



CCS
C2M.v2.7.CCB

5.1.5a Manage Site Infrastructure

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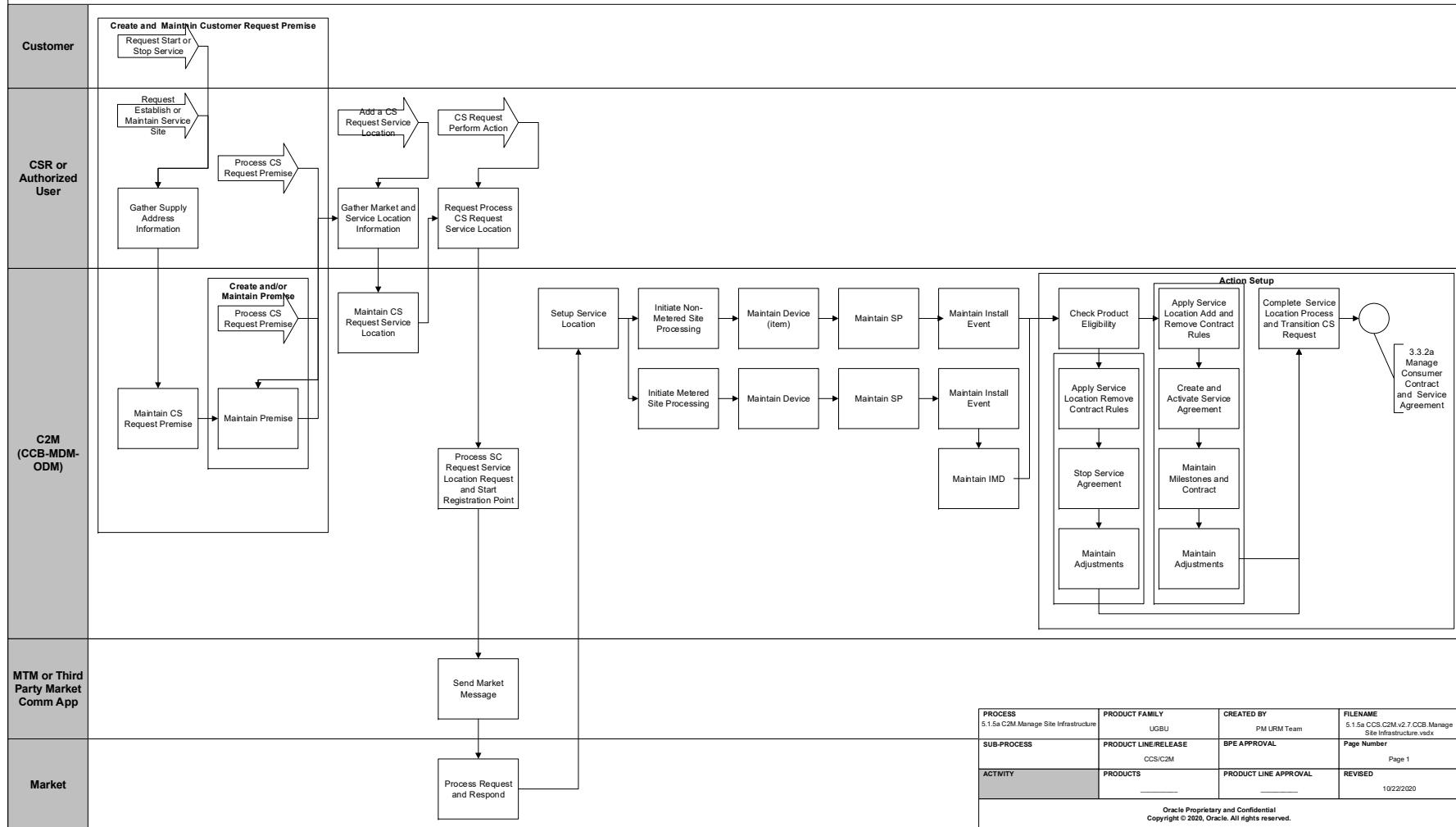
Brief Description

Business Process: 5.1.5a C2M.CCB.Manage Site Infrastructure
Process Type: Process
Parent Process: 5.1. Plan & Design Network
Sibling Processes: 3.3.2a C2M.CCB-MDM.Manage Consumer Contract and Service Agreement

This process takes place when Customer requests any type of service from the Company. As a part of Service Request Processing, new site (Customer Service Request Premise, Customer Service Request Service Location) need to be added or updated. This process requires interaction with the market via either MTM or any other Third Party market communication application: C2M sends Customer Service Request information to the market, upon receipt of market response, C2M creates or updates existing Registration Point, Device, and Service Point. Also, depends on business rules, application starts and activate SA, updates consumer contract and milestones or stops active Service Agreement

Business Process Model

5.1.5a C2M.v2.7.CCB. *Manage Site Infrastructure*



Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
07/20/20	Jeremy Quan	Draft 1a	No Previous Document
08/23/2020	Galina Polonsky		Review, Update, Approved

Attachments: