

January 8, 2018

General Description

Description of the bandwidth change process in Dynamics 365.

Dynamics 365- Bandwidth Change

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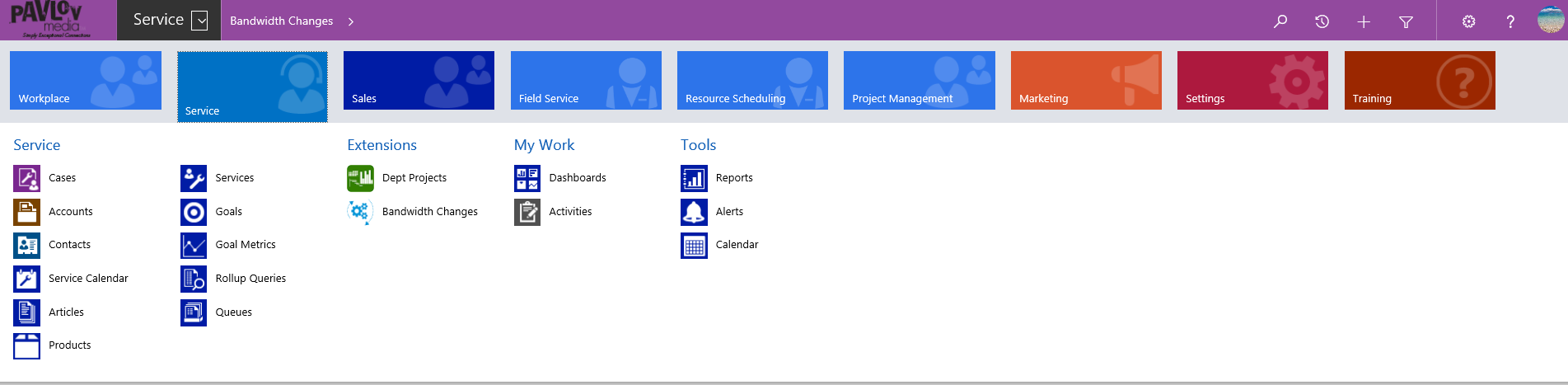
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# Overview

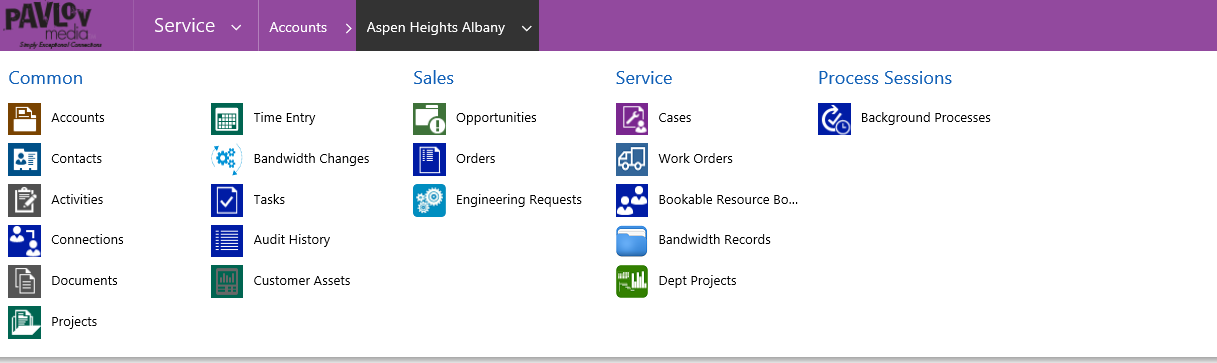
The bandwidth (BW) change process within Dynamics 365 allows the user to track the progress of the change request as it progresses through the stages by utilizing a workflow. Dynamics 365 also provides a place to store the documentation, acting as a historic repository of BW changes for the various sites.

# Accessing Bandwidth Changes

There are 2 ways a user can access the BW Changes in Dynamics 365. The first way to access BW information, is to go under Service then choose Bandwidth Changes.



