C2M.CCB v2.6

3.3.2.3 Stop Premise Based Service

Creation Date: March 8, 2009
Last Updated: February 15, 2018
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### Brief Description

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</tr>
</thead>
<tbody>
<tr>
<td>Process Type:</td>
<td>Sub Process</td>
</tr>
<tr>
<td>Parent Process:</td>
<td>3.3.2 C2M.CCB.Manage Service Agreement</td>
</tr>
<tr>
<td>Sibling Processes:</td>
<td>3.3.3.1 C2M.CCB.Refund Deposit, 3.4.4.3a C2M.CCB.Cancel Budget, 3.4.4.3b C2M.CCB. Expire Non-Billed Budget, 4.2.2 C2M.CCB. Manage Bill, 4.3.1.1 C2M.CCB. Manage Payments, 4.3.2.1 C2M.CCB. Manage Collection Process, 4.3.2.2 C2M.CCB. Manage Severance Process, 3.3.2.1 C2M.CCB. Start Premise Based Service, 3.3.6.3 C2M.CCB. Stop Premise Based Service for Landlord-Tenant</td>
</tr>
</tbody>
</table>

This process describes the typical Stop Service processing for a service related to Service Points. In the Stop Service process, the relationship with the Customer’s service at the given Service Point is terminated.

The request to Stop Service could result from a:

- Customer request, if for example the Customer is moving out.
- Start Service for a new or existing Customer where a Stop Service is created automatically. Refer to 3.3.2.1 C2M.CBB.Start Premise Based Service for details.
- A cut for non-payment. Refer to 4.3.2.2 C2M.CCB.Manage Severance Process for details.

This process also covers reactivation and reinstatement of closed Service Agreements.
Business Process Model  Page 1

3.3.2.3 C2M.CCB v2.6 Stop Premise Based Service

Customer

<table>
<thead>
<tr>
<th>Exception Processing</th>
<th>Request for Stop Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CSR or Authorized User

<table>
<thead>
<tr>
<th>1.0 Search for Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Analysis Pending Stop Service for Landlord-Tenant</td>
</tr>
<tr>
<td>1.2 Request Update SA Information</td>
</tr>
<tr>
<td>1.3 Update SA Information</td>
</tr>
<tr>
<td>1.4 C2M.CCB.v2.6 Stop Premise Based Service for Landlord-Tenant</td>
</tr>
<tr>
<td>1.5 Update Usage Subscription</td>
</tr>
<tr>
<td>1.6 Update Usage Subscription</td>
</tr>
<tr>
<td>1.7 Request Stop Service Information and Contact Details</td>
</tr>
<tr>
<td>1.8 Record Future Contract Details</td>
</tr>
<tr>
<td>1.9 Transition Service Agreement to Pending Stop</td>
</tr>
<tr>
<td>1.10 Request Update SA Stop Information</td>
</tr>
<tr>
<td>1.11 Analyze Pending Stop Service for Landlord-Tenant</td>
</tr>
<tr>
<td>1.12 Request Update SA Stop Information</td>
</tr>
</tbody>
</table>

C2M (CCB)

| 5.2.2.1 C2M.CCB.v2.6 Stop Premise Based Service |
| 5.2.2.2 C2M.CCB.v2.6 Stop Premise Based Service for Landlord-Tenant |
| 5.2.2.3 C2M.CCB.v2.6 Stop Premise Based Service for Landlord-Tenant |

C2M (MDM)

| 5.2.2.1 C2M.CCB.v2.6 Stop Premise Based Service |
| 5.2.2.2 C2M.CCB.v2.6 Stop Premise Based Service for Landlord-Tenant |
| 5.2.2.3 C2M.CCB.v2.6 Stop Premise Based Service for Landlord-Tenant |

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3.3.2.3 C2M.CCB.v2.6 Stop Premise Based Service

Business Process Model  Page 2

3.3.2.3 C2M.CCB.v2.6 Stop Premise Based Service

Customer

CSR or Authorized User

C2M (CCB)

C2M (MDM)

Activity Pending Start/Stop SA

2.2 Create To Do Entry

2.1 Stop Service Agreement

Exception?

