

TFS-9432 Impact Assessment

- [Document History](#)
 - [Version Control](#)
 - [Reviewed By](#)
 - [Approved By](#)
- [Introduction](#)
 - [Problem Statement](#)
 - [Business Outcome](#)
- [Scope](#)
 - [In Scope](#)
 - [Out of Scope](#)
 - [Assumptions and Constraints](#)
- [Design Principles](#)
- [Solution Description](#)
 - [SPECIFICATION / OFFERING UPDATE:](#)
 - [TASK SPECIFICATIONS LIST](#)
 - [Bitstream - New - Product Family Change - Residential Tasking](#)
 - [Bitstream - New - Product Family Change - Business Tasking](#)
 - [Bitstream - Terminate - Product Family Change Tasking](#)
 - [Bitstream - New - Intact - Product Family Change - Residential Tasking](#)
 - [Bitstream - New - Intact - Product Family Change - Business Tasking](#)
 - [Bitstream - Product Family Change - Process Completion - Residential Intact Tasking](#)
 - [Bitstream - Product Family Change - Process Completion - Business Tasking](#)
 - [Bitstream - Terminate - Product Family Change - Common - Residential Tasking](#)
 - [Bitstream - Terminate - Product Family Change - Common - Business Tasking](#)
 - [CI UPDATE](#)
 - [PROCESS UPDATE](#)
- [Components](#)
 - [Component Diagram](#)
 - [Component List](#)
 - [Reference Ticket](#)

Document History

Version Control

Version	Date	Company	Author	Description
0.1	Dec 20, 2022	CSG	@Meljo John	Initial Draft
0.2	Feb 10, 2023	CSG	@Hendra Cahyadi	Add task specifications table used by the new process

0.3	Mar 28, 2023	CSG	@Ayumi Feng	Added modification to the solution design as per Kristal's email response.
0.4	Apr 18, 2023	CSG	@Harpreet Chahal	Updated block diagram as per the CR to re-check the PIID after "Validate Product Family Change" Task.

Reviewed By

Version	Review Date	Company	Reviewer	Comments

Approved By

Version	Review Date	Company	Reviewer	Comments

Introduction

Problem Statement

There is currently a business process within TFF to allow for a customer to change the product family of a service (eg. changing a Bitstream 2 Ultra service to a Hyperfibre service).

To facilitate this in downstream systems, the current PIID must be terminated and a new one created in its place.

This process is not reflected in the Telflow solution, so in order to achieve this, a new intact order and a terminate order would need to be created and manually correlated.

Business Outcome

RSPs are able to have an option to submit a NEW order with the connection type 'Intact - Product Family Change' and Telflow will automatically submit and correlate a terminate order on the existing service.

Scope

In Scope

In scope

1. Introduce a new pair of processes that are identical to the “Transfer” new and terminate process in all respects other than the following:
 - a. This process would take the connection type and PIID as input, and create a Terminate Order that is :
 - i. Linked to the order belonging to this process
 - ii. Run in parallel to the order belonging to this process
 - iii. Updated from updates from the new order, in the same manner as existing processes
 - b. Only valid for product family changes within the same RSP
 - c. Does not contain the ‘Losing RSP’ confirmation steps
2. This process would also automatically set a value on the ‘Termination Type’ field based on the order type of the order it belongs to
3. Progression testing will only be performed on one existing product configured to use the new process
4. Regression testing will only be performed on one existing product configured to use the new process, to ensure that the existing pathways to existing processes are unaffected by this change
5. The changes above will be performed as a minor release patch to the existing solution and this release comprises of no other major functional change to the solution
6. A maximum of one week SIT will be supported by CSG services for this minor release
7. A maximum of one week UAT will be supported by CSG services for this minor release