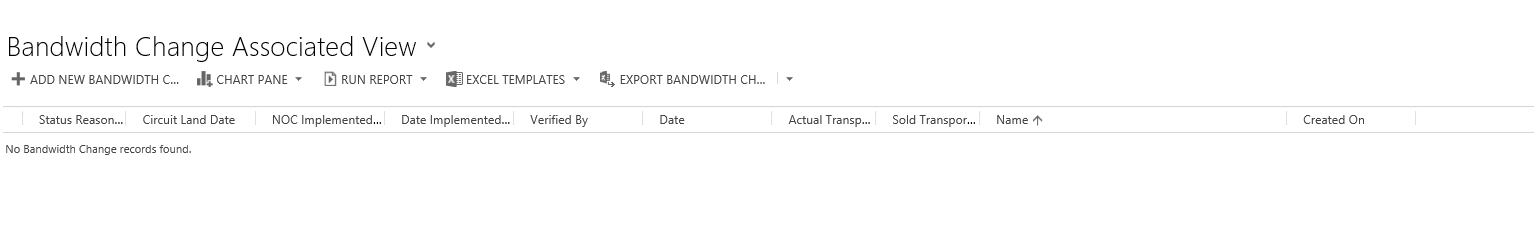
The second way is through the account. Start by bringing up the account the BW change is for; when the account screen has returned on the purple ribbon use the down arrow to bring up more menu choices.



The main difference between accesses the BW change is that if the change for is accessed from the account, the form will automatically be retrieved and populated with the account information.

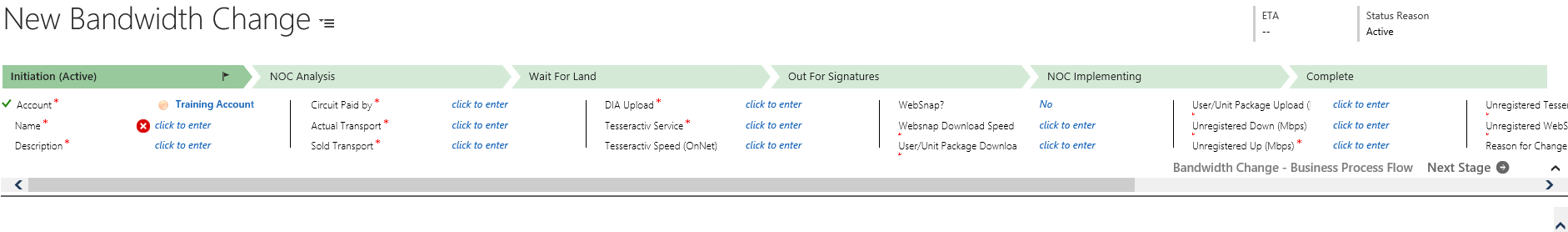
# Creating a New Bandwidth Change

Either way the BW change form is accessed adding a new BW change is done the same way.



The BW Change associated view will be returned. From this view use the menu above the listing to choose “+ Add New Bandwidth Change”. The New BW Change form will be returned; the information in this form can be entered using the workflow at the top of the page or by inputting the information down in the actual form, both areas will require the same information.

Here is an example of the Business Process Flow form from the top of the screen. The Business Process Flowis broken down into process chunks based on team responsibility.



The phases of the Business Process Flow are Initiation, NOC analysis, Wait for Land, Out for Signatures, NOC Implementing, Complete.

## Initiation

The initiation stage is where most of the information regarding the account and BW changes resides.

**Account:** Is the name of the account associated with the BW Change.

**Name:** Can be the name of the account or can be a project name if the change is for an internal project for example,1G Initiative.

**Description:** Description is an expanded explanation of why the BW change is taking place

**Circuit Paid By**: This is a dropdown to choose if Pavlov Media is paying the cost for the circuit or if the Property is paying the costs. This information would be contained in the Service Order (SO) for changes coming from the Sales Team.

**Actual Transport**: Is the speed in megabits per second. This information is available from the BW purchase order (PO) form in the speed column.

