C2M.v2.7.CCB

5.1.5.2 Manage Un-Metered Site

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ORACLE

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Brief Description

Business Process: **5.1.5.2 C2M.CCB.Manage Un-Metered Site**
Process Type: **Sub Process**
Parent Process: **5.1.5 C2M.CCB.Manage Site Infrastructure**
Sibling Processes: **5.1.5.1 C2M.CCB.Manage Metered Site**

This process describes the creation and maintenance of Premise and Service Point in C2M for un-metered service. The Premise record is considered the service address, and typically contains associated geographic and jurisdiction information. The Service Point is a specific geographic location that delivers service to a Premise. It is considered to be the exact location for a device or other equipment. The Service Point contains information about the type of service, reading cycle, responsible field office, Distribution Company and other pertinent information. The Premise and the Service Point have a direct relationship although the Premise may have more than one associated Service Point. This typically occurs when the organization supplies more than one type of service to a given Premise.

Un-metered service assumes Badged or Unbadged Items are associated with Service Points :

- Badged Item - devices such as a specific fire hydrant or specific street light that are uniquely identified.
- Unbadged Item – devices not uniquely identified, they may be grouped together such as a group of street lights

A single Premise and associated Service Point may be added online. Quantities of multiple like Premises and Service Points may be added online through replication functionality.

Over time many items may be installed and removed at a Service Point. C2M maintains a historical record of installations and removals for Billing and audit purposes.

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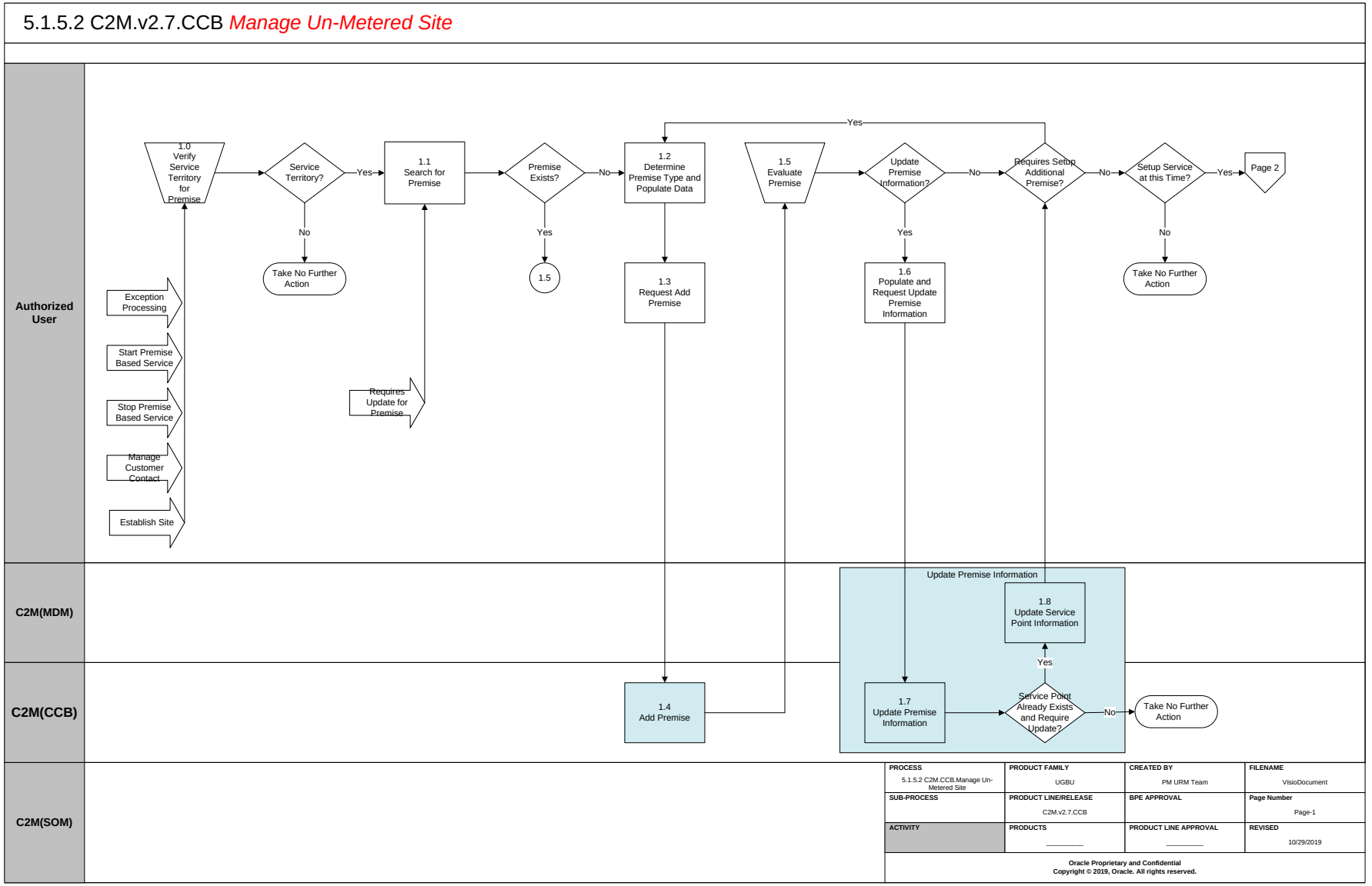
Business Process Model Page 1



