

2019, DECEMBER 12TH



BCP ACTION PLAN

PROCESS: MOTORCYCLE BILLING AND ALLOCATION

KAWASAKI MOTORES DO BRASIL
INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

SUMMARY

About the process	2
Details	2
Prerequisites	2
Outline	2
Normalization	2
Scenario: SEK Unavailability ID: 015	2
Plan Details	2
Execution	2
Scenario: SEK to EBS Interface ID: 031	2
Plan Details	3
Execution	3
Scenario: Office 365 Failure ID: 007	3
Plan Details	3
Execution	3

ACTION PLAN

ABOUT THE PROCESS

Manager: Luiz Fernando

Interviewed User: Luiz Fernando

Interview Date: 12-11-2019

Process Criticality: Medium

Dependencies: Sales.

Dependent on: Packing.

DETAILS

Most of the failures that can happen on this process are treated on the general action plan document, the user found several workarounds to issues, so even if the operation is delayed, he can still execute some tasks.

PREREQUISITES

Not needed.

OUTLINE

NORMALIZATION

This process will be considered normalized when the user is able to bill and allocate motorcycles as necessary.

SCENARIO: SEK FAILURE ID: 017

Sometimes, the user may inform that Shipping information is not being transferred properly from EBS to WSK.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the user informed that he can collect the order by telephone, and, although it's an inconvenience, the process can continue with delays.

SCENARIO: SEK TO EBS INTERFACE ID: 032

Sometimes, the user may inform that Orders are not being integrated from SEK to EBS.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the user informed that he can manually input the order to EBS, but it's time consuming, the IT team should verify the interface, see if the orders are being correctly sent to the interface, if they are not, we should contact SEK, if the orders are being sent but aren't being properly updated, the team should consult the responsible Oracle Consultant.

SCENARIO: OFFICE 365 FAILURE ID: 007

Sometimes, a user may report a generalized lack of access to Microsoft Office 365 application.

PLAN DETAILS

Completion time: Two to Three Hours.

Monitoring time: Two Hours.

Additional tools needed: None.

EXECUTION

When this situation arises, the user informed that it can heavily affect his activities, because Oracle EBS reports don't attend his requisites, he has to keep them by hand using Microsoft Office applications, in this case, the team should orient him how to circumvent this situation as early as possible.