2.4 Update Person and Account Contact Details

2.5 Service Agreement Form Non-Billed Budget

2.6 Remove Service Agreement From Collection Process

2.7 Last Covered SA?

3.1 C2M-COB Refund Deposit

3.2 C2M-COB Cancel Budget

3.3 Stop Non Premise Based Service Agreements

Analyze SA Relationship

3.4 Stop Sub Service Agreement

3.5.4.1 C2M-COB Synchronize Master Data

3.5.4.1 C2M-MDM Synchronize Master Data

2.3 Deactivate Subscription

2.5 Deactivate Subscription

Take No Further Action

Page 1

Schedule SA

Activation Pending Start/Stop SA

Page 4

Page 4

Page 3
Detail Business Process Model Description

1.0 Search for Customer
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User locates the customer in C2M (CCB) using Control Central Search. When a customer is selected, the CSR or Authorized User is automatically transferred to Control Central – Account Information which displays information about the selected customer. Dashboard Alerts provide the CSR or Authorized User with key information about the customer including an alert if there are any Pending Stops.

1.1 Analyze Pending Stop SA(s)
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User analyzes the existing Pending Stop Service Agreement(s) to determine if any updates are required.

1.2 Request Update SA Stop Information
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User enters the changes to the Service Agreement information.

1.3 Update SA Information
Actor/Role: C2M (CCB)
Description:
The pending Service Agreement is updated in C2M (CCB).

1.4 5.6.4.1 CCB-MDM Synchronize Master Data
Actor/Role: C2M (CCB) and C2M (MDM)
Description:
Changes to a service agreement may impact a related usage subscription, refer to 5.6.4.1 CCB-MDM Synchronize Master Data for details.

1.5 Update Usage Subscription
Actor/Role: C2M (MDM)
Description:
The Synchronize Master Data process updates the usage subscription.
1.6 3.3.6.3 C2M.CCB.Stop Premise Based Service for Landlord-Tenant
Actor/Role: CSR or Authorized User
Description:
Refer to Process 3.3.6.3 C2M.CCB.Stop Premise Based Service for Landlord-Tenant.

1.7 Populate Stop Service Information And Contact Details
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User gathers the information required to initiate the stop process. The CSR or Authorized User enters the desired stop date and selects the Service Agreements to stop. If required the CSR or Authorized enters the bill routing and contact information to be used after the stop has occurred.

1.8 Record Future Contact Details
Actor/Role: C2M (CCB)
Description:
The bill routing and contact information is recorded with the pending stop details. When the Service Agreement is stopped the Person and Account will be updated.

1.9 Transition Service Agreement to Pending Stop
Actor/Role: C2M (CCB)
Description:
The stop date is record on the Service Agreement and the status changed to Pending Stop.

Process Plug-in enabled Y  Available Algorithm(s):
<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LLREV</td>
<td>This “SA Type - Initiate Stop SA” algorithm causes service to be started under a landlord’s account when a tenant stops service at a service point covered by a landlord agreement</td>
</tr>
<tr>
<td>SAIS-ST</td>
<td>This “SA Type - Initiate Stop SA” algorithm automatically stops a pending stop service agreement</td>
</tr>
</tbody>
</table>
3.3.2.3 C2M.CCB.v2.6 Stop Premise Based Service

2.0 5.3.2.1 C2M.SOM.Manage Field Activities and Service Orders
Actor/Role: C2M (CCB)
Description:
A stop Field Activity may be created for each Service Point linked to the Service Agreement. A reference to each Field Activity created is recorded in the Service Agreement. Note the Pending SA/SP Monitor Process will also create Field Activities for Pending Starts and Stops if a Field Activity does not already exist and is required. Service Order Management orchestrates any field work or smart commands necessary to start service. Algorithms and configuration below are for reference only. Refer to 5.3.2.1 C2M.SOM Manage Field Activities and Field Orders for process details and a complete listing of algorithms, background processes, and configuration.