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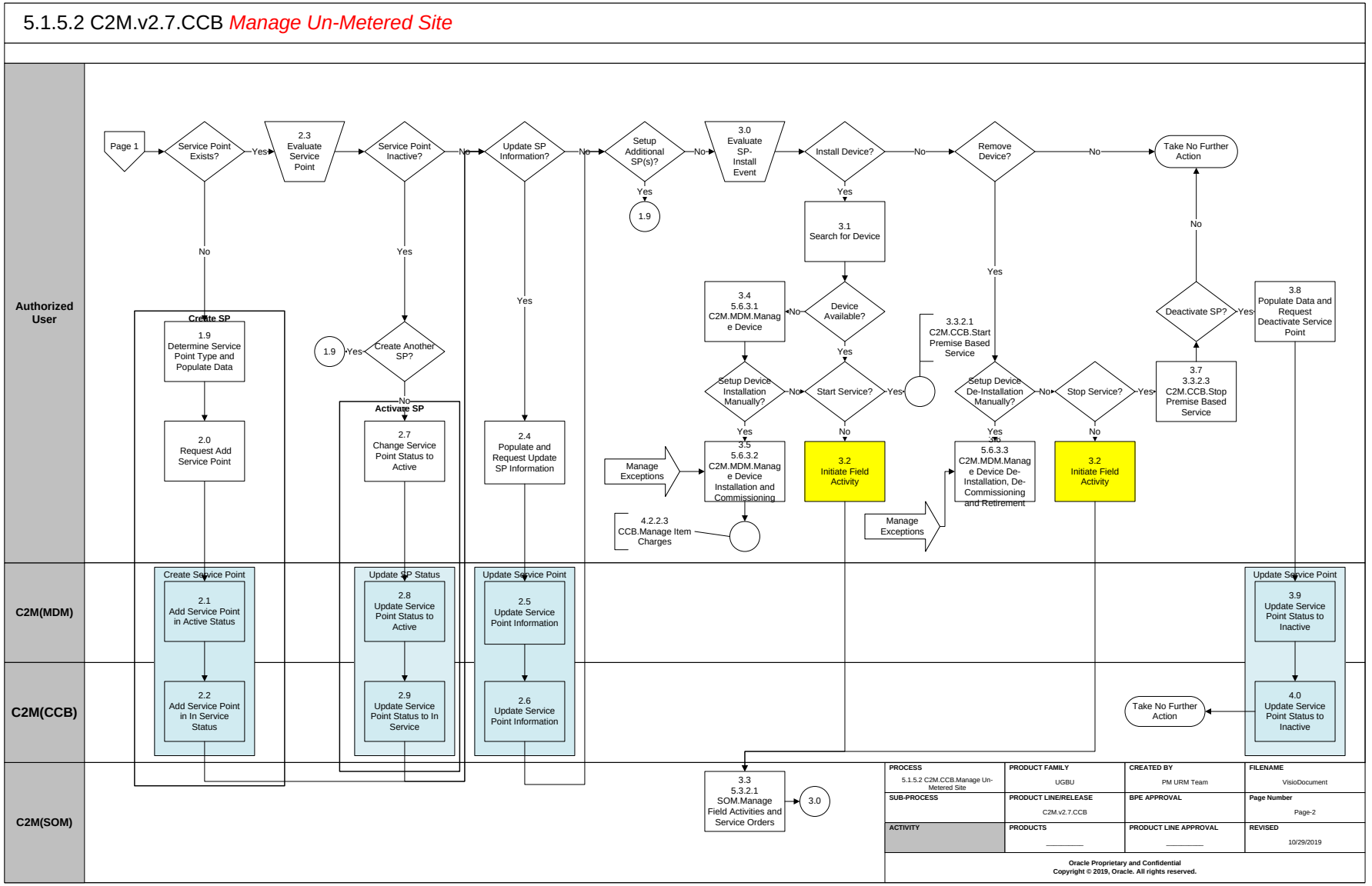
Business Process Model Page 2



