SR Management - Process Department

Process department: Unit Structure and list of SR

DEPARTMENT	DIVISION OF DEPARTMENT	SERVICE GROUP	SERVICE NAME	OLA
Process department	Process	VTP_Process_core	Improve specific process	30
		VTP_Implement Core process	Propose implementation of a Core process in eTOM	30
	Audit	VTP_Mobile service	Audit customer experience of a Process	30
		VTP_Mobile service	Audit compliance of a Process	30
		VTP_FTTH service	Audit customer experience of a Process	30
		VTP_FTTH service	Audit compliance of a Process	30
		VTP_Coporate center	Audit documentation	30
		VTP_Coporate center	Audit compliance of a Process	30
		VTP_Product and service	Audit customer experience of a Product/service by Customer centric view	30
		VTP_Product and service	Audit compliance of a product / service following a process	30
	Business Analyst	VTP_BA_OSIPTEL	Requirement base on TUO modification	30
		VTP_BA_RENTENSEG	Requirement base on terminals and contract	30
		VTP_BA_Business request	Requirement to update or implement functions in the BCCS and mBCSS system	30
	Risk	VTP_Key risk of company	Support identify and evaluate potential key risk	30
		VTP_Department risk	Support identify and evaluate potential department risk	30
	Process Operation & Support	VTP_BSS Operation support	Config prices / promotions Handstes	2
		VTP_BSS Operation support	Solicitud de creacion de productos móviles o CR (Corp Dpt)	2
		VTP_BSS Operation support	Solicitud de creacion de productos fijos o CR (Corp Dpt)	2
		VTP_BSS Operation support	Special sale for Ruc customers	1
		VTP_BSS Operation support	Trace cell	1
		VTP_BSS Operation support	Update sim multifunction number of channel code	1
		VTP_BSS Operation support	Create new users	1
		VTP_BSS Operation support	Transfer users to different branch	1
		VTP_BSS Operation support	Create goods in BCCS system	1
		VTP_Configuración/Business Process	Reactivación de cuenta BCCS	3
		VTP_Configuración/Business Process	By pass de usuario para personal inactivo	3
		VTP_Configuración/Business Process	Solicitar permisos temporales a usuario BCCS	3
		VTP_Configuración/Business Process	Corrección de datos de códigos y usuarios	3
		VTP_Configuración/Business Process	Crear documentos para tests BCCS	3
		VTP_Configuración/Business Process	Solicitar copia de contrato/compromiso firmado por canales (RRHH/LEGAL)	3
		VTP_Configuración/Business Process	Crear bienes en el sistema BCCS (Almacén central, Terminal, Investment)	3

Process department: Create request to audit a service

In the Service array select → **VTP_PROCESS**

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Process department: Create request to audit a service

Follow the route → **VTP_PROCESS** → **VTP_Process_Audit** → *Select the type of service to audit*
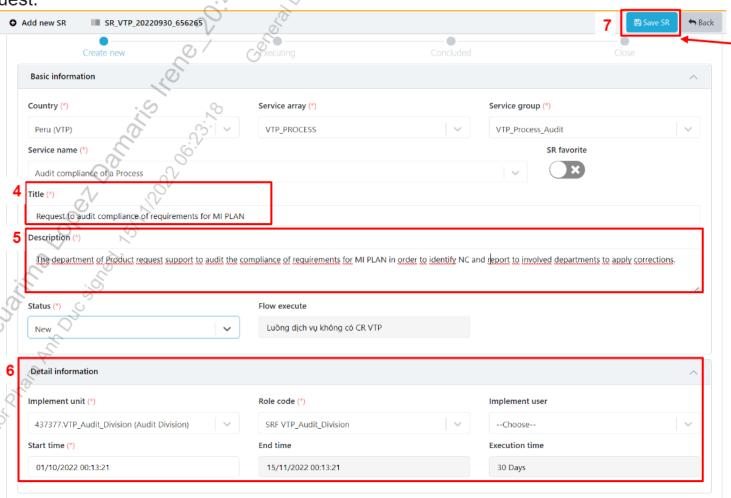
Process department: Create request to audit a service

- Once the service name is selected, the requester must add the **Title** and **Description** of the requirement.
- The system will automatically show in the Detail information the Implement unit and the attention time of the request.

Select **Save SR** to send the request

Process department: Create a business request

VTP_BA_Business request:
Requirements from internal departments related to implements or updated functions in the BCCS and Mbccs system.

VTP_BA_OSIPTEL: Requirements from OSIPTEL to implement or update functions in the BCCS and Mbccs system.

VTP_BA_RENTENSEG:
Requirements from OSIPTEL to implement or update functions in the BCCS and Mbccs system.

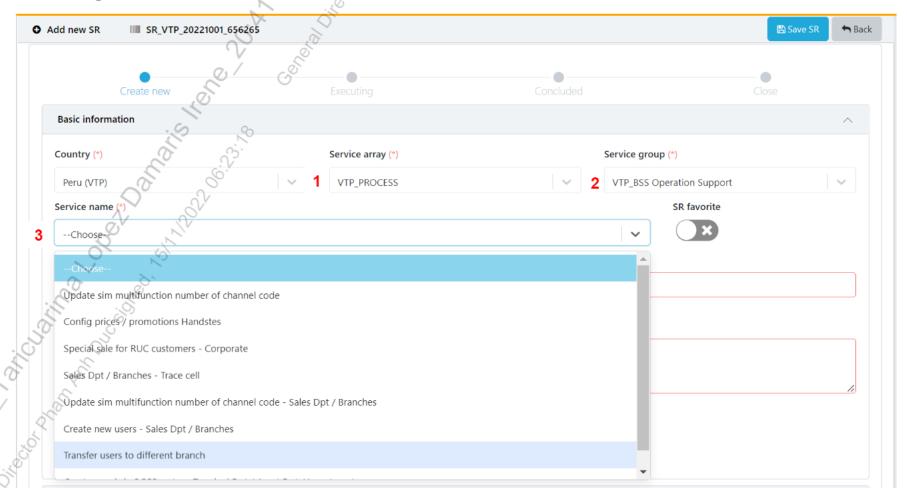This document is owned by Viettel. The release, use is strictly prohibited