Out of Scope

1. The new process will not be directly associated with any existing or new product or enquiry definitions, it will be added to Process Central as an alternative process to the existing processes
2. The new process will not differ from the existing “Transfer” process in any respect other than as stated in scope
3. No regression testing on existing processes, or on products or enquiries that may be configured to use the new process, other than as stated in scope
4. No changes to the operational readiness (OR) of the solution or support for activities to achieve OR

Assumptions and Constraints

1. Only 4 products are available for Product Family Change : Baseband, Bitstream 2 Ultra, GEA VDF, and Hyperfibre.
2. High-Value products will not have options for Product Family Change
3. In-flight NEW order (connectionType=Intact-Product Family Change) that is already in pathway “Intact” will follow regular Intact procedures without this new feature.
4. For in-flight NEW order that is still in task Enrich and Validate.; the task must be completed with Launch Pathway=Intact, so the order will still call regular Intact procedures without this new feature.
5. Newly submitted NEW order with connectionType=Product Family Change will only has option Launch Pathway=Product Family Change. After sub-process Product Family Change ends, sub-process Intact will open.

Design Principles

Process will be similar transfer procedure with some changes. Offerings, product/order/task specifications and CIs will be updated. Regular Product Family Change order scenario will be similar to Transfer order scenario.

Regular Product Family Change order scenario:

1. New order is submitted with connection type = “Intact - Product Family Change”
2. New order creates task Enrich and Validate. TFF user completes it with Launch Pathway = “Product Family Change”.
3. TFF user allocates ODN if required
4. Process “UFF Bs New Product Family Change” is launched
5. Terminate Order is automatically created and linked to new order. Terminate order run in parallel with new order.
6. ~~Terminate order launches process “UFF BS Terminate Product Family Change”.~~ Removed on Mar 28, 2023 This process is no longer required as per Kristal's confirmation
7. New order proceeds to “UFF BS New Intact” and creates task Configure L2 and task Activate L2.
8. Terminate order proceeds to “UFF Bs Terminate Common” and creates task Terminate L2. Added on Mar 28, 2023 The “UFF Bs Terminate Common” will keep status synchronisation with the linked new order until Terminate L2 is completed, and if the ESG date on the New order is updated, then the ESG on the Terminate will also update to the same.
9. Terminate order proceeds to process completion and creates Billing Enquiry.

10. New order proceeds to process completion and creates Billing Enquiry.

Solution Description

SPECIFICATION / OFFERING UPDATE:

- TERMINATE order spec "UFF Only - Terminate Warning (Product Family Change)" will be created. This spec is duplicate from Terminate Warning Transfer, but its characteristic "terminateOrderType" has default value = "Product Family Change".
- Offerings for products of Product Family Change will be updated to have the new TER order spec "UFF Only - Terminate Warning (Product Family Change)".
- ~~Task spec '2000 Bitstream - New - Enrich and Validate' will have new spec ID with rule for Launch Pathway option "Product Family Change"~~
- ~~Any CI that use task spec '2000 Bitstream - New - Enrich and Validate' must be updated to use the new spec ID.~~ @Ayumi Feng **Not part of the solution any more. We uplifted the existing E&V task.**
- Task spec "2060 Bitstream - New - Create Terminate Warning Manually" and "2075 Bitstream - New - Validate Product Family Change" are cloned with unnecessary fields (related to Transfer) removed.
- Other task specifications may also need be duplicated to new spec ID for Product Family Change use. Refer to below table.

TASK SPECIFICATIONS LIST

Task Name	Task created when	Task created by process	Task information on CI
Validate Product Family Change	Task created if PIID inputted the new order has different owner than the owner of the new order. Also created if new order's "connectionType" is	UFF Bs New Product Family Change	Bitstream - New - Product Family Change - Residential Tasking and Bitstream - New - Product Family Change - Business Tasking

