpkType

4.9 Populate Message Details and Transition to Awaiting Response State

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: SGG

Description: SGG transitions Outbound Communication to 'Awaiting Response' state and populates Device Decommission message details.

Business Objects	Available Algorithms
D3-MtrRmvNotifMultiSpeak D3-MtrRmvNotifMultiSpkType	D3-PMTRRNTSD (Populate Meter Remove Notification Send Detail)

5.0 Create and Send Outbound Communication Message

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Group: Create and Send Outbound Message

Actor/Role: SGG

Description: SGG creates Outbound Communication and sends it to L+G Head-End System.

Business Objects	Available Algorithms
D3-MtrRmvNotifMultiSpeak D3-MtrRmvNotifMultiSpkType	D3-CMSGMTRRN (Create Outbound Message for Meter Remove Notification)

5.1 Communicate and Transform Message to L+G Format

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Group: Integration Layer

Actor/Role: SGG

Description: Integration Layer of SGG facilitates the communication between the SGG and L+G Head-End System. It receives the Outbound Communication request, transforms, and converts the request into format compatible with L+G Head-End System.

5.2 Process Request and Perform Decommission

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: L+G Head-End System

Description: L+G Head-End System receives Device Decommission request from SGG and processes it.

Note: This is external and outside the Oracle SGG environment.

5.3 Disestablish Communication with Head-End

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: Smart Meter

Description: Communication is disestablished between Smart Meter Device and the Head-End System.

Note: This is external and outside the Oracle SGG environment.

5.4 Send Acknowledgement to SGG

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: L+G Head-End System

Description: L+G Head-End System, on receipt of Device Decommission request from SGG, analyzes and sends a real-time acknowledgement back to SGG.

5.5 Communicate and Transform Response to SGG Format

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Group: Integration Layer

Actor/Role: SGG

Description: Integration Layer of SGG facilitates the communication between the L+G Head-End System and SGG. It receives the synchronous acknowledge, transforms, and converts the acknowledgement into format compatible with SGG.

5.6 Evaluate Acknowledgement

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Group: Create and Send Outbound Message

Actor/Role: SGG

Description: SGG evaluates the acknowledgement and checks the success of sending Outbound Communication.

Business Objects	Available Algorithms
D3-MtrRmvNotifMultiSpeak D3-MtrRmvNotifMultiSpkType	D3-CMSGMTRRN (Create Outbound Message for Meter Remove Notification)

5.7 Transition Outbound Communication to Response Error State and Log Error

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: SGG

Description: If any error occurs during communication with Head-End system, SGG transitions the Outbound Communication to 'Response Error' state and logs an error.

Business Objects	Available Algorithms
D3-MtrRmvNotifMultiSpeak D3-MtrRmvNotifMultiSpkType	D3-CMSGMTRRN (Create Outbound Message for Meter Remove Notification)

5.8 Transition Outbound Communication to Create Completion Event State

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: SGG

Description: SGG transitions Outbound Communication to 'Create Completion Event' state.

Business Objects	Available Algorithms
D3-MtrRmvNotifMultiSpeak D3-MtrRmvNotifMultiSpkType	F1-AT-RQJ (Transition to Default Next Status (Java))

5.9 Validate Ability to Process Completion Event and Create Event in Pending State

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Group: Create Decommission Completion Event

Actor/Role: SGG

Description: SGG initiates to create the Decommission Completion Event in 'Pending' state. Prior to creating, SGG validates ability to process Completion Event. Typically, it checks for Completion Event, initiating Outbound Communication, etc.

Business Objects	Available Algorithms
D3-MtrRmvNotifMultiSpeak **D1-CompletionEvent** D1-DecommissionDevice	D3-CRDCOMPEV (Create Decommission Completion Event) D1-CEVTINFO (Completion Event - Information) D1-VALCEVT (Validate Completion Event) D1-VALOUTCOM (Validate Outbound Communication) D1-VALTRCEVT (Validate Transition Completion Events)

6.0 Transition Outbound Communication to Completed State

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Group: Outbound Communication Process

Actor/Role: SGG

Description: SGG transitions Outbound Communication to 'Completed' state.

Business Objects	Available Algorithms
D1-DeviceDecommission **D3-MtrRmvNotifMultiSpeak**	F1-AT-RQJ (Transition to Default Next Status (Java))

6.1 Transition Activity to Execute Completion Event State

See **Manage Device De-Commissioning (L+G) Page 3** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG transitions Activity to Execute Completion Event State.