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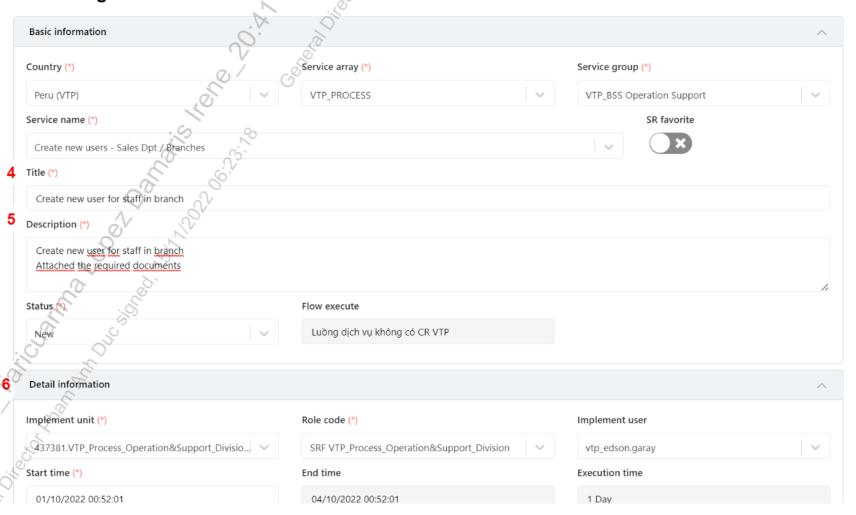# Process department: Create an operation request

Follow the route → **VTP_PROCESS** → **VTP_BSS Operation Support** → *Select the type of service according to what is needed*

Process department: Create an operation request

Follow the route → **VTP_PROCESS** → **VTP_BSS Operation Support** → *Select the type of service according to what is needed*

Basic information

Country (*)
Peru (VTP)

Service array (*)
VTP_PROCESS

Service group (*)
VTP_BSS Operation Support

Service name (*)
Create new users - Sales Dpt / Branches

SR favorite

4 Title (*)
Create new user for staff in branch

5 Description (*)
Create new user for staff in branch
Attached the required documents

Status (*)
New

Flow execute
Luồng dịch vụ không có CR VTP

6 **Detail information**

Implement unit (*)
437381.VTP_Process_Operation&Support_Divisio...

Role code (*)
SRF VTP_Process_Operation&Support_Division

Implement user
vtp_edson.garay

Start time (*)
01/10/2022 00:52:01

End time
04/10/2022 00:52:01

Execution time
1 Day

Process department: Attach documents

According to the requested information, the departments must attach it to the SR in the system

DEPARTMENT	DIVISION OF DEPARTMENT	SERVICE NAME	Mandatory documents
Process department	Process	Improve specific process	
		Propose implementation of a Core process in eTOM	
	Audit	Audit customer experience of a Process	- PYC format with details: Scope, requirements, objective, etc. - Guideline of the service to be audited - Documentation related to the service to be audited
		Audit compliance of a Process	
		Audit customer experience of a Process	
		Audit compliance of a Process	
		Audit documentation	
		Audit compliance of a Process	
		Audit customer experience of a Product/service by Customer centric view	
		Audit compliance of a product / service following a process	
	Business Analyst	Requirement base on TUO modification	- SR template with details: Follow PYC format
		Requirement base on terminals and contract	
		Requirement to update or implement functions in the BCCS and mBCSS system	
	Risk	Support identify and evaluate potential key risk	
		Support identify and evaluate potential department risk	
	Process Operation & Support	Config prices / promotions Handstes	- Approved STA - Documents related to the operation
		Solicitud de creacion de productos móviles o CR (Corp Dpt)	
		Solicitud de creacion de productos fijos o CR (Corp Dpt)	
		Special sale for Ruc customers	
		Trace cell	
		Update sim multifunction number of channel code	- Identity document - Service format signed by responsible in branch
		Create new users	- Identity document of the staff - Commitment signed - Format approved
		Transfer users to different branch	
		Create goods in BCCS system	- Approved STA - Documents related to the operation
		Reactivación de cuenta BCCS	- Service format signed by chief of department
		By pass de usuario para personal inactivo	
		Solicitar permisos temporales a usuario BCCS	
		Corrección de datos de códigos y usuarios	
		Crear documentos para tests BCCS	
		Solicitar copia de contrato/compromiso firmado por canales (RRHH/LEGAL)	
		Crear bienes en el sistema BCCS (Almacén central, Terminal, Investment)	- Approved STA - Documents related to the operation

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Process department: Attach documents

According to the requested information, the departments must attach it to the SR in the system

Home > SR Management

+ Add new SR   SR_VTP_20221001_656296   💾 Save SR   ↩ Back

1

SR Information | **File attach** | History | Work log | CR | WO | Order | SR split | Key-value | SR Approve | SR Renew | MOP | SR evaluate

≡ File attach   **2**   [+] [⬆] [⬇] ⚙

No.	Action	File type	**3** File name
1	🗑	Loại file khác	Anexo 1.xlsx

Total record(s): 1   Page [1] of 1   [10 rows ▾]