<table>
<thead>
<tr>
<th>Process Plug-in enabled</th>
<th>Available Algorithm(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>C2M-SASPFWCR – Creates field activities for pending start and pending stop service agreements if field activities do not already exist (C2M Implementations).</td>
</tr>
<tr>
<td></td>
<td>CI_SASPFWCRE – Creates field activities to be created for pending start and pending stop service agreements shortly before the pending start / stop date if field activities do not already exist (Non-C2M implementations).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Entities to Configure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>Field Activity Type</td>
</tr>
<tr>
<td></td>
<td>Field Activity Type Profile</td>
</tr>
</tbody>
</table>

2.1 Stop Service Agreement
Actor/Role: C2M (CCB)
Description:
The Service Agreement status is transitioned to Stopped in C2M (CCB). This can occur because a CSR or Authorized User has manually transitioned the Service Agreement to Stopped or C2M (CCB) can automatically transition the Service Agreement to Stopped status when all of the required information is available. Algorithms below are for reference only as typically apply to other Service Agreement Types.

<table>
<thead>
<tr>
<th>Process Plug-in enabled</th>
<th>Available Algorithm(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>SAST-NB - Algorithms of this type execute additional logic that should be executed when a non-billed budget SA is stopped.</td>
</tr>
<tr>
<td></td>
<td>C2M-SAST-RF - This SA Type Stop algorithm refunds a service credit membership fee.</td>
</tr>
</tbody>
</table>
Customizable process N              Process Name: Stop Premise Based Service

<table>
<thead>
<tr>
<th>Customizable process N</th>
<th>Process Name: Stop Premise Based Service</th>
</tr>
</thead>
</table>

**2.2 Create To Do Entry**  
**Group:** Activation Pending Start/Stop SA  
**Actor/Role:** C2M (CCB)  
**Description:**  
If an exception occurs in the SAACT background process and if configured, a To Do Entry is created.  

**Process Plug-in enabled Y**  
**Available Algorithm(s):**

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI-ADJAREQEM</td>
<td>Create Email For Adjustment Approval</td>
</tr>
<tr>
<td>CI-CAPREMAIL</td>
<td>This algorithm type creates an email outbound message requesting the user to respond to an approval request for the rebate claim linked to the To Do being processed.</td>
</tr>
<tr>
<td>CI-CREMAILTD</td>
<td>This algorithm creates an outbound message that sends email related to the To Do Entry being processed.</td>
</tr>
<tr>
<td>F1-TDT-INFO</td>
<td>This algorithm formats the &quot;To Do Information&quot; that appears throughout the system. It concatenates the to do fields and delimiters specified as algorithm parameters.</td>
</tr>
<tr>
<td>F1-VALTDROLE</td>
<td>This algorithm prevents the To Do Role from being changed. This algorithm would typically be used on To Do Types that are used for Adjustment Approval. This ensures that the corresponding Approval Roles are preserved.</td>
</tr>
<tr>
<td>F1-VAL-SKILL</td>
<td>This algorithm validates user assignment changes with respect to minimum required skills defined for the To Do and the currently assigned user. Skill validation is performed when a To Do is assigned for the first time to a specific user or when the To Do is reassigned to another user.</td>
</tr>
</tbody>
</table>
2.3 Deactivate Usage Subscription
Actor/Role: C2M (MDM)
Description:
The related Usage Subscription is updated to Inactive status in C2M (MDM).

2.4 Update Person and Account Contact Details
Actor/Role: C2M (CCB)
Description:
The Service Agreement’s Account and main customer Person is updated with the bill routing and contact information recorded in the pending stop details.

2.5 Remove Service Agreement from Non-Billed Budget
Actor/Role: C2M (CCB)
Description:
The Non-Billed Budget is updated to remove the Service Agreement as a covered service agreement. Refer to 3.4.4.3b C2M.CCB. Expire Non-Billed Budget.

