**CCS**

**24B**

**5.1.5.2 Manage Un-Metered Site**

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## Brief Description

**Business Process: 5.1.5.2 CCS.Manage Un-Metered Site**

**Process Type: Sub Process**

**Parent Process: 5.1.5 CCS.Manage Site Infrastructure**

**Sibling Processes: 5.1.5.1 CCS.Manage Metered Site**

This process describes the creation and maintenance of [Premise](#Premise) and [Service Point](#ServicePointItem) in CCS 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](#ServicePointItem). CCS maintains a historical record of installations and removals for Billing and audit purposes.

## Business Process Model Page 1



## Business Process Model Page 2



## Business Process Model Page 3



## Business Process Model Page 4



## Detail Business Process Model Description

[**1.0**](#BPM1) **Verify Service Territory for Premise**

**Actor/Role: CSR or 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**](#BPM1) **Search for Premise**

**Actor/Role: CSR or Authorized User**

**Description:**

Upon receipt of request for service or when new service requirements are made available, the Authorized User uses [Control Central Search](#ControlCentralSearch) to locate the [Premise](#Premise) address to Start Service in CCS. 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 CCS 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**](#BPM1) **Determine Premise Type and Populate Data**

**Actor/Role: CSR or Authorized User**

**Description:**

Requests for new [Premises](#Premise) 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.

**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.**](#BPM1)**3 Request Add Premise**

**Actor/Role: CSR or 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.**](#BPM1)**4 Add Premise**

A**ctor/Role: CCS(CCB)**

**Description:**

The [Premise](#Premise) is added in CCS(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) |

**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.**](#BPM1)**5 Evaluate Premise**

**Actor/Role: CSR or 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.**](#BPM1)**6 Populate and Request Update Premise Information**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User enters any required changes for the Premise.

[**1.**](#BPM1)**7 Update Premise Information Group: Update Premise Information**

A**ctor/Role: CCS(CCB)**

**Description:**

The Premise information is updated in CCS(CCB). Some Premise changes in CCS(CCB) can update CCS (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 |

**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.**](#BPM1)**8 Update Service Point Information Group: Update Premise Information**

A**ctor/Role: CCS(MDM)**

**Description:**

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

[**1.**](#BPM1)**9 Determine Service Point Type and Populate Data Group: Create SP**

A**ctor/Role: Authorized User**

**Description:**

The Authorized User enters required Service Point Information for a new [Service Point](#ServicePointMeter). The Service Point has an effective date to indicate when it was installed in CCS. 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.

**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**](#BPM1)**.0 Request Add Service Point Group: Create SP**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User requests Add Service Point.

[**2**](#BPM1)**.1 Add Service Point in Active Status Group: Create SP**

A**ctor/Role: CCS(MDM)**

**Description:**

The Service Point information is added in CCS(MDM) with Active Status. CCS uses Joint Maintenance process to updates Service Point information in CCS(CCB).

**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 |

**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**](#BPM1)**.2 Add Service Point in In Service Status Group: Create SP**

A**ctor/Role: CCS(CCB)**

**Description:**

CCS uses Joint Maintenance process to updates Service Point information in CCS(CCB) with the status as In Service. Note the service point characteristics and geographic values are maintained separately in CCS (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**](#BPM1)**.3 Evaluate Service Point**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User reviews and verifies the newly entered Service Point information. The existing [Service Point](#ServicePointMeter) 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.**](#BPM3)**4 Change Service Point Status to Active Group: Activate SP**

**Actor/Role: CSR or 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.

[**2.**](#BPM3)**5 Update Service Point Status to Active Group: Activate SP**

**Group: Update SP Status**

A**ctor/Role: CCS(MDM)**

**Description:**

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

**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.**](#BPM3)**6 Update Service Point Status to In Service Group: Activate SP**

**Group: Update SP Status**

A**ctor/Role: CCS(CCB)**

**Description:**

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

**[2.](#BPM1)7 Populate and Request Update SP Information Group: Update SP**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User determines information for the Service Point requires changing or updating.

[**2.**](#BPM1)**8 Update Service Point Information Group: Update SP**

A**ctor/Role: CCS(MDM)**

**Description:**

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

**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 |

[**2.9**](#BPM1) **Update Service Point Information Group: Update SP**

A**ctor/Role: CCS(CCB)**

**Description:**

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

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**](#_Business_Process_Model_1) **Evaluate SP-Install Event**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User evaluates the existing [Service Point-Install Event](#SPMeterHistory) Link and verifies information to ensure accuracy.

**[3.1](#_Business_Process_Model_1) Search for Device Group: Install Device**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User searches for the given Device in CCS 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 |

[**3.2**](#_Business_Process_Model_1) **Initiate Field Activity Group: Install Device**

**Group: Deinstall Device**

**Actor/Role: CSR or 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**](#_Business_Process_Model_1) **5.3.2.1 SOM.Manage Field Activities and Service Orders**

**Actor/Role: CSR or Authorized User**

**Description:**

Refer to 5.3.2.1 SOM.Manage Field Activities and Service Orders.

[**3.4**](#_Business_Process_Model_1) **5.6.3.1 CCS.Manage Device Group: Install Device**

**Actor/Role: CSR or Authorized User**

**Description:**

The Device information needs to be recorded in inventory prior to installation in CCS. Refer to 5.6.3.1 CCS.Manage Device.

**[3.5](#_Business_Process_Model_1) 5.6.3.2 CCS.Manage Device Installation and Commissioning Group: Install Device**

**Actor/Role: CSR or Authorized User**

**Description:**

Refer to 5.6.3.2 CCS.Manage Device Installation and Commissioning.

[**3.6**](#_Business_Process_Model_1) **5.6.3.3 CCS.Manage Device De-Installation, De-Commissioning and Retirement Group: Deinstall Device**

**Actor/Role: CSR or Authorized User**

**Description:**

Refer to 5.6.3.3 CCS.Manage Device De-Installation, De-Commissioning and Retirement.

[**3.7**](#_Business_Process_Model_1) **3.3.2.3 CCS.Stop Premised Based Service Group: Deinstall Device**

**Actor/Role: CSR or Authorized User**

**Description:**

Refer to 3.3.2.3 CCS.Stop Premised Based Service.

[**3.8**](#_Business_Process_Model_1) **Populate Data and Request Deactivate Service Point Group: Deactivate SP**

**Actor/Role: CSR or 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**](#_Business_Process_Model_1) **Update Service Point Status to Inactive Group: Deactivate SP**

**Group: Update SP Status**

A**ctor/Role: CCS(MDM)**

**Description:**

The Service Point status is updated in CCS(MDM) as inactive. Internal Synchronization process updates Service Point information in CCS(CCB).

**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**](#_Business_Process_Model_1) **Update Service Point Status to Inactive Group: Deactivate SP**

**Group: Update SP Status**

A**ctor/Role: CCS(CCB)**

**Description:**

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

[**4.1**](#_Business_Process_Model_2) **Evaluate Item Details**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User evaluates the existing [Service Point and Item](#SPMeterHistory) to be linked and verifies information to ensure accuracy.

[**4.2**](#_Business_Process_Model_2) **Search for Item Type Group: Add Item to SP**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User searches for the given Item type in CCS to determine if it is configured in system. Searching for the Device type can be accomplished through Search in Device Type List.

**Configuration required Y Entities to Configure:**

|  |
| --- |
| Device Type (Item Type) |
| Device Configuration Type (Item Configuration Type) |

[**4.3**](#_Business_Process_Model_2) **5.6.3.4 CCS.ODM-MDM.Create Non Tracked Assets and Items Group: Add Item to SP**

**Actor/Role: CSR or Authorized User**

**Description:**

The Device information needs to be recorded in inventory prior to installation in CCS. Refer to 5.6.3.4 CCS.ODM-MDM.

Create Non Tracked Assets and Items

[**4.4**](#_Business_Process_Model_2) **Request to Add Unbadged Item(s) to Service Point Group: Add Item to SP**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User requests to add unbadged item(s) to Service Point.

[**4.5**](#_Business_Process_Model_2) **Perform Validations Group: Add Item to SP**

**Group: Remove Item from SP**

A**ctor/Role: CCS(MDM)**

**Description:**

CCS(MDM) performs validations to evaluate if the unbadged item(s) can be linked to SP or removed from Service Point.

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

|  |
| --- |
| D1-ITMCATVAL - Item Category Validation |
| D1-MIPERDVAL - Multi-Item Period Validation |

**Business Object: Y Business Object:**

|  |
| --- |
| X1D-ServicePoint |
| D1-ItemType |

**Configuration required Y Entities to Configure:**

|  |
| --- |
| SP Type |
| Device Type (Item Type) |
| Device Configuration Type (Item Configuration Type) |

[**4.6**](#_Business_Process_Model_2) **Link Item to Service Point Group: Add Item to SP**

A**ctor/Role: CCS(MDM)**

**Description:**

CCS(MDM) links multi-item(s) to service point with start and end date.

[**4.7**](#_Business_Process_Model_2) **Request to Remove Item(s) from Service Point Group: Remove Item from SP**

**Actor/Role: CSR or Authorized User**

**Description:**

The Authorized User requests to remove unbadged item(s) from Service Point.

[**4.8**](#_Business_Process_Model_2) **Remove Item from Service Point Group: Remove Item from SP**

A**ctor/Role: CCS(MDM)**

**Description:**

CCS(MDM) removes item(s) from service point.

