


Disposition Codes - Phases

Target release	Phase I: WI04570
Epic	<div>  PMG-1030 - Jira issue doesn't exist or you don't have permission to view it. </div>
Document status	IN PROGRESS
Document owner	Beams, Sandra
Designer	Tim Lincoln
Developers	
QA	

Internal - Phases

Process	Vx Tables	DPI Tables	Reporting	IT	Cross Functional
Phase 1-3	Phase 1-3	Phase 1-3	Phase 1-3	Phase 1-3	Phase 2-3
<ul style="list-style-type: none"> Justin Jenkins Kathy Rogers Christina Hendrickson Eric Vilim 	<ul style="list-style-type: none"> Shari Blaine Jocelyn Taylor 	<ul style="list-style-type: none"> Shelly Dumond 	<ul style="list-style-type: none"> Nicole White <ul style="list-style-type: none"> Dana Drew Cassandra Guinness <ul style="list-style-type: none"> Anthony Kasey 	<ol style="list-style-type: none"> EDW Development (Ramakrishna Velagapudi) (Corporate) Business Intelligence (Ramakrishna Velagapudi) (Corporate) Remedy OS3 Dev (Jason Bellerose) (Unassigned) QA Field Ops & Dispatch (James Simmons) (Unassigned) UAT Testing (Non-IT) (Donna Mihal) (Unassigned) OSS Web Apps (SIMPL,MTP, APT) (Kevin Barrett) (Unassigned) VxField Tables (Non-IT) (Shari Blaine) (Service Fulfillment) DPI Plant Tables (Non-IT) (Shelly Dumond) (Service Fulfillment) Sheila Keith 	<ul style="list-style-type: none"> Vinny Gaccetta Joshua Day/Pavel Sardar - TSO Chris Montoya, Charles Konesky - TSO Anne Lattuca - NOC M4 M5 Marie Sapienza - Remedy

Out of scope:

- Potential out of scope: Remedy - only for Ethernet cost codes (field tech or CO tech)

Goals

- Phase I (WI04570):** Streamline codes to have better tech experience and clear disposition (BAU process)
 - Phase II (PV04856):** Establish a golden source and point all systems there (editable Pega table, remedy, M5, NOC)
 - Phase III:** do same with fault decision logic (everyone does their own logic today)

Background and strategic fit

- Intake to align TSO matrix/remedy to come up with golden source for disposition codes
- Multiple systems to keep aligned - single place to update/change codes and fault decision logic
- X code, defaults to Y disposition
- TSO flow - product, trailing tasks... present techs with action first to mirror TSO (rename action codes)

Assumptions

- Technician use of disposition codes via Mobile Tech Portal (MTP)
- Disposition flow needs to go down to technician and flow back upstream (Pega E2E ticket view on a customer) common theme
- Centralized view with Consolidated Notes & Disposition Coding for consistency on terminologies (mtg)
- Metrics & reporting consideration and naming changes

Requirements

#	Title	User Story	Importance	Notes
1	Disposition Code Consolidation	Simplification (consolidation) of multiple disposition codes available to technicians	<ul style="list-style-type: none"> Vx Tables DPI Tables Reporting input (EDW, NSG, Legal) Matrix5 Tables Remedy Tables 	<ul style="list-style-type: none"> Intake 4752 Systems: MTP (Reporting purpose only), VxField tables, DPI Tables, Reporting, Matrix5 tables, Remedy tables Simplify existing Disposition Coding (Plant, Fault, Cause, Action) to streamline technician coding and experience (BAU). This phase I approach will prep for an ultimate phase II goal of a shared table strategy between TSO/Technology, remedy and Field Operations to get a golden source for disposition coding.
2	Table Sourcing	Identify table sourcing for disposition codes to reside where other systems will point	<ul style="list-style-type: none"> Pega Remedy Tables Matrix5 Tables MTP TSO 	<p>Intake 4856</p> <ul style="list-style-type: none"> Need IT's assistance for where the single source will be housed for downstream systems to consume. Ex: TSO rep resets a router, gets the same decision tree if tech needs to reset. Will help identify points of failure
3	Fault decision logic	Do the same with fault decision logic - everyone does their own today		

User interaction and design



FW FINAL REVIEW...tes - 62220.msg



VxField action st...s owners (3).xlsx



Disp Codes - map...orking copy.xlsx

Questions

Question(s)	Outcome
Phase II: Need IT assistance to determine where the single source disposition table will be housed for downstream systems to consume?	
Bernie item(s): <ul style="list-style-type: none">Where else other than disposition codes can we get to this type of technician information (Nicole) <ol style="list-style-type: none">Identify when resolved by technician if they were on premise or not (test okay, found okay, etc). Done via phone call or on premise?What customer communication is done in non-productive type situations	
Reporting/regulatory: <ul style="list-style-type: none">Can we get a network indicator to feed EDW - identify if it is network or not? (Cassandra)Premise/Off Premise customer confirmation codes (Bernie/Nicole) MTP or Disp Code?Identify what should be considered non-productive (Nicole)	

Out of Scope/Not Doing

- M4 categories tagged with 'remove' in phase I need to be scrubbed out (based on Anne/Vinny work already done there)

Documents



Disposition Code... 6-16-20 kr.xlsx



Disp Code 6 Mo Analysis.xlsx