**Sold Transport:** The transport speed sold to the property, this may be less than the actual transport to allow for upgrades in the future. Sold transport information will be available in the contract.

**DIA Upload:** Direct Internet Access upload speed for Offnet, this information is provided from the contract.

**Tesseractiv Service:** Is Pavlov Media providing Tesseractiv Service to the property? Choose from the dropdown choices of No, Complimentary, Sold or N/A. This is per the contract and in most cases complimentary to the property.

**Tesseractiv Speed:** Tesseractiv Speed OnNet information is per the contractual circuit information.

**Websnap:** Websnap is burst to the circuit download speed subject a maximum equal to the LAN circuit speed)

**Websnap Download Speed:** Websnap download speed if applicable will be found as part of the contractual circuit information.

**User/Unit Package Download:** Download speeds will be provided as part of the contractual circuit information.

**User/Unit Package Upload:** Upload speeds will be provided as part of the contractual circuit information.

**Unregistered Down (Mbps):** Unregistered download speeds will be provided as part of the contractual circuit information.

**Unregistered Up (Mbps):** Unregistered upload speeds will be provided as part of the contractual circuit information.

**Unregistered Tesseractiv (Mbps):** Unregistered Tesseractiv speeds will be provided as part of the contractual circuit information.

**Reason for Change:** Provide brief explanation of why the change is taking place. For example; If there is a new contract, amended contract and so on.

**Contract Executed Date:** Provided by either the Service Order (SO) or the contract.

**Send NOC Analysis Task:** Choose from the drop down either yes, which will create a task in Dynamics 365 NOC Level 2 dashboard and email the NOC Manager for equipment verification. If no or N/A is chosen, an email and task will not be sent out to NOC. Please note, if the site that the equipment needs verification on is new the verification can’t be performed until the equipment has been set up.

When all the information has been completed for the initiation stage save the information and move to the NOC Analysis stage.

## NOC Analysis

A task will be created for NOC Level 2 to perform the verification. The NOC Manager will also receive an email of the task so that it can be assigned to individual in NOC Level 2 to perform the activity.

**Router:** From the drop-down menu the user can choose 10/100, 10/100/1000, 10/100/1000/10000 or N/A to reflect what the property has on site.

**MikroTik:** From the drop-down menu the user can choose 10/100, 10/100/1000, 10/100/1000/10000 or N/A to reflect what the property has on site.

**Internal Core Switch (Site Backbone):** From the drop-down menu the user can choose 10/100, 10/100/1000, 10/100/1000/10000 or N/A to reflect what the property has on site.

**Distribution Switch (Building):** From the drop-down menu the user can choose 10/100, 10/100/1000, 10/100/1000/10000 or N/A to reflect what the property has on site.

**Trunked:** Choose yes or no.

**Needs update?** Choose yes if the equipment onsite needs to be updated in order to handle the BW that will be implemented or no if the equipment is ok for the BW. If there is additional equipment needed note this in the Additional Notes of this workflow.

**Queue Tree Type:** Designate if this is a standard update, if the BW change is less than 1 Gig, by choosing queue tree standard. If the BW update is over 1 Gig choose Queue Tree Light. This information will be provided to the NOC Level 3 for when the queue trees are updated.

**Site User Switch Port Speed:** From the drop-down menu the user can choose 10/100, 10/100/1000, 10/100/1000/10000 or N/A to reflect what the property has on site.

**Verified By:** The NOC analyst who verified the equipment.

**Date:** The date the equipment verification was completed.

**Additional Notes:** Enter any further information that pertains the equipment verification performed for the site.

Click save at the top of the screen and move to the Wait for Land tab.

## Wait for Land

There is a period when a BW Change will be in a holding state waiting for the BW to land at the property. Once the BW lands an email is sent to the appropriate teams from the BW team. When the email is received the BW Change process can continue.

**ETA:** Is the estimated time that the BW is to arrive at the site; this date can be obtained from the PM’s and should not be any later than the live date for deployment. The ETA can be filled out before the email is received from the BW team.