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Detail Business Process Model Description

1.0 Verify Service Territory for Premise
Actor/Role: Authorized User
Description:
The Authorized User first determines the address is in the service territory. If not, the Authorized User refers the caller to appropriate agency and the process stops with no further action.

1.1 Search for Premise
Actor/Role: Authorized User
Description:
Upon receipt of request for service or when new service requirements are made available, the Authorized User uses Control Central Search to locate the Premise address to Start Service in C2M. Control Central and Dashboard Alerts provide the Authorized User with valuable insight for overall analysis of any existing Premise. It is possible the site needs to be established in C2M now and service will start at a later date.

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

C2MPREM-INFO - Premise Information (Address 1, City, State, Postal)
C1_LSSLPR-DF - Highlight Life Support/Sensitive Load on Premise
C1-CCAL-DECL - Highlight effective declarations for acct and premise
C1-LSSL-PRM - Highlight Premise Life Support/Sensitive Load (Alert Zone)
F1-SYNRQALRT -Retrieve Outstanding Sync Request

Configuration required Y **Entities to Configure:**

Installation Options
Installation Options – Framework
Zones

Business Object Y **Business Object:**

C1-UserDisplayAllPremises - User - Display All Premises

1.2 Determine Premise Type and Populate Data
Actor/Role: Authorized User
Description:
Requests for new Premises are initiated with new construction single family, commercial, or large industrial, commercial or residential developments. New Premises may be added when new service territory is acquired by an organization.

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Configuration required: Y **Entities to Configure:**

Installation Options
Installation Options – Framework
Master Configuration
Extendable Lookup BO – X1-JointMaintenance
Extendable Lookup BO - X1-CCBMDM - MDMCCB-Lookup
Premise Type
Characteristic Type and Values
Postal Code Defaults
Meter Read Warning
Meter Read Instruction
Trend
Geographic Type
CIS Division
Country
Time Zone

1.3 Request Add Premise
A**ctor/Role: Authorized User**
Description:
The Authorized User enters the necessary information to establish the Premise. Landlord and Parent Premise Information may be required to link a single Premise with a Landlord, Property Management Company or associated Parent Premise. A configured premise type is assigned to briefly describe the Premise. A premise's state, city, county, division, characteristics, trend area and geographic data default from configured postal default information. The address defined has an indicator to note whether or not it is a valid mailing address.

1.4 Add Premise
A**ctor/Role: C2M(CCB)**
Description:
The Premise is added in C2M(CCB).

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

C2MPREM-INFO - Premise Information (Address 1, City, State, Postal)
C1-PREMCDCSP - Premise Change Data Capture (SP-Based)

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Business Object: Y **Business Object:**

C1-MDM2Premise – MDM2 Premise
C1-ODMPremise - ODM Premise
C1-OrderPremise – Order Premise
C1PremisePhysical - Physical BO for Premise
WX-Premise – Premise
C1-PremiseLatitudeLongitude - Premise - Latitude/Longitude
C1-NMSPremise – Premise Information for NMS Sync
C1-PremiseBasic - Premise Lite

1.5 Evaluate Premise
Actor/Role: Authorized User
Description:
The Authorized User reviews the entered Premise information and verifies its accuracy. The Authorized User determines if additional premises are required or if updates are needed for the newly entered Premise.

1.6 Populate and Request Update Premise Information
Actor/Role: Authorized User
Description:
The Authorized User enters any required changes for the Premise.