	NOT “Product Family Change”.		
Create Terminate Order on behalf of RSP Manually	Task only created if terminate order auto-creation fail		
Resolve Exception - Product Family Change	Task only created if there is Handle Exception	Handle Exception (inside UFF Bs New Product Family Change)	
Confirm Termination — Product Family Change	No need for RSP to confirm termination because same RSP is the one who creates the new order.	UFF BS Terminate- Product Family Change	Bitstream — Terminate — Product Family Change- Tasking
Configure L2 - Product Family Change	After order process “UFF Bs New Product Family Change” complete	UFF Bs New Intact	Bitstream - New - Intact - Product Family Change - Residential Tasking and Bitstream - New - Intact - Product Family Change - Business Tasking
Activate L2 - Product Family Change			
Submit Contractor Ticket - Product Family Change			
Receive or Reschedule RFS Date -Product Family Change			
Intact Visit Completed - Product Family Change			
Reschedule RFS Date - Product Family Change			
Resolve Exception - Product Family Change	After order process “UFF Bs New Product Family Change” complete	Handle Exception (inside UFF Bs New Intact)	

	and if there is Handle Exception		
Check Completion Documentation - Product Family Change	After order process “UFF Bs New Intact” complete	UFF Bs New Process Completion	Bitstream - Product Family Change - Process Completion - Residential Intact Tasking
Launch Order Close Out Enquiry Manually - Product Family Change		and	and
Correct Closure Issues - Product Family Change		UFF Bs Terminate Process Completion	Bitstream - Product Family Change - Process Completion - Business Tasking
Launch Billing Enquiry Manually - Product Family Change			(Both CI are used by New and Terminate order during completion process)
Resolve Exception - Product Family Change	After order process “UFF Bs New Intact” complete and there is Handle Exception	Handle Exception (inside UFF Bs New Process Completion or inside UFF Bs Terminate Process Completion)	
Amend RFS Date - Product Family Change	After order process “UFF BS Terminate Product Family Change” complete	UFF Bs Terminate Common	Bitstream - Terminate - Product Family Change - Common - Residential Tasking
Terminate L2 - Product Family Change			and
Resolve Exception - Product Family Change	After order process “UFF BS Terminate Product Family Change” complete and there is Handle Exception	Handle Exception (inside UFF Bs Terminate Common)	Bitstream - Terminate - Product Family Change - Common - Business Tasking

Above tasks are created in process workflow Product Family Change. There are 2 CI for each sub-process to differentiate residential and business segment (difference in task name, jeopardy and due date information). Of all task specifications above, only the top 2 will be newly created task specifications. The others will be using existing task specifications that are currently used by Transfer order process. Differences in task name, due date and jeopardy information are controlled by CI.

There are also other tasks created using existing task specifications and existing CI from existing Bitstream product workflow:

1. Tasks created immediately after order submission, such as “Enrich and Validate” and “Request Amend or Cancel Order”
2. Task “Allocate ODN” if user select the option
3. On-Demand tasks, if user select to various on-demand options or pathways.

