Oracle® Communications Order and Service Management

Order Lifecycle Management Online Help

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Contents

Preface

This Help describes how to use Oracle Communications Order and Service Management (OSM) Order Lifecycle Management to view the progress of an order that is being managed by an OSM system.

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Working with Order Lifecycle Management

Oracle Communications Order and Service Management (OSM) Order Lifecycle Management enables you to view the progress of an order that is being managed by an OSM system.

Order Lifecycle Management provides you with the following:

- A view of the customer order fulfillment plan

- Order scheduling information for the order

- Information about the requested, promised, and projected delivery dates for the order

- A view of the errors that have occurred on an order, and the ability to view error details at the function and child function level

- The ability to specify the impact that errors have on completion dates and to update the completion dates

Working with Order Lifecycle Management involves the following tasks:

- Viewing Order Status Information

- Working with Order Processing Errors

Viewing Order Status Information

You view order status information on the Order page, which is the Order Lifecycle Management home page.

The Order page contains the following:

- The order bar at the top of the page provides an overview of the order status. See "About the Order Bar" for more information.

- The timeline provides a graphical view of the progress of the order in relation to its milestones, and provides a view of the order functions and child functions that have errors.

  An order typically includes functions (for example, a billing, marketing, and provisioning function), each of which has its own track on the timeline. An order function might have child functions, such as a bundle or whole order, which also have their own tracks. Each track displays the projected or actual start date and the projected or actual end date of the function.

  See "About the Order Timeline" for more information.

About the Order Bar

The order bar at the top of the Order page includes the following:

- Order scheduling status and fulfillment state

  This information is at the left of the order bar. The order scheduling status is above the order fulfillment state. The scheduling status indicates whether the order is on schedule. The fulfillment state indicates where the order is in the order lifecycle. See "About Order Scheduling Status and Fulfillment State" for more information.

- **Fulfillment**

  This displays the fulfillment date for the order as a whole, which includes all the order functions and child functions that are required to fulfill the order. For example, for an order that is in progress, the fulfillment date shows the projected and promised order delivery dates and whether the order is delayed, early, or on time.

  To view the status of the promised fulfillment date for the order, click **Promised**. The high confidence, optimistic, and pessimistic promised dates are displayed. See "About Order Fulfillment Dates" for more information.

- **New Errors**

  This displays the number of new errors that occurred on the order during processing that have not yet been updated with an impact.

  To update new errors, click **Update Completion Time**. See "Working with Order Processing Errors" for information about viewing and updating errors.

- **History**

  This displays the number of errors that occurred on the order during processing that are unresolved and resolved. An unresolved error is an error that has been updated with an impact but is not yet fixed. A resolved error is one that has been fixed in the OSM system.

  To view more information about the errors or to update the errors, click **Unresolved Errors**. This option is available only when there are unresolved errors. See "Working with Order Processing Errors" for information about viewing and updating errors.

About the Order Timeline

The timeline on the Order page, by default, displays the overall order track. Click **show more** on the timeline to display timeline tracks for the order functions and the order child functions.

To view errors and start and end date information for an order function or child function, click its timeline track. A dialog box appears that displays the promised start and end dates, the projected or actual start and end dates, and, if errors occurred, the type and number of errors. See "Viewing Errors on the Timeline" for more information about viewing errors on the timeline.

The timeline and its tracks have the following attributes:

- A scale

  The scale of the timeline that is automatically displayed depends on the expected duration of an order. For example, an order that takes six weeks to fulfill is automatically displayed on a weekly scale.

To change the scale of the timeline, click any of the buttons located below the timeline area, for example, **Day** or **Week**. If you change the scale, it is returned to the default scale the next time you start the UI.

The scale options you can choose from depend on the order duration. For example, you cannot display on an hourly scale an order that has an expected duration of one month. Scale options that do not match the order duration are not available.

- Date pointers on the timeline scale

   Pointers on the timeline scale indicate important dates. For example, for an in-progress order, the pointers indicate the promised fulfillment date, today's date, and the projected fulfillment date.

- Timeline bars

   The timeline bars in each track indicate the processing durations of the order, order functions, and child functions respectively. The style of the timeline bars indicate the following:

   – The solid portion indicates the completed part of the order or order function.

   – The dotted portion indicates the uncompleted part of the order or order function.