2.6 3.4.4.3b C2M.CCB Expire Non-Billed Budget
Actor/Role: C2M (CCB)
Description:
Transition the Non-Billed Budget to the Pending Stop state. Note when the last active Service Agreement covered by a Non-Billed Budget is stopped, the Non-Billed Budget will be stopped. Refer to 3.4.4.3b C2M.CCB Expire Non-Billed Budget.

2.7 4.3.2.2 C2M.CCB Manage Severance Process
Actor/Role: C2M (CCB)
Description:
The Severance Process and applicable Severance Events are canceled. Refer to 4.3.2.2 C2M.CCB Manage Severance Process

2.8 Remove Service Agreement From Collection Process
Actor/Role: C2M (CCB)
Description:
The Collection Process is updated to remove the Service Agreement. Refer to 3.4.3.2.1 C2M.CCB Manage Collection Process.
2.9 4.3.2.1 C2M.CCB Manage Collection Process
Actor/Role: C2M (CCB)
Description:
The Collection Process is cancelled. Note if when the Service Agreement is removed from the Collection Process, the Collection Process is not related to another active Service Agreement, the Collection Process is cancelled. Refer to 4.3.2.1 C2M.CCB Manage Collection Process.

3.0 Update Account’s Bill Cycle
Actor/Role: C2M (CCB)
Description:
The Service Agreement’s Account is updated in C2M (CCB). The Account’s Bill Cycle is changed so the Account will be billed when billing next executes.

3.1 3.3.3.1 C2M.CCB Refund Deposit
Actor/Role: C2M (CCB)
Description:
Transition the Deposit Service Agreement to the Pending Stop state. Note this occurs when there are no other active Service Agreements related to the Account for the same Deposit Class. Refer to 3.3.3.1 C2M.CCB Refund Deposit.

3.2 3.4.4.3a C2M.CCB Cancel Budget
Actor/Role: C2M (CCB)
Description:
Cancel the budget, refer to 3.4.4.3a C2M.CCB Cancel Budget.

3.3 3.3.2.4 Stop Non-Premise Based Service
Actor/Role: C2M (CCB)
Description:
Transition to the Pending Stop state the active Service Agreements related to the same Account whose Service Agreement Type has a Stop Option set to ‘Automatically Stop SA’. Note this occurs when all Premise Based Service Agreements related to an Account are stopped. Refer to 3.3.2.4 C2M.CCB Stop Non-Premise-Based Service.

3.4 3.3.2.4 Stop Sub Service Agreement
Actor/Role: C2M (CCB)
Description:
If the Sub SA should be stopped, it is transitioned to stop as part of the overall processing. Algorithms below are for reference only as typically apply to other Service Agreement Types.
3.3.2.3 C2M.CCB.v2.6 Stop Premise Based Service

Process Plug-in enabled Y  Available Algorithm(s):

<table>
<thead>
<tr>
<th>Algorithm</th>
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<tbody>
<tr>
<td>SAST-NB</td>
<td>Algorithms of this type execute additional logic that should be executed when a non-billed budget SA is stopped.</td>
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<tr>
<td>SAST-RF</td>
<td>This SA Type Stop algorithm refunds a service credit membership fee.</td>
</tr>
</tbody>
</table>

Customizable process N  Process Name: ANLYZSAR - Analyze SA Relationship

Configuration required Y  Entities to Configure: SA Type

3.5 Evaluate and Perform Analysis
Actor/Role: CSR or Authorized User
Description:
Based on established business rules, the Authorized User investigates viable solutions or workarounds for the missing or incomplete information related to Service Agreement transition. The Authorized User enters this information in C2M(CCB-MDM).

3.6 Resolve Issue
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User determines what needs to be done and enters applicable information in C2M(CCB) or MDM.

3.7 Request Stop SA
Actor/Role: CSR or Authorized User
Description:
The Authorized User manually stops the Service Agreement in C2M(CCB).