## Test Assets related to the Current Process

| Testing Asset Sr.No | Use Case | No Of Data sets |
| --- | --- | --- |
|  |  |  |
| 1 | URM-CCS-5152-001-Create-Sp-Elec-Unmetered-Item-NewPremise | 2 |
| 2 | URM-CCS-5152-002-Create-Sp-Elec-UnmeteredItem-Existing-Premise | 2 |
| 3 | URM-CCS-5152-003-Update-Sp-Elec-Unmetered-Item | 2 |
| 4 | URM-CCS-5152-004-Install-New-Device-NewSp-Elec-Unmetered-Badged-Item | 1 |
| 5 | URM-CCS-5152-005-Install-New-Device-ExistingSp-Elec-Unmetered-Badged-Item | 1 |
| 6 | URM-CCS-5152-006-Install-Existing-Device-NewSp-Elec-Unmetered-Badged-Item | 1 |
| 7 | URM-CCS-5152-007-Install-Existing-Device-Existing-Sp-Elec-Unmetered-Badged-Item | 1 |

## Document Control

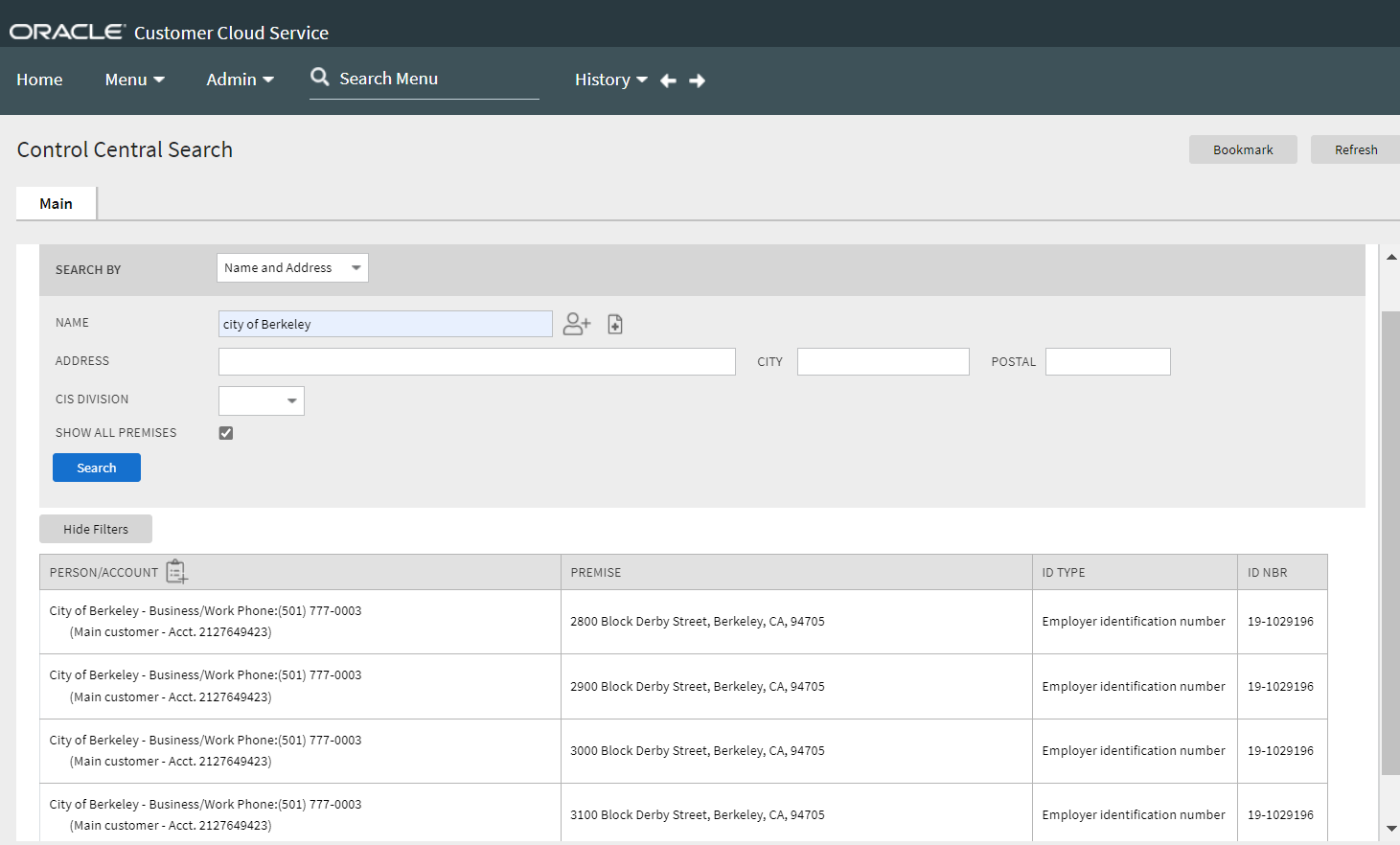
**Change Record**

| 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 |
| 09/20/2024 | Kunal Nerkar |  | Updated Document and Visio for CCS 24B |
| 09/29/2024 | Ashish Shukla |  | Reviewed/Approved |
| 09/29/2024 | Sundar Krishnamachariar |  | Reviewed and Approved |
| 12/15/2024 | Galina Polonsky |  | Reviewed, Approved |

## Attachments:

### Control Central Search

Control Central Search

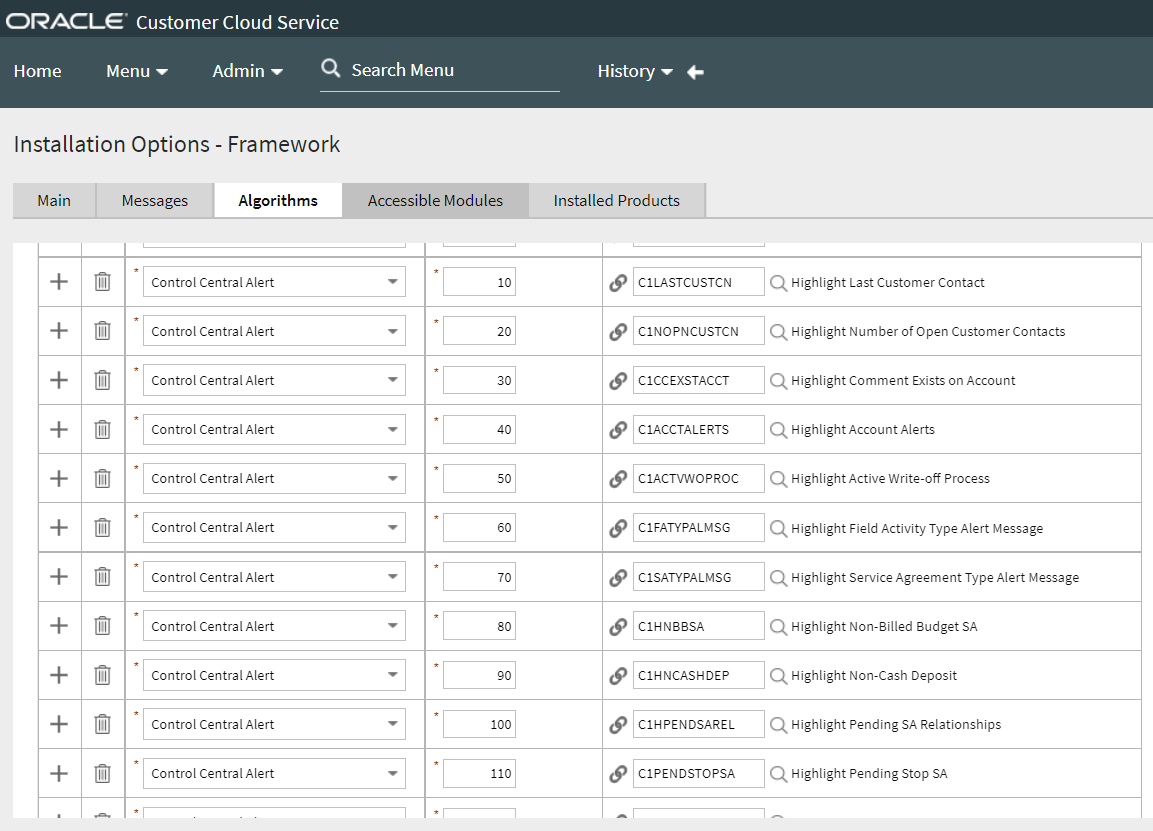


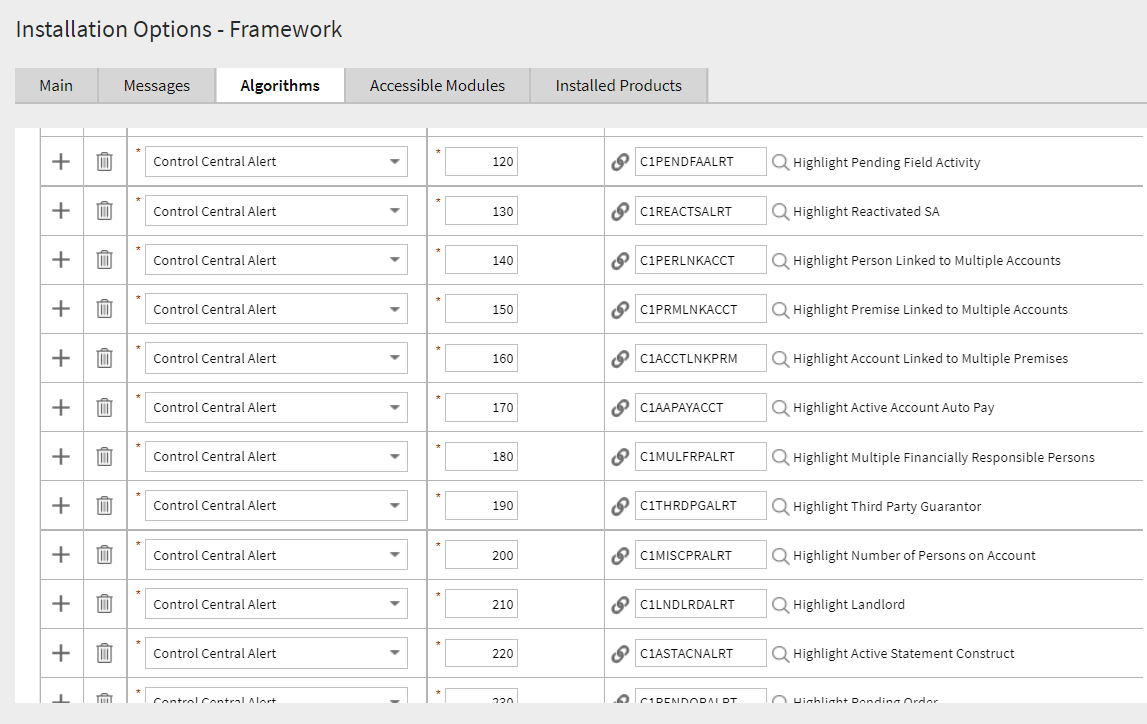
### Admin Menu – Installation Options – Control Central Alerts