CI UPDATE

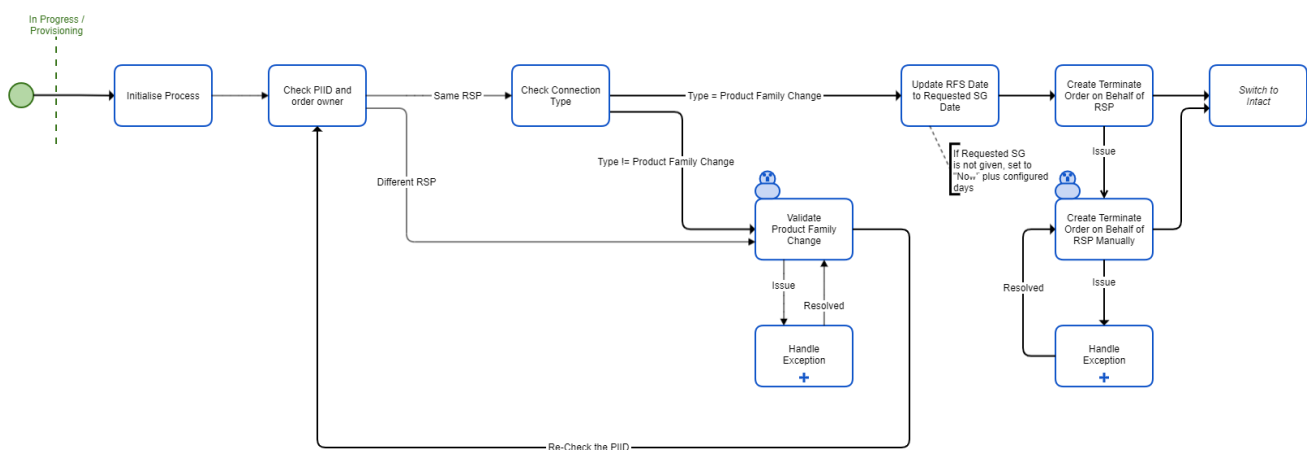
- Create new CIs similar to CIs for New-Transfer and Terminate-Warning. Most of them can re-use task spec ID from Transfer, but will have updated task names to reflect Product Family Change instead of Transfer.
- Teams, due date and jeopardy date for tasks are set on separate CIs for 2 customer segments: Residential and Business. Table of task specifications above list out the new CIs that need to be created.
- Create new CI for "Bitstream - Terminate Warning - Product Family Change - Linear Process". Parameter ID activityChLoad = terminationType:ProductFamilyChange. Also update element name and sub-process ID.
- No CI required for High-Value products

PROCESS UPDATE

~~Two processes will be created.~~ Mar 28, 2023 **Only one process for NEW order will be created. 1 for TERMINATE order that will be automatically created**

NEW order will open process “UFF Bs New Product Family Change”. This process is similar to New Transfer-In process [BS Process - New - Pathways | Transfer In](#). Some differences are:

- PIID owner and order owner are checked. If they are different RSP, task Validate Product Family Change is created.
- There is option for Handle Exception from task Validate Product Family Change, where TFF can update PIID or cancel the order.
- No Losing RSP confirmation.
- Terminate order will be created with reference “Product Family Change”, instead of "Transfer Order"
- Apr 18, 2023 Updated the block diagram to re-check the PIID and order owner after completing the “Validate Product Family Change “.



Above process will automatically create Terminate order process “UFF BS Terminate Product Family Change”. This process is different than Termination-Warning-Transfer process [Bitstream Process - Terminate | Terminate Transfer](#). Some differences are:

- The Terminate process will only trigger 2 stages “Terminate - Common” - “Process Completion”
- No Confirm Termination task for Losing RSP and no Customer Note to alert Losing RSP (Bell)
- ‘Termination Type’ value = “Product Family Change”, instead of “Transfer”

Components

Component Diagram

Component List

	Type	Name	Status	Description
--	------	------	--------	-------------

1	BPMN	UFF BS New Product Family Change v1	NEW	Technical artefacts for New pathway created for Product Family Change
2	DF	DF - Bs-New-Product-Family-Change v1.0.0.xlsx	NEW	
3	New Customer Order	New Baseband Order v8.0	EXISTING (UPLIFT)	<ul style="list-style-type: none"> Added a new characteristic “Product Instance ID” (with characteristic ID: piid) This characteristic will be available and mandatory when Connection Type “Intact - Product Family Change” is selected
4	New Customer Order	New Bitstream 2 Ultra Order v8.0	EXISTING (UPLIFT)	
5	New Customer Order	New Bitstream Order v8.0	EXISTING (UPLIFT)	
6	Terminate Customer Order	UFF Only - Terminate Warning (Product Family Change) v8.0	NEW	New terminate order created for Product Family Change
7	Configuration Specification	UFF Order Process Business Parameter Configuration v8.0	EXISTING (UPLIFT)	<p>Add new fields under “RFS Date Setting”</p> <ul style="list-style-type: none"> Product Family Change RFS Date (Days) Product Family Change RFS Date (Hours) Product Family Change RFS Date (Minutes)
8	Offering	Baseband v8.1	EXISTING (UPLIFT)	Added the new terminate order “UFF Only - Terminate Warning (Product Family Change) v8.0”
9	Offering	Bitstream 2 Ultra v8.1	EXISTING (UPLIFT)	
10	Offering	GEA VDF v8.0	EXISTING (UPLIFT)	
11	Offering	Hyperfibre v8.0	EXISTING (UPLIFT)	
12	CI	Bitstream - Terminate Warning -	NEW	New linear process CI for new terminate order