3.8 Request Stop Sub SA
Actor/Role: CSR or Authorized User
Description:
The Authorized User manually stops the Sub Service Agreement in C2M(CCB).

3.9 Request Complete To Do
Actor/Role: CSR or Authorized User
Description:
If the background process creates a To Do Entry, the Authorized User marks the To Do Entry as complete and requests completion of the To Do Entry once the error is resolved. The Authorized User may add comments or a log entry for future reference.

Configuration required Y  Entities to Configure:
To Do Role
To Do Type

4.0 Complete To Do
Actor/Role: C2M(CCB)
Description:
The To Do Entry is updated to Complete status in C2M(CCB).

Configuration required Y  Entities to Configure:
To Do Role
To Do Type

4.1 Analyze SA
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews the Service Agreement and determines next steps. The Service Agreement may be in Pending Stop status. The CSR or Authorized User reviews the pending stop Service Agreement. For example the customer may indicate they are not moving from the given premise. Upon further analysis, the CSR or Authorized User may need to manually stop or cancel the Service Agreement as applicable.

4.2 Initiate Cancel for Pending Stop SA
Actor/Role: CSR
Description:
The CSR or Authorized User cancels the Service Agreement.

4.3 Cancel Pending Stop
Actor/Role: C2M (CCB)
Description:
The Pending Stop Service Agreement is transitioned back to Active.

4.4 Evaluate Eligibility for Cancellation
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User determines if there are Financial Transactions associated with the Service Agreement that can be canceled.
4.5 Request Cancel Adjustment(s)
Actor/Role: CSR or Authorized User
Description:
The Authorized User cancels applicable adjustment(s) in order to cancel the Service Agreement. The Service Agreement balance is updated accordingly.

Configuration required Y  Entities to Configure:  Adjustment Cancel Reason

4.6 Cancel Adjustment(s) and Update Balance
Actor/Role: C2M(CCB)
Description:
The Service Agreement balance is updated in C2M(CCB) to reflect the adjustment cancellation.

Process Plug-in enabled Y  Available Algorithm(s):  CMCA-CRDT Adjustment Cancellation - Create To Do Entry

Configuration required Y  Entities to Configure:  Adjustment Cancel Reason  Adjustment Type

4.7 4.2.2 C2M.CCB Manage Bill
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User cancels existing Bill Segment Financial Transactions. Refer to 4.2.2.2 C2M.CCB-MDM Manage Meter Charges and 4.2.2.3 C2M.CCB-MDM Manage Non-Metered Charges.

Configuration required Y  Entities to Configure:  Cancel Reason – for Bill, Payment or Adjustment

4.8 4.3.1.1 C2M.CCB Manage Payments
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User cancels existing Payment Financial Transactions. Refer to 4.3.1.1 C2M.CCB Manage Payments

Configuration required Y  Entities to Configure:  Cancel Reason – for Bill, Payment or Adjustment
### 4.9 Request Cancel SA

**Actor/Role:** CSR  
**Description:**  
The CSR or Authorized User cancels the Service Agreement.

### 5.0 Cancel Service Agreement

**Actor/Role:** C2M (CCB)  
**Description:**  
The Service Agreement is transitioned to a canceled status.

<table>
<thead>
<tr>
<th>Process Plug-in enabled</th>
<th>Available Algorithm(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>C1-CNC-TUM – Cancels related true up monitors</td>
</tr>
<tr>
<td></td>
<td>C2M-SACA-CRTOD – This Algorithm Type creates a To Do Entry when SA Canceled</td>
</tr>
</tbody>
</table>

### 5.1 Cancel SA Relationship

**Actor/Role:** C2M (CCB)  
**Description:**  
The SA Relationship is updated to Canceled status in C2M (CCB).

### 5.2 Cancel Sub Service Agreement

**Actor/Role:** C2M (CCB)  
**Description:**  
Cancel related Sub Service Agreements. The cancellation of a Service Agreement can trigger other actions such as the cancelation of a True Up Monitor (See 3.3.8.1 C2M.CCB.Establish and Maintain Net Metering Energy Metering Service for details on True Up Monitors).