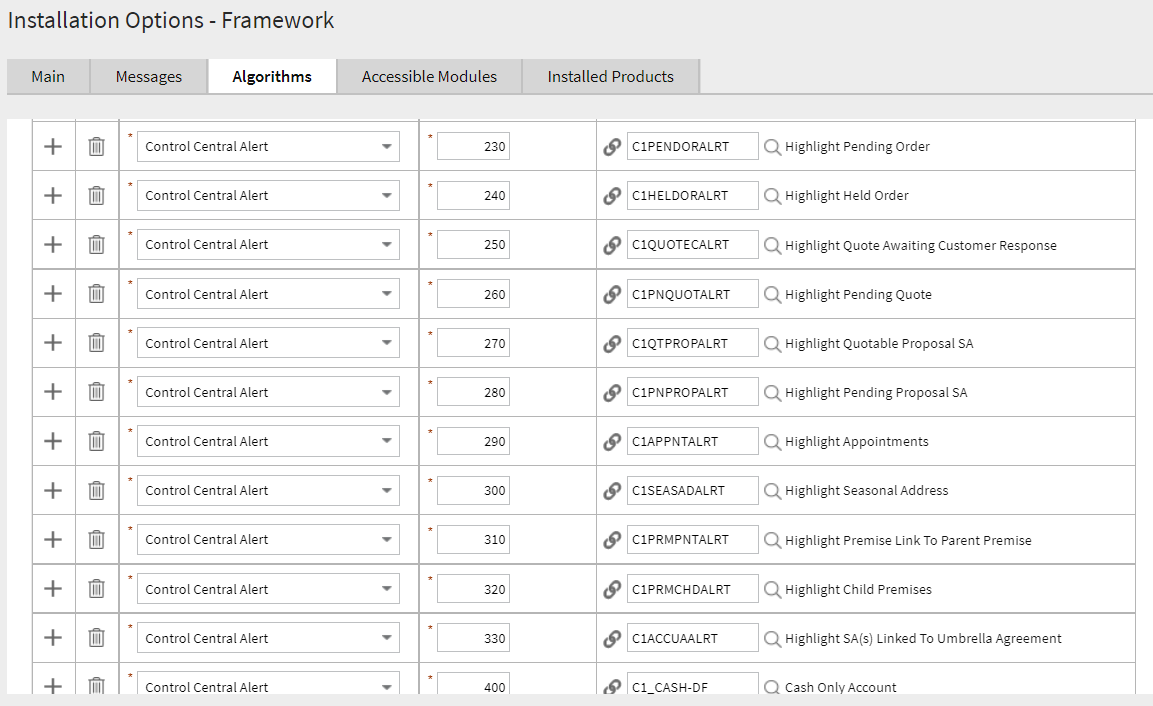
Installation Options Control Central Alert Algorithms

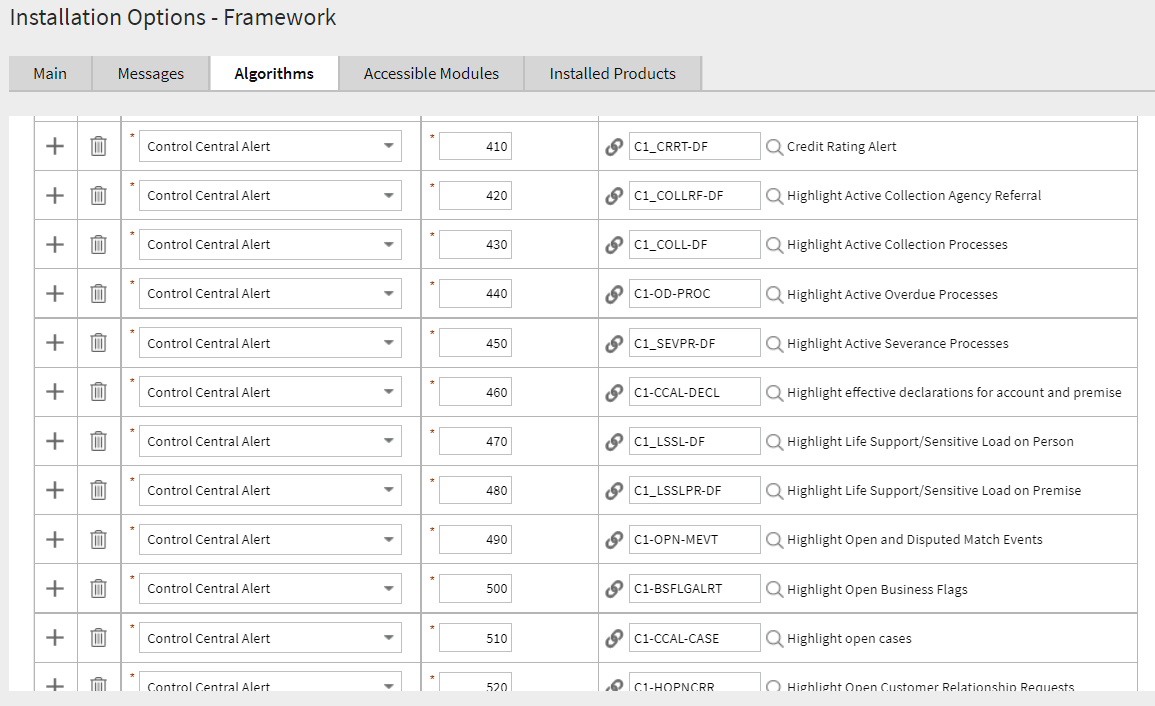
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Algorithm Type** | **Description** | **Algorithm Entity** | **Script** | **Detailed Description** |
| C1AAPAYACCT | Highlight Active Account Auto Pay | Installation - Control Central Alert | Highlight Active Account Auto Pay | This alert algorithm highlights if the account has an automatic payment option that is effective on ... |
| C1ACCTALERTS | Highlight Account Alerts | Installation - Control Central Alert | Highlight Account Alerts | This alert algorithm highlights the account's user-defined alert(s). ... |
| C1ACCTLNKPRM | Highlight Account Linked to Multiple Premises | Installation - Control Central Alert | Highlight Account Linked to Multiple Premises | This alert algorithm highlights if the account has service agreements whose service points reference ... |
| C1ACCUAALRT | Highlight SA(s) Linked To Umbrella Agreement | Installation - Control Central Alert | Highlight SA(s) Linked To Umbrella Agreement | This alert algorithm highlights if the account has one or more SAs linked to non-canceled Terms of S ... |
| C1ACTVWOPROC | Highlight Active Write-off Process | Installation - Control Central Alert | Highlight Active Write-off Process | This alert algorithm highlights if the account has an Active Write Off Process. ... |
| C1APPNTALRT | Highlight Appointments | Installation - Control Central Alert | Highlight Appointments | This alert algorithm highlights if a premise has pending and/or held appointment(s). ... |
| C1ASTACNALRT | Highlight Active Statement Construct | Installation - Control Central Alert | Highlight Active Statement Construct | This alert algorithm highlights if the person has an active statement construct. ... |
| C1-BSFLGALRT | Highlight Open Business Flags | Installation - Control Central Alert | Business Flag Alert | This control central alert algorithm highlights the number of business flags that exist in a non-fin ... |
| C1-CASH-ACCT | Highlight Cash Only Account | Installation - Control Central Alert |  | This control central alert algorithm displays an alert if the current account's cash only score exce ... |
| C1-CCAL-CLM | Highlight Open Rebate Claims | Installation - Control Central Alert | Rebate Claim - Highlight Open Rebate Claims | This algorithm type highlights open rebate claims associated with the person, account and premise in ... |
| C1-CCAL-OCBG | Highlight Open Off Cycle Bill Generators | Installation - Control Central Alert | Off Cycle Bill Generator - Highlight Open Off Cycle Bill Generators | This algorithm type highlights open off cycle bill generators associated with the account in context ... |
| C1CCEXSTACCT | Highlight Comment Exists on Account | Installation - Control Central Alert | Highlight Comment Exists on Account | This alert algorithm highlights if there is a free-form comment on the Account. ... |
| C1-COLLPR-AC | Highlight Active Collection Process | Installation - Control Central Alert |  | This control central alert algorithm highlights Active Collection Processes associated with the acco ... |
| C1-COLL-REF | Highlight Active Collection Referral | Installation - Control Central Alert |  | This control central alert algorithm displays an alert if the current account has an active collecti ... |
| C1CONTMSALRT | Highlight Consumer Contract Milestones | Installation - Control Central Alert | Highlight Consumer Contract Milestones | Algorithms of this type display a control central alert for consumer contract milestones related to ... |
| C1-CRRT-ACCT | Highlight Credit Rating | Installation - Control Central Alert |  | This control central alert algorithm displays an alert when the account in context has a credit rati ... |
| C1CSREQALRT | Highlight Customer Service Requests in State | Installation - Control Central Alert | Highlight Customer Service Requests in State | Algorithms of this type display a control central alert for customer service (CS) requests related t ... |
| C1CSRQPF | Highlight CS Request Process Flows | Installation - Control Central Alert | Highlight CS Request Process Flows | This algorithm highlights customer service request-specific process flows. It is designed for highl ... |
| C1CSRTACTIN | Highlight Account Information | Installation - Control Central Alert | Highlight Account Information | The alert algorithm calls common logic that invokes the Account Information algorithm on Installatio ... |
| C1CSRTPREMSI | Highlight Premise Service Information | Installation - Control Central Alert | Highlight Premise Service Information | This alert algorithm returns a list of service point information strings for the premise. For each ... |
| C1-DDACCTNB | Highlight Number of Days Until Next Bill | Installation - Control Central Alert | Highlight Number of Days Until Next Bill | This alert algorithm highlights the number of days until the account's next bill, based on the accou ... |
| C1FATYPALMSG | Highlight Field Activity Type Alert Message | Installation - Control Central Alert | Highlight Field Activity Type Alert Message | This alert algorithm highlights if the premise has a completed field activity with an FA type that h ... |
| C1HELDORALRT | Highlight Held Order | Installation - Control Central Alert | Highlight Held Order | This alert algorithm highlights that a person has held order(s). ... |
| C1HNBBSA | Highlight Non-Billed Budget SA | Installation - Control Central Alert | Highlight Non-Billed Budget SA | This alert algorithm highlights an account's Pending Start, Active and/or Pending Stop non-billed bu ... |
| C1HNCASHDEP | Highlight Non-Cash Deposit | Installation - Control Central Alert | Highlight Non-Cash Deposit | This alert algorithm highlights if the account has non-cash deposits that are effective on the curre ... |
| C1-HONFPAPF | Highlight In Progress PA Requests | Installation - Control Central Alert | Highlight In Progress PA Requests | This alert algorithm highlights an account's PA Request process flows that are in a non-final state. ... |
| C1-HOPNCRR | Highlight Open Customer Relationship Requests | Installation - Control Central Alert | Highlight Open Customer Relationship Requests | This algorithm highlights open customer relationship requests associated with the account, person an ... |
| C1HPENDSAREL | Highlight Pending SA Relationships | Installation - Control Central Alert | Highlight Pending SA Relationships | This alert algorithm highlights if the account has pending SA relationship(s). ... |
| C1LASTCUSTCN | Highlight Last Customer Contact | Installation - Control Central Alert | Highlight Last Customer Contact | This alert algorithm highlights a person's and/or premise's last customer contact. The alert shows ... |
| C1LNDLRDALRT | Highlight Landlord | Installation - Control Central Alert | Highlight Landlord | This alert algorithm highlights that a landlord is linked to the premise. ... |
| C1-LSSL-PER | Highlight Person Life Support/Sensitive Load | Installation - Control Central Alert |  | This control central alert algorithm displays an alert when the account in context is linked to a pe ... |
| C1-LSSL-PRM | Highlight Premise Life Support/Sensitive Load | Installation - Control Central Alert |  | This control central alert algorithm displays an alert when the premise in context has life support/ ... |
| C1MISCPRALRT | Highlight Number of Persons on Account | Installation - Control Central Alert | Highlight Number of Persons on Account | This alert algorithm highlights the number of persons on the account. ... |
| C1MULFRPALRT | Highlight Multiple Financially Responsible Persons | Installation - Control Central Alert | Highlight Multiple Financially Responsible Persons | This alert algorithm highlights if the account has more than one financially responsible person link ... |
| C1NOPNCUSTCN | Highlight Number of Open Customer Contacts | Installation - Control Central Alert | Highlight Number of Open Customer Contacts | This alert algorithm highlights the number of open customer contact(s) that are associated with the ... |
| C1-OD-PROC | Highlight Active Overdue Processes | Installation - Control Central Alert |  | This control central alert algorithm highlights Active Overdue Processes associated with the account ... |
| C1-OPENLDALR | Retrieve Open Leads | Installation - Control Central Alert | Retrieve Open Leads | This control central alert algorithm highlights open initiative leads associated with the person, ac ... |
| C1-OPN-MEVT | Highlight Open and Disputed Match Events | Installation - Control Central Alert |  | This control central alert algorithm creates alerts if the current account has any open match events ... |
| C1-OPSTSKALT | Retrieve Open CSS Service Task Alert | Installation - Control Central Alert | Retrieve Outstanding CSS Service Tasks | Display an alert to inform the user that there are currently OPEN (non-final) CSS service tasks asso ... |
| C1PENDFAALRT | Highlight Pending Field Activity | Installation - Control Central Alert | Highlight Pending Field Activity |  |
| C1PENDORALRT | Highlight Pending Order | Installation - Control Central Alert | Highlight Pending Order | This alert algorithm highlights that a person has pending order(s). ... |
| C1PENDSTOPSA | Highlight Pending Stop SA | Installation - Control Central Alert | Highlight Pending Stop SA | This alert algorithm highlights if the account has Pending Stop service agreement(s). ... |
| C1-PEND-STRT | Highlight Pending Start | Installation - Control Central Alert |  | This control central alert algorithm highlights if the account in context has any pending start serv ... |
| C1PERLNKACCT | Highlight Person Linked to Multiple Accounts | Installation - Control Central Alert | Highlight Person Linked to Multiple Accounts | This alert algorithm highlights if the person has multiple accounts. ... |
| C1PNPROPALRT | Highlight Pending Proposal SA | Installation - Control Central Alert | Highlight Pending Proposal SA | This alert algorithm highlights if the account has Pending proposal service agreement(s). ... |
| C1PNQUOTALRT | Highlight Pending Quote | Installation - Control Central Alert | Highlight Pending Quote | This alert algorithm highlights if the account has Pending quote(s). ... |
| C1PRMCHDALRT | Highlight Child Premises | Installation - Control Central Alert | Highlight Child Premises | This alert algorithm highlights if the premise is defined as the Parent Premise for one or more prem ... |
| C1PRMLNKACCT | Highlight Premise Linked to Multiple Accounts | Installation - Control Central Alert | Highlight Premise Linked to Multiple Accounts | This alert algorithm highlights if the premise has service points that are linked to non-closed, non ... |
| C1PRMPNTALRT | Highlight Premise Link To Parent Premise | Installation - Control Central Alert | Highlight Premise Link To Parent Premise | This alert algorithm highlights if the premise has a Parent Premise. ... |
| C1QTPROPALRT | Highlight Quotable Proposal SA | Installation - Control Central Alert | Highlight Quotable Proposal SA | This alert algorithm highlights if the account has Quotable proposal service agreement(s). ... |
| C1QUOTECALRT | Highlight Quote Awaiting Customer Response | Installation - Control Central Alert | Highlight Quote Awaiting Customer Response | This alert algorithm highlights if the account has a complete quote with a quote detail that referen ... |
| C1REACTSALRT | Highlight Reactivated SA | Installation - Control Central Alert | Highlight Reactivated SA | This alert algorithm highlights that the account has Reactivated service agreement(s). ... |
| C1RETUACCTSP | Highlight Unique Accounts That Had Service At Premise | Installation - Control Central Alert | Highlight Unique Accounts That Had Service At Premise | This alert algorithm counts the number of unique accounts that had service in the last Number of Mon ... |
| C1SATYPALMSG | Highlight Service Agreement Type Alert Message | Installation - Control Central Alert | Highlight Service Agreement Type Alert Message | This alert algorithm highlights if the account has a non-closed, non-canceled service agreement with ... |
| C1-SCHOTPAY | Highlight Scheduled One Time Payments | Installation - Control Central Alert | Highlight Scheduled One Time Payments | This control central alert algorithm highlights the number of scheduled one time payments that exist ... |
| C1SEASADALRT | Highlight Seasonal Address | Installation - Control Central Alert | Highlight Seasonal Address | This alert algorithm highlights any of the following: - If the person has an active seasonal address ... |
| C1-SEVPR-ACT | Highlight Active Severance Processes | Installation - Control Central Alert |  | This control central alert algorithm highlights Active Severance Processes associated with the accou ... |
| C1-STASKALRT | Retrieve Open Service Tasks | Installation - Control Central Alert | Retrieve Open Service Tasks | This control central alert algorithm highlights the number of service tasks that exist in a non-fina ... |
| C1-STOP-SA | Highlight Stopped SAs | Installation - Control Central Alert |  | This control central alert algorithm creates an alert if current account has any stopped service agr ... |
| C1-STSKALSAC | Service Task Alert By SA Characteristic | Installation - Control Central Alert | Service Task Alert by SA Characteristic | This control central alert algorithm highlights if the account in context has any open service tasks ... |
| C1THRDPGALRT | Highlight Third Party Guarantor | Installation - Control Central Alert | Highlight Third Party Guarantor | This alert algorithm highlights if the account has a third party guarantor. ... |
| C1-WO-BILL | Highlight Written Off Bills | Installation - Control Central Alert |  | This control central alert algorithm highlights whether or not write-offs exist for the account in c ... |
| CCAL-CASE | Highlight cases | Installation - Control Central Alert |  | This control central alert algorithm highlights cases associated with the person, account and premis ... |
| CCAL-DECL | Highlight Effective Declarations for Acct and Prem | Installation - Control Central Alert |  | This control central alert algorithm highlights declarations in effect as of the business date for t ... |
| CCAL-FAERMSG | Highlight FAs with outstanding outgoing messages | Installation - Control Central Alert |  | This control central alert algorithm highlights a Field Activity associated with the current context ... |
| CCAL-TD | Highlight outstanding To Do entries | Installation - Control Central Alert |  | This control central alert algorithm counts the number of To Do Entries that are outstanding for the ... |
| CCAL-WF | Account or Premise linked to Active Workflow Process | Installation - Control Central Alert |  | This control central alert algorithm creates an alert for each active workflow process linked to the ... |
| CC BY TYPCL | Count number of customer contacts | Installation - Control Central Alert |  | This control central alert algorithm counts the number of Customer Contacts for a given Contact Type ... |
| F1-SYNRQALRT | Retrieve Outstanding Sync Request | Installation - Control Central Alert | Retrieve Outstanding Sync Request | This control central alert algorithm highlights the number of sync requests that exist in a non-fina ... |
| PP BY STATUS | Count pay plans | Installation - Control Central Alert |  | This control central alert algorithm counts the number of Pay Plans for each Pay Plan Status whose s ... |