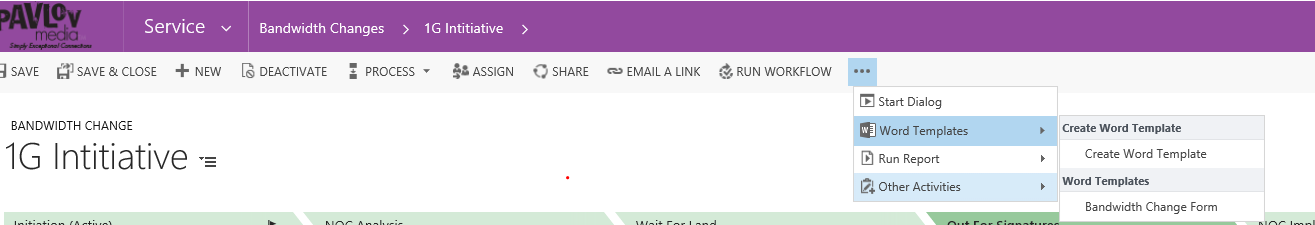
**Circuit ID:** The circuit ID is provided from the BW email. The ID is combination of numbers and letters.

**Circuit Land Date:** The circuit land date reflects the date the circuit landed at the site.

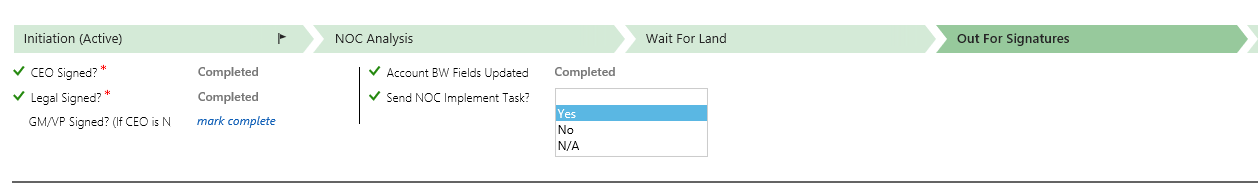
## Out for Signatures

Before the BW Change can be sent to NOC Level 3 to have the queue trees prepared signatures from the Legal team and CEO must be obtained. The queue trees cannot be updated without the signatures being provided.

To print the form for the signatures, go to “…”, more information on the top menu just below the purple ribbon. Choose Word templates from the dropdown then go to Bandwidth Change Form; this will export the information into a Word document. The Word document needs to be printed and taken to Legal and the CEO for the signatures.



When the signatures have been collected the signed Word document will need to be uploaded under the Documents section of the BW Change form. On the workflow at the top of the screen mark CEO Signed and Legal Signed as completed.



The next step is to update the BW information in the Account to match the BW Change form; if the account is not updated NOC Level 3 will not update the queue trees. Once the account information is updated mark the account BW Fields updated.

The BW change form is now ready to be submitted to NOC Level 3 to have the queue trees updated. To send the information to NOC Level 3 mark the send NOC implement task to yes, which will create a task on the dashboard and aleart the NOC manager in an email to assign this to be worked.

## NOC Implementing

NOC Level 3 implements the queue trees are are responsible for updating this portion of the workflow.

**NOC Impletement By:** Is the name of the person who updated the queue trees.

**NOC Date Implemented:** Reflects the date the updated were performed to the queue trees.

**NOC Implementation Notes:** Is an area that any additional information can be recorded.

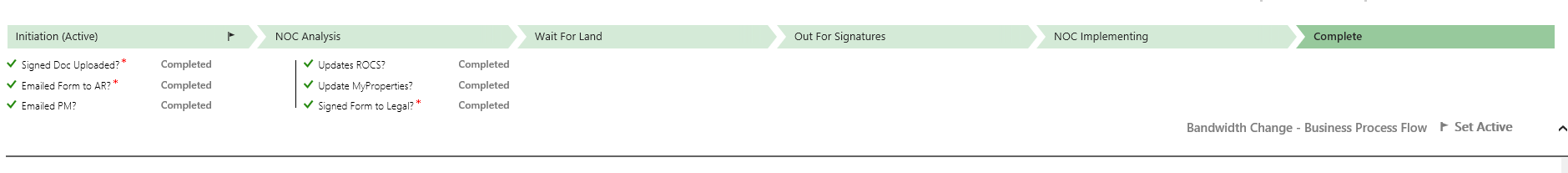
**Queue Tree Type:** Set this field to queue tree standard if the change is less than 1G; set to queue tree light if the change is over 1G.



