

**Oracle Utilities Customer Care and Billing  
Release 2.4.0**

Utility Reference Model

5.1.5 Manage Site Infrastructure

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## 5.1.5 Manage Site Infrastructure

This section provides a description of the “Manage Site Infrastructure” business process, including:

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## Brief Description

**Business Process:** 5.1.5 Manage Site Infrastructure

**Process Type:** Process

**Parent Process:** 5.1. Plan & Design Network

This process takes place when Customer (Residential or Commercial) requests any type of service from the Company. In many cases new site (Premise, Service Point, Meter or Item) need to be added. However, Company has already information about this site (Company currently provides or provided Services in the past for the site address), the similar business logic is applied and similar process is used to update application with additional information related to the Site and services provided.

# Business Process Diagram

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