1.7 Update Premise Information
Actor/Role: C2M(CCB)
Description:
The Premise information is updated in C2M(CCB). Some Premise changes in C2M(CCB) can update C2M (MDM) Service Point like Changes in Life Support / Sensitive Load Code. The Premise Maintenance Object has an Audit Algorithm that updates MDM Service Points when required

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

C2MPREM-INFO - Premise Information (Address 1, City, State, Postal)
C1-PREMCDCSP - Premise Change Data Capture (SP-Based)
X1-UPSPFRPR - Maintain MDM SP from CCB Premise

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Business Object: Y **Business Object:**

C1-MDM2Premise – MDM2 Premise
C1-ODMPremise - ODM Premise
C1-OrderPremise – Order Premise
C1PremisePhysical - Physical BO for Premise
WX-Premise – Premise
C1-PremiseLatitudeLongitude - Premise - Latitude/Longitude
C1-NMSPremise – Premise Information for NMS Sync
C1-PremiseBasic - Premise Lite

Process Scripts: **Script:**

X1-MDMCCBVM - Perform MDM - CCB Value Mapping
X1-ReadPrem - Read Premise
X1-CM-MC-VM - Perform CCB - MDM / MDM - CCB Value Mapping

1.8 Update Service Point Information

Actor/Role: C2M(MDM)

Description:

When a Premise information updated specially with respect to Life Support, Service Point in C2M(MDM) updates through scripts.

1.9 Determine Service Point Type and Populate Data

Actor/Role: Authorized User

Description:

The Authorized User enters required Service Point Information for a new Service Point. The Service Point has an effective date to indicate when it was installed in C2M. A device cannot be placed at the Service Point before the Service Point install date. Measurement Cycle, Route and Route Sequence are defined to place the Service Point in a cycle for reading. Business rules are configured for each Service Point Type and impact the following:

- Defines the type of service delivered at the SP.
- Defines Service Point as Metered or Item based.
- Plays a part in how consumption at the Service Point is estimated for high / low and missing read purposes.
- Defines Characteristics that are the same for all service points of a given type.
- Defines Field Activities that may be performed at its Service Points.
- Defines Devices that may be installed at its Service Points.
- Defines Service Agreements that may pay for service at its Service Points.
- Defines Equipment that may be linked to its Service Points.

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Configuration required: Y **Entities to Configure:**

Installation Options
Installation Options – Framework
Master Configuration
Extendable Lookup BO – X1-JointMaintenance
Extendable Lookup BO - X1-CCBMDM - MDMCCB-Lookup
Characteristic Type and Values
Geographic Type
Service Type
SP Type
Field Activity Type Profile
SA Type
Device Type
Measurement Cycle
Measurement Cycle Route
Meter Location
Disconnect Location
Meter Read Warning
Meter Read Instruction
Time Zone

2.0 Request Add Service Point
Actor/Role: Authorized User
Description:
The Authorized User requests Add Service Point.

2.1 Add Service Point in Active Status
Actor/Role: C2M(MDM)
Description:
The Service Point information is added in C2M(MDM) with Active Status. C2M uses Joint Maintenance process to updates Service Point information in C2M(CCB).

C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info – This algorithm formats the “Service Point Info” that appears throughout the system
CI_GENAUDIT - Generic Audit
X1-CCBSPMNT - Maintain CCB Service Point
X1-SPMCCHG - Update Bill Cycle due to SP Measurement Cycle Change

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

ITMI-DFLT- Item Info- Type, Badge#, Serial#, Status, Location
C1-CMDM2SPI - Capture MDM2 SP-Based Initial Snapshot
C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
C1-CAPNMSSPI - Capture NMS SP-Based Initial Snapshot
C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot
C1-CODMSPI - Capture ODM SP-Based Initial Snapshot
C1-CMDM2SPF - Capture SP-based Final Snapshot (ODM Synch)
D1-SPEINISNP - Capture SP Initial Snapshot for DataConnect
D1-SPEFINSNP - Capture SP Final Snapshot for DataConnect
C1-CEXTRCSPI - Capture SP-Based Initial Snapshot for DataConnect
C1-CEXTRCSPF - Capture SP-Based Final Snapshot for DataConnect

Business Object: Y **Business Object:**

C1ServicePointPhysical – Service Point Physical BO
X1D-ServicePoint
C1-SPBasic - Service Point Lite
X1-SPBasic - C2M - CCB Service Point Basic
C1-SPDetails – Service Point NMS Outage Details
CI_SPInfo - SP Information
C1-SPLatitudeLongitude – Service Point Latitude/Longitude
C1-FWServicePointDetails – Field Work Service Point Details
C1-MDM2SP – MDM2 SP
C1-NMSSP – SP Information for NMS Sync
WX-ServicePoint – Service Point