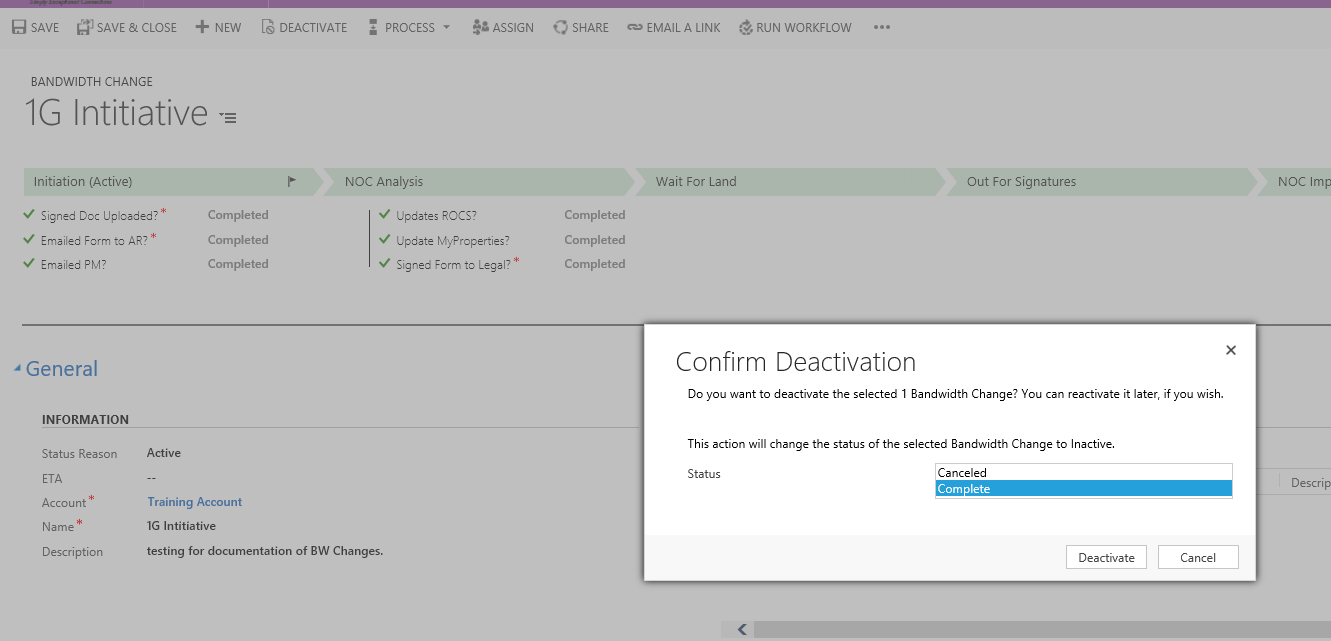
Save the information this will trigger the last step in the BW Change process.

## Complete

To complete the BW Change process there are a few steps outside of Dynamics 365 that need to be completed. When each of those steps have been achieved then mark the task as completed. When all have been completed the process is considered fully completed.



To close out the form go to the menu under the purple ribbon and choose deactivate.



A popup will appear to confirm the deactivation as either complete or canceled. If all steps were fully completed choose complete; if for any reason the circuit was not implemented choose cancel and then hit the deactivate button at the bottom of the popup.

# Issue Handling

For issues that may arise submit a MIS ticket for the System Integration team to investigate the issue; below is the link to the ticketing system.

<https://cwise.shout.net/v4_6_release/services/system_io/customerportal/portal.html?company=sgt&locale=en#LoginPagePlace:LOGOUT>