		Product Family Change - Linear Process		
13	CI	Bitstream - New - Process Central	EXISTING (UPLIFT)	Add new pathway process for “Product Family Change”
14	CI	Order Process Business Parameter	EXISTING (UPLIFT)	Add “Product Family Change RFS Date” for 1 day
15	CI	Bitstream - New - Product Family Change - Residential Tasking	NEW	New tasking CIs for the new “Product Family Change” pathway process on new order
16	CI	Bitstream - New - Product Family Change - Business Tasking	NEW	
17	CI	Bitstream - New - Intact - Product Family Change - Residential Tasking	NEW	New tasking CIs for the “Intact” process for Product Family Change on new order
18	CI	Bitstream - New - Intact - Product Family Change - Business Tasking	NEW	
19	CI	Bitstream - Terminate - Product Family Change - Common - Residential Tasking	NEW	New tasking CIs for the “Terminate - Common” process for Product Family Change on terminate order
20	CI	Bitstream - Terminate - Product Family Change - Common - Business Tasking	NEW	

21	CI	Bitstream - Terminate - Product Family Change - Process Completion - Residential Intact Tasking	NEW	New tasking CIs for the “Process Completion” process for Product Family Change on terminate order
22	CI	Bitstream - Terminate - Product Family Change - Process Completion - Business Tasking	NEW	
23	CI	Bitstream - Terminate - Initialise - Residential Tasking	EXISTING (UPLIFT)	Add new tag “Base Pathway:Product Family Change Terminate Warning”
24	CI	Bitstream - Terminate - Initialise - Business Tasking	EXISTING (UPLIFT)	
25	CI	Bitstream - Terminate - RSP Amend Order Tasking	EXISTING (UPLIFT)	
26	Task Specification	2000 Bitstream - New - Enrich and Validate v8.1	EXISTING (UPLIFT)	<ul style="list-style-type: none"> • Add “Product Family Change” into the drop-down list for “Launch Pathway” • When “Connection Type = Intact - Product Family Change” and “Order Status = Valid”, then “Launch Pathway” is default to “Product Family Change”
27	Task Specification	2076 Validate Product Family Change	NEW	New task created for “Product Family Change” pathway







28	Task Specification	1000 Bitstream - New - Abandonment - Resolve Exception v8.0	NEW	
----	--------------------	---	-----	--

Reference Ticket

✓ <https://dgit.atlassian.net/jira/servicedesk/projects/TFS/queues/issue/TFS-9432>

 TFS-9432

Product Family Change workflow required

 Create subtask  Link issue   Schedule change  Add form  Add Checklist



Kristal Kelly raised this request via Portal

[Hide details](#)

[View request in portal](#)

Affects versions 11.3

Affected Environment/s PROD

Description

Hi

Could we please have a Product Family Change workflow created? This would be very similar to the Transfer and Abandonment workflows, where the RSP would select "Intact - Product Family Change" as the connection type, and would enter the PIID of the service they would like to change. The system would then create the Terminate Order (as it does for Transfers) and the orders would be linked & run in parallel, with the Terminate Order being updated from the New Order.

Along with this, we would like the "Termination Type" field (which is currently populated manually in the Terminate L2 task) to be automatically populated based on the order type (i.e. Transfer/Abandonment/Product Family Change/Disconnection).

Thank you

DGIT Estimate None

DGIT Quote None

Jira Service Desk Ticket