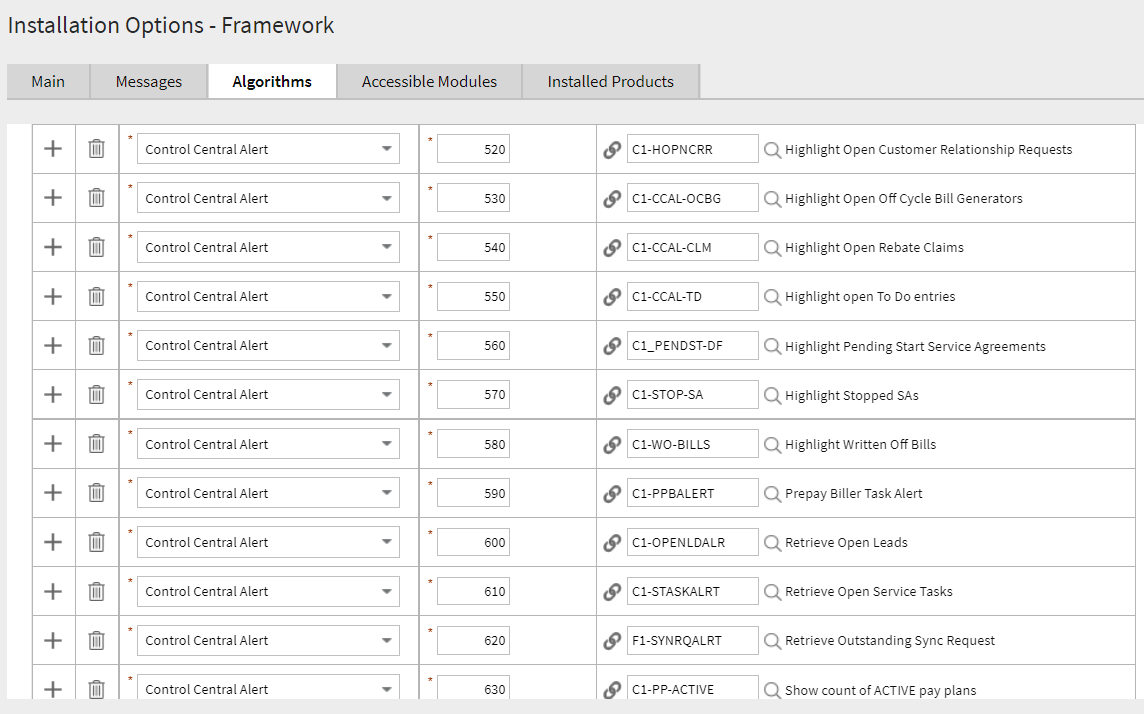
As displayed in CCS – Installation Options - Framework







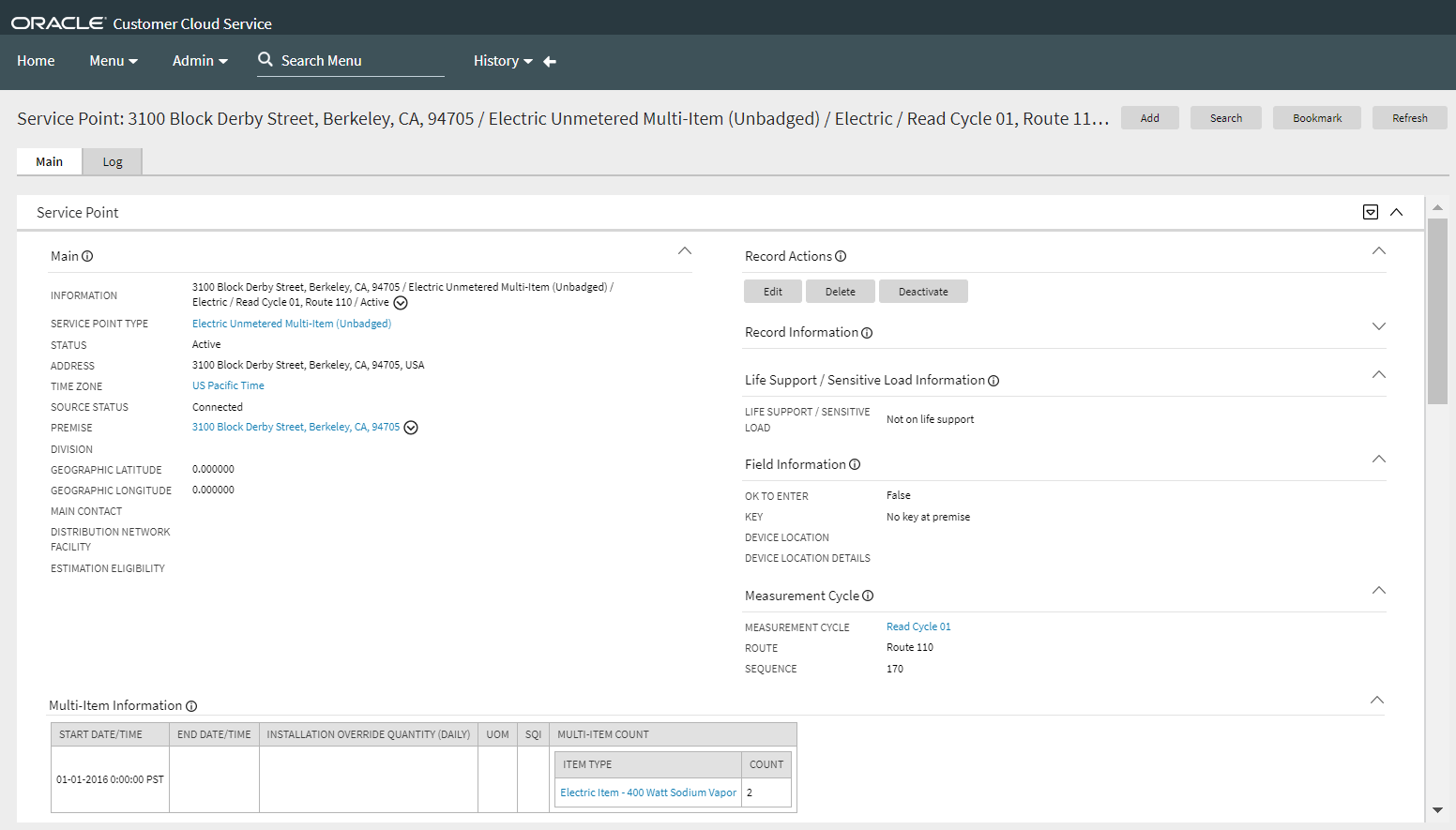




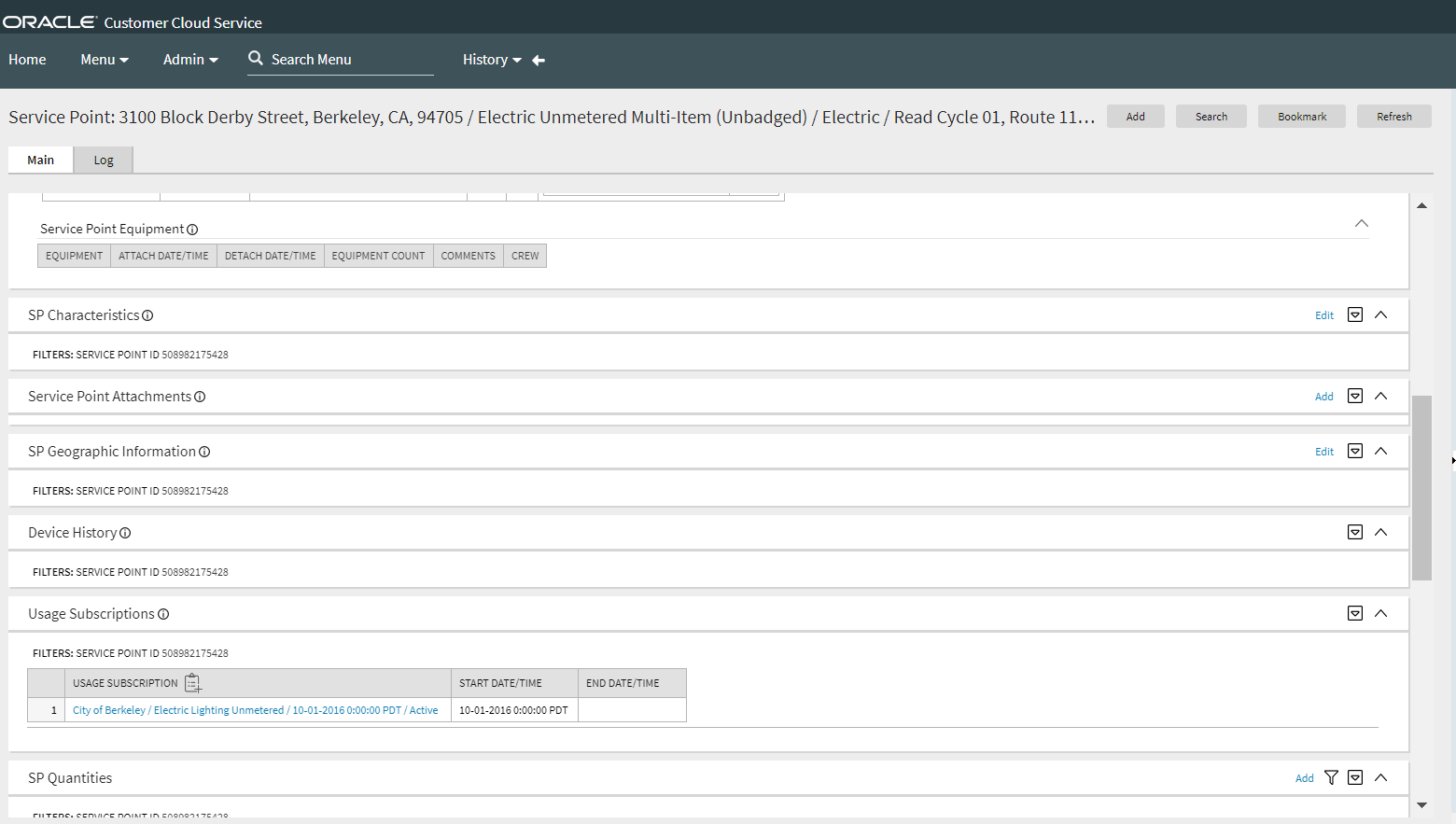


### Service Point

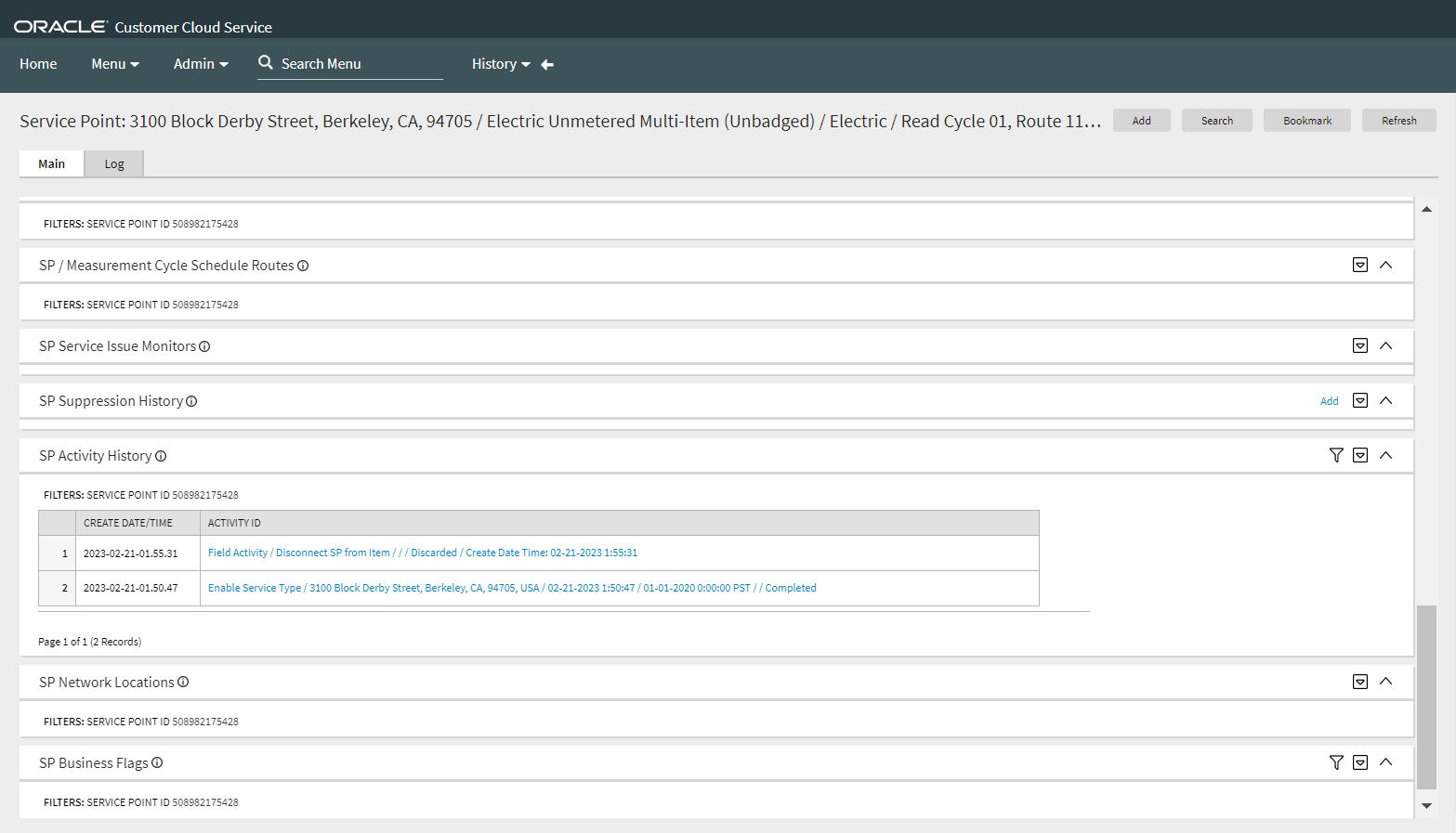
Service Point - Main



Service Point - SP/Usage Subscription

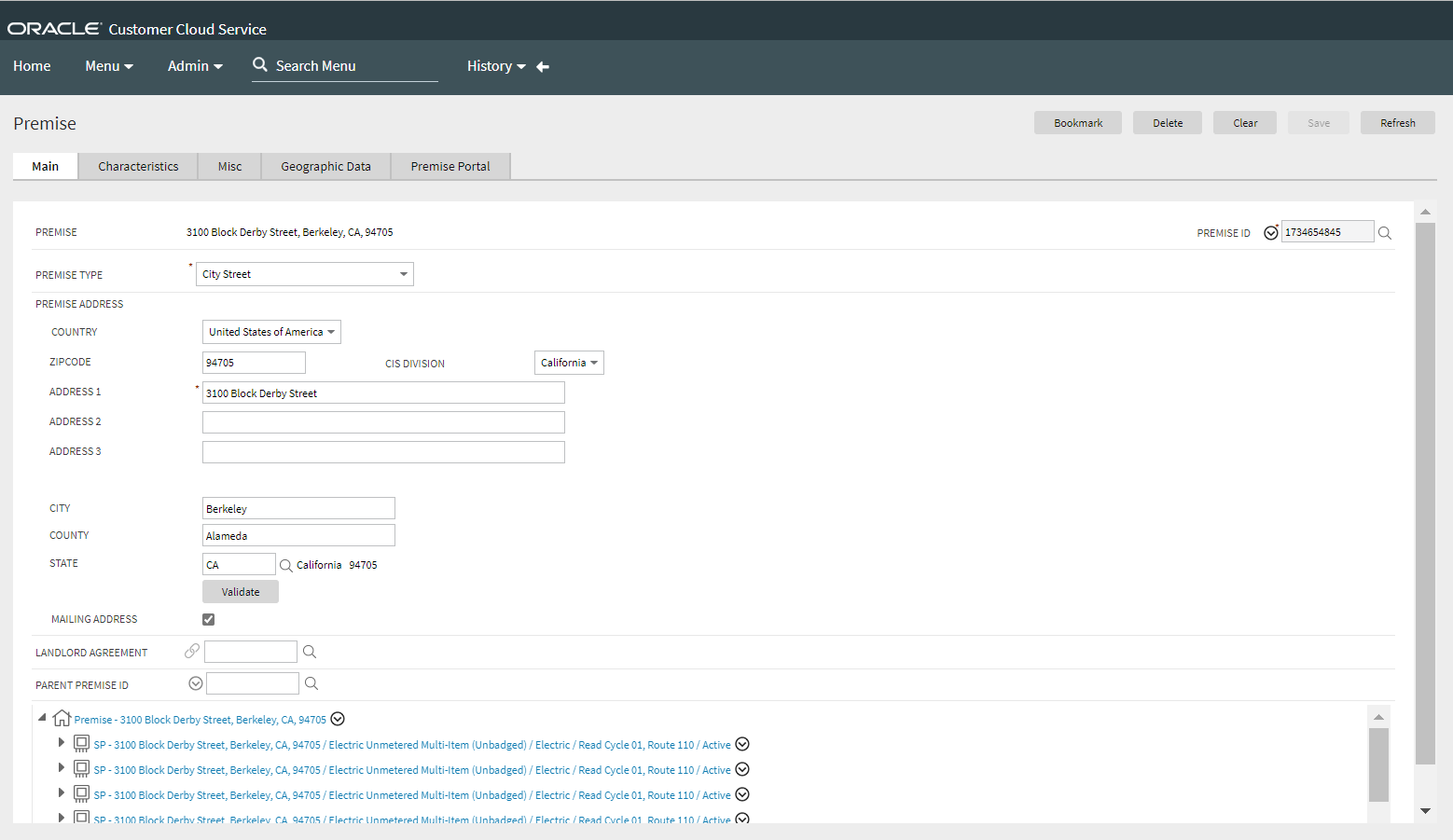


Service Point – Activity History

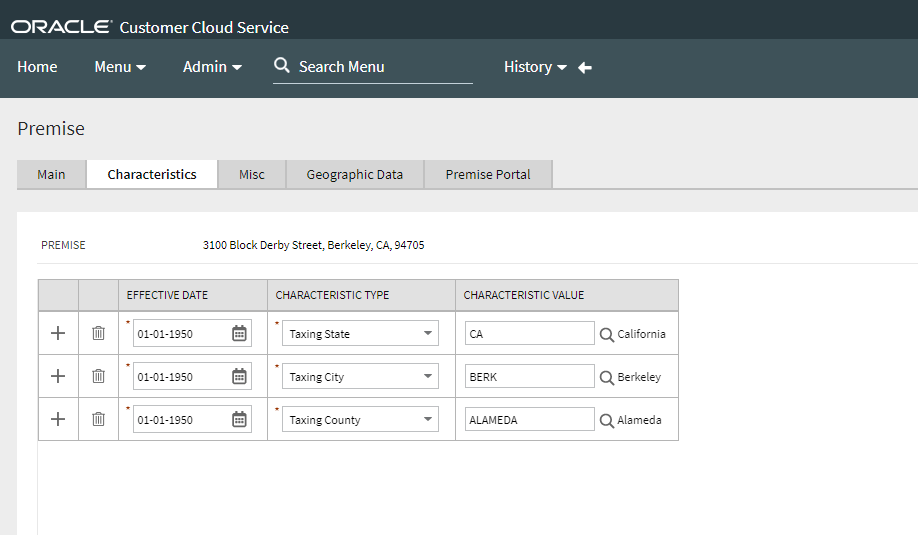


### Premise

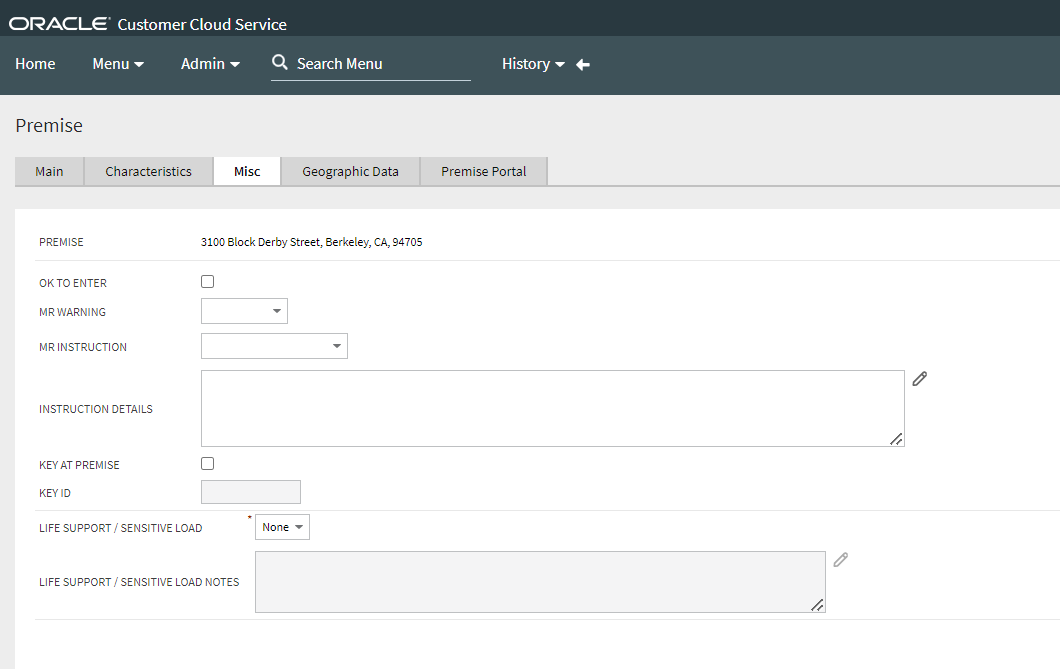
Premise - Main



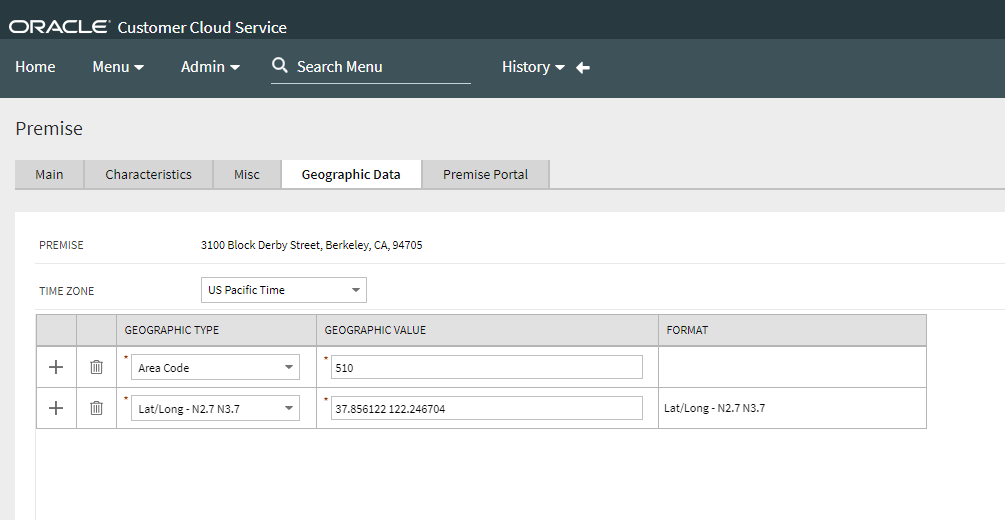
Premise - Characteristics



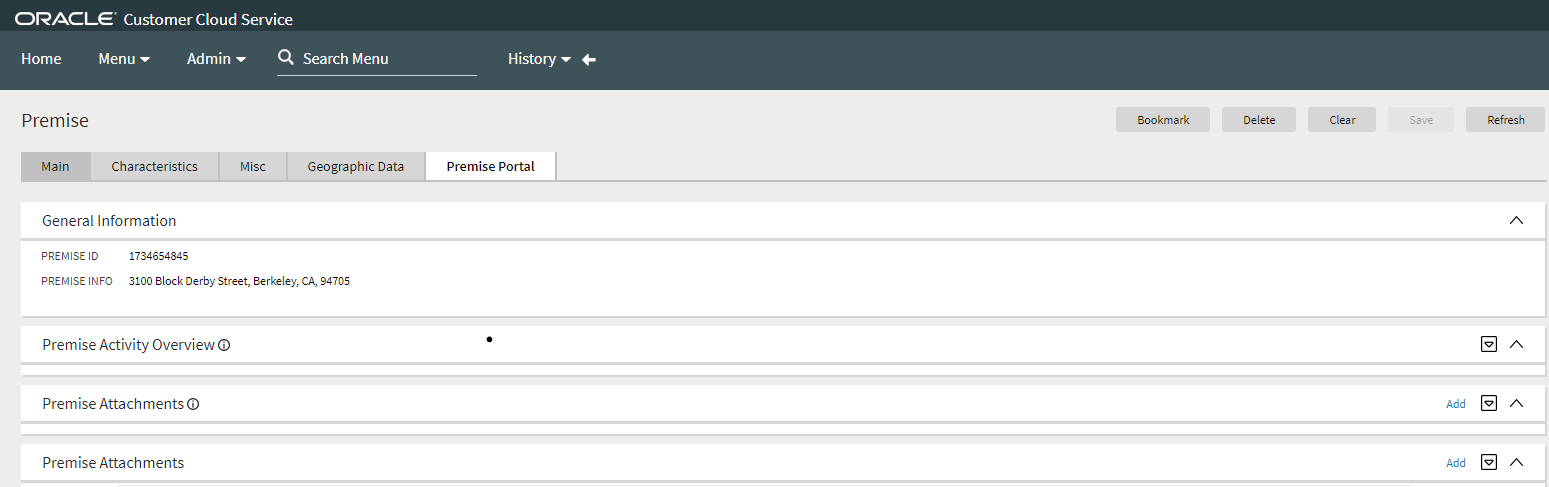
Premise - Misc



Premise – Geographic Data

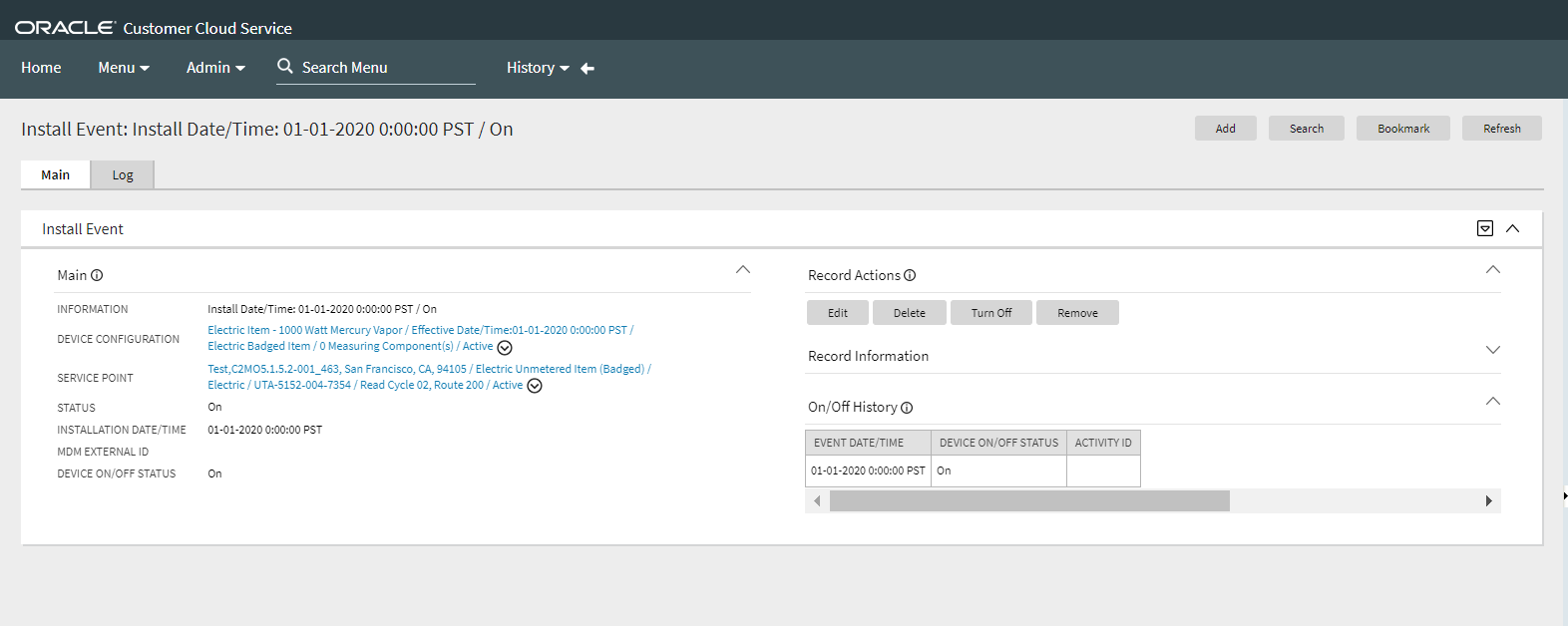


Premise – Premise Portal



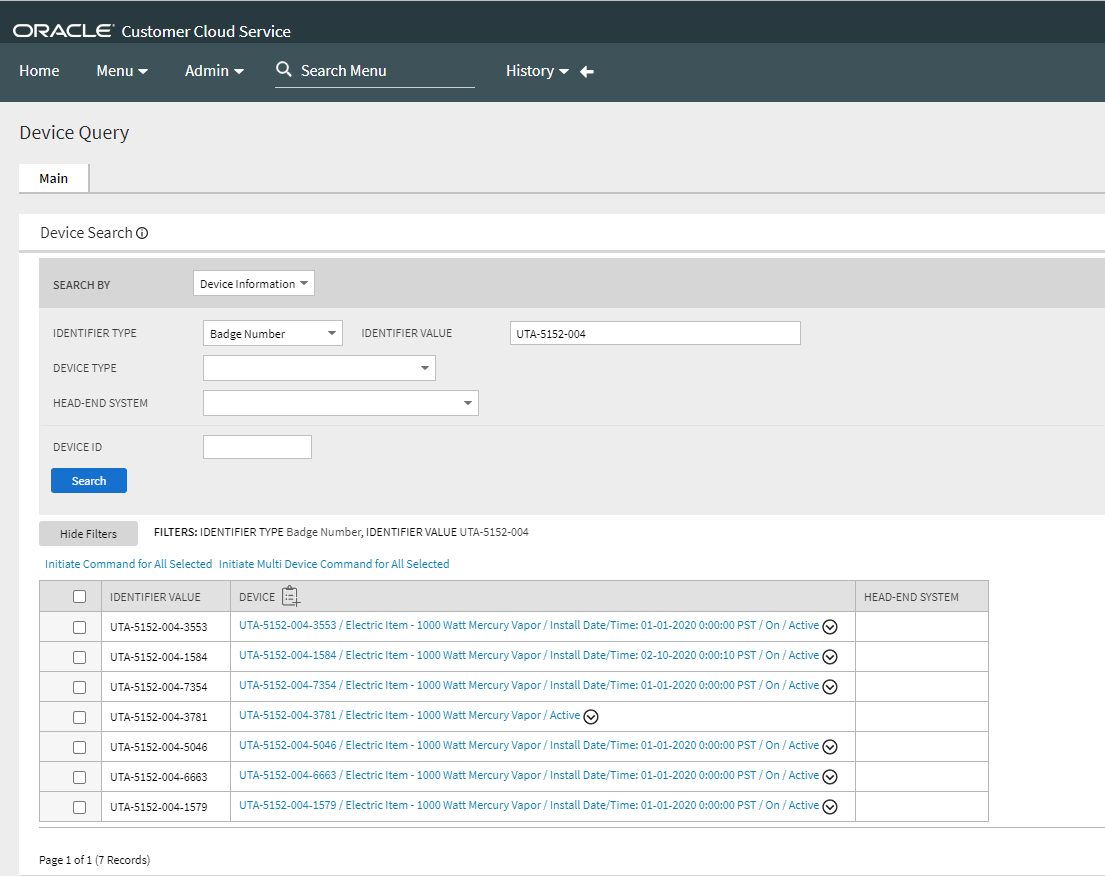
### SP Install Event

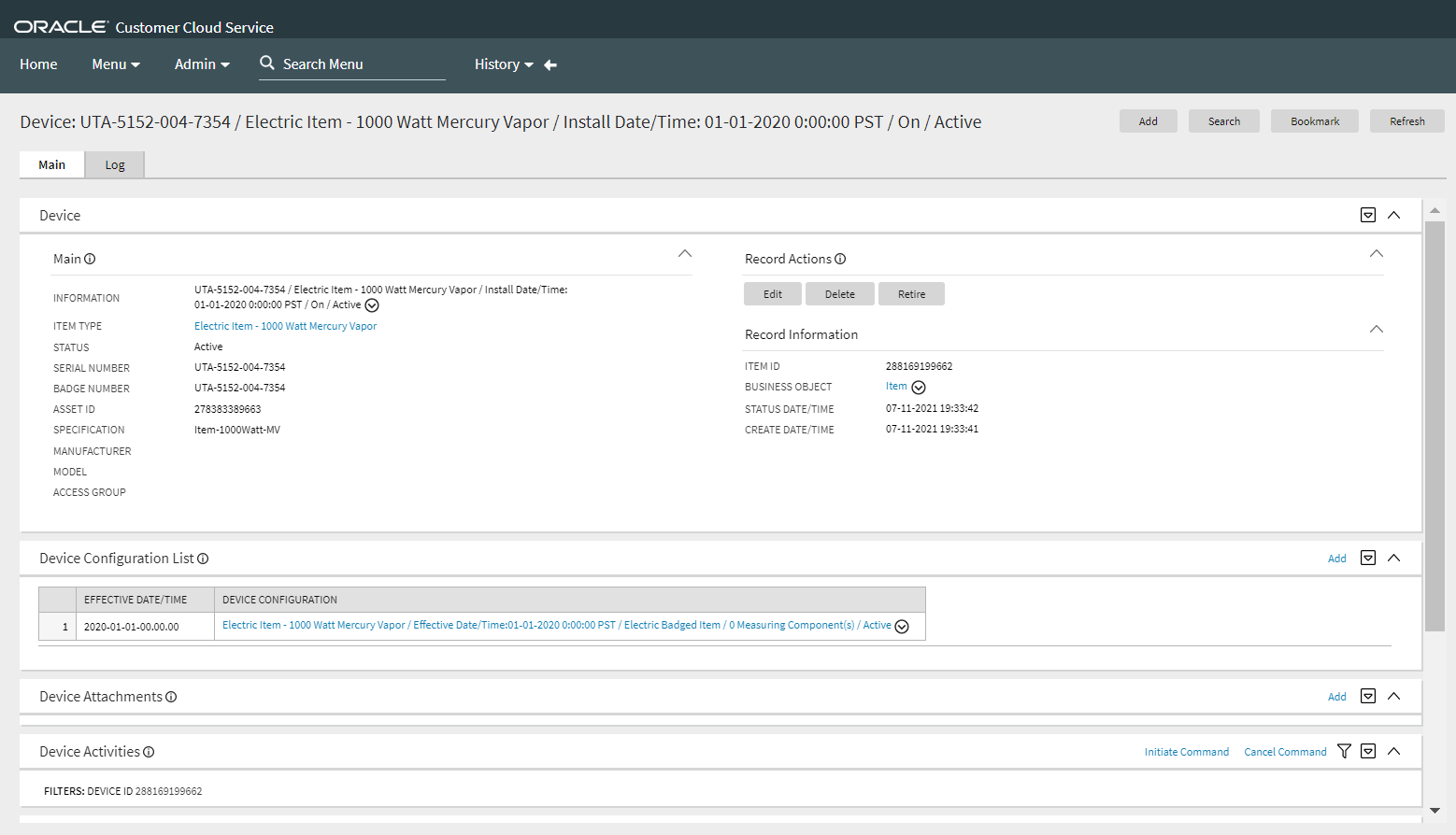
SP Install Event - Main



### Device Search

Device Search





### Miscellaneous Information

System supports communicating with the system via RESTful services or via SOAP services. In both cases, the system uses an object called inbound web service (IWS) to store the configuration. A web service class is used to distinguish whether the IWS is used for REST or SOAP.

**Inbound Web Services:**

|  |  |
| --- | --- |
| C1-Premise - Premise | REST(Integration Suite) |
| C1-SAsWithPremise - Account SAs with Char Premise IDs | SOAP |
| CXPremiseSearch - Premise Search | SOAP |
| D1-PremisesActivities - Premise's Activities | SOAP |
| WXPremiseSearch - Premise Search | SOAP |