Process Scripts: **Script:**

X1-MDMCCBVM - Perform MDM - CCB Value Mapping
X1-CM-MC-VM - Perform CCB - MDM / MDM - CCB Value Mapping
X1-SPCharMn - SP Characteristics – Maintenance
X1-SPGeoMn - SP Geographic Information – Maintenance

2.2 Add Service Point in In Service Status

Actor/Role: C2M(CCB)

Description:

C2M uses Joint Maintenance process to updates Service Point information in C2M(CCB) with the status as In Service. Note the service point characteristics and geographic values are maintained separately in C2M (CCB) through scripts.

When a MDM Service Point is created or changed a Pre-Processing Algorithm in the MDM Service Point's Business Object adds, updates or deletes the corresponding CCB Service Point. As a Pre-Processing Algorithm is used the action is performed in CCB prior to being performed in MDM. So when a service point is added the CCB Service Point Identifier can be included in the MDM Service Point

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2.3 Evaluate Service Point
Actor/Role: Authorized User
Description:
The Authorized User reviews and verifies the newly entered Service Point information. The existing Service Point may be in an Abolished status. Additional Service Points or updates for the newly entered Service Point may be required. At times it may be required to abolish an existing Service Point. This type of service may no longer be required or may be moved to another location for the Premise.

2.4 Populate and Request Update SP Information
Actor/Role: Authorized User
Description:
The Authorized User determines information for the Service Point requires changing or updating.

2.5 Update Service Point Information
Actor/Role: C2M(MDM)
Description:
The Service Point information is updated in C2M(MDM). C2M uses Joint Maintenance process to updates Service Point information in C2M(CCB). Note the service point characteristics and geographic values are maintained separately in C2M (CCB) through scripts.

When a MDM Service Point is created or changed a Pre-Processing Algorithm in the MDM Service Point's Business Object adds, updates or deletes the corresponding CCB Service Point. As a Pre-Processing Algorithm is used the action is performed in CCB prior to being performed in MDM. So when a service point is added the CCB Service Point Identifier can be included in the MDM Service Point

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

C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info – This algorithm formats the "Service Point Info" that appears throughout the system
CI_GENAUDIT - Generic Audit
X1-CCBSPMNT - Maintain CCB Service Point
X1-SPMCCHG - Update Bill Cycle due to SP Measurement Cycle Change
ITMI-DFLT- Item Info- Type, Badge#, Serial#, Status, Location
C1-CMDM2SPI - Capture MDM2 SP-Based Initial Snapshot
C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
C1-CAPNMSSPI - Capture NMS SP-Based Initial Snapshot
C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot
C1-CODMSPI - Capture ODM SP-Based Initial Snapshot
C1-CMDM2SPF - Capture SP-based Final Snapshot (ODM Synch)
D1-SPEINISNP - Capture SP Initial Snapshot for DataConnect

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D1-SPEFINSNP - Capture SP Final Snapshot for DataConnect
C1-CEXTRCSPI - Capture SP-Based Initial Snapshot for DataConnect
C1-CEXTRCSPF - Capture SP-Based Final Snapshot for DataConnect

Business Object: Y

Business Object:

C1ServicePointPhysical – Service Point Physical BO
C1-SPBasic - Service Point Lite
X1-SPBasic - C2M - CCB Service Point Basic
C1-SPDetails – Service Point NMS Outage Details
CI_SPInfo - SP Information
C1-SPLatitudeLongitude – Service Point Latitude/Longitude
C1-FWServicePointDetails – Field Work Service Point Details
C1-MDM2SP – MDM2 SP
C1-NMSSP – SP Information for NMS Sync
WX-ServicePoint – Service Point

Process Scripts:

Script:

X1-MDMCCBVM - Perform MDM - CCB Value Mapping
X1-CM-MC-VM - Perform CCB - MDM / MDM - CCB Value Mapping
X1-SPCharMn - SP Characteristics – Maintenance
X1-SPGeoMn - SP Geographic Information – Maintenance

2.6 Update Service Point Information

Actor/Role: C2M(CCB)

Description:

C2M uses Joint Maintenance process to updates Service Point information in C2M(CCB). Note the service point characteristics and geographic values are maintained separately in C2M (CCB) through scripts.

