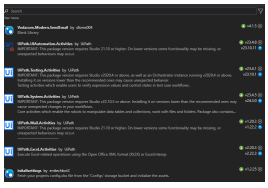
Migration Reversal - Deployment

CHANGE REQUEST (CRQ)	Support to enter CRQ number
DEPLOYMENT REQUESTER	Developer to complete Senzo Dlomo
PROCESS HIGH-LEVEL DESCRIPTION	Developer to complete 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 were misled and this new price plan (Red 3.6GB 200min) then the customer requests for this price plan change (migration) to be reversed.
JIRA Deployment NO.	RIT Board [AOO-20978] CBU Migration Reversal - Jira (atlassian.net)
CHANGE STATUS	*Enhancement*

CRQ APPROVALS				
NAME	**ROLE**	**CR ACTION**	**DATE**	**APPROVAL**
(Dev to populate)	Business Owner	Notification	(Support to populate from the CRQ)	(Support to populate from the CRQ)
Sharkey Dollie	Ops Manager	Approver	(Support to populate from the CRQ)	(Support to populate from the CRQ)
Mphumeleli Msomi	RPA Code Reviewer	Approver	(Support to populate from the CRQ)	(Support to populate from the CRQ)
Louis Botha	RPA Document Reviewer	Approver	(Support to populate from the CRQ)	(Support to populate from the CRQ)
Ebrahim Gasnola	RPA Release Manager	Approver	(Support to populate from the CRQ)	(Support to populate from the CRQ)
Amien Arnold	XIB Ops Support Manager	Aprrover	(Support to populate from the CRQ)	(Support to populate from the CRQ)
Slindile Ndovela	RPA Solution Business Analyst	Notification	(Support to populate from the CRQ)	(Support to populate from the CRQ)
Senzo Dlomo	RPA Solution Developer	Notification	(Support to populate from the CRQ)	(Support to populate from the CRQ)

BOT & PROCESS INFORMATION				
PARENT FOLDER	**CHILD FOLDER**	**ORG. CHIEF**	**DIVISION ME**	**DIVISION EHOD**
Consumer Business Unit	Retentions	Sitho Mdlalose	Nastassha Dooks	Clint Pereira
MASTER PROCESS NAME	**PROCESS NAME**	**SUB PROCESS**	**VERSION**	**MACHINE KEY**
CBU_MigrationReversal-Dispatcher	CBU_MigrationReversal-Dispatcher		(Support to populate)	(Support to populate)
CBU_MigrationReversal-Performer	CBU_MigrationReversal-Performer			
CBU_MigrationReversal-Reporting	CBU_MigrationReversal-Reporting		(Support to populate)	(Support to populate)
BOT NAME	**EMPLOYEE TYPE**	**BOT VERSION**	**BOT ACCOUNT**	**VDI NAME**
CBU02	*Contractor*	(Support to populate)	(Support to provide info)	(Support to provide info)
Robot Resolution	**e.g.** 1920x1080x32			
Queue Items	**e.g Auto Retry** Yes (1 time)			
Manage Packages	**Which packages require to be updated?** 			
BA DOCUMENT and TEST DATA LINK	*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 - UiPath Orchestrator (vodacom.corp)*			
BOT APPLICATION ACCESS *(optional. required if the bot uses front-end)*				

APPLICATION NAME	BUSINESS CONTACT PERSON	WHITEPAGES RESOURCE NAME	WHITEPAGES PROFILE
Siebel C3D	Dorah Molopyane	C3D SIEBEL INTERNAL - VODACOM DIRECT - BACK OFFICE - AUTO	Agent-VD Second Line
Siebel C3D	Dorah Molopyane	C3D SIEBEL QUEUE - VODACOM DIRECT - BACK OFFICE - AUTO	Vodacom Direct Queue
Siebel C3D	Dorah Molopyane	C3D SIEBEL INTERNAL - UPGRADEANDCANCELLATIONBACKOFFICE - AUTO	Agent - Upgrade and Cancellation - BO
Siebel C3D	Dorah Molopyane	C3D SIEBEL INTERNAL - CUSTOMER CARE - CIC BO - AUTO	Supervisor - CIC BO Support

BOT DB CONNECTIONS

(optional. required if the bot uses back-end)

SYSTEM NAME	BUSINESS CONTACT PERSON	HOSTNAME	PORT ID	SID/SERVICE NAME
N/A	N/A	N/A	N/A	N/A

BOT ASSETS INFORMATION

ASSET NAME	ASSET TYPE	ASSET VALUE
(Developer to populate)	(Developer to populate)	(Developer to populate)
BotADCredentials	*Credentials (Domain)*	*username: cbu02*
MigrationReversalBusinessMailingList	Text	migrationscbu02@vodacom.co.za
MigrationReversalBotSupportMailingList	Text	ccmsapplication.support@vodacom.co.za
SiebelC3D_URL	Text	https://c3d-crm.vodacom.co.za/
CBU_MigrationReversal_Files	Storage Bucket	Report Excel Template and PagerDuty API payload
PagerDuty_EndPoint	Text	https://events.pagerduty.com/v2/enqueue

QUEUE INFORMATION

QUEUE NAME	SUCCESSFUL		BUSINESS EXCEPTIONS	
	BOT AHT	HUMAN AHT	BOT AHT	HUMAN AHT
(Developer to populate)	(Developer to populate)	(Business Analyst to populate)	(Developer to populate)	(Business Analyst to populate)
CBU_MigrationReversal-Dispatcher	*360 sec*	*9600 sec*	*200 sec*	*2000 sec*
CBU_MigrationReversal-Performer				
CBU_MigrationReversal-Reporting				

PROCESS SCHEDULING

PROCESS NAME	PROCESS SCHEDULE
(Developer to populate)	(Developer to populate)
CBU_MigrationReversal-Dispatcher	Every 30 minutes
CBU_MigrationReversal-Performer	Queue Based (CBU_MigrationReversal-Performer)
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)
LOGGING	Yes

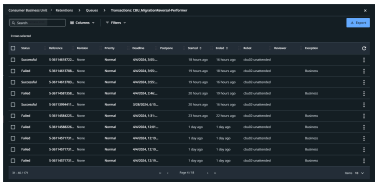
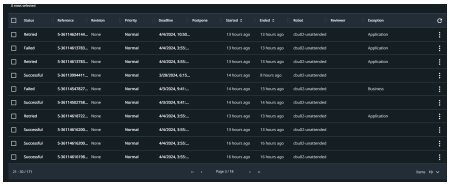
POST DEPLOYMENT APPROVALS

(review after 2 weeks in prod)

NAME	ROLE	DATE	COMMENTS	APPROVAL
Gavin Johnson	Dev Manager			
Sharkey Dollie	Vodacom Ops Support Manager			

Amien Arnold	XIB Ops Support Manager			

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)	
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						