



C2M.v2.7.CCB-MDM

3.3.2 Manage Service Agreement

Creation Date: July 15, 2009

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Contents

BRIEF DESCRIPTION	4
BUSINESS PROCESS MODEL PAGE 1	5
BUSINESS PROCESS MODEL PAGE 2	6
BUSINESS PROCESS MODEL PAGE 3	7
TEST DOCUMENTATION RELATED TO THE CURRENT PROCESS.....	8
DOCUMENT CONTROL	9
ATTACHMENTS:.....	10

Brief Description

Business Process: 3.3.2 C2M.CCB-MDM.Manage Service Agreement

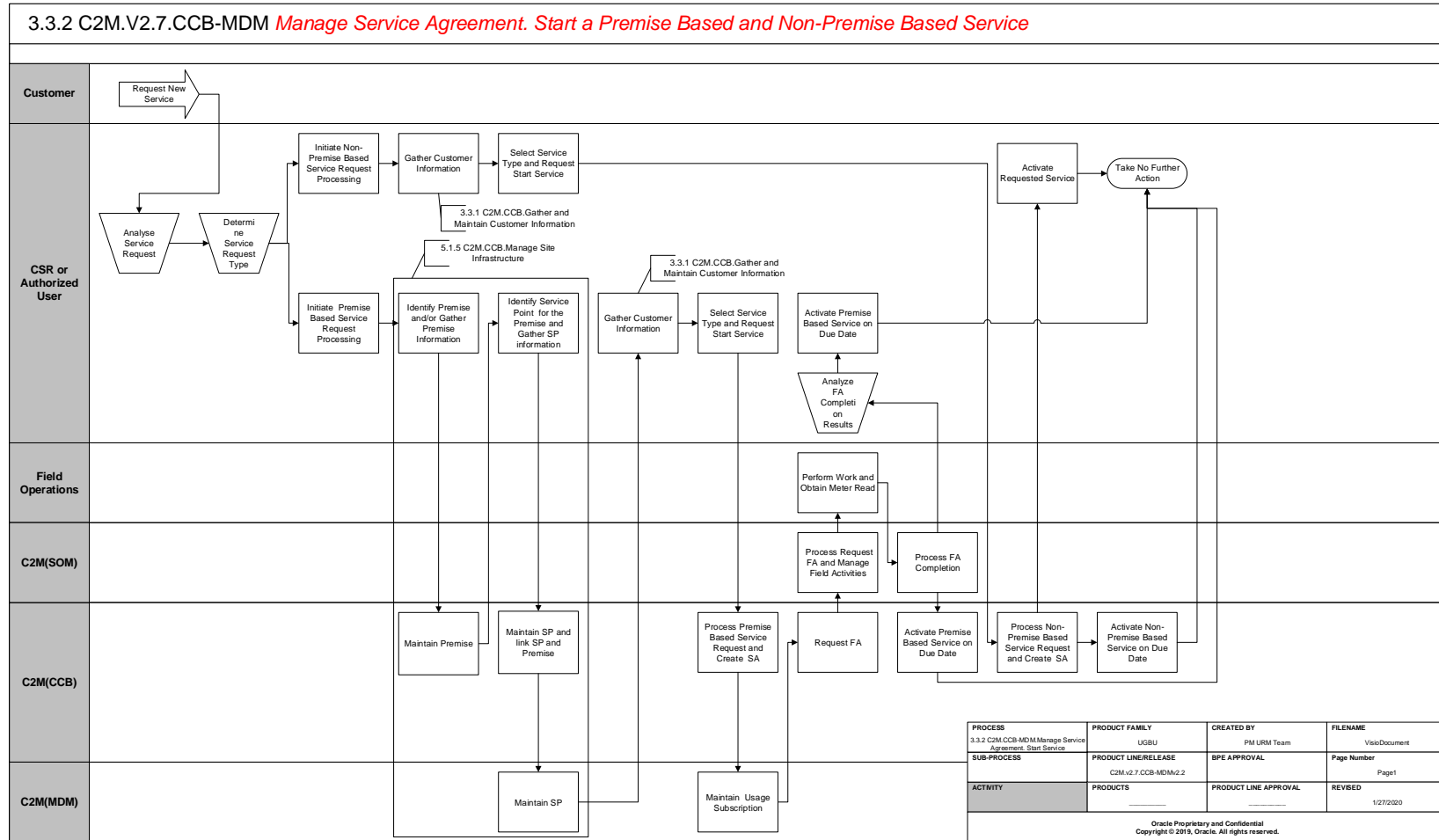
Process Type:

Parent Process:

