# PG3317 – EON to Siebel Business Scenarios

**Revision History**

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
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## IFO to Pipeline Ecosystem



## 

## EON to Siebel 8 Business Use Cases

### Use Case 1 – New INSTALL of non-migrated “Blue” Product with an inter-regional LATAM service

**Description**: A North America (NA), APAC, EMEA, or LATAM Northern Cluster (NC) Customer requests a service in the LATAM South America region

|  |  |  |
| --- | --- | --- |
|  | Description | Expected Result |
| Pre-Condition | * For NA, APAC, and EMEA “Global” Busorg and BANs setup   + For LATAM NC a “Regional” Customer Account and BAN are setup * NA/APAC/LATAM NC Sales, EMEA SSA IFO User creates a Quote   + For one of the supported products (see below)   + With one or more services to be provisioned in one of the supported countries (see below) * Customer signs quote; quote is promoted to an order | BAU |
| Main Scenario | * NA, APAC, EMEA Order Entry EON User manually creates an Install order in EON (BAU)   + Change: QoT will be decommissioned. No need to re-key order information. * LATAM NC Order Entry User?   *Automation between EON Order and Siebel Order is triggered without manual intervention* | * *Siebel 8 system creates a “Shell” Order*   + LATAM Order Entry Siebel 8 User is notified of an inter-regional order needing to be worked   + TBD – is this a queue, an email distribution, etc * Test: Verify all attributes from EON were transferred to Siebel   + FRO/ID to Service ID mapping   + What happens if this fails? |
| Exception Scenarios | * EON to Siebel Automation Fails (EMP down)   + TBD – are there notifications? * Siebel 8 is unable to map FRO/ID to Service ID   + TBD | * *EON Order to Siebel 8 Order Automation failure*   + What happens in this case? * Test: Verify all attributes from EON were transferred to Siebel   + FRO/ID to Service ID mapping |
| Post-Condition | * LATAM Order Entry Siebel User Researches Customer Account   + Creates a new Customer Account and associates it to the Siebel order OR   + Utilizes an existing Customer Account and associates it to the Siebel order * LATAM Order Entry Siebel User   + Logs into EON to research order details and updates the “shell” order with required information from EON   + IF NEEDED creates an additional order to support BILLING BIFURCATION?   + Completes the order and triggers tasks in DokuFlow for LATAM teams to complete provisioning | BAU  Regression test should include triggering Doku tasks |
| Products Supported | * Pippa – is there a way to get a list from IFO of products that you can quote to LATAM? Maybe from Anthony Brooks? |  |
| Countries Supported | * A Side Country any one of these: ARG, BOL, BRA, BRB, CHL, CL, COL, DOM, ECU, GTM, HND, NIC, PER, SLV, TTO, URY, VEN, VIR – Review country list * OR * Z Side Country any one of these: ARG, BOL, BRA, BRB, CHL, CL, COL, DOM, ECU, GTM, HND, NIC, PER, SLV, TTO, URY, VEN, VIR – Review country list |  |

### Use Case 2 – SUPP ?

**Description**: A North America (NA), APAC, EMEA, or LATAM Northern Cluster (NC) Customer requests a **SUPP** to a previously ordered service in the LATAM South America region

### Use Case 3: MAC of non-migrated “Blue” Product with an inter-regional LATAM service

**Description:** A North America (NA), APAC, EMEA, or LATAM Northern Cluster (NC) Customer requests a **MODIFY ADD CHANGE** to a previously ordered service in the LATAM South America region. This supports a RENEWAL with config changes?

