# Migration Reversal - Deployment

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CHANGE STATUS  POPULATION  ROLE  ROL		The Retentions Back Office team processes Service Requests to support customers who came through Vodacom Direct channel. This document specifically addresses the Service Requests related to reversal of migration orders that customers no longer want. The robot will access the service requests and process the migration reversals accordingly.  This happens, for example, when a customer who is on the Red 2.4GB 200min price plan is contacted by the Sales department and offered a Red 3.6GB 200min price plan where this customer is advised that this new offer will cost the same as their current price plan. A month later, this customer realizes that they										
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Performer  CBU_MigrationReversal- Reporting  CBU_MigrationReversal- Reporting  EMPLOYEE TYPE  BOT VERSION  BOT ACCOUNT  VDI NAME  CBU02  Contractor  (Support to populate)  (Support to provide info)  (Support to provide info)  (Support to provide info)  (Support to provide info)  E.g. 1920x1080x32  Queue Items  e.g. Auto Retry Yes (1 time)  Which packages require to be updated?  Which packages require to be updated?  Add BA doc link: Migration Reversal - Robotic Process Automation - Confluence (atlassian.net)  RPA-804 - Auto Allocation (Link to the Hyper care TEST data on the BA document)  Transactions - UlPath Orchestrator (vodacom.corp)				(Support to populate)	(Support to populate)							
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BOT APPLICATION ACCESS		RPA-804 - Auto Allocation (Link to	the Hyper care TEST data (vodacom.corp)	on the BA document)								
(optional, required if the bot uses front-end)												

### SPECIAL CONTROL NAME    Septem CEC  Control   Contr												
	APPLICATION NAME BUSINESS CONTACT PERSON			WHITEPAGES RESOURCE NAME	WHITEPAGES PROFILE							
Select CEO	Siebel C3D	Dorah Molopyane			Agent-VD Second Line							
Separa CIO   Dirah MOXoyama	Siebel C3D	Dorah Molopyane			Vodacom Direct Queue							
## 100	Siebel C3D	Dorah Molopyane		UPGRADEANDCANCELLATIONBACKOFFICE	Agent - Upgrade and Cancellation - BO							
NSTEM NAME   BUSINESS CONTACT PERSON   MS   NA   NA   NA   NA   NA   NA   NA   N	Siebel C3D	Dorah Molopyane			Supervisor - CIC BO Support							
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NA N	(optional. required if the bot uses back-end)											
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ASET TYPE         ASET VALION           Convolution	N/A	N/A	N/A	N/A	N/A							
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Pay	SiebelC3D_URL		Text		https://c3d-crm.vodacom.co.za/							
QUEUE NAME         SUCCESSEV         BUSINESS EXCENTIONS           QUEUE NAME         BOT AHT         HUMAN AHT         BOT AHT         MUMAN AHT           (Developer to populate)         (Developer to populate)         (Coverloper to populate)         (Business Analyst to populate)           CBU_MigrationReversal- Performer         360 sec         200 sec         200 sec           CBU_MigrationReversal- Performer         Image: Color of the populate of the populat	CBU_MigrationReversal_File	es	Storage Bucket		Report Excel Template and PagerDuty API							
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Performer CBU_MigrationReversal- Reporting PROCESS NAME PROCESS SCHEDULING  CBU_MigrationReversal- CBU_MigrationR		360 sec	9600 sec	200 sec	2000 sec							
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PROCESS NAME   PROCESS SCHEDULE												
CDeveloper to populate    CBU_MigrationReversal-Dispatcher			PROCESS S	SCHEDULING								
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CBU_MigrationReversal-Performer Queue Based (CBU_MigrationReversal-Performer)  O8:00 AM (Daily)  PROCESS BUSINESS CONTINUITY  BUSINESS CONTINUITY MANAGEMENT PROCESS  Business: dean.gounder@vodacom.co.za; dorah.molopyane@vodacom.co.za; vera.majola@vodacom.co.za BA: slindile.ndovela@vodacom.co.za Dev: senzo.dlomo@vcontractor.co.za  MONITORING  (Business Analyst to populate) Please monitor for faulted jobs and application exceptions, the process also sends alerts to pager duty.  SLA  P1 - Resolution 3 hours  BUSINESS CRITICAL  High (Customer facing)  Yes  POST DEPLOYMENT APPROVALS (review after 2 weeks in prod)  NAME  ROLE  DATE  COMMENTS  APPROVAL  APPROVAL  Gavin Johnson  Dev Manager	(Developer to populate)		(Developer to populate)									
CBU_MigrationReversal-Reporting 08:00 AM (Daily)  PROCESS BUSINESS CONTINUITY  BUSINESS CONTINUITY MANAGEMENT PROCESS  Business: dean.gounder@vodacom.co.za; dorah.molopyane@vodacom.co.za; vera.majola@vodacom.co.za BA: slindile.ndovela@vodacom.co.za Dev: senzo.dlomo@vcontractor.co.za  MONITORING  (Business Analyst to populate) Please monitor for faulted jobs and application exceptions, the process also sends alerts to pager duty.  SLA  P1 - Resolution 3 hours  BUSINESS CRITICAL  High (Customer facing)  Ves  POST DEPLOYMENT APPROVALS (review after 2 weeks in prod)  NAME  ROLE  DATE  COMMENTS  APPROVAL  APPROVAL  Gavin Johnson  Dev Manager	CBU_MigrationReversal-Dis	patcher	Every 30 minutes									
BUSINESS CONTINUITY MANAGEMENT PROCESS  Business: dean.gounder@vodacom.co.za; dorah.molopyane@vodacom.co.za; vera.majola@vodacom.co.za BA: slindile.ndovela@vodacom.co.za Dev: senzo.dlomo@vcontractor.co.za  MONITORING  (Business Analyst to populate) Please monitor for faulted jobs and application exceptions, the process also sends alerts to pager duty.  SLA  P1 - Resolution 3 hours  BUSINESS CRITICAL  High (Customer facing)  Yes  POST DEPLOYMENT APPROVALS (review after 2 weeks in prod)  NAME  ROLE  DATE  COMMENTS  APPROVAL  APPROVAL	CBU_MigrationReversal-Per	rformer	Queue Based (CBU_MigrationReversal-Performer)									
BUSINESS CONTINUITY MANAGEMENT PROCESS  Business: dean.gounder@vodacom.co.za; dorah.molopyane@vodacom.co.za; vera.majola@vodacom.co.za BA: slindile.ndovela@vodacom.co.za Dev: senzo.dlomo@vcontractor.co.za  MONITORING  (Business Analyst to populate) Please monitor for faulted jobs and application exceptions, the process also sends alerts to pager duty.  SLA  P1 - Resolution 3 hours  High (Customer facing)  LOGGING  Yes  POST DEPLOYMENT APPROVALS (review after 2 weeks in prod)  NAME  ROLE  DATE  COMMENTS  APPROVAL  APPROVAL  Gavin Johnson  Dev Manager	CBU_MigrationReversal-Re	porting	08:00 AM (Daily)									
BA: slindile.ndovela@vodacom.co.za Dev: senzo.dlomo@vcontractor.co.za  MONITORING  (Business Analyst to populate) Please monitor for faulted jobs and application exceptions, the process also sends alerts to pager duty.  SLA  P1 - Resolution 3 hours  BUSINESS CRITICAL  High (Customer facing)  Yes  POST DEPLOYMENT APPROVALS (review after 2 weeks in prod)  NAME  ROLE  DATE  COMMENTS  APPROVAL  APPROVAL  Gavin Johnson  Dev Manager			PROCESS BUSII	NESS CONTINUITY								
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			DATE	COMMENTS	APPROVAL							
Sharkey Dollie Vodacom Ops Support Manager	Gavin Johnson	Dev Manager										
	Sharkey Dollie	Vodacom Ops Support Manager										

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#### Test Cases:

No	Description	Illustration
1	Test case of successful and unsuccessful transactions	
2	Screenshot of Queue items (showing # of app exceptions, successful runs, and business exceptions)	Marie   Mari
3	If using an API please provide a payload	

### Insights Reporting Information

										Business Justification	Business Realisation	Benefit Type
Master_Process	Process_Name	Status	EHOD	tenantName	orgName	AHT Human (per transaction/per minute)	AHT Human (per transaction/per second)	Hourly Cost	Revenue	Cost Avoidance	Cost Saving	Revenue

Refer to the legend on this page : RPA Prod Insights Reporting

## Third-Party Applications Required

Application Name	Version	Comments		
(Developer to populate)	(Developer to populate)	(Developer to populate)		
MS Edge	V10.0			
Java	v8.1	java settings		
Excel		Config files to be read by bot C\RPA		
IE	V11			

#### RISK ANALYSIS to be completed by each area below:

ID	DATE	ROLES	RISK DESCRIPTION	PROBABILITY	RISK IMPACT	SEVERITY	OWNER	MITIGATION
R1		Architecture	whitelisted ip address	Low/Med/high	Process unable to runoff any bot account/vdi	Low/Med/high	Shaun Robertson	Do not Migrate BOT/VDI
R2		Development	Credential stored as asset	Low/Med/high	If system account credentials updated and not assets then account is at risk of being locked.	Low/Med/high	Storm Hennings	No current mitigation plan
R3		Operations						