   – The oval around the bar indicates the promised start and end dates for the order or order function.

   Note: A function or child function that completes in very little time (such as seconds or minutes) has a timeline bar that appears as a circle because its duration is so short.

The timeline bar can display one or more of the following icons:

Icon	Description
🛑	Indicates new errors that have occurred on the order. How long ago the error occurred is also displayed.
⚠️	Indicates unresolved errors, which are errors that have been updated but are not yet fixed.
⚠️🛑	Indicates new errors for child functions that already have an unresolved error.

About Order Scheduling Status and Fulfillment State

The order scheduling status and fulfillment state are displayed on the Order page, at the very left in the order bar.

The order fulfillment state combined with the order scheduling status determines the overall status of an order. For example, an order with a scheduling status of Delayed and fulfillment state of In Progress is active in the system but will not be completed by the delivery date that the customer requested.

Scheduling status is in relation to the projected delivery date and other fulfillment dates, which are described in "About Order Fulfillment Dates".

Orders can have one of the following scheduling statuses:

- **Not Started**: When the order has not started being processed in the system.

- **Ahead of Schedule**: When the projected delivery date is earlier than the optimistic promised delivery date.

- **On Schedule**: When the projected delivery date is between the optimistic promised delivery date and the high confidence promised delivery date.

- **Jeopardy**: When the projected delivery date is between the high confidence promised delivery date and the pessimistic promised delivery date. This order scheduling status indicates that an order is not delayed yet, but may be delayed unless action is taken.

- **Delayed**: When the projected delivery date is later than the pessimistic promised delivery date.

- **Not Available** (with a reason): The reasons why an order status is not available include: Terminated, Canceling, and Amending.

Orders can have one of the following fulfillment states:

- **In Progress**: OSM has started to process the order.

- **Completed**: OSM has successfully completed processing the order.

- **Canceled**: The order has been canceled in the OSM system.

- **Failed**: The order has failed to complete successfully.

- **Terminated**: The order has ended before it has successfully completed.

About Order Fulfillment Dates

Fulfillment dates are displayed on the Order page, in the order bar, under Fulfillment. The dates that are displayed depend on where the order is in the order lifecycle. Important fulfillment dates are the following:

- **Requested delivery date**: Date that the customer requests the delivery of an order.

- **Promised delivery date**: Date that the service provider has promised to deliver an order. View the following promised delivery dates by clicking the **Promised** link:

  - **Optimistic**: This is the earliest likely date that the overall order can be delivered. This date is based on the optimistic date duration that is configured at design time, plus the optimistic date configuration of preceding components.

  - **High Confidence**: This is the date that is represented by the Promised marker on the order timeline. This date is between the optimistic and pessimistic dates, and is calculated by the system based on the durations of order functions and child functions. This date is based on the optimistic, most likely, and pessimistic date durations that are configured at design time, plus the promised duration of preceding components.

  - **Pessimistic**: This is the latest possible date that the overall order can be delivered and not be considered delayed. This date is based on the pessimistic date durations that are configured at design time, plus the pessimistic date duration of preceding components.

    Note: The promised delivery dates are calculated using an industry standard statistical tool: program evaluation and review technique (PERT).

- **Projected delivery date**: Date by which an order is projected to be delivered, based on the current progress of an order. This date is based on the promised completion date, plus changes in completion time based on errors that have had an impact on the delivery date.

- **Actual delivery date**: Date that an order is delivered and whether it was completed early, late, or on schedule.

Related Topics

Viewing Order Status Information

Working with Order Processing Errors

In OSM, **order fallout** occurs when an order fails during processing and cannot continue processing. In the Order Lifecycle Management UI, order fallout is called an **error**. Errors are displayed at the order function and child function levels.

When you see a new error, determine when and on which order child function the error occurred. You can then contact the OSM administrator to find out when the error will be resolved and whether it will impact the order completion date. When you have that information, but before the error is fixed in the OSM system, you can update the new error with whether it has an impact, and if it does, enter a new completion date.

> **Note:** An error that changes the projected completion date of the order child function may also change the projected start date and projected completion date of any dependent functions or child functions and of the order as a whole.