<table>
<thead>
<tr>
<th>Process Plug-in enabled</th>
<th>Available Algorithm(s):</th>
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</thead>
<tbody>
<tr>
<td>Y</td>
<td>C1-CNC-TUM – Cancels related true up monitors</td>
</tr>
<tr>
<td></td>
<td>SACACRTODO – Create To Do Entry</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Object</th>
<th>Business Object</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>C1-NEMTrueUpTask</td>
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<tr>
<td></td>
<td>C1-NEMTrueUpTaskType</td>
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<table>
<thead>
<tr>
<th>Configuration required</th>
<th>Entities to Configure:</th>
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<tbody>
<tr>
<td>Y</td>
<td>SA Type</td>
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<tr>
<td></td>
<td>Service Task Type</td>
</tr>
<tr>
<td></td>
<td>Characteristic Type</td>
</tr>
</tbody>
</table>
5.3 Close Service Agreement
Actor/Role: C2M (CCB)
Description:
The Service Agreement is transitioned to Closed status. This occurs automatically when the Service Agreement is Stopped or Reactivated, has a frozen Bill Segment marked as Closing and the Service Agreement’s balance is changed to zero.

5.4 Reactivate Service Agreement
Actor/Role: C2M (CCB)
Description:
The Service Agreement is transitioned to Reactivated status. This occurs automatically when the Service Agreement is Closed and the Service Agreement’s balance is changed to a non zero value.

5.5 Activate Usage Subscription
Actor/Role: C2M (MDM)
Description:
The related Usage Subscription is updated to Active status in C2M (MDM).

5.6 Evaluate Service Agreement to Reinstall
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User reviews the Service Agreement and related information.

5.7 Request Reinstall Service Agreement
Actor/Role: CSR or Authorized User
Description:
The CSR or Authorized User requests to reinstall the Service Agreement. A closing bill segment must be canceled prior to the Reinstall action. Note the Reinstall action can be used to reinstall a Closed, Reactivated, or Stopped Service Agreement. Stopped, Reactivated, Closed Sub SAs are returned to Active. Additional updates may be required such as restarting a Deposit SA, Updating Credit and Collection processes, or placing the Account on Budget Billing.

5.8 Update Service Agreement to Active
Actor/Role: C2M (CCB)
Description:
The Service Agreement is transitioned to the Active state.

5.9 Update Sub Service Agreement to Active
Actor/Role: C2M (CCB)
Description:
The related Sub Service Agreement is transitioned to the Active state.
Test Documentation related to the Current Process

<table>
<thead>
<tr>
<th>ID</th>
<th>Document Name</th>
<th>Test Type</th>
</tr>
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</tbody>
</table>
### Document Control

#### Change Record

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Change Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/8/2009</td>
<td>Colleen King</td>
<td>Multiple</td>
<td>Multiple Changes in March</td>
</tr>
<tr>
<td>8/13/09</td>
<td>Colleen King</td>
<td></td>
<td>Changes after Review</td>
</tr>
<tr>
<td>10/8/09</td>
<td>Colleen King</td>
<td></td>
<td>Changes after Review</td>
</tr>
<tr>
<td>10/20/20</td>
<td>Geir Hedman</td>
<td></td>
<td>Update Title and Content page</td>
</tr>
<tr>
<td>11/15/10</td>
<td>Jenny Vagilidad</td>
<td></td>
<td>Added other algorithms and Auto-Stop non-premise based SA functionality</td>
</tr>
<tr>
<td>2/6/11</td>
<td>Geir Hedman</td>
<td></td>
<td>Updated Document and Visio</td>
</tr>
<tr>
<td>3/29/13</td>
<td>May Wang</td>
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Dashboard

Start Stop – Pending Stop

Pending Stop Service Agreement