C2M.v2.7.MDM

5.5.5 Monitor and Manage Service Faults

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ORACLE

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Brief Description

Business Process: **5.5.5 C2M.MDM.Monitor and Manage Service Faults**
Process Type: **Process**
Parent Process:
Sibling Processes:

This process gets initiated by a Device Event or a Meter Reader Remark or a VEE Exception or a Failed Command that refers to a Service Issue Monitor (SIM) to analyze the service point. The Service Issue Monitor initiates a Service Investigative Order (SIO) process based on eligibility criteria to initiate a field action by crew. At times a user approval is required to create this SIO depending on field action.

A Service Investigative Order is sent to a Third Party Workforce Management Application which in turns communicates to the field crew. Field crew performs the action and status is reflected back in Third Party Workforce Management Application and C2M(MDM) accordingly.

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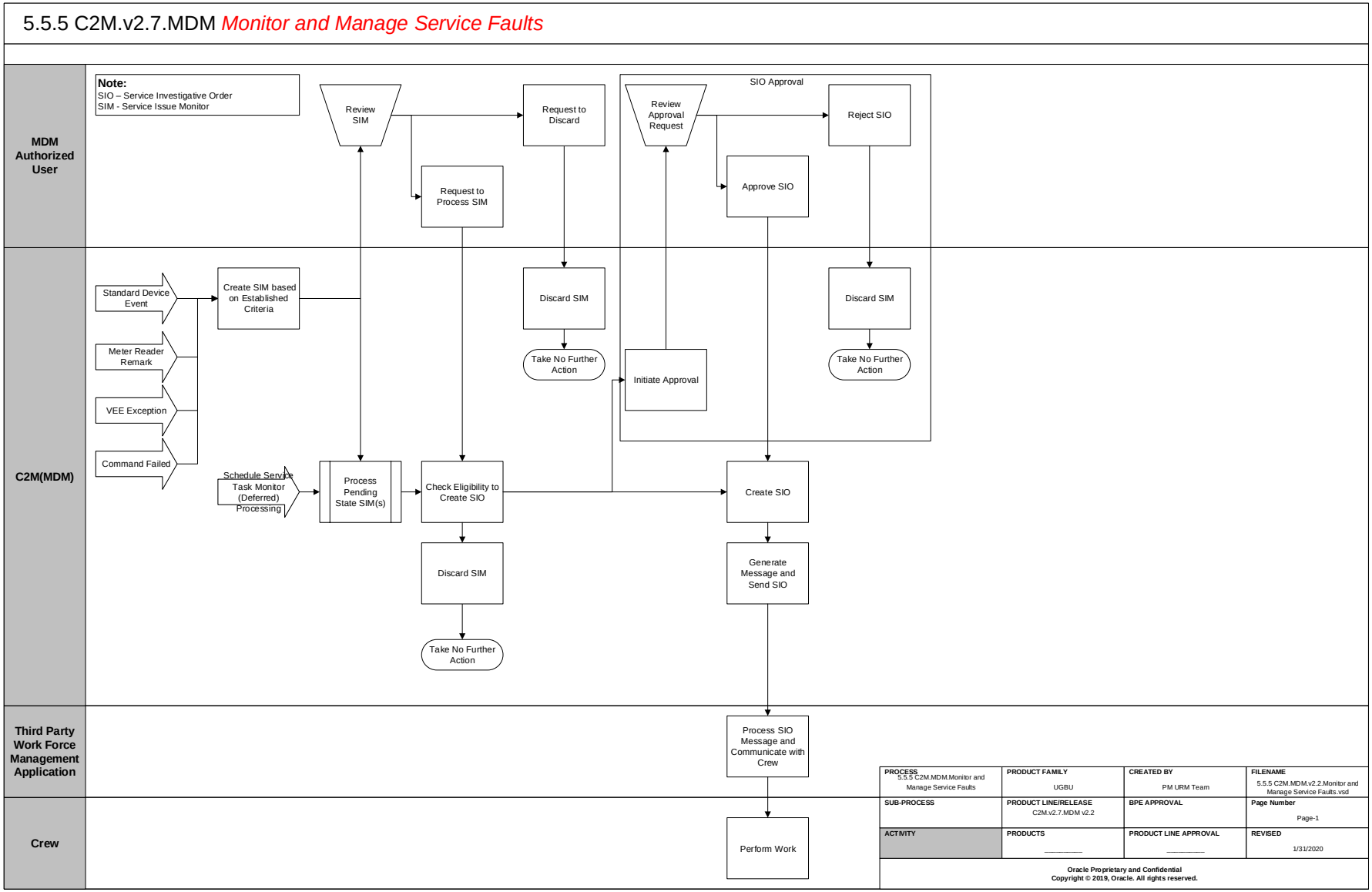

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Test Documentation related to the Current Process

ID	Document Name	Test Type

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Document Control

Change Record

Date	Author	Version	Change Reference
07/10/2015	Galina Polonsky	1	Initial Draft
11/18/2015	Galina Polonsky		Minor Updates, Review and Approve
08/30/2017	Ekta Dua		Updated document and visio to v2.2
10/13/2017	Galina Polonsky		Minor Updates, Review and Approve
6/5/2019	Satya Kalavala		Updated format for v2.7
1/31/2020	Antonio Napoli		Changed Filename, Process name as per URM formatting in this document and Visio

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Attachments

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