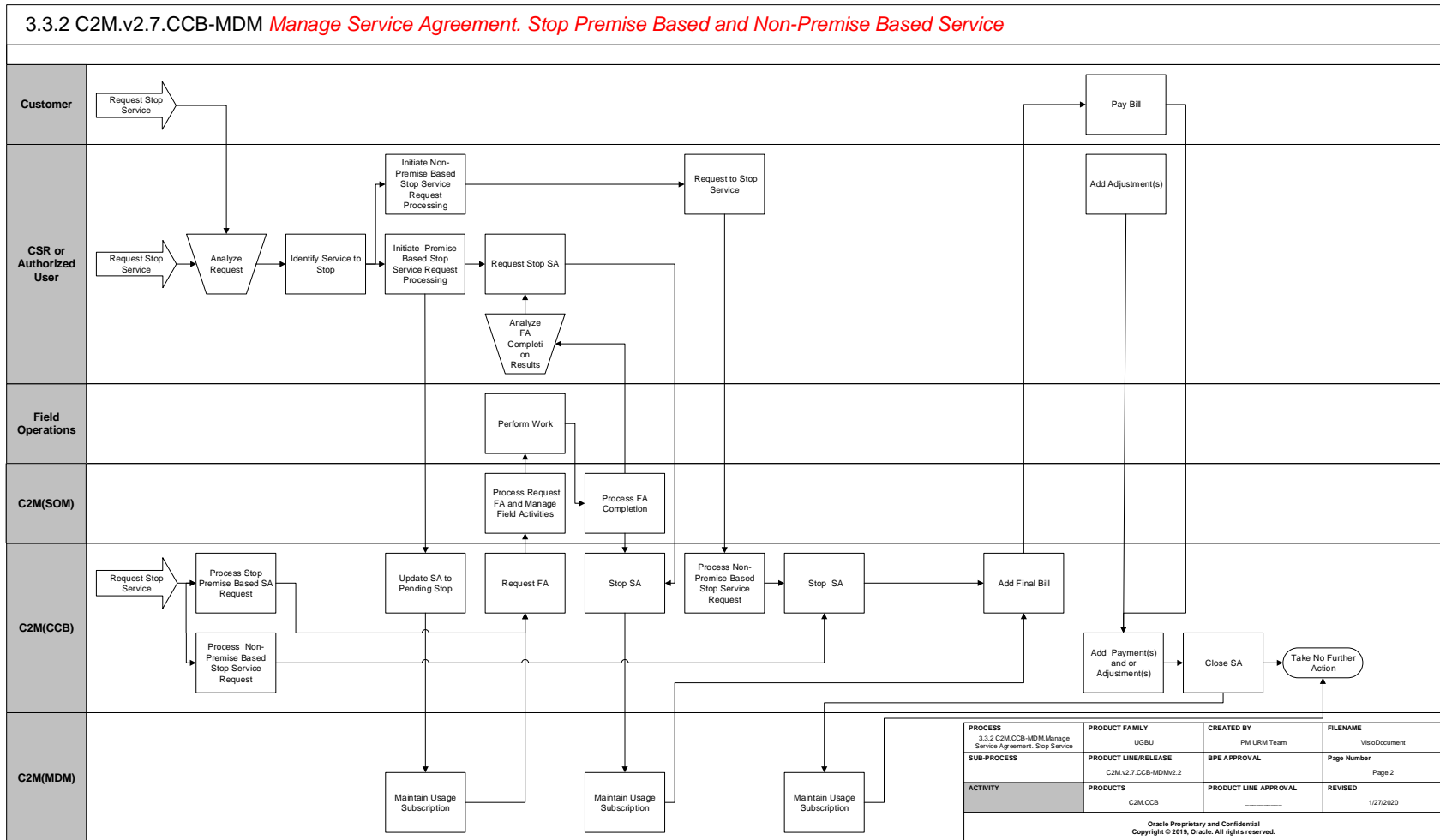
Sibling Processes: 3.3.1 C2M.CCB-MDM.Gather and Maintain Customer Information, 5.1.5 C2M.CCB-MDM.Manage Site Infrastructure

This process takes place when Service (premise-based or non-premise based) has to be established or stopped for the Customer based on Customer request or business decision. The process allows you to understand how relationships between Customer and Organization who provides the Services can be added or stopped. It also includes logical steps that need to be taken to add, finalize or close Service Agreements.

Business Process Model Page 1

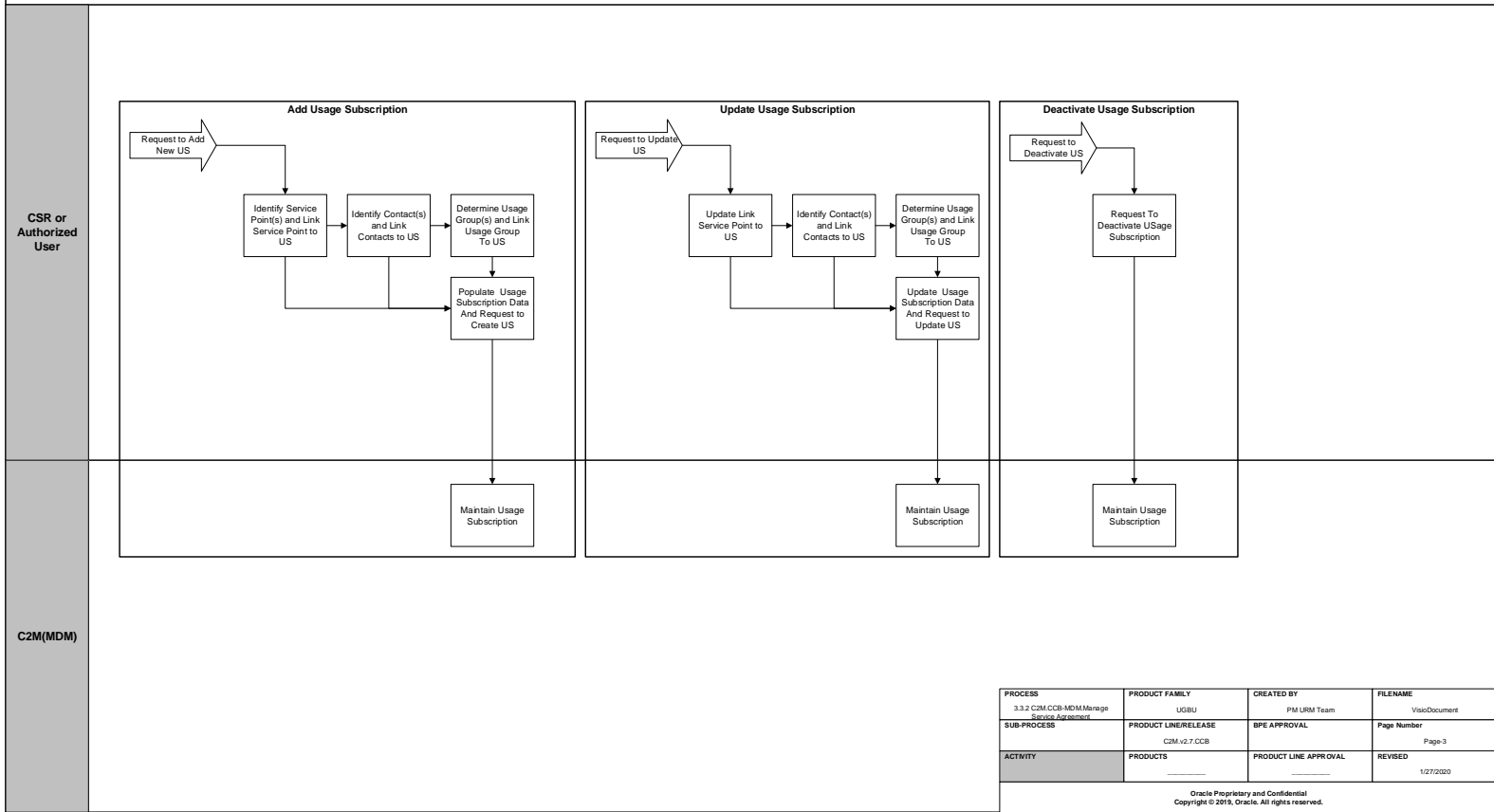


Business Process Model Page 2



Business Process Model Page 3

3.3.2 C2M.v2.7.CCB-MDM *Manage Service Agreement. Manage Usage Subscription*



PROCESS	3.3.2 C2M.CCB-MDM.Manage Service Agreement	PRODUCT FAMILY	UGBU	CREATED BY	PM URM Team	FILENAME	VisioDocument
SUB-PROCESS		PRODUCT LINE/RELEASE	C2M.v2.7.CCB	BPE APPROVAL		Page Number	Page 3
ACTIVITY		PRODUCTS		PRODUCT LINE APPROVAL		REVISED	1/27/2020
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Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
07/15/09	Galina Polonsky	Draft 1a	No Previous Document
10/20/10	Geir Hedman		Update Title and Content page
11/11/10	Geir Hedman		Create 3.3.2 from 3.3.2a and 3.3.2b
2/8/11	Geir Hedman		Updated Document and Visio
3/12/2014	Galina Polonsky		Review and Approve updates for CC&Bv2.4
09/11/2017	Ekta Dua		Updated Document and Visio to C2M.CCBv2.6
12/22/2017	Galina Polonsky		Minor Updates, Review and Approve updates for C2M
05/16/2018	Srinivas Kanteti		Updated Visio and Document
05/29/2019	Satya Kalavala		Updated format for v2.7
1/27/2020	Antonio Napoli		Changed Filename, Process name as per URM formatting in this document and Visio

Attachments: