

Oracle Utilities Customer Care and Billing Release 2.4.0

Utility Reference Model

5.3.2 Manage Fieldwork

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 5.3.2, Release 2.4.0

Copyright © 2015, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

5.3.2 Manage Fieldwork

5.3.2 Manage Fieldwork.....1

 Brief Description 2

 Business Process Diagram..... 3

 Manage Fieldwork Process Model - Page 1 3

5.3.2 Manage Fieldwork

This section provides a description of the “Manage Fieldwork” business process. This includes:

- ♦ [Brief Description](#)
- ♦ [Business Process Diagram](#)
 - ♦ [Manage Fieldwork Process Model - Page 1](#)

Brief Description

Business Process: 5.3.2 Manage Fieldwork

Process Type: Process

Parent Process: 5.3. Connect Products/Services

Sibling Processes: n/a

This process describes how work in the field is managed and tracked for an organization. Current document contains information about typical business process that take place when Utility Company identifies the need to perform field work such as:

- start or stop service for the Customer
- investigate troubles on premises and /or Company's property / equipment and perform fixes or replacement of equipment
- provide regular maintenance for equipment
- obtain actual meter reads
- disconnect or reconnect equipment based on credit and collection activities
- restore services as a part of disaster recovery activity

Authorized User or CC&B itself can create Field Activity and Field Order that contains required information and instructions, set up appointment and dispatch Field Order to make it available for the Crew who performs the work. Please note, in most of the situations this process is fully automated in CC&B and CC&B initiates it if other business processes (e.g. Start Premise Based Service, Stop Premise Based Service) require initiation of any field activities. After field work is done by Field Operations, results are reported by crew and recorded in CC&B.

Business Process Diagram

Manage Fieldwork Process Model - Page 1