When a MDM Service Point is created or changed a Pre-Processing Algorithm in the MDM Service Point's Business Object adds, updates or deletes the corresponding CCB Service Point. As a Pre-Processing Algorithm is used the action is performed in CCB prior to being performed in MDM. So when a service point is added the CCB Service Point Identifier can be included in the MDM Service Point

2.7 Change Service Point Status to Active

Actor/Role: Authorized User

Description:

The Authorized User determines the existing Service Point status can be reinstated from Abolished to Active. Service Point status impacts whether or not it can be linked to Service Agreements.

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2.8 Update Service Point Status to Active

Actor/Role: C2M(MDM)

Description:

The Service Point information Status is updated in C2M(MDM). C2M uses Joint Maintenance process to updates Service Point information in C2M(CCB). Note the service point characteristics and geographic values are maintained separately in C2M (CCB) through scripts.

When a MDM Service Point is created or changed a Pre-Processing Algorithm in the MDM Service Point's Business Object adds, updates or deletes the corresponding CCB Service Point. As a Pre-Processing Algorithm is used the action is performed in CCB prior to being performed in MDM. So when a service point is added the CCB Service Point Identifier can be included in the MDM Service Point

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

C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info – This algorithm formats the "Service Point Info" that appears throughout the system
CI_GENAUDIT - Generic Audit
X1-CCBSPMNT - Maintain CCB Service Point
X1-SPMCCHG - Update Bill Cycle due to SP Measurement Cycle Change
ITMI-DFLT- Item Info- Type, Badge#, Serial#, Status, Location
C1-CMDM2SPI - Capture MDM2 SP-Based Initial Snapshot
C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
C1-CAPNMSSPI - Capture NMS SP-Based Initial Snapshot
C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot
C1-CODMSPI - Capture ODM SP-Based Initial Snapshot
C1-CMDM2SPF - Capture SP-based Final Snapshot (ODM Synch)
D1-SPEINISNP - Capture SP Initial Snapshot for DataConnect
D1-SPEFINSNP - Capture SP Final Snapshot for DataConnect
C1-CEXTRCSPI - Capture SP-Based Initial Snapshot for DataConnect
C1-CEXTRCSPF - Capture SP-Based Final Snapshot for DataConnect

C1ServicePointPhysical – Service Point Physical BO
C1-SPBasic - Service Point Lite
X1-SPBasic - C2M - CCB Service Point Basic
C1-SPDetails – Service Point NMS Outage Details
CI_SPInfo - SP Information
C1-SPLatitudeLongitude – Service Point Latitude/Longitude
C1-FWServicePointDetails – Field Work Service Point Details
C1-MDM2SP – MDM2 SP

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Business Object: Y	**Business Object:**	C1-NMSSP – SP Information for NMS Sync
		WX-ServicePoint – Service Point

Process Scripts:	**Script:**	X1-MDMCCBVM - Perform MDM - CCB Value Mapping
		X1-CM-MC-VM - Perform CCB - MDM / MDM - CCB Value Mapping
		X1-SPCharMn - SP Characteristics – Maintenance
		X1-SPGeoMn - SP Geographic Information – Maintenance

2.9 Update Service Point Status to In Service
Actor/Role: C2M(CCB)
Description:
C2M uses Joint Maintenance process to updates Service Point information in C2M(CCB). Note the service point characteristics and geographic values are maintained separately in C2M (CCB) through scripts.

When a MDM Service Point is created or changed a Pre-Processing Algorithm in the MDM Service Point's Business Object adds, updates or deletes the corresponding CCB Service Point. As a Pre-Processing Algorithm is used the action is performed in CCB prior to being performed in MDM. So when a service point is added the CCB Service Point Identifier can be included in the MDM Service Point

3.0 Evaluate SP-Install Event
Actor/Role: Authorized User
Description:
The Authorized User evaluates the existing Service Point-Install Event Link and verifies information to ensure accuracy.

3.1 Search for Device
Actor/Role: Authorized User
Description:
The Authorized User searches for the given Device in C2M to determine if it is in existing inventory. Searching for the Device can be accomplished through Device Search using various search criteria.

Process Plug-in enabled Y	**Available Algorithm(s):**	D1-ITEMINFO– Item Information
Configuration required Y	**Entities to Configure:**	Installation Options – Framework

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3.2 Initiate Field Activity
Actor/Role: Authorized User
Description:
To start or stop the service the Authorized user requests a field activity which will initiate Service Order Management Orchestrator.