Business Objects	Available Algorithms
D1-DeviceDecommission **D3-MtrRmvNotifMultiSpeak**	D1-UDCCFTPA (Update Decommission Completion Flag and Transition Parent Activity)

6.2 Transition Completion Event to Executed State

See **Manage Device De-Commissioning (L+G) Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Execute Completion Event

Actor/Role: SGG

Description: When the Activity is in 'Execute Completion Events' state, SGG transitions Completion Event to 'Executed' state.

Business Objects	Available Algorithms
D1-DeviceDecommission **D1-CompletionEvent** D1-DecommissionDevice	D1-EXCMPEVTS (Execute Completion Events)

6.3 Evaluate Install Event State

See **Manage Device De-Commissioning (L+G) Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Execute Completion Event

Actor/Role: SGG

Description: SGG evaluates the current status of Install Event.

Business Objects	Available Algorithms
D1-DeviceDecommission **D1-CompletionEvent** D1-DecommissionDevice	D1-DECMDEV (Decommission Device)

6.4 Update Install Event Status to Decommissioned

See **Manage Device De-Commissioning (L+G) Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Execute Completion Event

Actor/Role: SGG

Description: SGG updates the Install Event with 'Decommissioned' state.

Business Objects	Available Algorithms
D1-DeviceDecommission **D1-CompletionEvent** D1-DecommissionDevice	D1-DECMDEV (Decommission Device)

6.5 Transition Activity to Completion Event Error State and Log Error

See **Manage Device De-Commissioning (L+G) Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: If any errors occur during transitioning of Completion Event to 'Executed' state, SGG transitions Activity to 'Completion Event Error' state and logs an error.

Business Objects	Available Algorithms
D1-DeviceDecommission **D1-CompletionEvent** D1-DecommissionDevice	D1-EXCMPEVTS (Execute Completion Events)

6.6 Transition Activity to Completion State

See **Manage Device De-Commissioning (L+G) Page 4** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG transitions Activity to 'Completion' state.

Business Objects	Available Algorithms
D1-DeviceDecommission	F1-AT-RQJ (Transition to Default Next Status (Java))

6.7 Determine Processing Method

See **Manage Device De-Commissioning (L+G) Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Send Device Decommission Success Message to Requester

Actor/Role: SGG

Description: SGG determines the method of sending Device Decommission response to 3rd Party Application.

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-SRER (Send Success Response to External Requester)

6.8 Create and Send Outbound Message

See **Manage Device De-Commissioning (L+G) Page 4** on page 2-5 for the business process diagram associated with this activity.

Group: Send Device Decommission Success Message to Requester

Actor/Role: SGG

Description: SGG creates the message and sends it based on the identified method.

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-SRER (Send Success Response to External Requester)

6.9 Gather Requirements to Cancel Command

See **Manage Device De-Commissioning (L+G) Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User analyzes requirements and gathers information required to cancel Device Decommission command.

7.0 Select Cancel Command Activity Type

See **Manage Device De-Commissioning (L+G) Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User selects the Activity Type as 'Cancel Command' to cancel command request.

7.1 Populate Cancel Command Execution Data

See **Manage Device De-Commissioning (L+G) Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User populates the required data such as Parent Activity ID, Request expiration date, Recipient information, etc

7.2 Communicate and Transform Device Decommission Cancel Command to SGG Format

See **Manage Device De-Commissioning (L+G) Page 5** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: Integration Layer

Description: Integration Layer facilitates the communication between the 3rd Party Application and the SGG Application. It receives the Cancel Command request, transforms, and converts the request into format compatible with SGG Application.

7.3 Identify the Device Decommission Activity based on Transaction ID

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG identifies the Device Decommission Activity to cancel based on the transaction ID, which was created in SGG when the request originally came from 3rd Party Application and sent later to 3rd Party Application. However, in case of manual request from Authorized User, the Device Decommission Activity is identified based on the manual selection while populating the required data for cancel command request.

7.4 Analyze Requirements to Create Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User analyzes requirements and gathers information required to create 'Device Decommission' Completion Event.

Note: In general, creating Completion Event manually is not the practical business practice.