Working with order processing errors involves the following tasks:

- Viewing Errors on the Timeline
- About the Timeline History Page
- Updating Errors

Viewing Errors on the Timeline

The timeline gives you a general view of the number of new and unresolved errors that occurred on order functions and order child functions. If you want a list of individual errors, including resolved errors, view the errors on the Timeline History page. See "Viewing Errors on the Timeline History Page".

To view errors on the timeline, go to the Order page and click **show more** for the order and any order function that has child functions. The order function tracks appear and the errors are indicated by the error icons.

Errors on the timeline are displayed only on the order function and order child function timeline tracks. No errors are indicated on the order timeline track. Errors are indicated by icons as follows:

- On the order function tracks, a single error icon is displayed for the most recent error. For example, if an order function has a child function with a new error and another child function with an unresolved error, the function track displays the new error icon rather than the unresolved error icon.

- On the child function tracks, an error icon is displayed for each error that occurred for the child function.

See "About the Order Timeline" for information about the error icons.

Related Topics

Updating Errors

Viewing Errors on the Timeline History Page

The Timeline History page provides information about the individual errors that occurred during order processing.

To view errors in the Timeline History page, go to the Order page and click a link under History in the order bar. The Timeline History page appears, displaying details about each error that occurred during order processing. See "About the Timeline History Page" for information about the fields on this page.

Related Topics

Updating Errors

Viewing Errors on the Timeline

Updating Errors

You update new errors to indicate that the errors have been addressed but are not yet fixed. When an error impacts the completion date of the order child function, you specify a new completion date.

You update unresolved errors to change the projected completion date when, for example, an error is taking longer than expected to fix. You can change the impact of unresolved errors any time before they are fixed.

Errors are automatically set to Resolved when they are fixed in the OSM system.

Note: When you update an error, the child function completion date is updated. The completion date of the function, or the order as a whole might also be affected.

To update errors:

1. From the Order page, do one of the following:

    ■   To update new errors, click **Update Completion Time** under New Errors in the order bar.

        If there is only one new error, the Function dialog box appears.

        If there are multiple new errors, the Timeline History page appears.

    ■   To update unresolved errors, click **Unresolved Errors** under History in the order bar.

        The Timeline History page appears.

2. For each error to update, specify its impact on the child function completion date:

    a.   From the **Select Impact** list, select the impact.

    b.   If the error impacts the completion date, enter the new completion date.

The new projected completion date is now updated on the Order page. If the error updated was a new error, the error counts under New Errors and History are updated accordingly.

Tip: To navigate back to the Order page from the Timeline History page, click the navigation link at the top left of the page.

Related Topics

About the Timeline History Page

About the Timeline History Page

Use the Timeline History page to view information about errors that occurred during order processing and to update the status of new and unresolved errors.

Tip: To navigate back to the Order page from the Timeline History page, click the locator link at the top left of the page.

The Timeline History page includes the following sections:

Section	Description
New Errors	Displays all new errors that occurred during order processing that have not yet been updated. An entry is displayed for each function that has at least one child function with a new error. Each error displays the currently projected completion date.
	See "Updating Errors" for information about updating new errors.
Unresolved Errors	Displays all errors that occurred during order processing that have been updated but have not yet been fixed. An entry is displayed for each function that has at least one child function with a new error. If a new error occurs on a function that already has an unresolved errors, an exclamation point icon is displayed beside the function.
	See "Updating Errors" for information about updating unresolved errors on the Timeline History page.
Resolved Errors	Displays all errors that occurred during order processing that have been resolved. If more than one resolved error has occurred on an order function, all the resolved errors are listed under the single child function.

Each section has one or more of the following fields:

Field	Description
Function	The order child function on which the error occurred.
Projected	(New and unresolved errors only) The current projected delivery date of the order child function.
Select Impact	(New and unresolved errors only) Select the value that indicates whether or not the error impacts the order completion date. If there is an impact, enter the new completion date.
Completion	(Unresolved errors only) If the error impacts the order completion date, displays the new completion date. If the error has no impact on the completion date, no date is shown.
Fixed	(Resolved errors only) The date and time that the error was resolved.

Field	Description
Time to Fix	(Resolved errors only) The amount of time it took to fix the error.
Show More	Click to display the next five errors for the error type. This option is visible for as long as there are additional errors to display. If there are more than 20 errors for the error type, a set of links to the error pages is displayed.