|  |  |  |
| --- | --- | --- |
|  | Description | Expected Result |
| Pre-Condition | * Existing order had been submitted | BAU |
| Main Scenario | * NA, APAC, EMEA Order Entry EON User selects a previously installed order in EON and modifies it (BAU)   + Change: QoT will be decommissioned. No need to re-key order information. * LATAM NC Order Entry User?   *Automation between EON Order and Siebel Order is triggered without manual intervention* | * *Scenario 1: Siebel 8 can map the EON order to a previously created Siebel 8 Order*   + LATAM Order Entry Siebel 8 User is notified of an inter-regional order needing to be worked   + TBD – is this a queue, an email distribution, etc   + LATAM OE logs into EON and verifies the information is correct, then submits the order * *Scenario 2: Siebel 8 system creates a “Shell” Order because it was not able to find a previously created order*   + LATAM Order Entry Siebel 8 User is notified of an inter-regional order needing to be worked   + TBD – is this a queue, an email distribution, etc   + LATAM OE researches the information manually and associates the Siebel 8 order |
| Exception Scenarios | * EON to Siebel Automation Fails (EMP down)   + TBD – are there notifications? * Siebel 8 is unable to map FRO/ID to Service ID   + TBD | * *EON Order to Siebel 8 Order Automation failure*   + What happens in this case? * Test: Verify all attributes from EON were transferred to Siebel   + FRO/ID to Service ID mapping |
| Post-Condition | * LATAM Order Entry Siebel User Researches Customer Account   + Creates a new Customer Account and associates it to the Siebel order OR   + Utilizes an existing Customer Account and associates it to the Siebel order * LATAM Order Entry Siebel User   + Logs into EON to research order details and updates the “shell” order with required information from EON   + IF NEEDED creates an additional order to support BILLING BIFURCATION?   + Completes the order and triggers tasks in DokuFlow for LATAM teams to complete provisioning | BAU  Regression test should include triggering Doku tasks |
| Products Supported | * Pippa – is there a way to get a list from IFO of products that you can quote to LATAM? Maybe from Anthony Brooks? |  |
| Countries Supported | * A Side Country any one of these: ARG, BOL, BRA, BRB, CHL, CL, COL, DOM, ECU, GTM, HND, NIC, PER, SLV, TTO, URY, VEN, VIR – Review country list * OR * Z Side Country any one of these: ARG, BOL, BRA, BRB, CHL, CL, COL, DOM, ECU, GTM, HND, NIC, PER, SLV, TTO, URY, VEN, VIR – Review country list |  |

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### Use Case 4: DISCO

**Description:** A North America (NA), APAC, EMEA, or LATAM Northern Cluster (NC) Customer requests a **DISCO** to a previously ordered service in the LATAM South America region

### Use Case 5: Cancel

### Use Case 5: TBD – Renewal (No Config Changes)

### Out of scope:

XXX

## Testing Approach

* Utilize and track to the same set of use cases for all test phases ([IFO to Pipeline Use Cases](#_IFO_to_Pipeline))
  + This document will require signoff from business and IT on scenarios and approach
* Test Progress Tracking mechanism
  + QA - Rally
  + Dev to Dev and IAT Trackers [here](https://mycollab.level3.com/sites/Product/Voice/Shared%20Documents/Forms/AllItems.aspx)
  + UAT Tracker TBD
* Field by field testing – teams will use [data mapping document](https://mycollab.level3.com/sites/Product/Voice/Shared%20Documents/PJ3515%20-%20IFO%20to%20Pipeline%20Mapping%20Proposal%20to%20Order.xlsx) as basis for understanding what fields need to be tested
  + IT and business teams will need to test field in IFO, Pipeline, and SES/Kenan
  + Test approach for this portion of the work not defined in this document
* Volume testing
  + Currently, there are no plans to perform volume testing

### Roles and Responsibilities by Test Phase

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Role** | **QA Phase** | **Dev to Dev Phase** | **IAT / Regression** | **UAT / Regression** | **Assigned Members** |
| QA Manager | * Lead Testing Phase * Setup/drive QA Status call – daily |  | * Lead Testing Phase * Setup/drive IAT Status call – daily |  |  |
| Domain PM | * Defect status updates – daily | * Lead Testing Phase * Setup/drive Dev 2 Dev Status call – daily * Defect status updates – daily | * Defect status updates – daily | * Defect status updates – daily |  |
| Business Analyst/Business PM | * Create change requests | * Create change requests | * Defect prioritization | * Lead Testing Phase * Create, update, close defects * Create change requests * Defect prioritization * Setup/drive UAT Status – daily |  |
| QA Analyst / Lead | * Execute domain tests * Field by field testing * Create, update, re-test, close defects | * Create, update, re-test, close defects | * Execute IAT tests * Create, update, re-test, close defects | * Test defect fix prior to releasing to Users |  |
| Development | * Fix defects * Resolve environment issues | * Execute interface tests * Create, update, close defects * Fix defects * Resolve environment issues | * Fix defects * Resolve environment issues | * Resolve environment issues |  |
| IT Analyst/Architect | * Confirm defect validity against requirements * Create change requests | * Confirm defect validity against requirements | * Confirm defect validity against requirements * Create change requests | * Confirm defect validity against requirements |  |
| System Users |  |  |  | * Execute tests * Field by field testing |  |
| Delivery Lead | * Escalations | * Escalations | * Escalations | * Escalations |  |
| Operations Sponsor | * Confirm requirements issues | * Confirm requirements issues | * Confirm requirements issues | * Approve change requests |  |
| Product Manager Sponsor | * Confirm requirements issues | * Confirm requirements issues | * Confirm requirements issues | * Approve change requests |  |
| Product Development Manager | * Escalations | * Escalations | * Escalations | * UAT Summary Status – daily * Drive decision on change requests * Escalations |  |
| IT Program Manager | * Escalations | * Escalations | * IAT Summary Status – daily * Escalations | * Escalations |  |