7.5 Select Completion Event Type and Populate Event Creation Data

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User selects the Event Type as 'Device Decommissioning' Completion Event and populates the required data.

7.6 Request to Create Completion Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User makes a request to SGG to create a 'Device Decommissioning' Completion Event.

7.7 Review Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User can review and analyze the 'Device Decommissioning' Completion Event created.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

7.8 Request to Delete Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: If MDM or SGG Authorized User determines that the 'Device Decommissioning' Completion Event is not required, Authorized User requests to delete it.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

7.9 Delete Completion Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: SGG

Description: SGG deletes the 'Device Decommissioning' Completion Event.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

8.0 Request to Discard Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: If MDM or SGG Authorized User determines that the 'Device Decommissioning' Completion Event is not required, Authorized User requests to discard it.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

8.1 Transition to Discard State and Discard Completion Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: SGG

Description: SGG transitions 'Device Decommissioning' Completion Event to 'Discard' state.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

8.2 Request to Update Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User modifies 'Device Decommissioning' Completion Event data and requests to perform appropriate updates.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

8.3 Update Completion Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: SGG

Description: SGG updates the 'Device Decommissioning' Completion Event with data populated by Authorized User.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

8.4 Request to Execute Event

See **Manage Device De-Commissioning (L+G) Page 6** on page 2-7 for the business process diagram associated with this activity.

Group: Manual Device Decommission Completion Event Process

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User requests to transition 'Device Decommissioning' Completion Event to 'Executed' state.

Business Objects
D1-CompletionEvent
D1-DecommissionDevice

8.5 Analyze Error and Work To Do

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MDM or SGG Authorized User

Description: MDM or SGG Authorized User analyzes the error logged and respective To Do created to determine the corrective action and perform work.

8.6 Request to Delete Outbound Communication

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: MDM or SGG Authorized User

Description: If MDM or SGG Authorized User determines that the Outbound Communication is not required, Authorized User can request to delete it.

Business Objects
D1-DeviceDecommission
D3-MtrRmvNotifMultiSpeak

8.7 Delete Outbound Communication

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: SGG deletes Outbound Communication from the system.

Business Objects
D1-DeviceDecommission
D3-MtrRmvNotifMultiSpeak

8.8 Request to Discard Outbound Communication

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: MDM or SGG Authorized User

Description: If MDM or SGG Authorized User determines that the Outbound Communication is not required, Authorized User can request SGG to discard it.

Business Objects
D1-DeviceDecommission
D3-MtrRmvNotifMultiSpeak

8.9 Complete To Do(s)

See **Manage Device De-Commissioning (L+G) Page 10** on page 2-11 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: SGG finds all non-completed To Do entries and completes them.

Business Objects	Available Algorithms
D1-DeviceDecommission **D3-MtrRmvNotifMultiSpeak**	D1-GTDCBO (Generic To Do Completion for BOs)

9.0 Transition Outbound Communication to Discard State

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: SGG transitions Outbound Communication to 'Discard' state.

Business Objects	Available Algorithms
D1-DeviceDecommission **D3-MtrRmvNotifMultiSpeak**	D1-TPATOF (Transition Parent Activity To Failed)

9.1 Request to Validate Outbound Communication

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: MDM or SGG Authorized User

Description: If Authorized User wants to reprocess the Outbound Communication, Authorized User can request to validate it.

9.2 Transition to Validate State and Initialize Reprocessing

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: SGG transitions Outbound Communication to 'Validate' state and initializes reprocessing.

Business Objects
D1-DeviceDecommission
D3-MtrRmvNotifMultiSpeak

9.3 Identify Outbound Communication in Validation Error State

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: SGG identifies Outbound Communication in 'Validation Error' state.

Customizable Processes
D1-OCERR (Outbound Communication Error - Retry)

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-RBOE (Retry BO in Error)
D3-MtrRmvNotifMultiSpeak	

9.4 Evaluate Criteria to Run Automated Retry Process

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: SGG evaluates criteria to run automated retry process. A Batch process is configured for this.

Note: If Business requires different criteria to retry the process, those criteria could be configured in parameter section of batch process.

Customizable Processes
D1-OCERR (Outbound Communication Error - Retry)
D1-CRERR (Command Request Error - Retry)

Business Objects
D1-DeviceDecommission
D3-MtrRmvNotifMultiSpeak

9.5 Request to Retry Outbound Communication

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: If MDM or SGG Authorized User determines to reinitiate the Outbound Communication from the beginning, Authorized User can request to retry.

Business Objects
D1-DeviceDecommission
D3-MtrRmvNotifMultiSpeak

9.6 Transition to Retry State and Initialize Reprocessing

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: MDM or SGG Authorized User

Description: SGG transitions the Outbound Communication 'Retry' state.

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-RBOE (Retry BO in Error)
D3-MtrRmvNotifMultiSpeak	

9.7 Identify Outbound Communication in Response Error State

See **Manage Device De-Commissioning (L+G) Page 7** on page 2-8 for the business process diagram associated with this activity.

Group: Outbound Exception Process

Actor/Role: SGG

Description: SGG identifies Outbound Communication in 'Response Error' state.

Customizable Processes
D1-OCERR (Outbound Communication Error - Retry)

Business Objects
D1-DeviceDecommission
D3-MtrRmvNotifMultiSpeak

9.8 Request to Revalidate Activity

See **Manage Device De-Commissioning (L+G) Page 8** on page 2-9 for the business process diagram associated with this activity.

Group: 'Validation Error' Exception Process

Actor/Role: MDM or SGG Authorized User

Description: If Authorized User wants to reprocess the Activity, can request to validate it.

Business Objects
D1-DeviceDecommission

9.9 Transition Activity to Validate State and Initialize Reprocessing

See **Manage Device De-Commissioning (L+G) Page 8** on page 2-9 for the business process diagram associated with this activity.

Group: 'Validation Error' Exception Process

Actor/Role: SGG

Description: SGG transitions Activity to 'Validate' state and initializes reprocessing.

Business Objects
D1-DeviceDecommission

10.0 Identify Activity in Validation Error State

See **Manage Device De-Commissioning (L+G) Page 8** on page 2-9 for the business process diagram associated with this activity.

Group: 'Validation Error' Exception Process

Actor/Role: SGG

Description: SGG identifies Activity in 'Validation Error' state

Customizable Processes
D1-CRERR (Command Request Error - Retry)

Business Objects
D1-DeviceDecommission

10.1 Transition to Retry State

See **Manage Device De-Commissioning (L+G) Page 8** on page 2-9 for the business process diagram associated with this activity.

Group: 'Communication Error' Exception Process

Actor/Role: SGG

Description: SGG transitions Activity to 'Retry' state.

Business Objects
D1-DeviceDecommission

10.2 Identify Activity in Communication Error State

See **Manage Device De-Commissioning (L+G) Page 9** on page 2-10 for the business process diagram associated with this activity.

Group: 'Communication Error' Exception Process

Actor/Role: SGG

Description: SGG identifies Activity in 'Communication Error' state.

Customizable Processes
D1-CRERR (Command Request Error - Retry)

Business Objects
D1-DeviceDecommission

10.3 Request to Execute Completion Events

See **Manage Device De-Commissioning (L+G) Page 9** on page 2-10 for the business process diagram associated with this activity.

Group: 'Completion Event Error' Exception Process

Actor/Role: SGG

Description: If Authorized User wants to reprocess the Activity, Authorized User requests SGG to Execute Completion Events

Business Objects
D1-DeviceDecommission

10.4 Transition to Execute Completion Event State and Initialize Reprocessing

See **Manage Device De-Commissioning (L+G) Page 9** on page 2-10 for the business process diagram associated with this activity.

Group: 'Completion Event Error' Exception Process

Actor/Role: SGG

Description: SGG transitions Activity to 'Execute Completion Event' state and initializes reprocessing.

Business Objects
D1-DeviceDecommission

10.5 Identify Activity in Completion Event Error State

See **Manage Device De-Commissioning (L+G) Page 10** on page 2-11 for the business process diagram associated with this activity.

Group: 'Completion Event Error' Exception Process

Actor/Role: SGG

Description: SGG identifies Activity in 'Completion Event Error' state.

Business Objects
D1-DeviceDecommission

10.6 Transition Activity to Discard State

See **Manage Device De-Commissioning (L+G) Page 10** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: SGG transitions Activity to 'Discard' state indicating that it cannot be used further. However it remains in the system.

Business Objects
D1-DeviceDecommission

10.7 Cancel Outstanding Completion Events

See **Manage Device De-Commissioning (L+G) Page 10** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: SGG

Description: When Activity is discarded, SGG cancels any existing outstanding Completion Events.

Customizable Processes
D1-COCE (Cancel Outstanding Completion Events)

Business Objects
D1-DeviceDecommission

10.8 Determine Sending Method

See **Manage Device De-Commissioning (L+G) Page 10** on page 2-11 for the business process diagram associated with this activity.

Group: Send Fail Message to Requester

Actor/Role: SGG

Description: SGG determines the method of sending command fail message to 3rd Party Application.

Business Objects	Available Algorithms
D1-DeviceDecommission	D1-FRER (Send Fail Response to External Requester)

10.9 Create and Send Outbound Message

See **Manage Device De-Commissioning (L+G) Page 10** on page 2-11 for the business process diagram associated with this activity.

Group: Send Fail Message to Requester

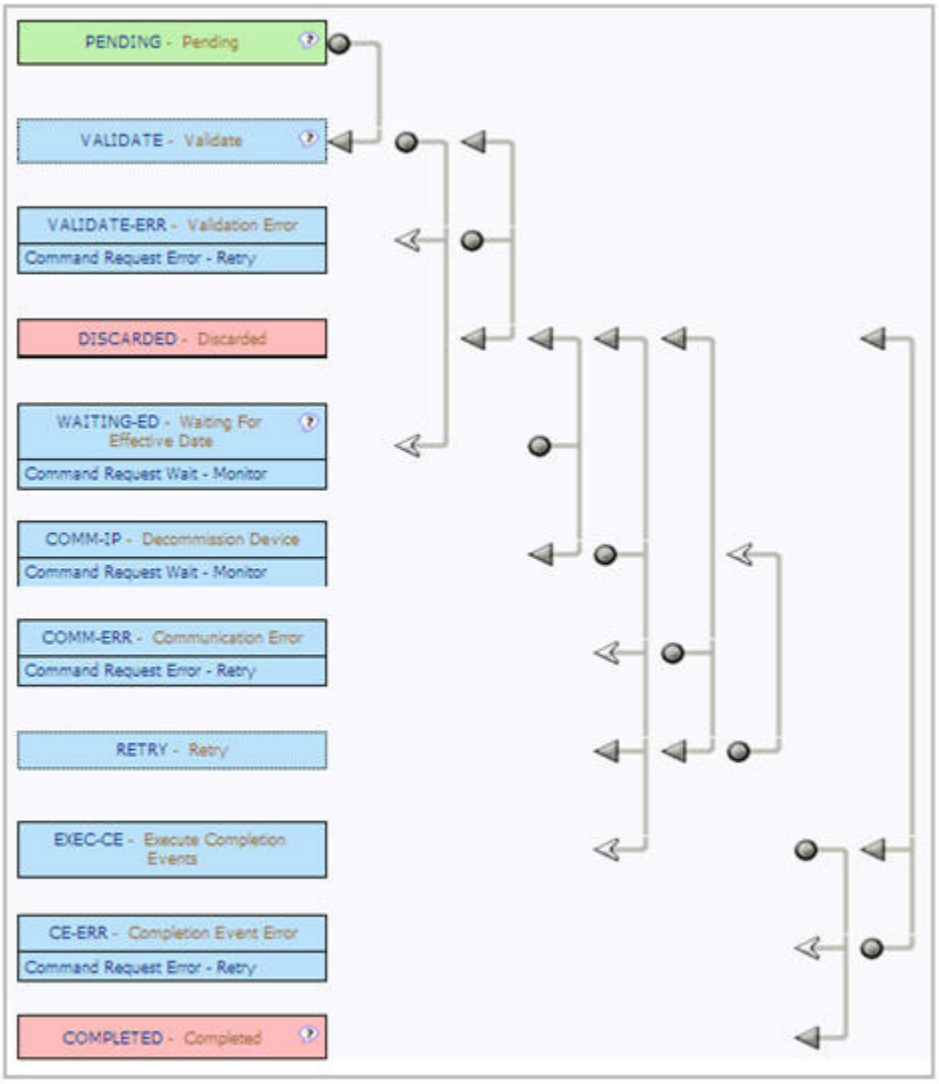
Actor/Role: SGG

Description: SGG creates the message and sends it based on the identified method.