3.3 5.3.2.1 SOM.Manage Field Activities and Service Orders
Actor/Role: Authorized User
Description:
Refer to 5.3.2.1 SOM.Manage Field Activities and Service Orders.

3.4 5.6.3.1 C2M.MDM.Manage Device
Actor/Role: Authorized User
Description:
The Device information needs to be recorded in inventory prior to installation in C2M. Refer to 5.6.3.1 C2M.MDM.Manage Device.

3.5 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning
Actor/Role: Authorized User
Description:
Refer to 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning.

3.6 5.6.3.3 C2M.MDM.Manage Device De-Installation, De-Commissioning and Retirement
Actor/Role: Authorized User
Description:
Refer to 5.6.3.3 C2M.MDM.Manage Device De-Installation, De-Commissioning and Retirement.

3.7 3.3.2.3 C2M.CCB.Stop Premised Based Service
Actor/Role: Authorized User
Description:
Refer to 3.3.2.3 C2M.CCB.Stop Premised Based Service.

3.8 Populate Data and Request Deactivate Service Point
Actor/Role: Authorized User
Description:
The Authorized User determines this Service Point will no longer be used. After Deactivating the Service Point it would be ready to go into Inactive status. The Service Point status impacts whether or not it can be linked to Service Agreements.

3.9 Update Service Point Status to Inactive
Actor/Role: C2M(MDM)
Description:
The Service Point status is updated in C2M(MDM) as inactive. Internal Synchronization process updates Service Point information in C2M(CCB).

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

C1-SPIN-DF - SP information - SP Type, Read Cycle, Premise Info – This algorithm formats the “Service Point Info” that appears throughout the system
CI_GENAUDIT - Generic Audit
C1-CMDM2SPI - Capture MDM2 SP-Based Initial Snapshot
C1-CMDM2SPF - Capture MDM2 SP-based Final Snapshot
C1-CAPNMSSPI - Capture NMS SP-Based Initial Snapshot
C1-CAPNMSSPF - Capture NMS SP-based Final Snapshot
C1-CODMSPI - Capture ODM SP-Based Initial Snapshot
C1-CMDM2SPF - Capture SP-based Final Snapshot (ODM Synch)
D1-SPEINISNP - Capture SP Initial Snapshot for DataConnect
D1-SPEFINSNP - Capture SP Final Snapshot for DataConnect
C1-CEXTRCSPI - Capture SP-Based Initial Snapshot for DataConnect
C1-CEXTRCSPF - Capture SP-Based Final Snapshot for DataConnect

Business Object: Y **Business Object:**

C1ServicePointPhysical – Service Point Physical BO
C1-SPBasic - Service Point Lite
X1-SPBasic - C2M - CCB Service Point Basic
C1-SPDetails – Service Point NMS Outage Details
CI_SPInfo - SP Information
C1-SPLatitudeLongitude – Service Point Latitude/Longitude
C1-FWServicePointDetails – Field Work Service Point Details
C1-MDM2SP – MDM2 SP
C1-NMSSP – SP Information for NMS Sync
WX-ServicePoint – Service Point

4.0 Update Service Point Status to Inactive

Actor/Role: C2M(CCB)

Description:

The Service Point status is updated in C2M(CCB) as Inactive.

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Test Documentation related to the Current Process

ID	Document Name	Test Type

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Document Control

Change Record

Date	Author	Version	Change Reference
12/02/2015	Line Prado		Updated from 2.4 to 2.5
12/20/2015	Galina Polonsky		Reviewed, Approved
08/15/2017	Jeffrey Yoong		Updated formatting from 2.5 to 2.6
10/25/2017	Kashif Q. Qureshi	Draft	Updated Document and Visio from 2.5 to C2M(2.6)
01/05/2017	Galina Polonsky		Reviewed, Approved
6/5/2019	Satya Kalavala		Updated format for v2.7

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Attachments:

Control Central Search

"Control Central Search"

Dashboard

"Dashboard with a Pending Start"

Admin Menu – Installation Options – Control Central Alerts

"Installation Options - Control Central"

Service Point

"Service Point"

Premise

"Premise"

SP Install Event

"SP Meter Installation"

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Device Search

"Meter-Item Search

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