

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_Corporate center	Audit documentation	30
		VTP_Corporate 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

1

Process department: Create request to audit a service

In the Service array select → **VTP_PROCESS**

The screenshot shows the 'SR Information' tab of a service request form. The form includes a progress bar at the top with stages: Create new, Executing, Concluded, and Close. Below the progress bar, there are tabs for 'SR Information', 'File attach', 'History', 'Work log', 'CR', 'WO', 'Order', 'SR split', 'Key-value', 'SR Approve', 'SR Renew', 'MOP', and 'SR evaluate'. The 'Basic information' section contains several fields: 'Country (*)' (Peru (VTP)), 'Service name (*)' (--Choose--), 'Title (*)' (empty), 'Description (*)' (Less than 1000 characters), and 'Status (*)' (--Choose--). The 'Service array (*)' dropdown menu is open, displaying a list of service options: VTP_Main Station, VTP_Mobile, VTP_NOC, VTP_Operation_Support, VTP_PROCESS (highlighted with a red box and a red number '1'), VTP_PRODUCT, VTP_Radio, VTP_SALE, and VTP_STRATEGY. The 'Service group (*)' dropdown menu is also open, showing '--Choose--'. To the right of the 'Service array' dropdown, there is an 'SR favorite' toggle switch.

1

Process department: Create request to audit a service

Follow the route → **VTP_PROCESS** → **VTP_Process_Audit** → *Select the type of service to audit*

Home > SR Management

SR Management interface showing the "Basic information" section for creating a new SR.

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

Progress: Create new (active) | Executing | Concluded | Close

Basic information

Country (*) | Service array (*) | Service group (*)

Peru (VTP) | VTP_PROCESS | **2** VTP_Process_Audit

Service name (*) | SR favorite

3 --Choose--

--Choose--

- Audit compliance of a Process
- Audit customer experience of a Process FTTH
- Audit compliance of a Process FTTH
- Audit documentation
- Audit customer experience of a Product/service by Customer centric view
- Audit compliance of a product / service following a process**

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.

Add new SR SR_VTP_20220930_656265

Create new Executing Concluded Close

Basic information

Country (*) Peru (VTP) Service array (*) VTP_PROCESS Service group (*) VTP_Process_Audit

Service name (*) Audit compliance of a Process SR favorite ☐

4 Title (*) Request to audit compliance of requirements for MI PLAN

5 Description (*) The department of Product request support to audit the compliance of requirements for MI PLAN in order to identify NC and report to involved departments to apply corrections.

Status (*) New Flow execute Luồng dịch vụ không có CR VTP

6 **Detail information**

Implement unit (*) 437377.VTP_Audit_Division (Audit Division) Role code (*) SRF VTP_Audit_Division Implement user --Choose--

Start time (*) 01/10/2022 00:13:21 End time 15/11/2022 00:13:21 Execution time 30 Days

7 Save SR Back

Select **Save SR** to send the request

1

Document code: 13582/PROCESS - VTP
Published date: 15/11/2022

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_OSIPTTEL: Requirements from OSIPTTEL to implement or update functions in the BCCS and Mbccs system.

VTP_BA_RENTENSEG:

Requirements from OSIPTTEL to implement or update functions in the BCCS and Mbccs system.

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

SR_VTP_20221001.656265

Save SR | Back

Create new | Executing | Concluded | Close

Basic information

Country (*) Peru (VTP) | Service array (*) VTP_PROCESS | Service group (*) VTP_BA_Business request

Service name (*) Requirement to update or implement functions in the BCCS and mBCCS system

Title (*)

Please enter title

Description (*)

Less than 1000 characters

Please enter description

--Choose--
VTP_BA_Business request
VTP_BA_OSIPTTEL
VTP_BA_RENTENSEG
VTP_BSS Operation Support
VTP_Process_Audit
VTP_Process_Core
VTP_RISK

1

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*

Add new SR **SR_VTP_20221001_656265** **Save SR** **Back**

Create new **Executing** **Concluded** **Close**

Basic information

Country (*) **Service array (*)** **Service group (*)**

Peru (VTP) **1** VTP_PROCESS **2** VTP_BSS Operation Support

3 **Service name (*)** **SR favorite**

--Choose--

--Choose--

Update sim multifunction number of channel code

Config prices / promotions Handstes

Special sale for RUC customers - Corporate

Sales Dpt / Branches - Trace cell

Update sim multifunction number of channel code - Sales Dpt / Branches

Create new users - Sales Dpt / Branches

Transfer users to different branch

1

Document code: 13582/PROCESS - VTP
Published date: 15/11/2022

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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	
			<ul style="list-style-type: none"> - Identity document - Service format signed by responsible in branch
		Update sim multifunction number of channel code	<ul style="list-style-type: none"> - Identity document of the staff - Commitment signed - Format approved
		Create new users	<ul style="list-style-type: none"> - Approved STA - Documents related to the operation
		Transfer users to different branch	
		Create goods in BCCS system	<ul style="list-style-type: none"> - Service format signed by chief of department
		Reactivación de cuenta BCCS	
		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)	<ul style="list-style-type: none"> - Approved STA - Documents related to the operation