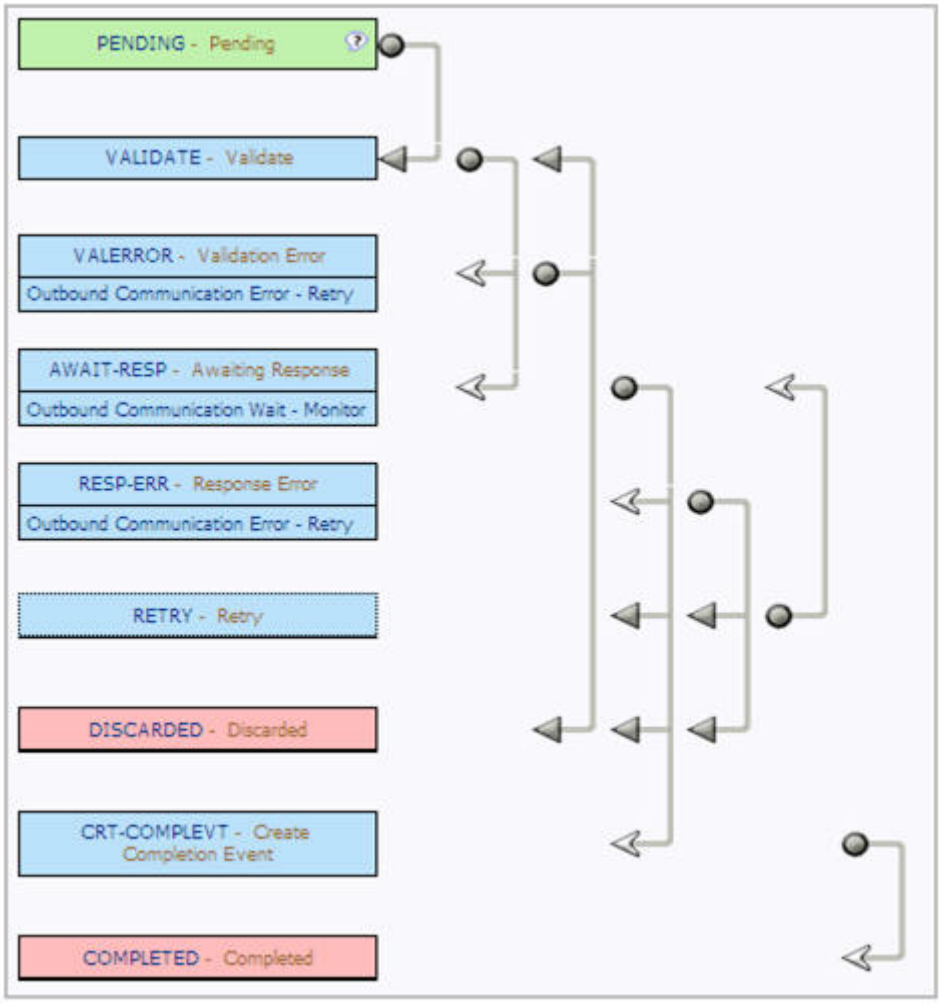
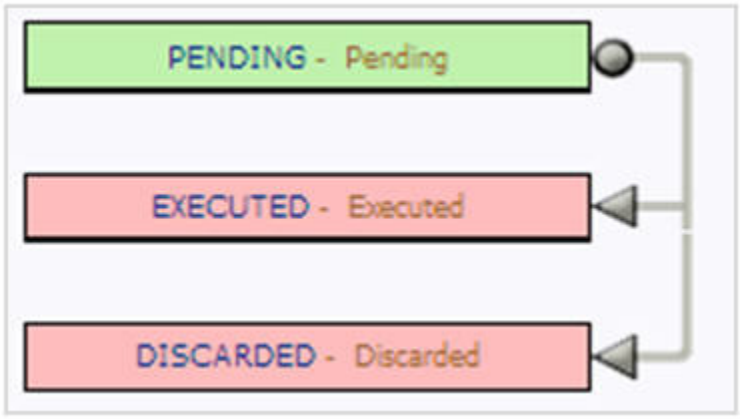
Business Objects	Available Algorithms
D1-DeviceDecommission	D1-FRER (Send Fail Response to External Requester)

Business Objects Lifecycle

D1-DeviceDecommission



D3-MtrRmvNotifMultiSpeak



D1-CompletionEvent